

# Impact of Training on Employee Performance in Private Banks in Rajasthan

Vidhi Patel, Research Scholar, Department of Commerce & Management, Pacific Academy of Higher Education & Research University, Udaipur, Rajasthan.

&

Dr. Priyanka Daya Choudhary, Assistant Professor, Faculty of Commerce, Pacific Academy of Higher Education & Research University, Udaipur, Rajasthan.

## Article Info

**Page Number:** 8440-8450

**Publication Issue:**

**Vol. 71 No. 4 (2022)**

## Article History

**Article Received:** 25 March 2022

**Revised:** 30 April 2022

**Accepted:** 15 June 2022

**Abstract:** Human resource management is critical in Banking sector. Banks have two major challenges: personnel management and risk management. Those that fail to match client expectations will struggle to survive. Skilled labour is in scarce supply, a typical concern among bank executives. Human resources are becoming limited, both in terms of quality and quantity. And, it is self-evident that any efficient resource in short supply must be effectively managed for the sake of society, thus you must pay close attention to the complete human resource management process. The primary goal of this research is to investigate the influence of training on employee performance in Rajasthan's private banks. The core data for this study were acquired from 150 workers via a questionnaire; 8 private banks were chosen for this reason. The findings indicate that staff training has a major influence on their performance. Furthermore, banks should consider focusing on training that best assists workers in implementing and acquiring various sorts of information and abilities, as well as offering clear directions for all activities and trainings with suitable time length.

**Keywords:** training, employees, employees' performance, private banks

---

## Introduction

Training and development programmes encourage bank workers' knowledge and skill growth as well as job enrichment. It also lowers turnover, promotes job retention, and adds value to employees' lives. Training and development is a constant activity that equips employees to perform better. As a consequence, the bank's culture has improved, as have its revenues. Training must be a continual activity since it is critical to improve managers' productivity, efficiency, and effectiveness. Designing training and development programmes incurs costs now, but the benefits accrue in the form of higher employee productivity, morale, lower supervision, and increased organisational stability and flexibility in the future. The only way to compete in the market is to have a skilled and adaptable team. To be successful, firms must offer value, which can only be accomplished via skilled workers.

The current business climate and severe competition on a worldwide scale have made it necessary for businesses to regularly train their human resources in response to growing difficulties. The training programmes must be strategically planned to suit the company needs; however, the training needs must first be recognised systematically using the right techniques, so that the training programme may assist in meeting the present competitive market environment. Training requirements are analysed using Training Needs Analysis, which has its roots in gap analysis. The gap analysis is an examination of the gap between the knowledge,

skills, and attitudes that employees in the organisation need to accomplish the business's profitability and productivity objectives and the knowledge, skills, and attitudes that individuals in the organisation now possess. As a result, before to creating, funding, and providing training solutions, the evaluation of training requirements or gap analysis is performed.

### **Training among bank employees**

In order to fulfil their duties effectively, new hires require induction training. A mix of instructions, coaching, and assistance assist people in rapidly and economically reaching the appropriate level of performance in their occupations by working effectively. Existing employee training is required to assist people acquire capacities to increase their performance in their current occupations, as well as to prepare them for advancement by teaching them new technologies. Existing personnel require new training to bring them up to date on the newest developments and to make them more productive. When a person transitions from one job to another, training is required to bridge the gap as per the new work objectives.

Furthermore, training prepares a person to better his performance and reach his goals via hard work. Staff Development Programs are tailored to fulfil specific objectives such as organisational effectiveness, employee productivity, and other new difficulties. The various subprocesses in the management development programme process include developing a strategy to meet emerging challenges, reviewing organisational objectives, assessing capabilities and needs, designing and implementing development programmes, evaluating the effectiveness of these programmes, and finally measuring the impact of the training on an individual's work life quality and balance.

Training is the most essential motivator for young and eager bank staff to stay on the job. Training and development are motivators and sources of ideas and innovations for organisations, protecting them from potential worker attrition and increasing their motivation to work for the business. When employees receive proper training in accordance with job requirements and for the company, organisational success rises.

### **Methodology**

In the month of August 2022, a survey using close ended questions in a questionnaire was used. Purposive random sampling was used to select employees working in private sector banks in Rajasthan. To assess the factors affecting employee performance in Private Banks in Rajasthan.

