

“Impact of Needful Training on Employee Performance”

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ABSTRACT

This research study aims to investigate the relationship between needful training and employee performance within Union Bank. The study recognizes the significance of training programs in enhancing employee knowledge, skills, and abilities, ultimately leading to improved performance. The primary objective is to assess the impact of needful training on various performance indicators such as productivity, job satisfaction, and employee engagement.

The study will adopt a quantitative research approach, utilizing a structured questionnaire to collect data from a sample of Union Bank employees. The questionnaire will comprise items related to training programs, perceived training effectiveness, and performance indicators. The sample will be selected through a stratified random sampling technique, ensuring representation from various departments and levels of hierarchy within the bank.

Additionally, qualitative data is collected through in-depth interviews and focus group discussions with selected employees and training facilitators. These qualitative insights provide a deeper understanding of the subjective experiences, challenges, and perceptions related to training and its impact on employee performance.

The findings of this study are expected to shed light on the benefits of training programs and their influence on employee performance in the context of Union Bank. The results will help Union Bank's management and human resource department to identify areas for improvement in their training initiatives and develop strategies to optimize the impact of training on employee performance. Ultimately, this study aims to contribute to the existing literature on training and employee performance by providing empirical evidence and practical insights that can be utilized by organizations, particularly in the banking sector, to enhance the effectiveness of their training programs and maximize employee performance.

CHAPTER – 1 INTRODUCTION

1.1 Introduction about Topic

Training is an important investment for organizations. It can help employees to develop the skills and knowledge they need to perform their jobs effectively. It can also help to improve employee satisfaction, customer satisfaction, and productivity.

In recent years, there has been a growing body of research on the impact of training on employee performance. This research has shown that training can have a significant impact on performance, depending on the type of training and the specific job requirements.

In today's competitive business environment, organizations recognize the importance of having a highly skilled and productive workforce. Training and development programs play a crucial role in equipping employees with the

necessary knowledge, skills, and competencies to perform their job tasks effectively. The banking industry, in particular, relies heavily on the expertise and performance of its employees to deliver high-quality financial services. Union Bank, a leading financial institution, understands the significance of employee training in maintaining a competitive edge and achieving organizational goals. It invests substantial resources in training programs to enhance the capabilities of its workforce. However, it is essential to assess the impact of these training initiatives on employee performance to ensure that the investment yields the desired outcomes.

1.2 NEED & IMPORTANCE OF THE TRAINING

1.2.1 Needs of the Training

➤ **Enhancing Employee Performance:** Training plays a vital role in improving employee performance. By identifying the specific training needs of employees and addressing them effectively, organizations can enhance their skills, knowledge, and job-related competencies. Understanding the impact of training on employee performance will help Union Bank and other organizations optimize their training programs.

Increasing Organizational Competitiveness: In the dynamic business landscape, organizations need to stay ahead of their competitors. Investing in employee training and development can provide a competitive edge by ensuring a highly skilled and adaptable workforce. This study will contribute to identifying the key training areas that can enhance Union Bank's competitiveness.

➤ **Retaining and Motivating Employees:** Employees value organizations that invest in their growth and development. Effective training programs not only improve employee performance but also enhance job satisfaction, engagement, and loyalty. Understanding the impact of training on employee performance will assist Union Bank in designing training initiatives that contribute to employee retention and motivation.

➤ **Aligning Training with Organizational Goals:** To achieve organizational objectives, it is essential to align employee training programs with the overall strategic goals of the organization. By examining the impact of training on employee performance, this study will provide insights into aligning training initiatives with Union Bank's strategic vision.

➤ **Improving Customer Satisfaction:** Employee performance directly influences customer satisfaction and loyalty. Well-trained employees are better equipped to meet customer needs and provide exceptional service. This study will help Union Bank identify training areas that directly impact customer satisfaction and enhance service quality.

1.2.2 Importance of the Training:

➤ **Practical Insights:** The study will provide practical insights into the relationship between needful training and employee performance in the context of Union Bank. The findings can be used by Union Bank and other organizations to optimize their training programs, improve employee performance, and achieve strategic goals.

➤ **Decision-Making:** The study's findings will assist decision-makers in Union Bank to make informed choices regarding resource allocation, training program design, and training needs assessment. It will enable them to focus on the areas that yield the most significant impact on employee performance.

➤ **Contribution to Literature:** This study will contribute to the existing body of knowledge on the impact of training on employee performance. By focusing on Union Bank, it will provide a specific case study that can be referenced by researchers, academicians, and professionals in the field of organizational development.

➤ **Benchmarking:** The study's results can serve as a benchmark for Union Bank and other financial institutions to evaluate their own training programs and compare their performance against industry standards. This will facilitate continuous improvement and foster a learning culture within the organization.

1.3 STATEMENT OF THE PROBLEM

In actual present scenario, there are no a review of the UNION BANK as a whole to distinguish between training needs and other Techniques to pinpoint any brand-new training requirements. This study looks into how training may help a business expand and how its effectiveness can be measured. The study's benefits could include identifying suitable techniques for assessing organizational needs, understanding that training, which is not only way to address organizational needs, and to decrease in staff turnover.

1.4 OBJECTIVES OF THE STUDY

1. To understand the needs for training that enhances the employee performance.
2. To identify key factors that influence employee performance
3. To assess the effectiveness of training on employee Productivity
4. To examine the challenges and issues of employees training in an organization.

1.5 SCOPE OF THE STUDY

By defining or establishing standards for the ideal levels of proficiency for each job position and then assessing current levels of proficiency, organizational needs will be discovered. The needs will be made up of the discrepancies between optimal and current levels, and training may or may not satisfy those needs. The study's findings will help Union Bank determine which employees need to be trained and who needs to be developed in order to increase performance. The results of the requirements assessment will be used to gauge employee performance by comparing actual and desired output. The performance gap, which informs them of how much output is required to meet the goal, will be the difference between the two. The study will assist the company in identifying the various training needs.

1.6 METHODOLOGY

This study will adopt an exploratory research design to collect and analyze data. A structured questionnaire will be utilized as the primary data collection instrument. The questionnaire will consist of items related to training programs, perceived training effectiveness, and performance indicators. The sample will be selected using a simple random sampling technique with a sample size of 100 respondents to ensure representation from different departments and hierarchical levels within Union Bank. Data analysis will involve using statistical tools such as Chi Square Test used to examine the effectiveness of needful training and performance indicators.

1.7 HYPOTHESES FOR THE STUDY

H1: There is no significant effect of TNA on Employee performance. Ha: There is a significant effect of TNA on Employee performance.

