

# Impact of Training on Employee Performance in the Banking Sector, Thanjavur City

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**ABSTRACT** - Training is provided for performing a specific task. It is short-term and helps in enhancing the skill of an employee to do that particular job. Various kinds of training are provided to the employees of the organization depending on the need of the hour. The organization should invest in employees training organization must pay attention to the employee's need and cater their need by providing required training on time. This paper tends to measure the impact of training on employee performance in the banking sector. 14 private banks were chosen from Thanjavur city. 120 employees of middle-level management were chosen using simple random sampling. The data collected were analyzed using descriptive statistics and linear regression.

**Key Words:** Banking sector, Employee training, Employee performance, Linear Regression, Thanjavur.

## I. INTRODUCTION

Many industry employees administrator measure the employee performance of each staff member on a yearly or monthly basis in direct to help them identify suggested areas for development. To execute well in such an unstable environment competitively, they need resources such as capital, methodology, material, machines, men, and management information systems. These resources should be used in a very useful way to achieve strategic objectives. Many strategies have been implemented to develop the productivity of employees, such as job and organization design, job responsibility, public relation, staffing, motivation, reward training, and development. Among these factors, training is the most significant factor to obtain the maximum output of human resources. The training can be used to improve or develop job-related performances such as knowledge, skills, and attitudes of the employees. Training is one of the major functions of the human resource management and it is used to moderate the behavior and the level of motivation aiming the positive input for the performance and finally for the output. Training has an important role in the achievement of organizational goal by integrating the interest of organizations that provide training to their employees increase their productivity (Stone R.2002). The training is an important function for the survival of any organization. In the banking sector employee, skill and knowledge are important assets that improve productivity and performance. The bank is a service industry the services that bank are provided are delivered into its employees and the services are consumed by its customers at the same time. The bank employees stand for services and representation to the customer the quality and value of the bank's service. (Aryee 2009). Satisfied employees are not

only good and successful performers but also an efficient ambassador of their bank. They may bring heavy deposits and well-reputed customers to their bank while unsatisfied employees may not. Only satisfied employees are loyal to the bank and may attract the outside business to their bank. Employee training plays an important role as it enhances the efficiency of an organization and helps the employee to boost their performance in an efficient manner. There are many reasons that create the barrier to perform the task such as organizational culture and politics. Some of the employees have a lack of skills, abilities, knowledge, and competencies due to this they are failed to accomplish the task on a timely basis. Training helps employees to meet their existing job requirements or help employees to increase their productivity. The challenging values of their framework have been used by the world and well-known commercial companies to drive innovation, create high-performance cultures, explore and expand into the old and new market, and improve overall quality through the training programs to improve their work and their employees.

## II. LITERATURE REVIEW

A literature search was conducted which focused on training on employee performance.

Shouvik Sanayal and Mohammed Wamique Hisam (2018) analyzed the impact of training and development practices on employee performance. This study adopts a descriptive research design and it imbibes both primary and secondary data.

Rida Athar and Faiza Maqbool Shah (2015) studied observe that how training need establishes, how effective the training methods of banks and their influence of employee

performance. Training enhance skills and abilities of employees

Prasadini N. Gamage and Lionel Imbulana (2013) studied that objective of training and development is to improve employee knowledge and the skills for their better performance. The performance is measured in terms of the improvement in productivity, absenteeism and the employee job satisfaction

Esther (2018) agrees that employees are ready to integrate if they are not satisfied with the organization and this affects in retaining an employee in an organization

Burhan Mohmoud Award Alomari (2017) studied highlights the importance of human resource management practices in enhancing the creativity and innovation of employees.

Abdul Ghafoor Awan and Iffat Asghar (2014) agreed that successful implementation of any strategic objective depends on the inspiration and hard work of the company employees. Researches indicate that satisfied employees are the major asset and source of any bank for successful achievement of its short term and long term objectives

### III. RESEARCH METHODOLOGY

This paper mainly comprises of a descriptive research.

#### A. OBJECTIVE

- 1) To identify the factors influencing employee training
- 2) To identify the factors influencing employee performance towards training
- 3) To identify the impact of employee training on job performance

**TABLE1: FACTORS INFLUENCING EMPLOYEE TRAINING**

FACTORS INFLUENCING EMPLOYEE TRAINING	MEAN	STANDARD DEVIATION	RANK
Change in technology	1.47	.63	I
Need to enhance productivity	1.46	.58	II
Desire to boost motivation	1.44	.56	III
Need to improve performance	1.36	.52	IV
To reduce employee turnover	1.30	.46	V

The table evaluate that the mean of a change in technology is 1.47 and the standard deviation is .63, of a need to enhance productivity is 1.46 and the standard deviation is .58, desire to boost motivation is 1.44 and the standard deviation is .56, need to improve performance is 1.36 and the standard deviation is .52 and to reduce employee turnover is 1.30 and the standard deviation is .46 respectively.

