

A Study on Training and Development in SUCO Bank, BALLARI

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Abstract: This research project is undertaken to identify the effectiveness of training programs adopted in selected banks. The major findings and suggestion have been drawn from the primary research. The findings revealed that impact of training and employee satisfaction at banks are not in line with the best practices concerning the intended and organized levels of performance after training and development employee capabilities and knowledge process as is generally known. Training and development will cause higher satisfaction level in employees and they will accomplish their duties with a lot of accountability with best performance.

Key Words: Banks, Training, Developments, employee commitment.

INTRODUCTION

Banks are a crucial element of the financial infrastructure and significantly contribute to India's economic growth. They facilitate the transfer of funds from entities with excess capital to those in need, ensuring optimal utilization of financial resources. The finance sector operates effectively, enhancing the understanding and practice of monetary transactions nationwide. A notable transformation occurred in the financial sector following the 1992 amendment, which aimed to bolster the efficiency and capacity of corporate banks, thereby strengthening India's financial system.

STATEMENT OF THE PROBLEM

The statement of the problem under scores the multifaceted challenges encountered by banks during employee training and development initiatives. Banks face challenges such as high costs, time constraints, technology integration issues, regulatory compliance requirements, employee turnover, skill development needs, and difficulties in measuring training effectiveness. If these challenges are not properly addressed it may effect performance of bank. Every employees as to under go appropriate training and development. In order to mitigate these challenges and enhance organization performance.

Need for the Study:

The research aims to identify training and development needs from various perspectives, including the levels of knowledge, skills, and expertise required by employees that can be attained through workplace training programs. By conducting a training effectiveness evaluation study, insights into employees' opinions about the program can be gained. This evaluation speaks to the confidence employees develop in handling their day-to-day operations with sensitivity and efficiency.

Objectives of the Study

- To analyze employee satisfaction levels regarding training and development in SUCO bank.
- To evaluate employees perceptions of the training programs in the organization.

LITERATURE REVIEW

Nagar (2023) conducted a study on training and development in commercial banks, focusing on State Bank of Bikaner and Jaipur and The Bank of Rajasthan Ltd cooperation centers. Data was collected through a structured questionnaire covering various aspects of the training program. The research primarily examines trainees' perspectives on aspects like course duration, library facilities, trainers' effectiveness, teaching methodologies, computer programs, and other infrastructural facilities.

K. Karthikeyan, R. Karthi, and Shyamala Graf (2022) conducted an empirical study titled "Impact of Training and Development in Indian Banking Sector," which concluded that employee behavior significantly influences organizational productivity within the banking sector. They suggest that fostering superior-subordinate relationships can be achieved through participation in personality development programs such as role plays, group discussions, and business games. The authors emphasize the importance for

banks to sensitize employees about the necessity of training to enhance productivity and customer satisfaction, thereby meeting contemporary business challenges in India.

Thanuja and Suja S Nair (2022) examined HRM practices' effectiveness in public and private sector banks, highlighting training and development procedures as essential HR functions in both.

Afroz (2022) investigated training's effects on employee performance in the banking sector, revealing a strong correlation between training and increased employee engagement, motivation, and job satisfaction, leading to improved performance.

Falola, H.O., Osibanjo, A.O., and Ojo, S.I. (2022) underscored the strong relationship between training and development, employee performance, and competitive advantage, advocating continued investment in employee training for sustained improvement

Griffin (2021) highlighted differences in bank training's extent and effectiveness and proposed a productivity-based benchmarking framework to streamline data collection and utilize metrics for reporting outcomes. The focus is on evaluating the final impact of training and development programs.

RitambharaGoswami (2021) analyzed training and development practices in public and private banking sectors, revealing private sector banks' greater emphasis on employee training.

PoonamMadan and JasleenKaurBajwa (2021) underscored the impact of HR practices on employee performance, emphasizing the need for better training programs and performance evaluations in banks to ensure employee and customer satisfaction amid industry growth.

Mathapati (2020) depicted the evolving landscape of Training and Development in the banking sector, which is undergoing drastic changes in the current scenario.

Khan, R.A.G. et al (2020) highlighted the impact of on-the-job training and its planning on organizational effectiveness, indicating a positive correlation between training programs and overall organizational performance.

Appiah (2020) highlighted training's role in enhancing employees' knowledge, skills, attributes, and

competence, ultimately improving organizational efficiency and productivity

Agarwala (2019) emphasized the pivotal role of training and development in equipping employees with the requisite skills, knowledge, and abilities for enhanced performance, expansion, and profitability across industries.

Saharan (2019) stressed the importance of banks soliciting feedback from employees to enhance training effectiveness for maximizing benefits and sustaining competitive advantage.

Radhika, Ch. (2019) emphasized role plays, classroom and group discussions, and case studies in training to maintain and develop soft skills, fostering valuable lessons in competition, cooperation, caring, sharing, and artistic expression.