O	E	(O-E)	(O-E)*^2	(O-E)*^2/E
74	52.76923	21.23077	450.7456	8.541826
22	52.76923	-30.7692	946.7456	17.94124
42	52.76923	-10.7692	115.9763	2.197802
38	52.76923	-14.7692	218.1302	4.133662
48	52.76923	-4.76923	22.74556	0.431038
55	52.76923	2.230769	4.976331	0.094304
30	52.76923	-22.7692	518.4379	9.824624
36	52.76923	-16.7692	281.2071	5.328998
52	52.76923	-0.76923	0.591716	0.011213

45	52.76923	-7.76923	60.36095	1.143866
68	52.76923	15.23077	231.9763	4.396053
54	52.76923	1.230769	1.514793	0.028706
48	52.76923	-4.76923	22.74556	0.431038
56	52.76923	3.230769	10.43787	0.197802
60	52.76923	7.230769	52.28402	0.990805
56	52.76923	3.230769	10.43787	0.197802
65	52.76923	12.23077	149.5917	2.834828
48	52.76923	-4.76923	22.74556	0.431038
58	52.76923	5.230769	27.36095	0.518502
52	52.76923	-0.76923	0.591716	0.011213

45	52.76923	-7.76923	60.36095	1.143866
49	52.76923	-3.76923	14.2071	0.269231
74	52.76923	21.23077	450.7456	8.541826
54	52.76923	1.230769	1.514793	0.028706
68	52.76923	15.23077	231.9763	4.396053
75	52.76923	22.23077	494.2071	9.365441
			c^2	83.43149

d-f = n-1

=30-1

29 (d.f)

LOS =5%

Critical Value of $c^2 = 43.773$ for 29 d.f at 5% LOS

8.33 > (Crit) 43.773, reject H0 Accept Ha

Hence, we accept the TNA has significant effect on Employee Performance.

1.8 LIMITATIONS OF THE STUDY

Due to time restrictions, the survey is limited to a small number of respondents.

- The data gathered might not be correct.
- Some survey participants didn't answer all the questions.
- The information provided by the respondents may be subjective.
- "Area of the study is limited to the Hyderabad personnel only."

CHAPTER – II REVIEW OF THE LITERATURE

2.0 REVIEW OF THE LITERATURE

Knowing what is needed for the individual, the department, and the organization as a whole is essential for effective training or development. All organizations need to make sure that the resources invested in training are focused at areas where training and development are needed and a strong return on investment is ensured due to restricted

budgets and the need for cost-effective solutions. Effective TNA is especially important in today's evolving workplace, as new technology and flexible working arrangements are becoming more common, changing the required skills and abilities. Any effective training program or event must start with an analysis of the training needs. Simply giving them training may not address their most pressing needs or even cover unimportant topics. TNA gives businesses the ability to focus their efforts where they will have the biggest impact on employee growth, morale, and productivity. TNA is a fundamental need for the award of Investors in People and is a natural function of appraisal systems. In order to guarantee that organizational priorities are taken into consideration, that duplication of effort is minimized, and that economies of scale are realized, effective TNA entails methodical planning, analysis, and coordination across the organization. Instead, then relying on managers' judgments, all prospective trainees should be involved in the process. **Beryl Badger, Eugene Salder – Smith, Edwin Michie (1997)**, presented a study on perceptions of the value and effectiveness of outdoor training programs. It pointed out that the companies believed in this form of training and its own perception, but there was no clearly defined answer to its effectiveness. The study also highlighted that while companies had faith in outdoor training programs, there was a lack of consensus on how to measure their effectiveness. This ambiguity suggests the need for further research and evaluation to establish concrete evidence on the value of such programs.

1 *Beryl Badger, Eugene Salder – Smith, Edwin Michie (1997)*

Winfred Arthur Jr., Pamela S. Edens, and Suzanne T. Bell (2003) identified numerous design and assessment methodologies related to the efficacy of training. They concentrated on evaluation techniques and the implementation of a training program based on

Joseph Paul Pulichino (2007) conducted a detailed study on four levels of training evaluation methodology based on previous literature review. It is conducted to enable training practitioners to understand the usage and benefits of training program of all levels.

K.Skylar Powell and SerkanYalcin (2009), in this review, they found out there has been little progress in efficiency of training program and also this study suggested the people to learn and face challenges in order to learn in the workplace

Sharma (1974) "Banks were concentrating their operations in major cities and towns, and the expansion of banking facilities was unequal and imbalanced. Commercial banks were uninterested in a sizable number of rural and semi-urban centers with respectable growth prospects. There is still a lot to be done in terms of depositmobilization in rural areas.

2 *Winfred Arthur Jr., Pamela S. Edens, and Suzanne T. Bell (2003)*

3 *Joseph Paul Pulichino (2007)*

4 *K.Skylar Powell and SerkanYalcin (2009)*

5 *Sharma (1974)*

According to Sampath, Vaghul, and Varde (1977), the training system must be designed to give employees in the sector a professional banking education. The training plan should include on- the-job training as a must. Agarwal (1978) reviews the training and educational system now in place and assesses whether the current arrangements can handle this problem. Education experts, government officials, and the banking sector are all actively debating the idea of a banking academy that would integrate all training and educational program into a system of interconnected units. Improvement in the processes and practices of stock inspection and stock register upkeep are needed, according to Saxena (1978). Extension of sponsorship schemes, recuperation, and consulting should all undergo reform.

According to Bhatnagar (1983), the training's primary goal should be to improve the participants' performance in the activities they are currently participating in. The special abilities needed by branch managers should be taken into consideration while designing the training program for them. According to Patel (1984), a substantial portion of the

banking issues in rural regions and the concerns they caused were brought on by a lack of awareness of the rural areas, their inhabitants, and their activities. This information and knowledge gap contributed significantly to the lack of direction in some areas, since it led to the blind application of banking regulations designed for other industries but not often applicable to rural areas.

6 According to Sampath, Vaghul, and Varde (1977)

7 According to Bhatnagar (1983)

According to Padwal and Naidu(1985), training is needed to determine where there is a training deficit, what kinds of training may be provided by outside organizations, and how best to plan training sessions for bank employees. Legal action should not be the unavoidable last step in the process, according to Chandran (1989). Instead, branches should be trained to analyze this option for recovery like any other option, objectively, before pursuing it. It is best to start by developing an information infrastructure at the top level before moving down to lesser layers. Barthakur (1990) concentrates on how the mind processes knowledge; the social psychological factors that control the organized teaching and learning process are very briefly mentioned.

8 According to Padwal and Naidu(1985)

CHAPTER – III INDUSTRY PROFILE AND COMPANY PROFILE

3.1 INDUSTRY PROFILE

The Indian banking industry is one of the largest and most diversified in the world. It is also one of the fastest-growing, with a CAGR of 12% between 2015 and 2020. The industry is dominated by public sector banks (PSBs), which account for over 70% of the market share. However, private sector banks are growing rapidly and are expected to account for a larger share of the market in the coming years.

3.1.1 The Indian banking industry is facing a number of challenges, including:

- O Rising non-performing assets (NPAs)
- O Increased competition from non-banking financial institutions (NBFIs)
- O Regulatory changes
- O However, the industry is also seeing a number of opportunities, including:

3.1.2 The growth of the digital economy

- O The rise of financial inclusion
- O The increasing demand for financial services from the middle class
 - o Union Bank of India is a leading player in the Indian banking industry. It is a PSB with a strong financial position and a wide network. The bank is well-positioned to capitalize on the opportunities in the industry and to continue to grow in the coming years.

3.2 Here are some of the key trends in the Indian banking industry:

The growth of the digital economy: The digital economy is growing rapidly in India, and this is having a major impact on the banking industry. Banks are investing heavily in digital banking products and services, such as online banking, mobile banking, and ATM banking.

