

The Impact of Training and Development of Human Resource in Banking Sector

***Dr. Payal Goyal**

Abstract

Human Resources Management is like the blood river of any organization because the success of any organization is to achieve its objective and goals which also heavily and highly depends on its workforce. Training is an important tool for enhancing or improving skill development of the employees and also maintains the changing environment, so some organizations invest training and development program in their man power. Banking sector is also not untouched with this stream and many of banking sectors are using this tool for achieving their goals. The purpose of this paper is to analysis elements that impact training in banking sectors and how they affect employees functioning and it is point to the training background which is intended to achieve organization planned goals

Keywords - Training, development, Human Resource management, banking sector, performance.

Objectives

This paper is indispensable for organizational performance as workers are significant resource, who can built the organization efforts better and if the workers are not accomplished and knowledgeable to execute their work duties and responsibilities then the objectives and goals of organization are not achieved. The impact of untrained employees is identified in this paper particularly in banking sector.

The objectives of the study are:

- * To analyses impact of training on the employee's knowledge and performance.
- * To study the role of training in banking sector.
- * To find out the need of employee training in organization.
- * To determine the advantage of training in organization and employee motivation and satisfaction.

Introduction

Presently the business environment is hastily changing in the world, the organizational management and attainment of employee's functioning is gradually becoming more challenging and multi-tasking in an organization. There are endless exertions and tactics placing down by numerous organizations to accomplish their objectives and also achievements of excellence by gaining competitive benefits. If we can see in the other side then the workers are needed to be innovative, productive, skilled, expert, and trained sufficient to grip the information excellently.

The Impact of Training and Development of Human Resource in Banking Sector

Dr. Payal Goyal

Training and development programs play a vital role in an organization as it support workers to boost their functioning in an effective manner. Many of the organization provides training program to their employees for increase in their productivity and skills while several of the workers are facing the problems to understand the technicalities and lack of ability of the given task which is also the reason why they have to leave the job. However, staff is anticipated to learning new stuff and shows their obligation with positive way in organizational success, whereas accomplished employees can handle the critical situations in a well-organized manner.

The training and development is a significant component for the existence of any organization, so an organization and the employees both are to achieve benefits through the training. If we are to see organization's point of view that training of employees are essential for organizational operations and advancement, where an employee's point of view on training activities is significant for growth and development of workers functioning with a career progression.

In the banking sector training is most important part of banks because it's a service industry and their employees represent to quality and value of the bank's service, so it is necessary for employees to have great knowledge and productive performance. Therefore, employee's quality and skills are develop through the training and developments program.

Research Elements

Human Resources Management

HRM is an energy of the organizations. It concentrates in fascinating workers, assortment, training, evaluation and satisfying of the employees. It also follows the leadership and culture of the organization to safeguard and its compliance with labor laws. *'Human resource management involves the planning, acquisition and development of human resources necessary for organization success.'* - (Anderson and Fenton)

Training

Defined as an 'efficient process of getting knowledge, abilities, skills and the behaviour to meet the requirements of the job' - (Gomez-Mejia 2007).

Training has important role in the attainment of organizational objectives by assimilating the attention of organization and the workforce. An employee is the assets for organizations so that organization that provides training to their employees increases their productivity.

'Training is the organized procedure by which people learns knowledge and skills for definite purpose.' - (Dale S.Beach)

Banks

Banks symbolize the major segment in mercantile system. The central bank regulates and monitor the bank activities, where Commercial Banks are identified as an organization that deals in debt or credit and bank deposits called gets the debts of third parties and gives against which promises to pay on demand or after a short-term. This credit provided by the bank falls within its assets because it represents it to others.

Performance

A set of activities performed by an individual, who returns the level of competence in completing the assignment and mission. Efficiently is known as a measure of the aptitude of enterprises to attain the

The Impact of Training and Development of Human Resource in Banking Sector

Dr. Payal Goyal

output of the applied input, it is also known as the opportunity of achieving the greatest conceivable volume of output from a given quantity of inputs.