P. Ramakrishna (2019) discussed HRM practices' evolution in the Indian banking sector, highlighting Bank of India's initiatives in addressing various organizational challenges.

Abdullah, H. (2019) identified challenges in managing staff training and development and proposed strategies to address them, emphasizing the importance of intellectual HR professionals and appropriate policies.

Tahir, N. et al. (2019) emphasized training and development's role in enhancing organizational efficiency and employee competence, which leads to better organizational performance.

Ampomah, P. (2018) found that employees' awareness of training objectives and selection criteria, coupled with motivation, contributes to better training outcomes, suggesting a need for comprehensive and mandatory training for all employees.

Olaniyan, D.A. and Ojo, L.B (2019) concluded that effective training is essential for productivity improvement, urging organizations to invest in staff training and development for sustainable growth.

Angela (2019) demonstrated training's positive impact on employee performance among international civil servants, indicating increased commitment, motivation, job satisfaction, and overall efficiency.

Garavan, T.N. (2019) suggested that work-oriented training processes can positively influence employee attitudes and behaviors, promoting knowledge

acquisition and adaptation to dynamic business environments.

Cooper (2019) established a positive relationship between training programs and employee engagement, attributing improved organizational performance to employees' enhanced skills and knowledge acquisition.

G.V. Narasimhan (2018) emphasized training and development's crucial role in organizational performance and stressed the importance of assessing training needs and fostering communication between trainers and trainees.

Chanderjeet (2018) studied HRM practices in private sector banks, advocating for systematic HRM policies tailored to banking sector needs.

Ramachandran (2018) critically analyzed the effectiveness of training and development programs for employees in a public sector company. The study revealed variations in the effectiveness of training programs based on demographics and emphasized the significance of employees' experience and training in determining the effectiveness of training programs

Goyal (2018) found that soft skills training, coupled with other conventional courses and modern activities, significantly influences IT professionals, suggesting that communication skills, teamwork, and CRM should be integrated into training programs to enhance soft skills.

Kumar and Jain (2017) explored integrating classroom and work information to enhance learning processes, especially in management education, aiming to attract young graduates to pursue management careers.

Punia (2016) acknowledged training's role in improving organizational effectiveness and suggested judicious use of training and development (T&D) to enhance employee efficiency and competitiveness.

RESEARCH METHODOLOGY

This study adopted a descriptive research design.

Types of Data collection:-

1) Primary Data

Primary data collection was conducted via the administration of questionnaires.

2) Secondary Data

Secondary data was collected from textbooks, journals and other literature sources available through open source research and internet survey.

Sampling Design

The technique chosen to select a sample is called a sampling design. There are different types of sampling designs and they all provide guidelines for choosing or selecting an sample for a study.

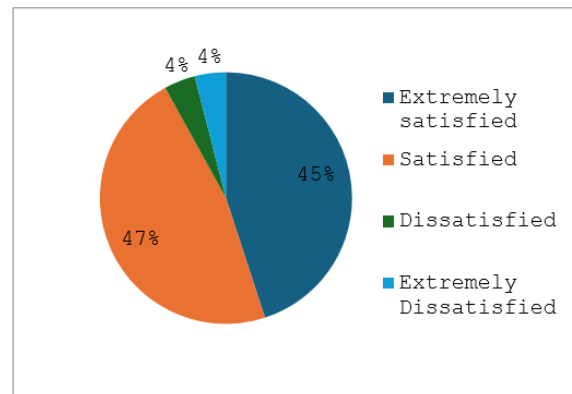
This study employed probability sampling, specifically using simple random sampling.

Sample size

Sampling unit	The study focuses on the employees of SUCO Bank.
Sample size	A sample size of 100 was used in this study
Graph	Pie Chart

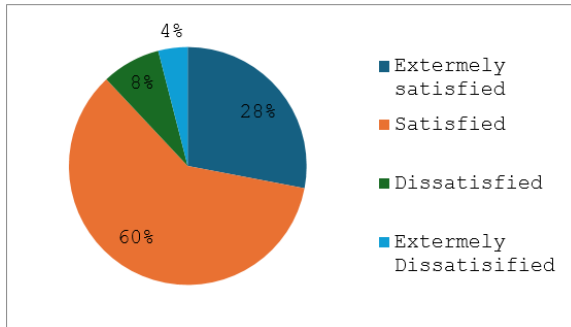
DATA ANALYSIS AND INTERPRETATION

How satisfied are you with the current training programs offered by SUCO bank?