The rise of financial inclusion: Financial inclusion is another major trend in the Indian banking industry. The government is working to increase financial inclusion in India, and this is creating new opportunities for banks. Banks

are offering a variety of products and services to underserved segments of the population, such as microfinance and rural banking.

The increasing demand for financial services from the middle class: The middle class is growing rapidly in India, and this is creating new demand for financial services. Banks are offering a variety of products and services to meet the needs of the middle class, such as investment products, insurance products, and wealth management services.

These are just some of the key trends in the Indian banking industry. The industry is undergoing rapid change, and banks need to be agile in order to adapt to these changes. Union Bank of India is well-positioned to capitalize on the opportunities in the industry and to continue to grow in the coming years.

Union Bank is a prominent banking institution operating in the financial services industry. Established in 1919, Union Bank has a long history and a strong presence in India. The bank provides a comprehensive range of banking and financial products and services to individuals, businesses, and corporate clients.

3.2.1 Retail Banking: Union Bank offers various retail banking services, including savings and current accounts, fixed deposits, loans, credit cards, and digital banking solutions. The bank focuses on meeting the diverse financial needs of individuals, providing convenient and user-friendly banking experiences.

3.2.2 Corporate Banking: Union Bank provides a wide range of services tailored to the needs of corporate clients, including working capital financing, project financing, trade finance, treasury services, cash management, and corporate advisory services. The bank caters to businesses of all sizes and sectors, supporting their growth and financial requirements.

3.2.3 International Banking: Union Bank has a strong international presence and offers a range of international banking services. These services include trade finance, remittances, foreign exchange services, correspondent banking, and NRI (Non-Resident Indian) banking services. The bank facilitates international transactions and supports customers engaged in global business activities.

3.2.4 Digital Initiatives: Union Bank has been actively embracing digital transformation to enhance customer experience and offer convenient banking services. The bank provides internet banking, mobile banking applications, and other digital platforms to enable customers to access banking services anytime and anywhere.

3.2.5 Financial Inclusion: Union Bank is committed to promoting financial inclusion and reaching underprivileged and underserved sections of society. The bank has implemented various initiatives to extend banking services to rural areas, including opening branches in rural regions, offering microfinance products, and promoting financial literacy.

3.3 COMPANY PROFILE

Union Bank of India (UBI) is a public sector bank in India. It is headquartered in Mumbai and has a network of over 8,500 branches and 10,800 ATMs across the country. UBI was founded in 1919 and is one of the oldest banks in India. It is also one of the largest banks in India, with assets of over ₹19 trillion (US\$240 billion).

UBI offers a wide range of banking products and services, including savings accounts, current accounts, loans, investment products, and insurance products. It also provides a number of digital banking services, such as online banking, mobile banking, and ATM banking.

UBI is a well-regulated bank and is listed on the Bombay Stock Exchange and the National Stock Exchange. It is also a

member of the Indian Banks' Association and the Asian Development Bank.



3.3.1 Here are some of the key facts about Union Bank of India:

Founded in 1919 Headquarter: Mumbai, India

Network: over 8,500 branches and 10,800 ATMs Assets: over ₹19 trillion (US\$240 billion)

Products and services: savings accounts, current accounts, loans, investment products, and insurance products

Digital banking services: online banking, mobile banking, and ATM banking Regulation: well-regulated bank

Listing: listed on the Bombay Stock Exchange and the National Stock Exchange Membership: member of the Indian Banks' Association and the Asian Development Bank

UBI is a leading bank in India and is well-positioned for future growth. It has a strong financial position, a wide network, and a diversified product portfolio. UBI is also committed to providing excellent customer service.

3.3.2 List of Board of Directors

Shri Srinivasan Varadarajan - Part-Time Non-Official Director and Non-Executive Chairman

Ms. A. Manimekhalai, MD & CEO Shri Nitesh Ranjan, Executive Director Shri Nidhu Saxena - Executive Director

Shri Ramasubramanian S. - Executive Director

Shri Sameer Shukla - Government Nominee Director Shri Prakash Baliarsingh - RBI Nominee Director

Shri Suraj Srivastava - Part-Time Non-Official Director Shri Laxman S Uppar - Part-Time Non-Official Director Dr. Jayadev Madugula - Shareholder Director

Smt. Priti Jay Rao - Shareholder Director

Union Bank of India is one of the leading public sector banks of the country. The Bank is a listed entity and the Government of India holds 83.49 percent in Bank's total share capital. The Bank, having its headquarters at Mumbai (India), was registered on November 11, 1919 as a limited company. Recently, Andhra Bank and Corporation Bank were amalgamated into Union Bank of India with effect from 01.04.2020. Today, it has a network of 8500+ domestic branches, 10,800+ ATMs, 17,600+ BC Points serving over 155+ million customers with 75,500+ employees. The Bank's total business as of 31st March 2023 stood at Rs. 19,27,621 crores, comprising Rs. 11,17,716 crore of deposits and Rs. 8,09,905 crores of advances as of 31st March 2023. The Bank also has 3 branches overseas at Hong Kong, Dubai International Financial Centre (UAE) & Sydney (Australia); 1 representative office in Abu Dhabi (UAE); 1 banking subsidiary at London (UK); 1 banking joint venture in Malaysia; 4 para-banking subsidiaries (domestic); 2 joint ventures and 1 associate

- Chaitanya Godavari Gramin Bank. Union Bank of India is the first large public sector bank in the country to have implemented 100% core banking solution. The Bank has received several awards and recognition for its prowess in technology, digital banking, financial inclusion, MSME and development of human resources. Union Bank of India has secured 1st rank as per the report on EASE reforms Index for Q3 FY 2022-23 published by Indian Banks Association (IBA). Enhanced Access and Service Excellence (EASE) is an initiative by the DFS (GOI) as part of PSB reforms agenda and currently under its fifth iteration which focuses on Enhanced Digital experience, Data – driven, Integrated and Inclusive Banking.

UBI started to expand internationally in 2007 when representative offices were established in Abu-Dhabi, United Arab

Emirates, and Shanghai, People's Republic of China.

The following year, UBI opened its first branch outside of India in Hong Kong. UBI established a representative office in Sydney, Australia, in 2009.

3.4 Business

Personal banking offers goods and services in the areas of saving, depositing, retail loans, cards, insurance, Investments and De-mat facilities.

NRI Banking: Under this, it provides a variety of services and goods to its NRI clients in sectors including remittance, saving, deposit, loans, and payment.

Corporate Banking: It provides its corporate clients with services like CMS, E-Tax, trade financing, insurance products and loans.

3.5 Amalgamation:

In August 2019 Union Bank of India has been selected by Government of India as Anchor Bank for the amalgamation of Andhra Bank, Corporation Bank into Union Bank of India. The amalgamation took place on 1st April 2020. Our proven history of reliability stems from excellence in customer service and trust built over combined legacy of 300+ years. The amalgamation will help us to offer best-in-class products through wider network of branches spanning each and every state of India.