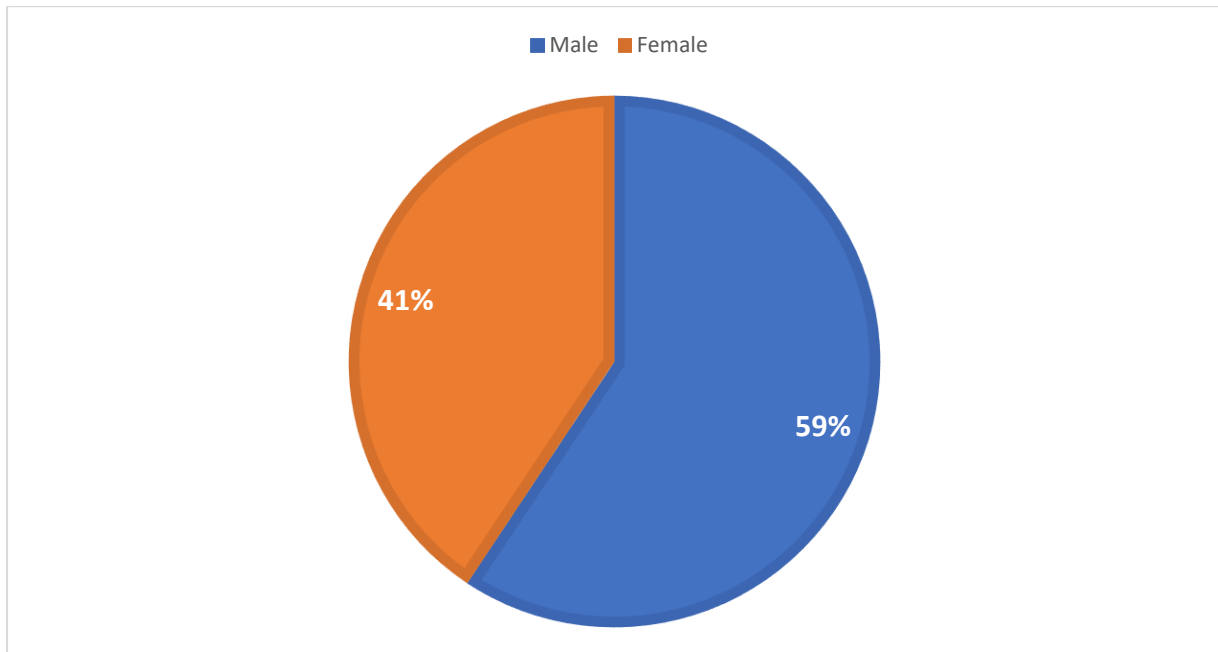
### **Result and Discussion**

#### **1. Gender**

<b>S.No.</b>	<b>Gender</b>	<b>Frequency</b>	<b>Percentage</b>
<b>1.</b>	Male	89	59.33%
<b>2.</b>	Female	61	40.66%

	<b>Total</b>	<b>150</b>	<b>100%</b>
--	--------------	------------	-------------

(Source: Primary Data)

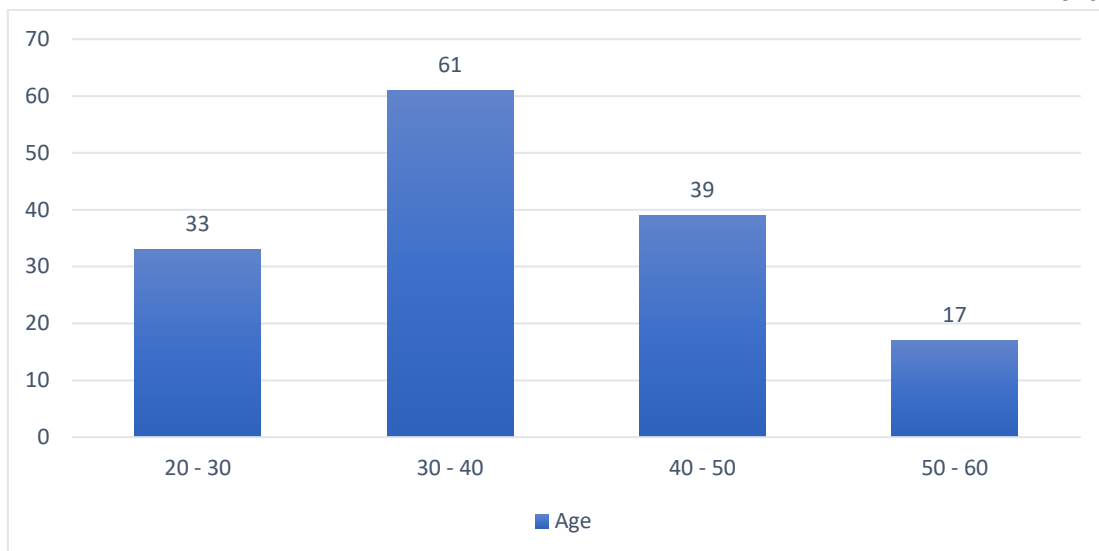


Out of 150 employees 89 (59.33%) were males and 61 (40.66%) were females.