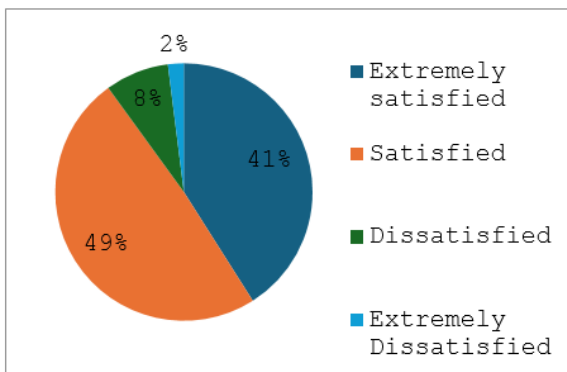
ANALYSIS: Above chart shows that 45% of respondents are extremely satisfied with the current training programs offered by SUCO bank, 47% of respondents are satisfied, 4% of respondents are dissatisfied, 4% of respondents are extremely dissatisfied.

How frequently does organisation conduct training sessions in SUCO bank?



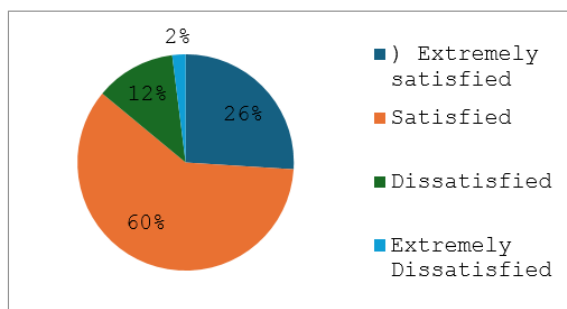
ANALYSIS: Above chart shows that 28% of respondents are extremely satisfied with the frequency of training sessions, 60% of respondents are satisfied, 8% of respondents are dissatisfied, 4% of respondents are extremely dissatisfied.

How well do you think the training programs align with your career development goals at SUCO bank?



ANALYSIS: Above chart shows that, 41% of respondents are extremely satisfied with well the training programs align with their career development goals at SUCO bank, 49% of respondents are satisfied, 8% of respondents are dissatisfied, 2% of respondents are extremely dissatisfied.

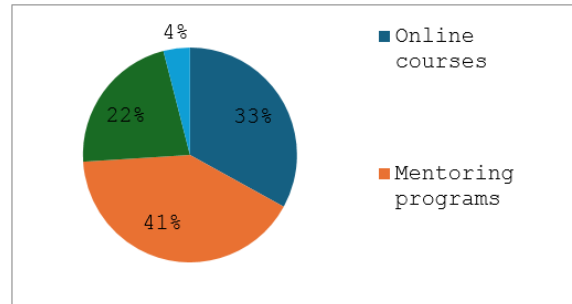
How satisfied are you with the support and resources provided during training sessions at SUCO bank?



ANALYSIS: Above chart shows that, 26% of respondents are extremely satisfied with the support and resources provided during training sessions at SUCO bank, 60% of respondents are satisfied, 12% of

respondents are dissatisfied, 2% of respondents are extremely dissatisfied.

What additional training opportunities would you like to see implemented by SUCO bank in the future?



ANALYSIS: Above chart shows that, 33% respondents would like to implement in online courses for future, 41% respondents would like to implement in mentoring programs, 22% respondents would like to implement in workshops and seminars, 4% respondents would like to implement in cross-functional training opportunities.

FINDINGS

- A significant majority of respondents are satisfied with the current training programs at SUCO Bank, with very few expressing dissatisfaction.
- Most respondents are satisfied with how often training sessions are held, indicating the current frequency meets their expectations.
- The training programs are well-aligned with the career development goals of the majority of respondents, indicating they find the training beneficial for their professional growth.
- The majority of respondents feel satisfied with the support and resources provided during training sessions, though a small number would like to see enhancements in this area.
- Most respondents have attended multiple training sessions, with a substantial number attending two to three sessions, showing active participation in the training programs offered.
- Respondents generally feel that the training materials have clear learning objectives, contributing to their satisfaction with the training sessions.

SUGGESTIONS

Employees requires knowledge ability attitude that require for job satisfaction. Employees need the training programme on required topics. Explain the objectives of a training programme before commencement.

The training programme should be continuous and unlimited. Management must commit to allocating significant resources and sufficient time for training. Ensure that training contributes to the company competitive strategies. Ensure that training takes a holistic and systematic approach and that training and retraining at all levels is continuous and ongoing. Ensure that there is an appropriate relationship between the organization, activities and individual training needs. In addition to the questionnaire, other post-training evaluation methods should be used, such as interviews, self-diaries, observation and additional tests.

CONCLUSION

Observations during the training period at Suco bank reveal a strong focus on evaluating the effectiveness of the training provided to employees. Whether it's new hires or existing staff members, the bank ensures that appropriate training is delivered to equip them with the necessary competencies to excel in their respective roles. Furthermore, the bank regularly reviews and enhances its training and development programs to stay abreast of evolving industry trends and meet the changing needs of its workforce.

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