3.6 Awards :

Awarded By	Awards	Awarded For
IBA Technology Awards 2022	Winner in large banks category (Private and Public)	Best Technology Bank
		Best IT Risk Management
		Best Technology Talent
	Runner-up (large banks category both private and public)	Best AI&ML Bank
		Best Financial Inclusion
	Special Award	Best Fintech Collaboration
IDC	Future Enterprise Awards 2022	Future Enterprise of the year
Asia Trailblazer Awards	Retail Banker International Asia Trailblazer Awards 2022	Best ATM and Self-Service Innovation for WhatsApp Banking (UVConn)
Governance Now	5th India BFSI Awards 2022	Use of Emerging Technologies
Exito	Digital Transformation Summit 2022	Digital Transformation
Mint Awards	TechCircle Business Transformation Awards 2022	Revenue Generation (Customer Experience)
		The Innovative 100

CIO 100	CIO100 Awards	Hybrid Workplace Pioneer
CXO Cloud Summit 2022	CXO Cloud Leadership Awards	Cloud Technology
IBA	17th Annual Banking Technology Awards 2021	Cloud Adoption
Infosys	Infosys Finacle Innovation Award 2021	Best IT risk& Cyber Security Awareness
IDC	IDC Industry Innovation Awards 2021	APIM under Process Innovation
		Application Programming Interface Management (APIM)

CHAPTER – IV

DATA ANALYSIS & INTERPRETATION

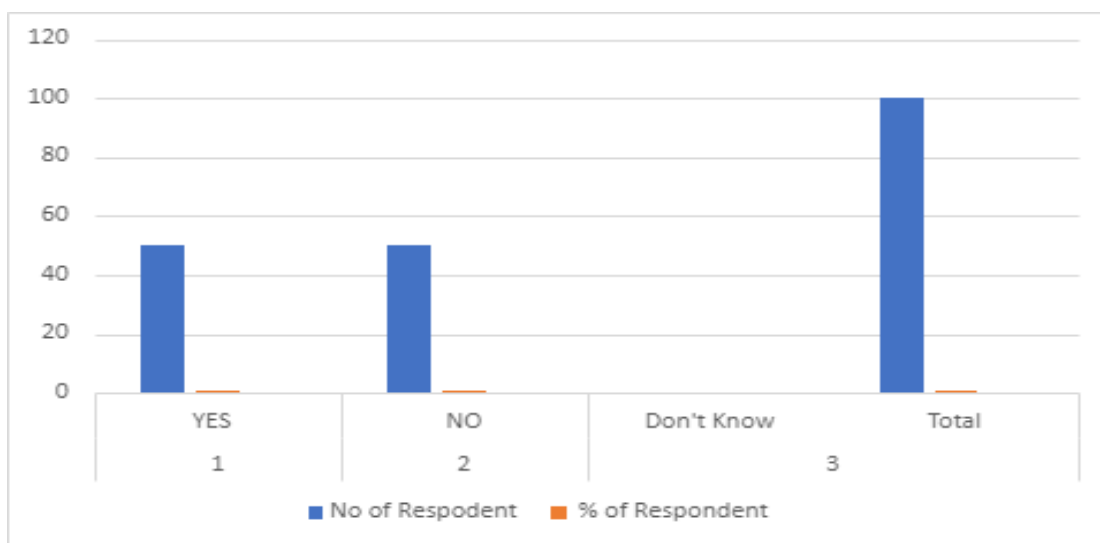
4.0 DATA ANALYSIS & INTERPRETATION

4.1 Is your training requirement identified and defined?

S. no	Opinion	No of Respondents	% of Respondents
1	Yes	50	50%
2	No	50	50%
3	Don't Know	-	-
	Total	100	100%

Table 1

Source : Extracted from primary data (Questionnaire)



Graph 4.1

Source : Extracted from primary data (Questionnaire)

INTERPRETATION:

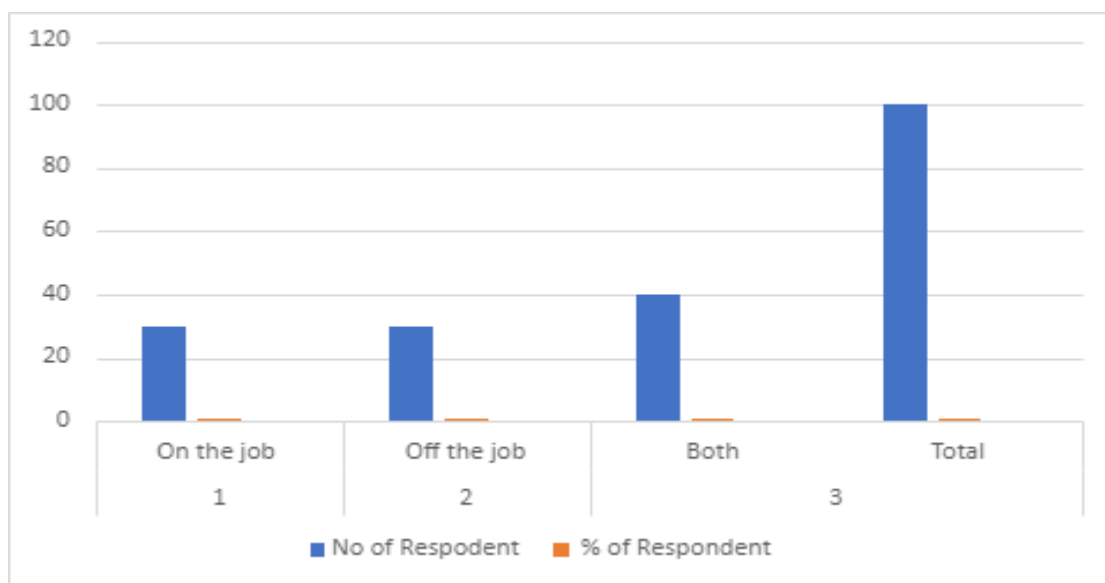
From the above table we can see that 50% of the respondents said that their training requirement is identified and defined. 50% said that it is not identified. From the above data it is clear that 50% of the respondents are expressed that the training requirement is identified and defined.

4.2 What methods will you suggest for better training

S. no	Opinion	No of Respondents	% of Respondents
1	On the job	30	30 %
2	Off the job	30	30 %
3	Both	40	40 %
	Total	100	100 %

Table 2

Source : Extracted from primary data (Questionnaire)



Graph 4.2

Source : Extracted from primary data (Questionnaire)

INTERPRETATION:

From the above table we can see that 40 % said that training must include both the methods. 30 % suggested on the job method. 30 % suggested off the job method. From the above data it is evident that the 40% of the respondents are in favor of both the method.

