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TO STUDY THE IMPACT OF ONGOING PROFESSIONAL DEVELOPMENT ON PUBLIC AND PRIVATE SECTOR BANKS IN LUCKNOW DISTRICT

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Abstract:

Banking sector is characterized through high competition and in order to stay alive in the market place, employers have to understand the need for ongoing professional development to provide their employee to better deal with the demands of the dynamic situation. This study focuses ongoing professional development practices followed by the employees of both PNB and ICICI bank. The primary data for this study was collected through a structured questionnaire that was personalized with the help of literature. The questionnaire comprised of ten items, categorized into four sections, which are demographic, general perspective, importance and role and challenges. These findings suggest that by boosting the ongoing professional development activities within the banking sector the employees could be pleased and get emotionally involved with their work.

Index Terms – Ongoing professional Development, Financial Institutions

I. INTRODUCTION

- A. OPD stands for ongoing professional development. Ongoing professional development is a strategy for ensuring your knowledge and proficiency through training and education. Ongoing professional development is as regards updating individual skills and knowledge increase confidence and also increase professional integrity.
- B. OPD theory is based on a scientific and exceptional requisite between employees' behaviour and organizational goals. OPD theory enables the team leader to recognize the idyllic actions based on KPIs or goals and these actions are clear, brief and of the nature that accomplishing them ensures a highest possibility of success. The team leader ensures that the ideal actions are clearly understood by the team. The employees agree on performing ideal actions with full commitment based on prior agreement to commitment for success. As the employees are committed and determined on what they must do, they seek to be more precise in the delivery of ideal actions. The employees are influenced by way of achieving their goal with the execution of the correct movements derived from the KPIs or desires with their strength of mind and perseverance (Little, 2013)

II. Importance of Ongoing professional Development in Banks

- A. In recent time the concept of job for life time gradually disappearance. Financial institution employees nowadays are expected to move between roles at some stage in their career and consequently they need to be bendy. This is where OPD is essential for banks employees. Those who are constantly developing and therefore improving are most value to their employer, customer and themselves. The employers desire their employees to be knowledgeable, flexible and more and more productive with high quality of work produced. The customer desires high quality and standard of services from employees. In this context it will be important for employees take control of their own development so that they are able to respond to their employer's and client prospect while shaping their own career in a more and more competitive industry. Ongoing professional development helps to gain the skills and update your skills and knowledge that are needed in the days ahead.
- B. OPD is important because it ensure you update your skills and knowledge. It is also ensures you continue to be become skilled in your profession. It makes sure that you maintain and enhance the skill and knowledge that is you want to deliver a professional service to your customer client and the community. It protects you and your knowledge about your work stay appropriate and up to date.
- C. The economic development of any nation is dependent of the efficient execution of the banking system and an efficient banking system is dependent on the good organization and effectiveness of its employees. Employee satisfaction in organizations is basically dependent on the ongoing professional development practices followed by the organizations. Therefore it becomes necessary to understand and evaluate the ongoing professional practices of the banking industry.
- D. It is link directly business strategy and staff behaviour. It is record of what you experience, learn and apply. It is scientific model of how daily actions of staff are correctly associated and integrated with business strategy.

2. Literature Review

Little, (2019) spiritual model of humanity: improving rollout of strategy, this paper declares that to improve human capital improvement in companies' calls for a scientific general theory of psychology. Consequently due to the fact that 'HR' advanced as an organizational subject from the Hawthorne experiments of the Nineteen Twenties, it has best been subject to 'normal', incremental innovation and even as this has brought a few profits it has failed to supply the profits implicit in human capacity. This paper ought to be study within the spiritual model of humanity, and as an extension of that version in utility to understandings how to hyperlink human ability to organizational results. This paper also explain how to change HR practices and define a ruthless rule, however finally we want carry the standard of our intellectual discussions to ensure we make the excellent decision on the thoughts followed as the ones most suit for living.