## 2. Age

S.No.	Age	Frequency	Percentage
1.	20 – 30 Years	33	22%
2.	30 – 40 Years	61	40.66%
3.	40 – 50 Years	39	26%
4.	50 – 60 Years	17	11.33%
	<b>Total</b>	<b>150</b>	<b>100%</b>

(Source: Primary Data)

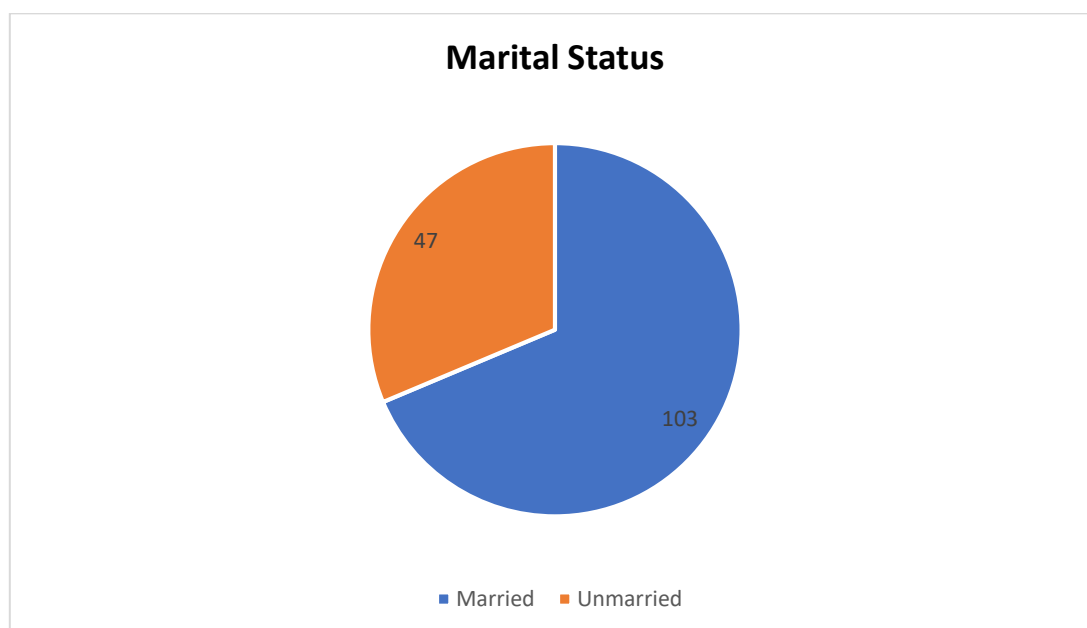


Out of 150 employees 33 (22%) employees aged between 20-30 years, 61 (40.66%) employees belong to the age group of 30 – 40 years, 39 (26%) employees belong to 40 – 50 years and 17 (11.33%) employees belongs the age group of 50-60 years

### 3. Marital Status

S.No.	Marital Status	Frequency	Percentage
1.	Married	103	68.66%
2.	Unmarried	47	31.33%
	<b>Total</b>	<b>150</b>	<b>100%</b>

(Source: Primary Data)

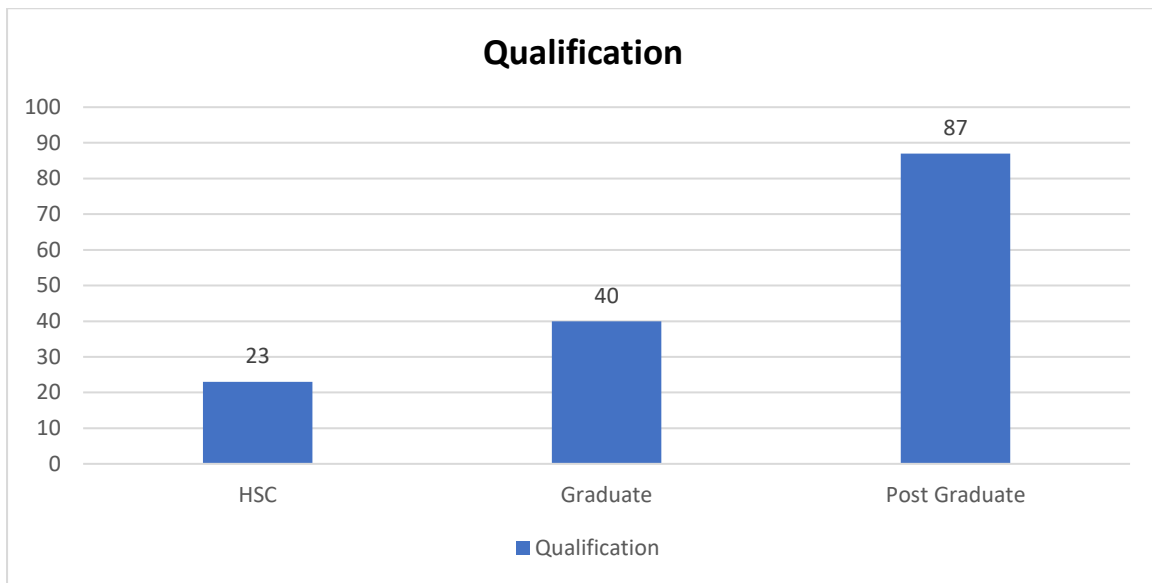


Out of 150 employees 103 (68.66%) were married and 47 (31.33%) were unmarried.

#### 4. Qualification

S.No.	Qualification	Frequency	Percentage
1.	HSC (12 <sup>th</sup> Class)	23	15.33%
2.	Graduate	40	26.66%
3.	Post Graduate	87	58%
	<b>Total</b>	<b>150</b>	<b>100%</b>

(Source: Primary Data)



Out of 150 employees 87 (58%) were post graduate, 40 (26.66%) were graduate and 23 (15.33%) were HSC qualified.

