



# IMPACT OF TRAINING & DEVELOPMENT ON EMPLOYEE PERFORMANCE WITH SPECIAL REFERENCE TO SELECTED PUBLIC AND PRIVATE SECTOR BANKS

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## ABSTRACT

In the present scenario of the business training & development has become one of the essential tools for each and every organizations, however it is important for both employees as well as organization. The present study dealt with relationship training & development and employee performance with respect to selected public and private sector banks. In order to examine this relationship certain aspects of training & development has been identified and discussed. Present study based on primary and secondary data, primary data has been collected through questionnaire method. After testing of hypothesis, findings of the study suggested that, among various aspects of training and development two aspects such as Learning and Productivity is related with employee performance and on the other hand there is not significant relationship between employee performance and Motivation

## STATEMENT OF THE PROBLEM

In the present scenario of global competitive world training & development have been played a significant role in the economic development of countries as well as whole nation. Without having effective utilization of training & development program survival for a long time is not possible. Therefore now days each and every organization is effectively implementing training & development program frequently among the employee to improve their performance.

Training defines as an “**efficient process of getting information’s, abilities, knowledge, skills and behavior in order to fulfill the requirement of the job**”. Training & development helps employee to meet their existing job requirements or helps them to increase their productivity to improve their performance. On the other hand its benefit may increase during the employee’s carrier and help them to meet their future responsibilities. The present study dealt with impact of training and development program in order to measure employee performance of selected private and public sector banks. In this process of research certain dimensions of training and development has been identified from the employee point of view and assess their impact on employee performance

## REVIEW OF LITERATURE

**Riley 1998**, explain about the training need for a teacher at each stage of their career. If teacher are not update and they are not aware about the present scenario, it make them frustrated. This study about the improve teacher interpersonal skill which help to them teach effectively and they able to beat their surrounding competition. In this changing environment it is necessary to conduct time to time training program for teacher's development.

**Karl E. Weick & Robert E. Quinn 1999**, change is continuous process & it is endless modification. An ideal organization always involve in changing process according to present scenario. For maintaining this continuous changing process organization require change agent. Their major role to manage the change effectively in organization, reframe and redesign the organizational climate, culture, policies and structure and mold employee behavior towards the changing environment. This is challenging task for HRM to mold the employee behavior by conducting training and development program to improve their behavior according to organizational need.

**Prakash R. Pillai 2008**, skilled and experienced employee is assets of any organization. So it is most important for an organization to retain the skilled employee. For improving their competence and growth conduct training and development program. This method helps to motivate the employee and increase their retention. In order to maintain and develop their competencies, the employees should have an open mind for learning and change. This proactive approach can be generated by providing adequate opportunities as well as motivation for the employees by fostering a supportive and favorable climate for learning in organizations.

**Benjamin James Inyang 2011**, human resource management performs various functions in an organization and their main focuses on build the strong manpower to perform the various activities of an organization. To build strong manpower HRM focuses on employee motivation, retention, their growth and development. This paper explains the various HR practices to build the human resource that increase the organizational productivity. To increase organizational productivity increases the manpower capacity and efficiency of work. And it improves by training and development program of HRM.

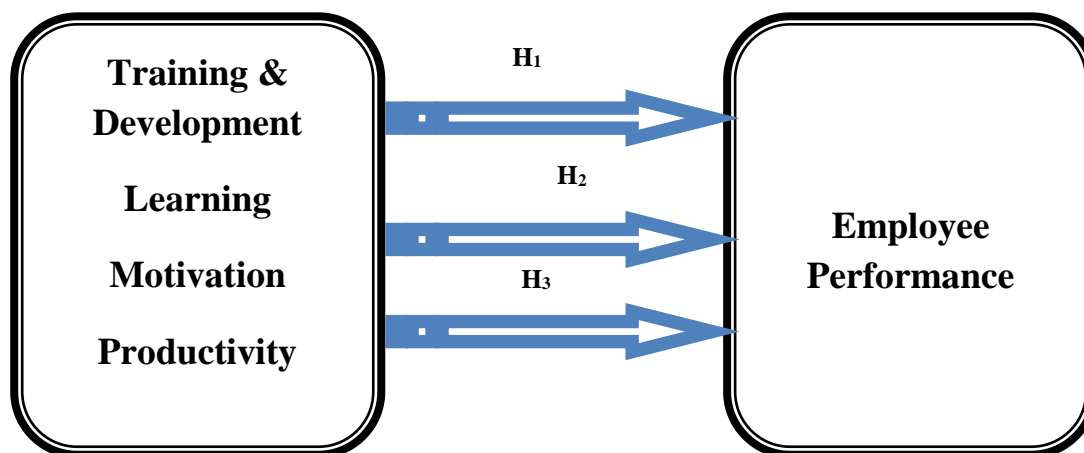
**Eunice Jane Amadi 2014**, explained about the training & development programs in the organization. He explained how an institute can accomplish the benefits of training. He explained it into three steps in safaricon limited. Firstly recognize the training needs by the HR manager. Secondly decide the training purpose, plan, execution and assessment then implement as a continuous process for organizational development. Thirdly identify the employee's abilities and target. Development and succession planning are major factor for training implementation. Motivated employees increase the productivity of organization; training and development program stimulate the motivation of employee.