In 2018 the book was written by Graham little "The role of human recourse management in the modern organization" explains that why OPD theory is important for organization this theory answers to the question: what is the exact scientific link between people and an organization. Making use of this scientific concept to greater powerful link human beings to the organization making human useful resource the motive force of strategic achievement the principal of this theory equal in groups from two people to two million. The OPD-Theory of organizational design became born from the query 'why? Beginning with the history science, developing improved social science gear and then applying those tools to the query of the exact causal link between organization method and body of workers conduct. The end result changed into the OPD-Theory of employer layout and control within which HR emerges as a key driving force of results.

OPD-HCD™ (2017) for large business with strategic HR function explain that how organization apply this theory and increase profit for organization. It is scientific system and directly linking the organization strategy and daily behavior of staff. Implement OPD-HCD™ with the goal of improving roll out of method, lifting human performance thereby improving EBIT by using 30+%, even as simultaneously improving the paintings-existence pleasure of group of workers. Trial and initial results proof that OPD-HCD™ builds improved result and increase team satisfaction. There are very clear and properly described approaches within the OPD-SHRM system. So if all team leaders are imposing those tactics to traditional, then the group end results have to enhance. OPD-Theory of organizational design guiding roles in a huge organization with a strategic HR feature to comprehend best private and business enterprise achievement. Proof that length does not regulate the scientific solution, simply alters the complexity of implementation. (Little 2017) Profit is the difference between two a lot large numbers, consequently quite small changes in earnings can bring about big profits in income. This is called the multiplier effect. Imagine a commercial enterprise with the start function EBIT 6%, income 100, costs 94. Then applying OPD-HCD™ lifts human performance 10%. The multiplier impact of a 2% and 3% alternate in income and prices is shown under.

- 2% advantage in numbers, sales 102, charges 93.96, EBIT 8.04 increase 34%.

- three% advantage in numbers, income 103, prices 93.91, EBIT 9.08 51%.

If a commercial enterprise had a gap EBIT of 6% of sales, then applying OPD-HCD™ ought to increase that by way of 30%-50%. These profits are supported by means of the outcomes from initial case studies. This case study 2011-12 reveals that the using of OPD model organization can increase profit and also have capability of staff fulfillment. The results create new insights into overall performance enhancement and as a consequence improve the control of human sources in organizations to improve profits by using incorporating behavioral and motivational factors as properly.

Sheri and Carol Reichert (2017) in their study on "The Importance Of Continuing Professional Development To Career Satisfaction And Patient Care : Meeting The Needs Of Novice To Mid- late –career Nurses at some point of Their career Span" findings from this look at monitor that ongoing expert development is an expressed want and expectation for nurses throughout all career degrees and wholesome paintings environments are ones that recognize the significance of nurses expert improvement to profession delight.

Joanne Banks & Emer Smyth (2015) in their study on "Continuing Professional Development among Primary Teachers in Ireland" described the issues that are involved related to teachers continuing professional development. The authors in their study discussed about teachers career stage and key factor influencing take up of continuing professional development. The finding show that participation in continuing professional development is greater at particular phase of the teaching career, indicating the importance of providing access to and encouraging take up of continuing professional development at all stages.

The study conducted by Muhammed Nawaz et al (2015) on "The Professional Development of Employees in Banks of Pakistan: A comparative study of public and private banks in Punjab Pakistan has confirmed the impact of human assets at the overall performance degree of employees. The authors have also described that the fulfillment and failure of any employer depends on its employees showed the effect of human resources on the performance level of employees.

Parwinder kumar sabarawal (2014) in this research study reveals that a better performing SHRM in an organization has a higher degree of presence of OPD elements. Organizations can experience an increase of 12% in performance with the incorporation of the OPD model in their SHRM process.

Naziha Ali Raza (2010) in the study on “The Impact of Continuing Professional Development of EFL Teachers Employed in Federal Universities in United Arab Emirates” describe that are related to ongoing professional development. The aim of the study is to examine the impact of continuing professional development (CPD) of expatriate English as a Foreign Language (EFL) teachers employed in the foundation English programmed of federal universities in the United Arab Emirates (UAE). The authors highlights in their study how when teachers feel less empowered in their existing professional and occupational communities, they exercise their agency in finding alternative means of professional development. Results also revealed that CPD lifelong professional evolution that resulted in evident change.