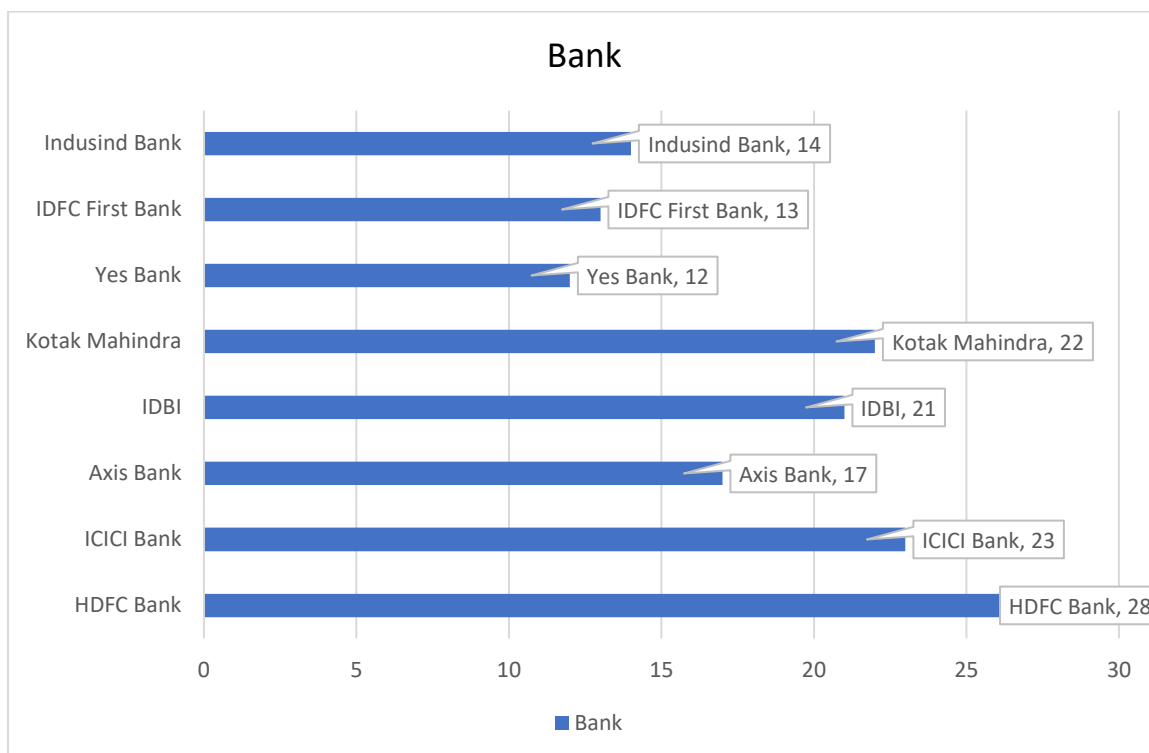
#### 5. Name of Bank

S.No.	Bank	Frequency	Percentage
1.	HDFC Bank	28	18.66%
2.	ICICI Bank	23	15.33%
3.	Axis Bank	17	11.33%
4.	IDBI Bank	21	14%
5.	Kotak Mahindra	22	14.66%
6.	Yes Bank	12	8%
7.	IDFC First Bank	13	8.66%

<b>8.</b>	Indusind Bank	14	9.33%
	<b>Total</b>	<b>150</b>	<b>100%</b>

(Source: Primary Data)

Out of 150 employees 28 (18.66%) were from HDFC bank, 23 (15.33%) belongs to ICICI bank, 17 (11.33%) were from Axis bank, 21 (14%) employees were from IDBI bank.



22 (14.66%) were from Kotak Mahindra, 12 (8%) were from Yes bank, 13 (8.66%) from IDFC first bank and 14 (9.33%) employees as a sample were from Indusind bank.

