

**M.O.P. VAISHNAV COLLEGE FOR WOMEN**  
**A STUDY ON ANALYSIS OF EMPLOYEE TRAINING NEEDS**  
**IN THE BANKING SECTOR AT INDIAN BANK**

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**ABSTRACT**

In a business, training and development programmes are critical because they enable employees to improve their performance. Many companies offer training programmes to their employees in order to improve their productivity and skills, however, some workers are experiencing difficulties.

A variety of concerns like T&D develop employee knowledge and capabilities that will improve them so as to carry out tasks to achieve their individual and organizational objectives. Training and development are an important part of any firm's success, and it benefits both the organisation and its personnel. In the banking sector training is the most important part of banks because it's a service industry and their employees represent to quality and value of the bank's service, so it is necessary for employees to have great knowledge and productive performance. This study also identified the unavailability of training programmes, the location of the training venue, the lack of managerial support, the capacity of the trainees, the budget of the training, and the length of training programmes as the most important hindrances to improving the effectiveness of training programmes of banks.

**INTRODUCTION**

Human resource management is of great importance to an organisation. people and their active participation help an organisation survive and grow. An organisation's various functions are carried out through the coordinated efforts of its employees and workers. Therefore, it is necessary to plan, acquire, develop, manage and retain a satisfied workforce for the successful progress of any business. Human resource management strategies include training and development. Training and development are an attempt to improve an employee's performance in an organisation by increasing his or her knowledge and abilities through learning or altering attitudes.

Training has to be an ongoing process as it plays a vital role in improving the productivity, efficiency, and effectiveness of managers. Designing Training and development programmes incurs costs at present whereas the benefit accrues in the form of increased productivity of employees, increased morale, reduced supervision, and increased organizational stability and flexibility for the future.

In a business, training and development programmes are critical because they enable employees to improve their performance. Many companies offer training programmes to their employees in order to improve their productivity and skills, however, some workers are experiencing difficulties. The inability to comprehend technical details and the lack of competence to do the task at hand, which is likewise the case, they have no choice but to quit their employment for various reasons. Staff, on the other hand, is expected to pick up new skills

and participate in new activities. Their responsibility is constructive way to the development of the organisation, whereas accomplished personnel, can in a well-organized manner, deal with the key situations.

A variety of concerns like T&D develop employee knowledge and capabilities that will improve them so as to carry out tasks to achieve their individual and organizational objectives. But for the organizational objectives to be achieved, employees' requirements should be satisfied in such a way that it creates a good working environment so that they can be fully committed to their jobs. When making such a program manager are required to plan in such a 2 approach that they avoid faults. Though, organizational objectives can be accomplished if employees are fully committed to their jobs. Organizations need to ensure that their employees are satisfied in order to retain them. Many companies lose their staff members and professionals because of employee dissatisfaction and changes that happen in the organization because of a lack of competence, capabilities and inspiration.

Training and development are an important part of any firm's success, and it benefits both the organisation and its personnel. If we look at it from the perspective of an organisation, staff training is critical to its success and promotion, in an employee's perspective training activities are critical to their advancement. Workers' training and development as they go through their careers.

In the banking sector training is the most important part of banks because it's a service industry and their employees represent to quality and value of the bank's service, so it is necessary for employees to have great knowledge and productive performance. Therefore, employees' quality and skills are developed through the training and development program.

Training and development programmes give impetus to knowledge and skill development and job enrichment of bank employees. It also reduces the attrition rate, increases job retention and provides value addition to the employees. Training and development are continuous activities equipping employees to perform more effectively. The result can also be seen as an improved bank culture and profits for the bank.

This study also identified the unavailability of training programmes, location of the training venue, lack of managerial support, the capacity of the trainees, the budget of the training, and the length of training programmes as the most important hindrances against improving the effectiveness of training programmes of banks. It is suggested that the effectiveness of TNA and training programmes can be increased by improving the training environment, managing the organisation, ensuring service quality and better time management, nurturing leadership, and increasing budgets of the training programmes of the banks.

## **OBJECTIVES OF RESEARCH**

### **Primary Objective**

- To study was to measure the effectiveness of training need identification practices in Indian banks.
- To identify the different types of training given to the employees.

### **Secondary objective**

- To examine the effectiveness of Training and Development programmes among Indian bank employees.

- To determine their impact on the level of satisfaction among Indian bank employees with these practices.
- To suggest certain improvements for a sound TNA in an Indian bank.

### **NEED AND SCOPE OF STUDY**

The basic purpose of this research paper was to establish the training needs of bank employees. In the present scenario of globalization and competition, training has become crucial. The accessibility of capable employees is a major issue for banks in India. The biggest challenge of an HR manager is to train the staff members to generate desired outcomes. In the cyclical processes of training need identification, training need analysis occurs to be the initial which analyses the areas where training is vital.

The study attempts to understand the effectiveness of training and development of bank employees and how it helps the duties of employees.

