

## **A STUDY ON EMPLOYEE TRAINING NEEDS TOWARDS BANKING SECTORS IN ICICI BANK AND PNB BANK**

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### **ABSTRACT**

This research project is undertaken to identify the effectiveness of Training Need Analysis adopted in Indian banks. Before training design challenges are concerned, a cautious need analysis is needed to expand organized information of where and when training is required, what need to be trained, who will be trained and most significantly how will the training be carried out. Unless this need assessments have been sufficiently performed it might be difficult to rationally validate offering training.

### **1. INTRODUCTION**

Banks prefer more training than gaining bookish knowledge to ensure that the employees are motivated and have developed relevant skills in them to do their jobs with confidence. Appropriately trained and highly skilled human resource is perceived as the greatest asset of a firm. Skilled employees contribute to competence, expansion, increased efficiency and market reputation of a company.

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, employee's requirements should be satisfied in such a way that it creates good working environment so that they can be fully committed to their jobs. When making such program managers required to plan in such an approach that they avoid faults. Though, organizational objectives can be accomplished if employees are fully committed to their jobs. Organizations need to ensure that its 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 lack of competence, capabilities and inspiration.

The main objective of this study was to measure the effectiveness of training need identification practices in selected banks. The employees of public and private sector banks are expected to have specific aptitude, skills and knowledge, which can be made through effective T&D programme. The outcome of manpower in the banking sector of India requires be strengthened by proper training both via on-the-job and off-the-job session. Many financial institutions still practicing informal training need assessments. It is very important to engage most of the trainers in needs assessments and evaluations as an effective training can only be planned based on inclusive assessments of job responsibilities and trainee compatibility.

To make desired result, workers are generally trained through cyclical processes. Training needs assessment (TNA) occurs to be the initial phases that break down the fields where training is necessary. TNA is the prime and vital measure for the formulation of T&D programs. Training assessments are considered with the achievement of desired levels of ability and the accomplishment of requisite knowledge and skill. Therefore, training effectiveness points out conditional or associated factors impacting learning, retention and transfer. Among all of the best practices, need assessment is probably the most important part of the process.

### **2. OBJECTIVES OF THE STUDY**

#### **Primary Objective:**

The objective of the research is to find employees' training levels with the organization.

#### **Secondary Objective:**

- Impact of training and development on banking employee's performance.
- Satisfaction of employees from the training and their process or designing.
- In future executive development programme is provided.
- Training helps the employees in promotion and monetary benefit in future.
- To determine which method of training helps in reducing the stress of the employees minimize the faults in day to day operation.

**NEED OF THE 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.

**3. RESEARCHMETHODOLOGYMETHODODOLOGY**

This chapter, research methodology is considered as the nerve of the research work. Without a right and well prepared research design, it is not possible to complete the research paper and achieve to any findings and final conclusion. This research paper was based on the Primary survey through structured questionnaire. The basic purpose of survey was to gather proper primary data, which work as a base for drawing conclusion and getting result. Research methodology is the way to systematically solve the research problem.

**RESEARCH DESIGN:**

The specific purpose of the study, research design adopted is descriptive in nature. The descriptive research is undertaken so as to ascertain and be able to explain the features of the factors of interest in a situation.

**SAMPLE SIZE:**

The method of Random Sampling has been used in the analysis of the data. 100 employees have been selected at random from HR department of selected banks in Delhi and feedback forms (questionnaire) have been obtained.

**STATISTICALTOOLS:**

For the comparative analysis percentage analysis is used. After completion of the entire analysis, interpretation was made on the basis of

- Tables,
- Charts,
- Bar graphs for representation of data.

**DATA REQUIREMENT:****PRIMARY DATA:**

The primary data was gathered with the support of structured questionnaire due to its simplicity & reliability. The survey technique is much supportive in variables such as getting selections and assisting participants to understand the importance and reply to their aptitude. In this technique we get high response rate and reliability.