## 6. Purpose of Training

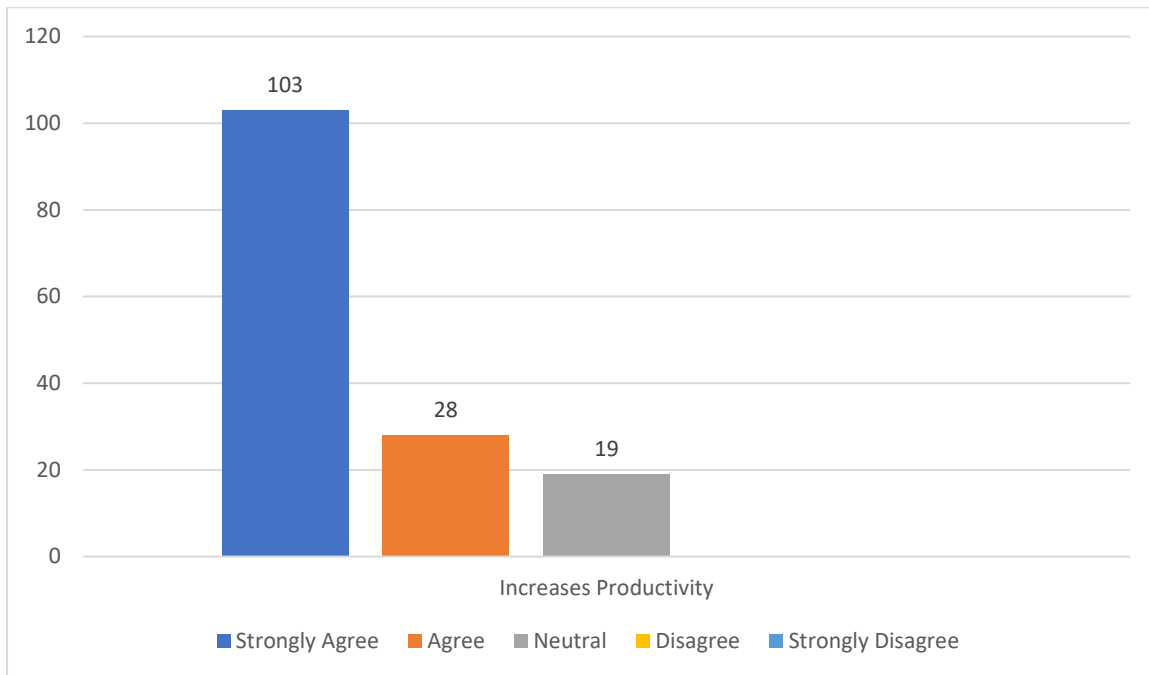
S.No.	Purpose of Training	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
1.	Increases Productivity	103	28	19	-	-	150
2.	Enhance skills	115	16	14	3	2	150
3.	Increase effectiveness	111	21	15	2	1	150
4.	Increase efficiency	137	13	-	-	-	150
5.	Improve confidence	129	14	-	7	-	150

6.	Help to adopt dynamic environment	135	9	2	4	-	150
----	-----------------------------------	-----	---	---	---	---	-----

(Source: Primary Data)

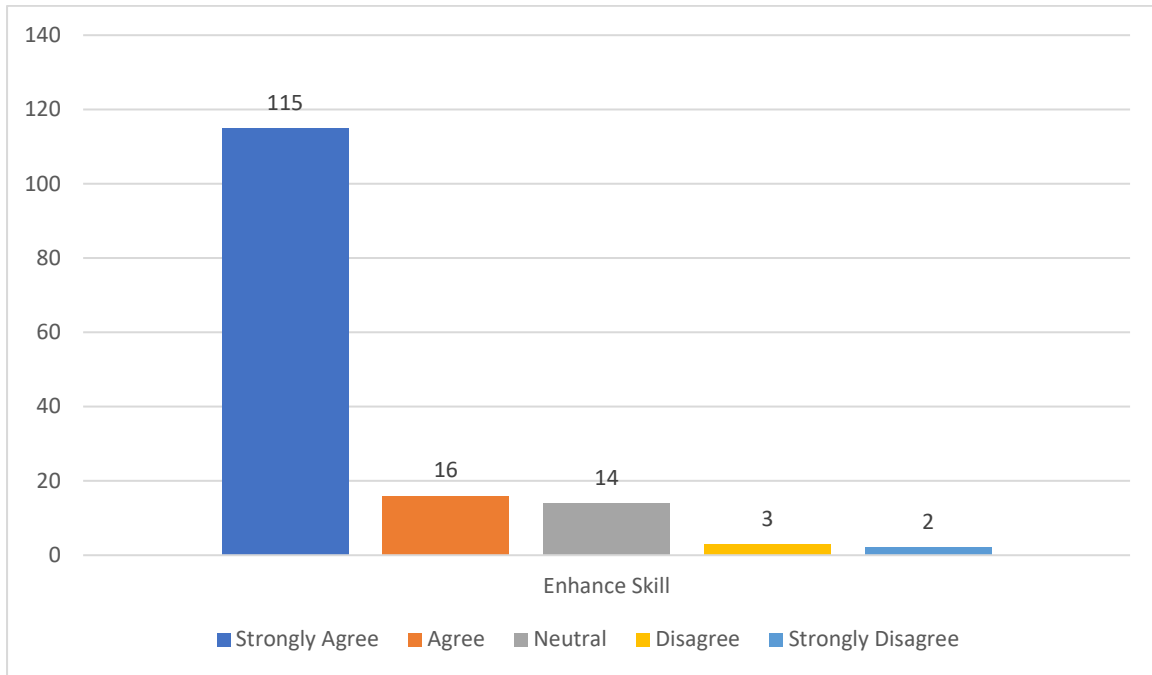
The main purpose of training in banks is to increase productivity among working employees, to enhance their skills, to increase effectiveness – compilation of task on time, to increase efficiency – optimum utilisation of resources, to improve confidence and also to adopt dynamic environment.