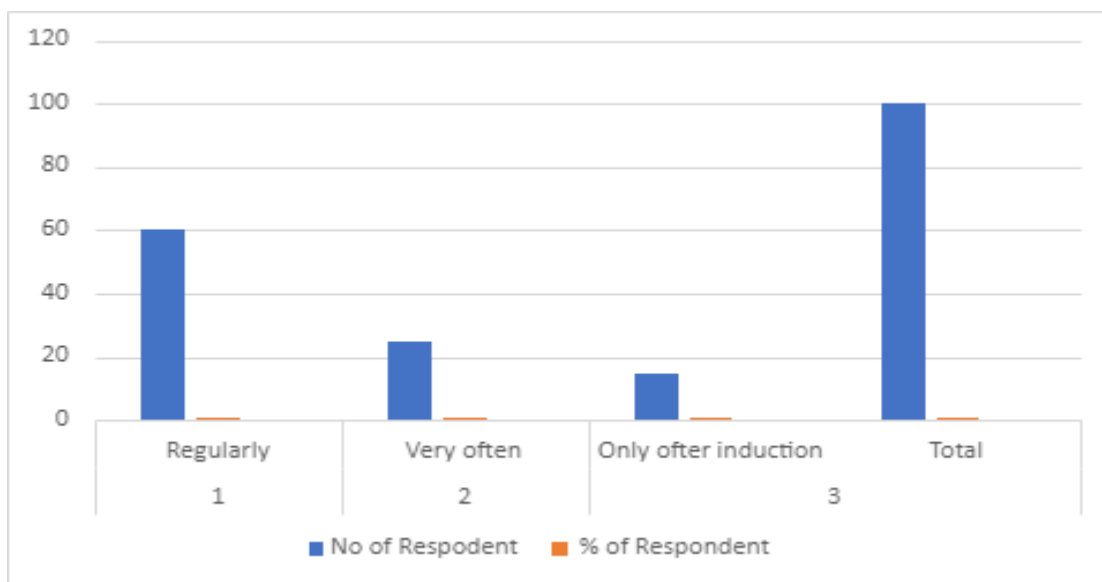
4.3 How often the training programs are being arranged

S. no	Opinion	No of Respondents	% of Respondents
1	Regularly	60	60 %
2	Very often	25	25 %
3	Only after induction	15	15 %

	Total	100	100 %
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Table 3

Source : Extracted from primary data (Questionnaire)



Graph 4.3

Source : Extracted from primary data (Questionnaire)

INTERPRETATION:

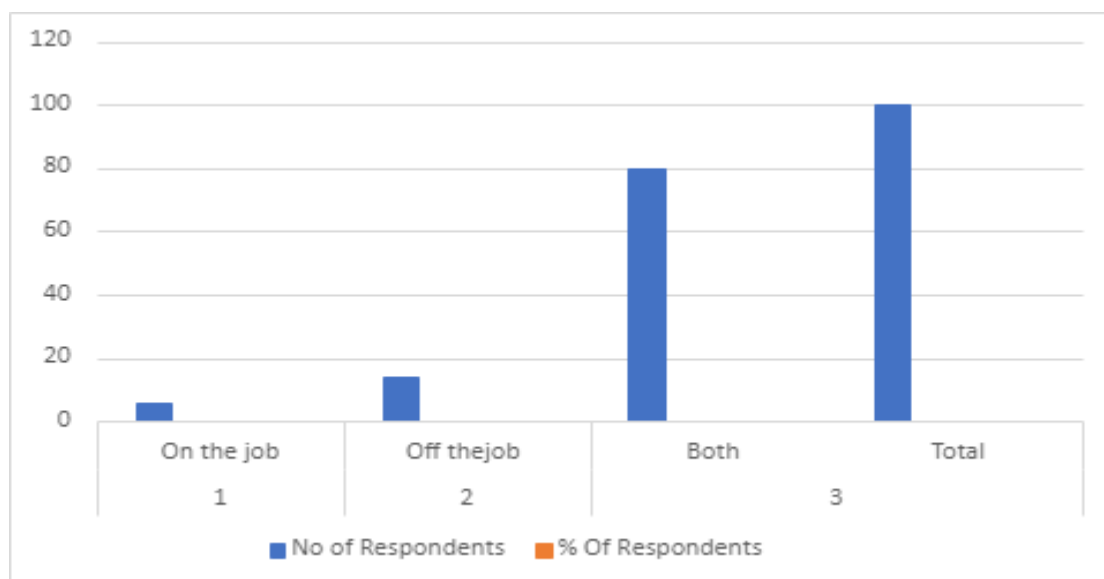
From the above table we can see that 60 % of the respondents said that training program is being arranged regular 25 % of the respondents said that training programs are arranged very often. 15 % said that training programs are conducted only after induction. From the above data it's clear that 60 % of the respondents said those training programs are being arranged regularly.

4.4 By what methods you have been given training.

S. no	Opinion	No of Respondents	% of Respondents
1	On the job	6	6 %
2	Off the job	14	14 %
3	Both	80	80 %
	Total	100	100 %

Table 4

Source : Extracted from primary data (Questionnaire)



Graph 4.4

Source : Extracted from primary data (Questionnaire)

INTERPRETATION:

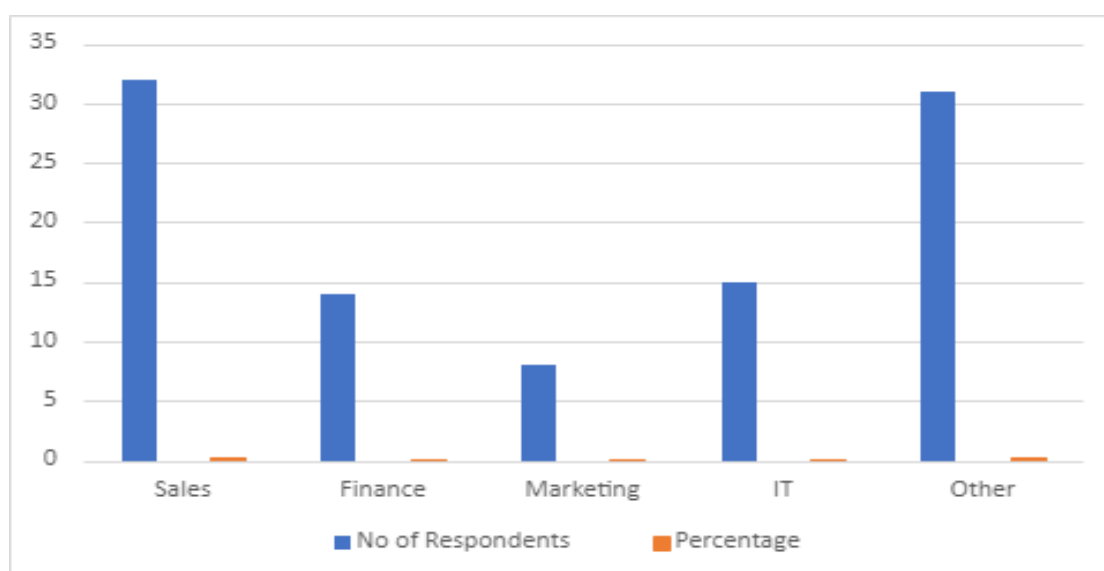
From the above table we can see that. 80 % of employees said they are given training in both the methods. 14% of employees said they are given training by off the job method. 6 % of the respondents are expressed that the training is given by the method of on-the job method. From the above data it is clear that, 80%of respondents are said that the training is given by both the methods.