### **STATEMENT OF RESEARCH PROBLEM**

Training and development, it's an important factors of any organization's success. and it benefits both the organization and its personnel. It allows employees to improve their abilities in order to improve their organizational performance. Training and development programs are useful because they offer value to employees, reduce attrition, boost job retention, and improve the bank's market share and profitability. In order to fulfill their duties effectively, new hires require induction training. The purpose of this study is to determine the level of efficacy of T&D in a public bank which will influence the employee's motivation and lead to the overall performance of the employee and organization. this study focused the effectiveness of training and development of bank employees.

### **RESEARCH HYPOTHESIS**

- Trained employees tend to perform more efficiently workplaces as compared to untrained employees.
- Type of training affects the productivity level of employees.

### **IMPORTANCE OF TRAINING**

- New hire orientations
- Tackle shortcomings
- Improvement in performance
- Employee satisfaction
- Increase productivity
- Self-driven

### **METHODS OF TRAINING AT INDIAN BANK**

- E-Learning
- Hands-on training

- Simulation training
- Coaching or mentoring
- On-the-job training
- Epathshala learning platform

### **RESEARCH DESIGN**

Descriptive research is used as a research design in this study. This research is used to accurately and systematically describe a population, situation or phenomenon. It can answer what, where, when and how questions but not why questions. Descriptive research includes surveys and fact-finding enquiries of different kinds. The major purpose of descriptive research is a description of the state of affairs, as it exists at present

### **RESEARCH METHODOLOGY**

In order to achieve the objectives of this study a sample survey was conducted in the bank. A questionnaire was circulated among the employees of the bank regarding training and development of the bank. The collected responses were further analysed.

### **SAMPLE SIZE**

Sample size of 60 employees has been collected as samples for the research. Stratified sampling is used in this research. A stratified random sampling involves dividing the entire population into homogeneous groups called strata (plural for stratum). Random samples are then selected from each stratum

### **DATA COLLECTION METHOD**

The data collected for the research are primary data as it was collected directly from the employees of the bank.

### **SCOPE OF STUDY**

This study was done to analyse the effectiveness of training given to the bank employees. It was done to analyse the efficiency of the training received and the satisfaction level of the employees post training.

### **FINDINGS**

Through percentage analysis test the following results have been derived

- The majority of employees are between the ages of 20 – 30, 43% of employees are under this category.
- The majority of employees are male (70%)
- The majority of employees are married (53%)
- The majority of employees have received both on-the-job training and off-the-job training (47%)
- The majority of employees have received three-month training (80%)
- The majority of employees are neutral towards induction training (43.3%)
- The majority of employees agree that special training is satisfactory (40%)

- The majority of employees agree that refreshing training is satisfactory (45%)
- The majority of employees agree that delegating training is satisfactory (37%)
- The majority (62%) of employees strongly agree that induction training is necessary.
- The majority (43%) of employees strongly agree that induction training is necessary.
- The majority (45%) of employees agree that training programs were well planned.
- The majority (51%) of employees agree that the acquisition of practical knowledge and skill is achieved through training.
- The majority (73.3%) of employees agree that induction training is the foundation up on which employees will determine whether or not to work with the organization.

### **SUGGESTIONS**

- The bank-sponsored training and development programs should result in good staff coordination, as well as adequate training for trainees to increase their performance, abilities, and knowledge in the area of object handling. As a result, the time allotted for training should be increased.
- Bank personnel must be motivated about the importance of training in order to deal with routine problems, and rewards can be given to those who consistently attend training.
- Encourage employees to take part in learning opportunities that will help them develop a variety of skills and expand their career prospects
- Empower the clerical and support workers to attend seminars and conferences on a case-by-case basis in order to increase their commitment and interest.
- The condition of an employee's training needs must be correctly examined to avoid a mismatch, and proper post-training use of the employees will assure high performance returns.
- The bank can train their employees on new technologies. It can offer more online certification courses and consider it during employee's promotion and appraisal times.
- It can design an ongoing learning path which the staff can follow throughout the year. The learning can be drafted for an individual or a group depending upon the needs.
- A culture of lifelong learning should be adopted by the bank and encourage their employees to keep up with the current trends.
- The data from previous training sessions can be reviewed to determine what areas should be changed, refined and omitted.
- Surveying participants pre and post training sessions helps to measure the effectiveness of the training programs.
- To encourage a culture of learning and attentiveness during training sessions, rewards or incentives can be offered to staff members who are proactive or achieve exceptional results.

### **CONCLUSION**

The growth of India's banking sector is due to trained labor, which is the consequence of training and development. Training effectiveness is not static; it must be reviewed, updated, and modified on a regular basis to keep up with the changing demands of the economy and government. Policy, information technology improvements, and customer expectations should be the top priority of organizations, so they must focus on improving employee efficiency and effectiveness. Creating an efficient T&D program to boost productivity and customer

satisfaction Service. Finally, the findings of the research study will enable firms to investigate the influence of T&D and its efficacy in improving organizational performance and improving customer service.

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