### 6.1 Increases Productivity



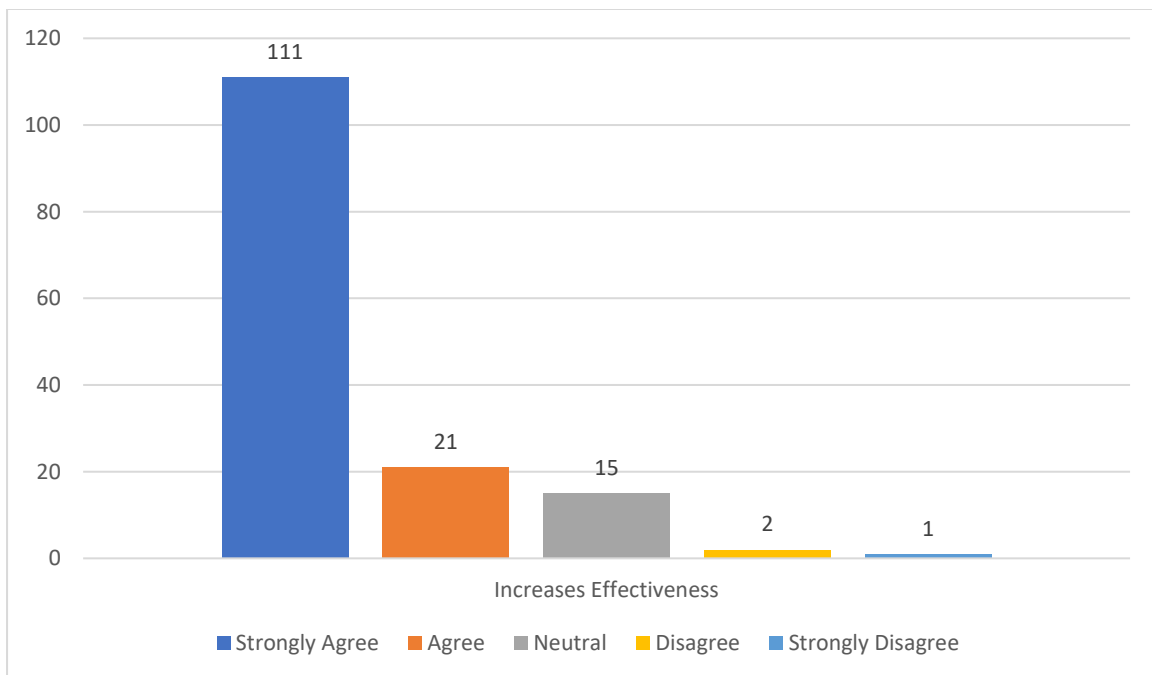
Out of 150 employees 103 were strongly agree with the statement that training increases productivity of employees, 28 agreed and 19 were neutral from the given statement.

### 6.2 Enhance skills



Out of 150 employees 115 were strongly agree with the statement that training enhance skills of employees, 15 agreed, 14 were neutral from the given statement. 3 employees disagreed from the statement that training enhance skills and 2 were strongly disagreed.