#### DESCRIPTIVE STATISTICS

In order to find the factors influencing employee performance towards training, descriptive statistics analysis was used and some of the factors like training facilities, delivery style of a presenter, responsiveness, and support, knowledge of subject shared and training facilities are strongly agreed by most of the employee's performance in private banking sector, Thanjavur. This shows that these are the factors influencing employee performance.

### B. RESEARCH DESIGN

Sample size: Samples of 120 employees were selected to evaluate training on employee satisfaction in 14 private banks, Thanjavur.

Sampling Technique: Simple random sampling was used to collect data from the employees of 14 private banks.

### C. TOOLS FOR DATA COLLECTION

- Primary data were collected through personal interview using questionnaire
- Secondary data was collected from previously published records, statistics, research reports, and documents. And also from books, periodical, and websites.

### D. TOOLS FOR DATA ANALYSIS

Descriptive analysis is used to identify the factors influencing employee training. Descriptive statistics are used to identify the factors influencing employee performance in training. Linear regression is used to impact of employee training on job performance.

## IV. RESULTS AND FINDINGS

### DESCRIPTIVE STATISTICS

In order to find the factors influencing employee training, descriptive statistics analysis was used and some of the factors like to reduce employee turnover, need to improve productivity, desire to boost motivation and change in technology are strongly agreed by most of the employee's performance in private banking sector, Thanjavur. This shows that these are the factors influencing employee training.

To identify the factors influencing employee training

To identify the factors influencing employee performance towards training

**TABLE2: FACTORS INFLUENCING EMPLOYEE PERFORMANCE**

FACTORS INFLUENCING EMPLOYEE PERFORMANCE	MEAN	STANDARD DEVIATION	RANK
Training programme	1.22	.45	I
Training facilities	1.18	.41	II
Delivery style of a presenter	1.16	.37	III
Responsiveness and support	1.16	.37	III
Knowledge of subject shared	1.13	.37	III

The table evaluate that the mean of a training programme is 1.22 and the standard deviation is .45, training facilities is 1.18 and the standard deviation is .41, delivery style of a presenter is 1.16 and the standard deviation is .37, responsiveness and support is 1.13 and the standard deviation is .37 and knowledge of subject shared is 1.13 and the standard deviation is .37

### V. LINEAR REGRESSION

In order to find the factors impact of employee training on job performance, linear regression was used and some of the factors like job performance in the private banking sector, Thanjavur. This shows that these are the impact of employee training on job performance

To identify the factors impact of employee training on job performance

- **H<sub>0</sub>**: There is no impact on employee training on job performance.

**TABLE3: MODEL SUMMARY**

Model Summary				
Model	R	R Square	Adjusted R Square	Std. The error of the Estimate
1	.788 <sup>a</sup>	.620	.617	.340
a. Predictors: (Constant), JOB PERFORMANCE				

As seen in the table (3), the value of R = .78% which indicates that 62% of R square has been explained.

**TABLE4: ANOVA**

ANOVA <sup>b</sup>						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	22.327	1	22.327	192.808	.000 <sup>a</sup>
	Residual	13.664	118	.116		
	Total	35.992	119			
a. Predictors: (Constant), JOB PERFORMANCE						
b. Dependent Variable: EMPLOYEE TRAINING						

Table (4) shows the value of F for independent factors and a dependent factor is  $192.808 > 1$  which indicates there is a significant association between two independent factor and dependent factor.

**TABLE5: COEFFICIENT**

Coefficients						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-1.803	.474		-3.808	.000
	JOB PERFORMANCE	1.344	.097	.788	13.886	.000
a. Dependent Variable: EMPLOYEE TRAINING						

As seen in the table (5), the linear regression analysis for this study. B value of job performance =  $1.344 > 0.001$ , which means that the job performance will have a positive impact on employee performance.

## **VI. CONCLUSION**

The study examined the factors influencing employee training. The result revealed that employee training is highly influenced by the change in technology (mean value = 1.47). Consequently, the banking employees were seeking training to adapting and learn the new changing technology in their sector. The researcher also analyzed the employee performance towards training. The research outcomes show that most of the employees were fulfilled with their training programme (mean value = 1.22). Hence, the employees were highly pleased with their recent training programme. Subsequently, the research evaluates the impact of training and employee job performance. The result exposed that there is a moderate impact between training and job performance. Accordingly, the employees were highly satisfied with their training but they are not bringing their training knowledge into a good performance. So the employee should try to lay their training knowledge to accomplish better performance.

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