**SECONDARY DATA:**

Secondary data is gathered from earlier research works and literatures to fill in the respective study. The secondary data was gathered from books related to HRM, training and development Articles and previous research papers HR Journals Annual reports and brochures of selected banks Relevant Websites.

**SAMPLINGDATA:**

A sample design I sad definite plan for obtaining a sample froma given population.

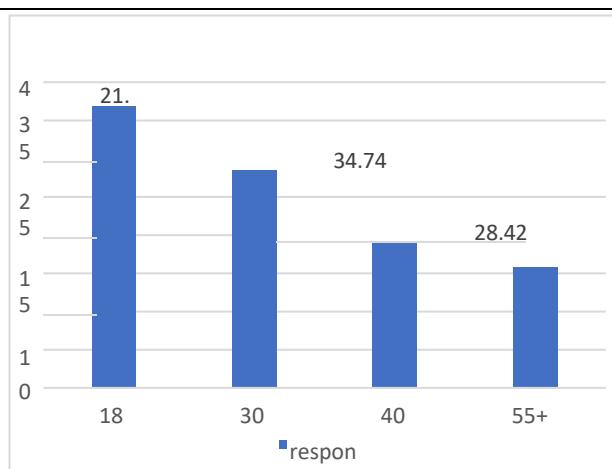
The convenience sampling method was use din the selected.

**4. DATA ANALYSIS AND INTERPRETATION****PERCENTAGE ANALYSIS**

The following consist of the data analysis and interpretation ofmy questionnaire Survey analysis of data

**Table No: 1 Age of respondents**

AGE	NO.OF.RESPONDENTS	PERCENTAGE
18-29	20	21.05
30-39	33	34.74
40-55	27	28.42
55+years	15	15.79
Total	95	100



**Charts.1**

#### **INTERPRETATION:**

The above table interpreted that 36.84% of respondents are of the age group 18-29, 28.42% of them belong to the age group 30-39 and 18.95% belong to the age group 40-55 and 15.79 are the age group 55+ years.

#### **5. FINDINGS**

- Banking employees mostly trained with both the methods of training:
  - On the job training method
  - Off the job training method
- On the job training is most likely helps in reducing the faults in operations, according to 78 respondents. Only 30 respondents agree that off the job training method more effective to minimize the faults in day to day operation. It means most of the employees comfortable with on the job training method.
- From the employees response we find that training need analysis is also done for the existing employees of the banking sector.
- We find the moderate correlation between the methods of training and it helps in promotion and future benefits in future. It shows that training helps in the career development of the employees.
- From the data analysis moderate correlation is also exist in training reduce the stress level and more effective to minimize the faults in operations which is beneficial for both employees and banks.
- According to this table 61.2 % employees through on the job training method feel minimum stress level. Only 27.6% comfortable with off the job training method. So from above we can conclude that on the job training method not only minimize the faults but also reduce the stress level.

#### **6. SUGGESTIONS**

- The evaluation of training should be carried out regularly by the HR department of banks to assess the success of training courses being conveyed to staff and to compose essential upgrading, if needed.
- The employee developmental program carried out for managerial level staff must lay more importance on fabricating and developing leadership skills, abilities and qualities in them.
- Management and leadership skill must also be incorporated in banks T&D courses, and more first-line employees must have access to it. These people would become efficient manager in the future, and giving appropriate training and development programmes on leadership traits would boost their commitment level and make their job more capable.
- Banks should make sure that the purpose of assessing training need is to improve knowledge and skills, to bridge up the performance gap and to change attitudes towards the work.

#### **7. CONCLUSION**

The study evaluated Training Need Analysis (TNA) in Indian banks, highlighting a focus on enhancing employee skills and motivation through prioritized training. Both on-the-job and off-the-job training methods were utilized, with a preference for on-the-job training to reduce operational errors. Correlations were found between training and employee satisfaction, career progression, and stress reduction. Recommendations include ongoing training assessment, leadership development, and aligning training with organizational objectives. Ultimately, training programs greatly influence employee commitment and organizational success in the banking industry.

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