Although many research has been conducted on the topic of ongoing professional development but still no explanation has been found for the ongoing professional development in banking sector.

3. RESEARCH GAP

It is clearly marked from the accessible literature that the study on Ongoing Professional Development in the banking sector needs to be explored further. In banking sector the implementation of the Ongoing Professional Development is on a very minimal level and hence to fill this gap the present study assumes great significance.

Objective

1. To understand the employees perception towards OPD.
2. To examine the role and importance of OPD in banks.
3. To study the challenges of adaptability and understanding of OPD in banks employees.

3.1 Population and Sample

100 respondents are selected by adopting random sampling techniques for the study covering Lucknow district of UP.

3.2 Data and Sources of Data

The study is based on survey method. Primary data are collected from the field directly by using structured Questionnaire Punjab National Bank is selected as Public sector bank and ICICI bank is selected as Private sector bank for this study. 50 employees from PNB and 50 employees from ICICI bank are randomly selected for this research.

4. RESULTS AND DISCUSSION

Demographic Details of employees

The respondents of the both institutions either public (Punjab national bank) or private (ICICI) bank who gave us response are at designation given in below

Figure No. 1: Demographic details

Officers	Managers	Cashiers	Customer service officers
42	39	9	10

The experience of the respondents were that sixty five respondents are having the experience falls between one to five years ten respondents having the experience of six to ten years and the ten respondents having the experience of eleven to twenty years. Fifteen respondents are the experience of thirty to forty years. Total hundred respondents gave the response fifty respondents were from private banks and fifty respondents were from public banks.

After collection of analysis of data following things have been arrived:

- Out of total employees, 73% respondents aware about the ongoing professional development that means most of the employees in Indian bank both private and public are acquainted about the OPD.
- The majority of employees consider that ongoing professional development is nothing but a career development tool. Although 28% respondents realize ongoing professional development as a new way of employee's appraisal and 18% respondents comprehend that it is a tool for updating knowledge and skill.
- Less than 10% employees thinks that OPD is useful for the boosting knowledge and fill skill gap only, where 35% employees agree that OPD is important for performance appraisal and 55% employees consider that OPD is immensely important for career succession.
- The Impact of ongoing professional development on work environment is very important for employees because 55% employees feel that it is compulsory for career development and less than 5% think that OPD create hostile. 30% employees agree that OPD is necessary component of professional life and growth. Less than 10% employees consider that OPD is pleasing for work employees.
- Second part of questionnaire is measure the importance and role of OPD in organization. This section question measures how satisfied an employee is working in his/her role? Employees role play very important part of any organization so it very important for every employees.

- Both banks employees strongly agree with this question that ongoing professional development helpful in creating friendly work environment in organization. Only 2% employees disagree with that OPD is helpful in creating friendly work environment in organization.
- A large number of PNB and ICICI banks employees are strongly believed that their good work got recognition from their managers and supervisor.
- The majority of the employees in PNB and ICICI banks chose strongly agree for ongoing professional development must be part of every employee's job. Whereas none strongly disagreed for that ongoing professional development must be part of every employee's job.
- Most of the employees of both banks strongly agree with this statement that is ongoing professional development helpful in personal development.
- Aggregate of the employees in both banks were strongly agree for on ongoing professional development must be provided by regular basis.
- Job rotation as the way of training 58% employees of both banks consider that job rotation is necessary. Only 15% employees are agreed with the special training schedules while the other 8% are agree with informal learning.
- More than half of the employees in both banks were strongly agree for working schedule is a challenge for ongoing professional development while 32% employees agree with availability of resources challenge for ongoing professional development.

5. Conclusion

This study clearly emphasizes importance of the ongoing professional development on the employees in the banking sector. There is enough evidence to show that ongoing professional development is very important for employees because it enhances employee's skill and knowledge that is employees would like to deliver a professional service to customer client and the community.

6. Limitations of the Study and Scope for Future Research

Like any other study this study also has some limitation first the size of the samples is small and study area is limited within the area. This study has been conducted in Punjab national bank and ICICI bank in Lucknow other research must try to other banks and organization so that conclusive result can be formulated. This study focus on the impact of ongoing professional development in bank employees.

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