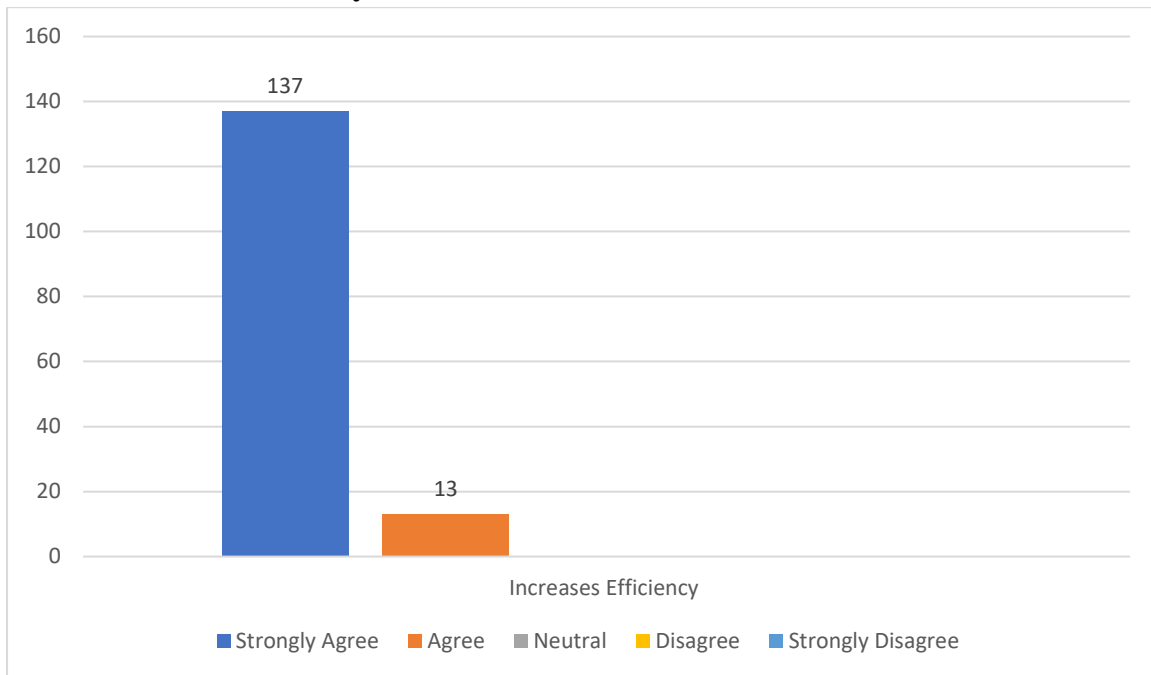
### 6.3 Increases effectiveness



Out of 150 employees 111 were strongly agree and 21 agreed with the statement that training increases effectiveness of employees, 15 were neutral, 2 employees disagree and 1 employee strongly disagree with above statement.

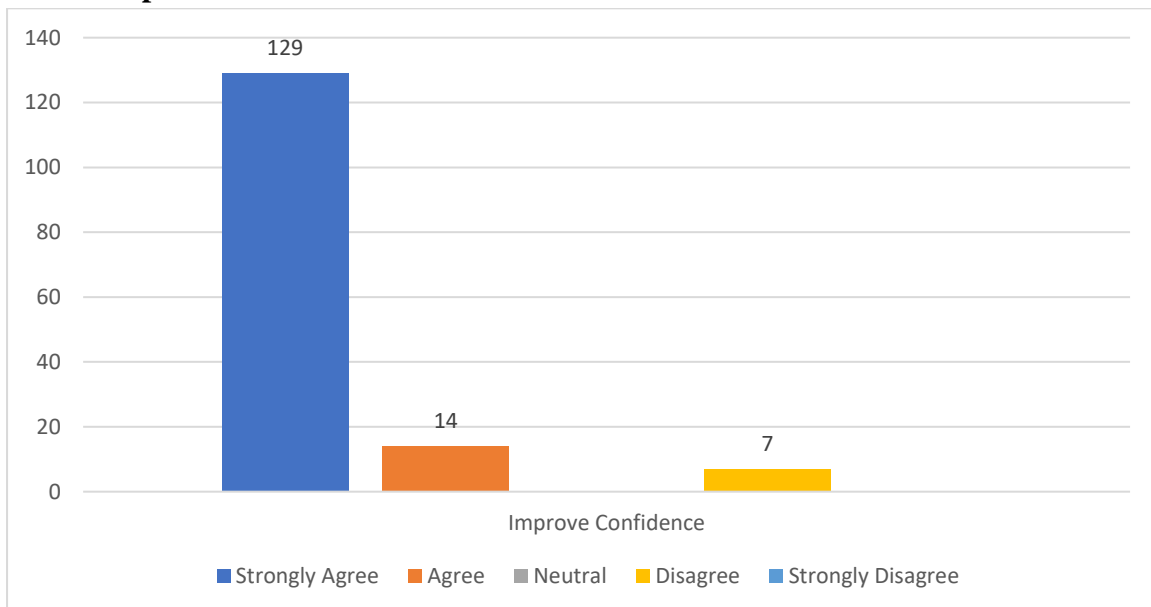


### 6.4 Increases efficiency



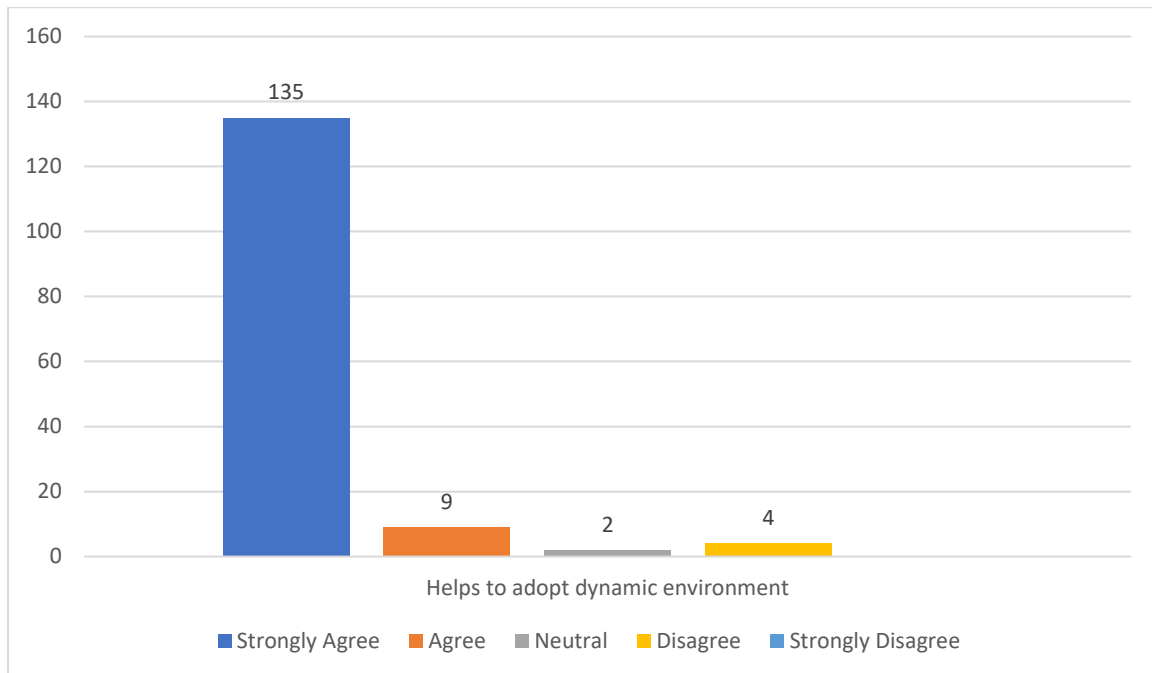
Out of 150 employees 137 were strongly agree with the statement that training increases efficiency – reduces the wastage of resources followed by 13 employees who also agreed with the above statement.