Development

Development Programs are intended to happen on specific objectives which donates to both employee and organizational efficiency. There are several phases in the process of administrative development. These comprises reviewing organizational goal, evaluating the Organization's current management resources, determining individual needs, designing and executing development programs and evaluating the productivity of these programs and measuring the impact of training on applicants quality of work life.

Motivating Employees

Motivation is a fundamental and internal determination to put the essential efforts and actions concerning work-related activities. It has been broadly defined as the "psychological forces that determine the direction of a person's behaviour in an organization, a person's level of perseverance". It can be thought of as the willingness to expand energy to achieve a goal. Motivation at work has been defined as 'the sum of the processes that influence the stimulation, direction, and maintenance of behaviours relevant to work settings'. Motivated employees are essential to the success of an organization as motivated employees are generally more productive at the work place.

Methodology of Study

This study purposes to evaluate the impact of human resources in identifying training requirement for bank employees, defining the objectives of training and development programs, cumulative the productivity of the performance of the employees, the execution of training and evaluation or follow-up the effectiveness of training in banking sectors. This study was originated by secondary data collected from several books, national and international publications and private or public journals available on several websites and libraries concentrating features on training and development in banking field.

This paper is also a counter study founded on secondary data.

Need of the Training and Development in Banking Sector

The change from an industrial economy to a services economy from manufacturing of goods to making of new ideas, and from the machine stage to the information stage has been conveyed by many alterations. Moderately producing goods, the service firms produce innovative ideas'. Organizations in the 'services sector, such as software, financial services, and biotechnology firms, depend on 'intellectual capital'. Public creates 'intellectual capital' and are therefore the most valuable asset of a firm.

Even the environment within which firms conduct business today is very different and much more complex and dynamic when compared to the environment many years ago, as Firms no longer contest and operate nationally only, whereas Organizations are no lengthier managed by the corporate, legal and political environment of their particular country only. As the world becomes one global playing arena, the environmental changes in countries other than the home country of a firm move business decision and the performance of firms. Several social group and global sensations have challenged the management of human resources. Thus, changes in the economic, business, social and cultural environments have brought about a revolution in the Human Resource role and

The Impact of Training and Development of Human Resource in Banking Sector

Dr. Payal Goyal

obligations of Human Resource experts.

In the last twenty years a major changes are seen in the environment that is globalization of business. The world has become global and business has become global and the organizations are volunteering outside national boundaries in the chase of business opportunities, that's the reason employees must be trained and skilled in this sector for better performance and productivity. In the banking sector there are some issues which are arise to need of training these are as follows:-

1. Rapid change of environment in technology and inventions are continuous impacting the working place so that up gradation is required in the organization.
2. Appearance of multi-dimension prospects of performing, challenging for better specialism.
3. Changes and reformation in legal rules regulation.
4. Increase innovation and new ideas include in services functioning.
5. Connecting latest and new equipment's and machines.
6. Mounting new programmers and policies.
7. Removal of compulsions.
8. Safety and security requirements.
9. Future manpower planning in expectation of globalization.
10. Reply to changing social responsibilities and values.
11. Engendering better morale, motivation and responsibility.
12. Improved performance and productivity.
13. Stoppage of undesirability and obsolescence.
14. Refining organizational environment.
15. Practicing manpower for upcoming requirements.
16. Associating the interval between competence requirements and competence availability.
17. Persistence and existence growth of the organization.
18. Transformation of management execution.

Role of the Training In The Banking Sector

After the 20th century lot of changes have seen in the banking industry in all over the word. Training and development programs became universal among the organizations.in the last few decades the new technologies are using in everywhere continuously and globalization, fierce economic competition, demographic shifts is the main factor which are the changing environment so only the important tool of the training and development program helps in the enhance and improving performance and productivity . All the challenges and commercial among the problems are treating solution through the training programs, even so a Person rarely demands the necessity of training in communication skills, behavioural Skills, creativity, time management, leadership and team building, which are in today's common idiom are known as 'soft skill'. Monahan, Meyer and Scott (1994), based on their study and interviews with more than Northern California, describe the spread of