4.5 Which department are you working?

Working sector	No. Of respondent	Percentage
Sales	32	32%
Finance	14	14%
Marketing	8	8%
IT	15	15%
Other	31	31%

Table 5

Source : Extracted from primary data (Questionnaire)



Graph 4.5

Source : Extracted from primary data (Questionnaire)

INTERPRETATION:

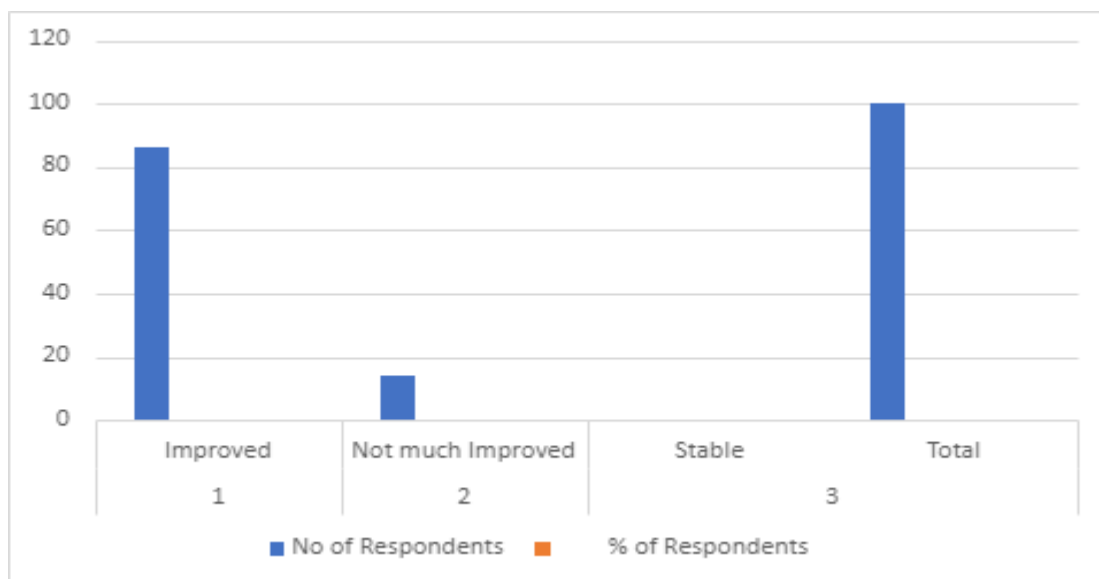
This graph shows that only 32% of people are aware of the aware of training and development program and 31% of people have some knowledge about it. But 15% of people are not aware of the training and development option.

4.6 How do you find your performance, after Training?

S. no	Opinion	No of Respondents	% of Respondents
1	Improved	86	86 %
2	Not much improved	14	14 %
3	Stable	-	-
	Total	100	100 %

Table 6

Source : Extracted from primary data (Questionnaire)



Graph 4.6

Source : Extracted from primary data (Questionnaire)

INTERPRETATION:

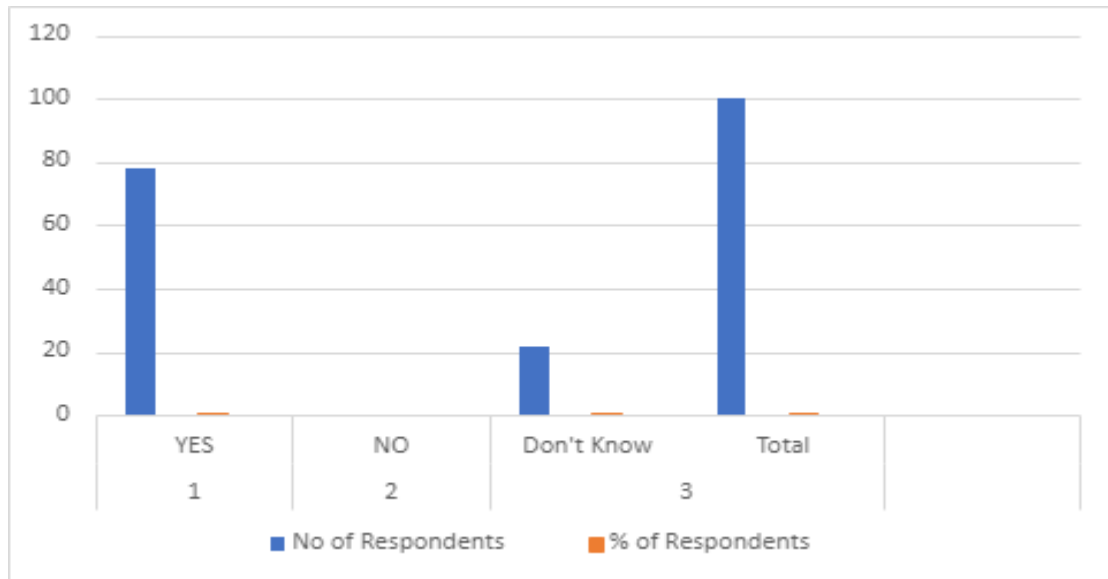
From the above table we can see that 86 % of the respondents are saying that their performance is improved after the training. 14% of the respondents are saying that their performance is not much improved. From the above data we observe that 86% of the respondents are saying that their performance is improved after that training.

4.7 Does training improve the job knowledge and skills at all levels of the organization.

S. no	Opinion	No of Respondents	% of Respondents
1	Yes	78	78 %
2	No	-	-
3	Don't know	22	22%
	Total	100	100 %

Table 7

Source : Extracted from primary data (Questionnaire)



Graph 4.7

Source : Extracted from primary data (Questionnaire)

INTERPRETATION:

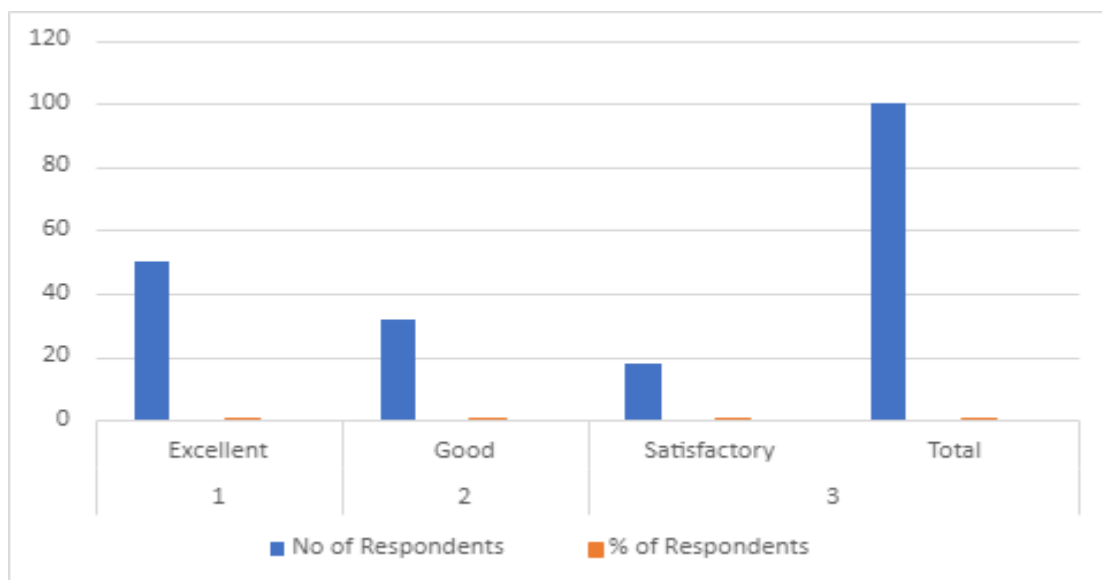
78% of total respondents are saying that training improves the job knowledge and skills. 22 % of respondents said that they don't know. From the above data we can say that 78 % of the respondents have expressed that the training improves the job knowledge and skills.