### 6.5 Improve confidence



Out of 150 employees 129 were strongly agree and 14 employees agreed with the statement that training increases confidence among employees, 7 employees disagree with the above statement.

## 6.6 Helps to adopt dynamic environment



Out of 150 employees 135 were strongly agree and 9 were agreed with the statement that training helps to adopt dynamic environment 2 were neutral and 4 disagree with the above statement.

### Conclusion

The job of Human Resource Management is well defined, and it is intended to benefit both the individual and the company. The first important goal of HRM is to serve the organisational interests in the most advantageous way possible; hence, it is more of an investment than a cost to the business. Once the human resources are efficiently exploited, the other resources are best utilised. Employee training has become increasingly important as the complexity of work in the banking sector has grown. Employee training must be a resource commitment in order to sustain a viable and competent workforce. Employee training that is effective not only prepares individuals to work successfully, but it also impacts the company's development and profitability. Employee conduct also plays an important part in increasing the bank's productivity. Banks should proactively organise training sessions so that workers commit fully to improving their performance and efficiency, as well as providing customer happiness, so that the banks can tackle growing difficulties.

### References

1. Afroz ,N. (2018) Effects of Training on Employee Performance - A Study on Banking Sector, Tangail Bangladesh ,Global Journal of economic and Business, Vol 4 (1) , pp.111-124. <https://doi.org/10.12816/0048158>
2. Ahmadi, A. M. (2019). Impact of Training Programs on Employees' Performance: A case study on Afghanistan's Telecommunication Companies. Journal Socio-Economic Analysis, vol 11, issue 1 , pp. 15-23. <https://doi.org/10.2139/ssrn.3350344>.

3. Amyan. M. (2016). The Impact of Training on the Performance of Employees Case Study Search and Rescue Team: Jordanian Civil Defense. *International Business and Management* Vol. 12, No. 3.
4. Bhat. Z. (2017). Impact of Training on Employee Performance: A Study of Retail Banking Sector in India. *Indian Journal of Applied Research* 3(6).
5. Briscoe, J. (2019). How to Create Training Materials. Retrieved from <https://bizfluent.com/how-6568811-create-training-materials.html>
6. Daudt, H., D'Archangelo, M., & Duquette, D. (2019). Spiritual care training in healthcare: Does it really have an impact? *Palliative and Supportive Care*, vol. 17, I.2 ,pp. 129-137. <https://doi.org/10.1017/S1478951517001134>
7. Donkor, A. & Banki, R. (2017), "Assessing the Impact of In-service Training Programmes on Basic School Teachers of Ghana in the Kassena Nankana West District of Ghana" ,*Journal of Education and Human Development*, Vol. 6, No. 4, pp. 64-76. <https://doi.org/10.15640/jehd.v6n4a8>
8. Duron S., Martinez T., Baudoin Y., Barbier O., Daban JL., Boutonnet M1., Ausset S1. & Pasquier P. (2018). Tourniquet training program assessed by a new performance score, *Prehosp Disaster Med*, Vol.33, I. 5, PP. 519–525. <https://doi.org/10.1017/S1049023X18000845>
9. Engetou. E. (2017). The Impact of Training and Development on Organizational Performance Case Study: National Financial Credit Bank Kumba. un published master thesis Centria University of Applied Sciences.
10. Gautam, A. (2019, August 1). 5 Training Delivery Methods to Use in Your L&D Programs. Retrieved from <https://trainingindustry.com/articles/content-development/5-training-delivery-methods-to-use-in-your-ld-programs/>.
11. Ghirelli, C., Havari, E., Santangelo, G. and Scettri, M. (2019), "Does on-the-job training help graduates find a job? Evidence from an Italian region", *International Journal of Manpower*, Vol. 40 No. 3, pp. 500-524. <https://doi.org/10.1108/IJM-02-2018-0062>.
12. Ibrahim R., Boerhannoeddin A. and Bakare K. (2017), "The effect of soft skills and training methodology on employee performance", *European Journal of Training and Development*, Vol. 41 No. 4, pp. 388-406. <https://doi.org/10.1108/EJTD-08-2016-0066>.