The Impact of Training and Development of Human Resource in Banking Sector

Dr. Payal Goyal

personal development training programmers as under: "Training programs became more intricate; they incorporated, in addition to technical training for employees and workers relations training for administrator spreading array of developmental, personal growth, and self-management courses. Courses of this nature include office professionalism, time management, and individual contributor programs, entrepreneur, transacting with people, and applying intelligence in the workplace, career management, and structured problem solving. Courses are also offered on health and personal well-being, including safe diets, exercise, mental health, injury prevention, holiday health, stress and nutrition." The contents of the modern training programmers worldwide cover a very huge canvas quite unprecedented in the history of their growth and development

Advantages of Training and Development for the Banking Sector

- ❖ Achieve goal and objectives of the organization.
- ❖ Enhance productivity and higher profitability.
- ❖ Quick reach to the acceptable and improvement performance.
- ❖ Builds morale of employees and solving operating problems.
- ❖ To fulfill manpower needs and workers satisfaction.
- ❖ Organizational stability and flexibility.
- ❖ To keep pace with technical changes.
- ❖ Reduced supervision and facilitates delegation of authority.
- ❖ Increased cooperation of employees and reduced workers turnover.
- ❖ Leads to organizational development.
- ❖ Supports build an improved business culture and corporate appearance.
- ❖ Encourages employees to identify them with the overall organizational goal.
- ❖ Helps in understanding, appreciating and implementing organizational policies.
- ❖ Provides information for future requirements in all areas.
- ❖ Helps the group to enhance their effective managerial and analytical skills.
- ❖ Facilitates augmentation and development for promotion from within the system.
- ❖ Aids in increasing headship skills, inspiration, trustworthiness, improved outlook.
- ❖ Makes friendly environment for expansion, announcement and development.
- ❖ Encourages and regulate employees to adjust to changes trendy in the organization and the corporate environment.
- ❖ Effectively aids in conflict resolutions, thereby preventing consequential stress.
- ❖ Enables internalization and operationalization of motivational variables of appreciation augmentation, accountability and development through training and development.

The Impact of Training and Development of Human Resource in Banking Sector

Dr. Payal Goyal

Conclusion

The actual and operative training programmes are essential in banking service sector for improve and better performance of employees in current profession and prepare for further situation, In a service oriented industry such as banking, people are among the most imperative assets and a bank must professionally succeed its man force during every stage of employment in this competitive field. An integrated and practical training and development programs requirement of rotational corporate culture and service industry. Training and development is becoming a necessary equipment of the banking sector.

***Assistant Professor**
Department of BADM
S.S. Jain Subodh P.G. Autonomous College
Jaipur (Raj)

References

1. Annelies E. M. Van vianen, Betty A. G. W. Dalhoeven and Irene E. De Pater, "Aging and Training and Development Willingness: Employee and Supervisor Mindsets", Journal of organizational Behavior, vol. 32, no. 2, 2011, pp. 226-247.
2. Khawaja Jehanzeb, Nadeem Ahmed Bashir, "Training and Development Program and its Benefits to Employee and Organisation: A Conceptual Study, European Journal of Business and Management, Vol. 5, No. 2, 2013, pp. 243-252.
3. Pigors P. and Pigors F., "The Case Method, in Training and Development" Handbook, Mc Graw Hill, London, 1987 Phillips, Jack J., "Handbook of Training Evaluation and Measurement Methods", Third Edition, Gulf Publishing House Company, Texas, 1997.
4. Phillips, Jack J., "Handbook of Training Evaluation and Measurement Methods", Third Edition, Gulf Publishing House Company, Texas, 1997.
5. Prakash R. Pillai, "Influence of HRD Climate on the Learning Orientation of Bank Employees", Indian Journal of Industrial Relations, Vol. 43, No. 3, 2008, pp. 406-418
6. Ramani, V.V., "Training and development", ICFAI Publications, 2005
7. Training Impact of Training on Employee Erformance DOI: 10.9790/487X-171115867 www.iosrjournals.org 59 pp.
8. <https://www.academia.edu>
9. <https://en.wikipedia.org>
10. <https://www.scribd.com>
11. <https://trainingmag.com>
12. <https://www.ukessays.com>
13. <https://en.wikipedia.org>

The Impact of Training and Development of Human Resource in Banking Sector

Dr. Payal Goyal