4.8 After the training, how will be the behavior other employees towards each other?

S. no	Opinion	No of Respondents	% of Respondents
1	Excellent	50	50 %
2	Good	32	32%
3	Satisfactory	18	18 %
	Total	100	100 %

Table 8

Source : Extracted from primary data (Questionnaire)



Graph 4.8

Source : Extracted from primary data (Questionnaire)

INTERPRETATION

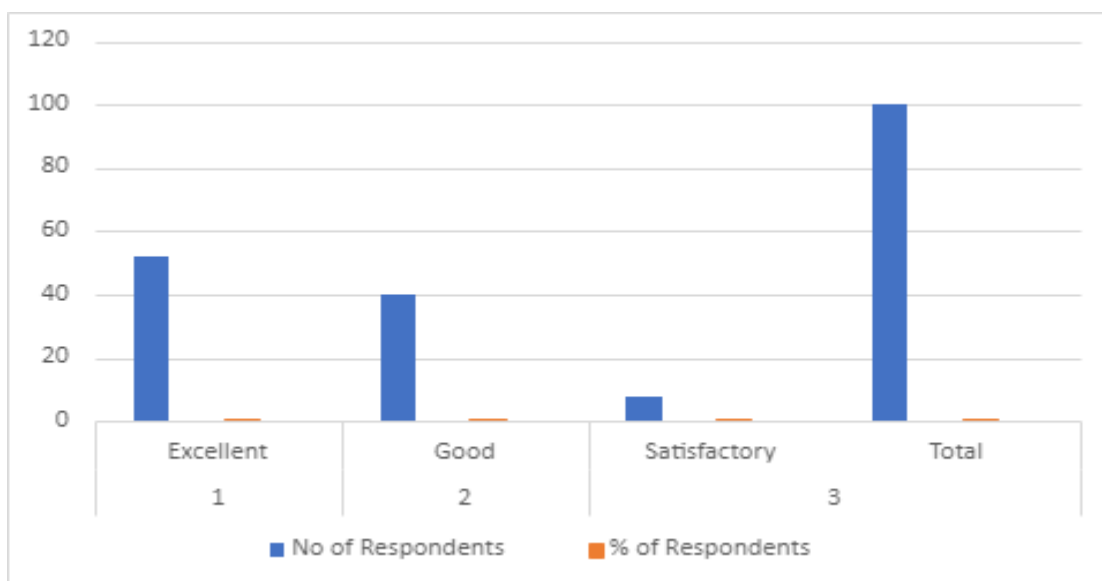
From the above table we can see that 50 % of respondents said that after training behavior of employees towards each other excellent. 32 % of respondents said that the relations are satisfactory. 18% respondents said that the relations are satisfactory. half of the employees are i.e.,50%are expressed that the relations are excellent.

4.9 How is the guidance from your trainers while training?

S. no	Opinion	No of Respondents	% of Respondents
1	Excellent	52	52%
2	Good	40	40 %
3	Satisfactory	8	8%
	Total	100	100 %

Table 9

Source : Extracted from primary data (Questionnaire)



Graph 4.9

Source : Extracted from primary data (Questionnaire)

INTERPRETATION

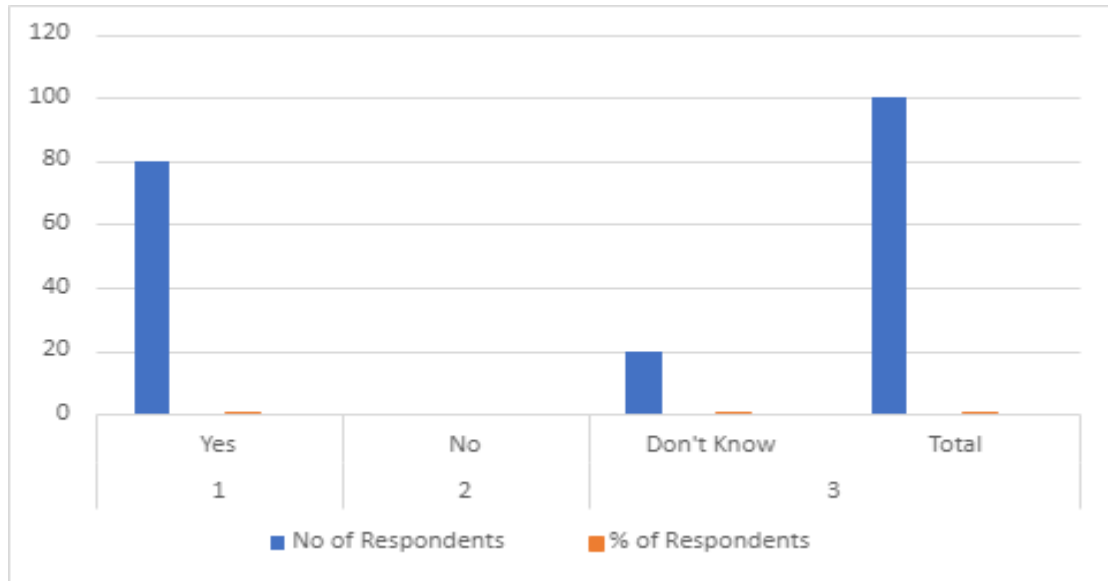
From the above it is evident that 52% of the respondents said that the guidance is excellent. 40% of respondents said that the trainer's guidance is good. 8% of the respondents expressed that the trainer's guidance is satisfactory. From the above data it is clear that 52% of the employees believe that the trainers are excellent.