## OBJECTIVES OF THE STUDY

The various objectives of the study are as under

1. To Study the relationship between training & development and employee performance towards **learning**.
2. To know the relationship between training & development and employee performance towards **Motivation**.
3. To Study the relationship between training & development and employee performance towards **Productivity**.

## RESEARCH FRAMEWORK OF THE STUDY



### Hypothesis of the study

**H<sub>a1</sub>**: There is a **significant** relationship between training & development and **employee performance** with respect to **Learning**

**H<sub>a2</sub>**: There is a **significant** relationship between training & development and **employee performance** with respect to **Motivation**

**H<sub>a3</sub>**: There is a **significant** relationship between training & development and **employee performance** with respect to **Productivity**

### RESEARCH DESIGN

Research design of the present study dealt with Methods, Research questions, research hypothesis, data collections, sampling etc. present study based on descriptive and analytical design of the research, both primary and secondary data collected to examine relationship between training & development and Employee performance of selected public and Private Banks. Primary data for present study collected through questionnaire method and secondary data has been collected through various instruments such as Published papers books etc.

### Sample size and Design

The populations for present study were selected from employees of selected public and private banks cities of Madhya Pradesh. **Random stratified** method was adopted to collect the sample among whole populations. The final questionnaire has generated and distributed among the group employees, over all **200** employees filled the questionnaire in which **176** were found to be completed and remains was incomplete. Hence the sample size of the study is **176**

(N=176)

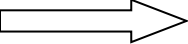
### DATA ANALYSIS AND HYPOTHESIS TESTING

Table 1

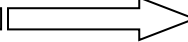
Hypothesis	Statements	$\chi^2$ Chai Square Value	Table Value	Sig
H <sub>a1</sub>	Relationship Between Training & Development and Employee performance with respect to Learning	6.326	5.991	0.05
H <sub>a2</sub>	Relationship Between Training & Development and Employee performance with respect to Motivation	4.221		
H <sub>a3</sub>	Relationship Between Training & Development and Employee performance with respect to Productivity	5.998		

## Interpretation

1. Above table describe the relationship between training & development and employee performance with respect to learning. It can be seen in table that, value of Chi Squar ( $\chi^2$ ) is **6.326** which is greater than table value (**6.326  $\geq$  5.991**). Hence our hypothesis there is a significant relationship between training & development and employee performance with respect to learning is **accepted**.

$H_{a1}$   **Accepted**

2. Above table describe the relationship between training & development and employee performance with respect to motivation. It can be seen in table that, value of Chi Squar ( $\chi^2$ ) is **4.221** which is less than table value (**4.221  $\leq$  5.991**). Hence our second hypothesis there is a significant relationship between training & development and employee performance with respect to motivation is **not accepted**.

$H_{a2}$   **Not Accepted**

3. Above table describe the relationship between training & development and employee performance with respect to productivity. It can be seen in table that value of Chi Squar ( $\chi^2$ ) is **5.998** which is greater than table value (**5.998  $\geq$  5.991**). Hence our third hypothesis there is a significant relationship between training & development and employee performance with respect to productivity is **accepted**.

$H_{a3}$   **Accepted**

## FINDINGS AND CONCLUSION

1. It is observing that, training & development played a significant role to improve employee performance with respect to learning. Because majority of employees positively agreed that, training & development program helps them to learn effectively in various working conditions. On the other hand training & development program increase their learning in the form of quantity and quality, increase skills as good leader and enables them accountable.
2. It is confirmed from the hypothesis testing that, training & development program did not found essential tools because it is not related with employee's performance with respect to motivation. It is also clear that, majority of employees disagreed and strongly disagreed about various statement that it helps to increase level of motivation in challenging working conditions, it helps to increase job satisfaction and encourages other employee to share work load.
3. Result of the study stated that, there is a significant and positive relationship between training & development and employee performance with respect to productivity. On the other hand it has been indicated that, implementation of training & development program helps them to be more productive and competitive for higher productivity of work. Because majority of employees agreed that, training & development program enables them for higher productivity of work, balance productivity and work to keep productivity according to goals.

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