4.10 Training helps to analyze the problems and to solve them.

S. no	Opinion	No of Respondents	% of Respondents
1	Yes	80	80%
2	No	-	-
3	Don't know	20	20 %
	Total	100	100 %

Table 10

Source : Extracted from primary data (Questionnaire)



Graph 4.10

Source : Extracted from primary data (Questionnaire)

INTERPRETATION

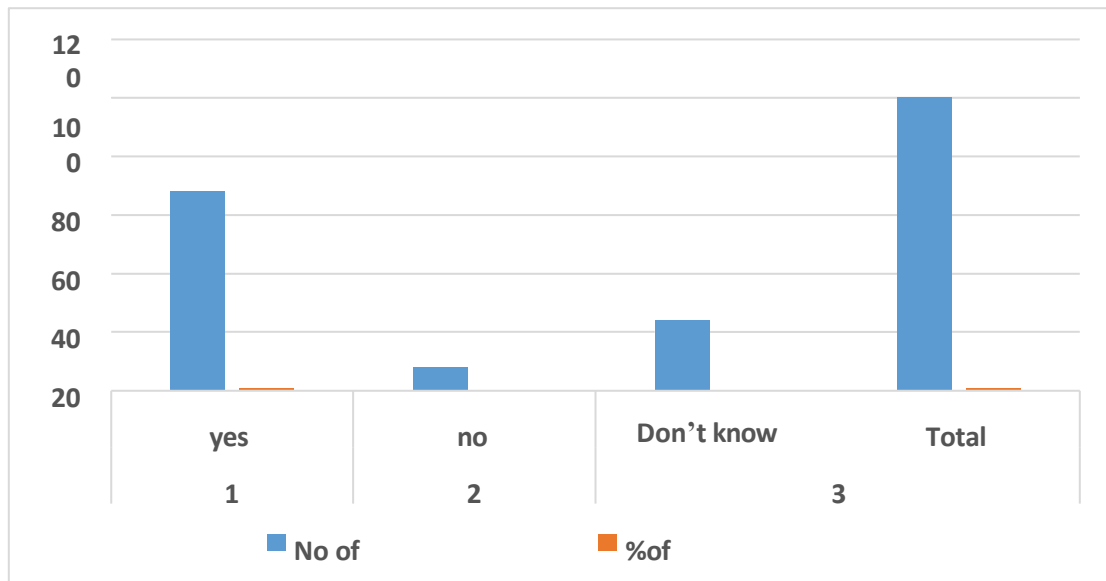
From the above table it is clear that 80% of the respondents believe that training analyzes and solves the problem and 20% of the respondents didn't know about this.

4.11 Does training improve the relationship between Boss and subordinate?

S. no	Opinion	No of Respondents	% of Respondents
1	Yes	70	70 %
2	No	10	10%
3	Don't know	20	20 %
	Total	100	100%

Table 11

Source : Extracted from primary data (Questionnaire)



Graph 4.11

Source : Extracted from primary data (Questionnaire)

INTERPRETATION:

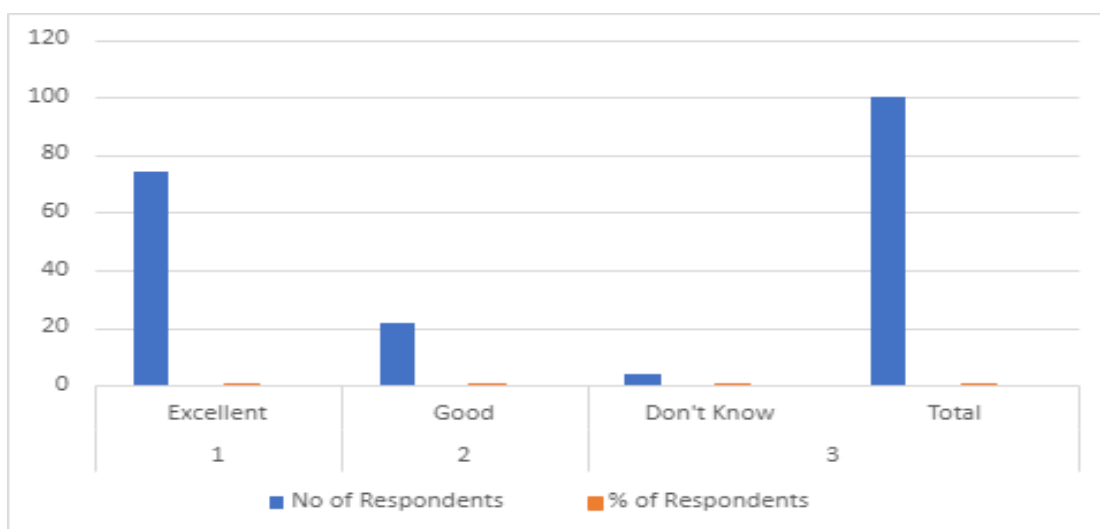
From the above tables it is clear that.70% of respondents said that training improves the relationship between Boss and Sub-ordinates 20% of respondents said that they don't know 10% of respondents said that training does not improves the relationship.70% of respondents said that training improves the relationship between Boss Sub-ordinate.

4.12 How is the procedure which Is being used for getting feedback after training?

S. no	Opinion	No of Respondents	% of Respondents
1	Excellent	74	74 %
2	Good	22	22%
3	Don't know	4	4%
	Total	100	100 %

Table 12

Source : Extracted from primary data (Questionnaire)



Graph 4.12

Source : Extracted from primary data (Questionnaire)

INTERPRETATION

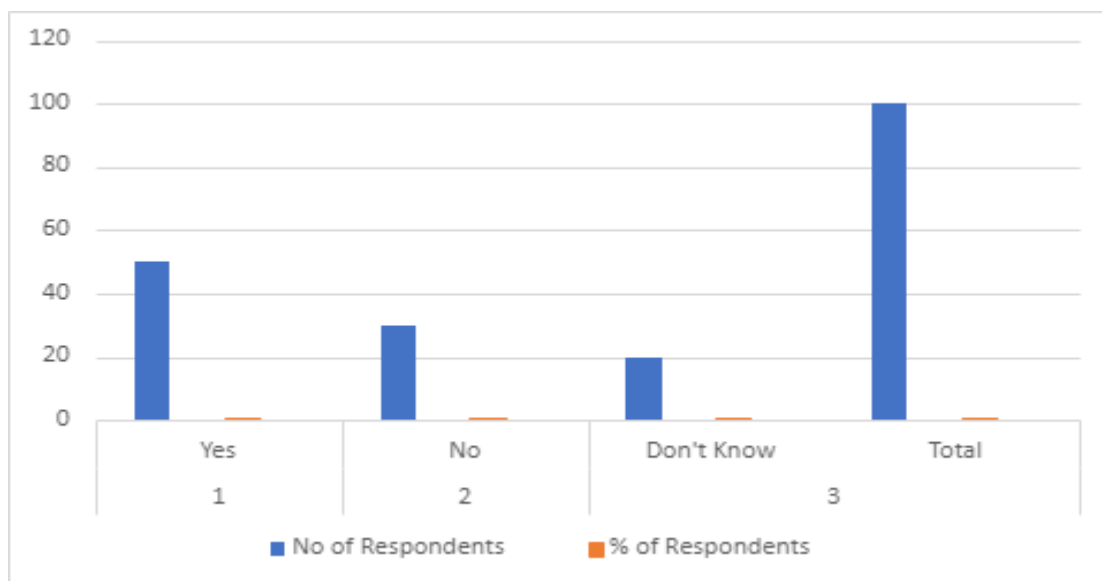
- 74% of total respondents said the feedback is excellent in the organization.
- 22% of the respondents said that the feedback is good.
- 4% of the respondents are satisfied with the feedback.

4.13 Does the training Helps employees adjust to change.

S. no	Opinion	No of Respondents	% of Respondents
1	Yes	45	45%
2	No	35	35%
3	Don't know	20	20%
	Total	100	100 %

Table 13

Source : Extracted from primary data (Questionnaire)



Graph 4.13

Source : Extracted from primary data (Questionnaire)

INTERPRETATION

From the above table it is clear that.

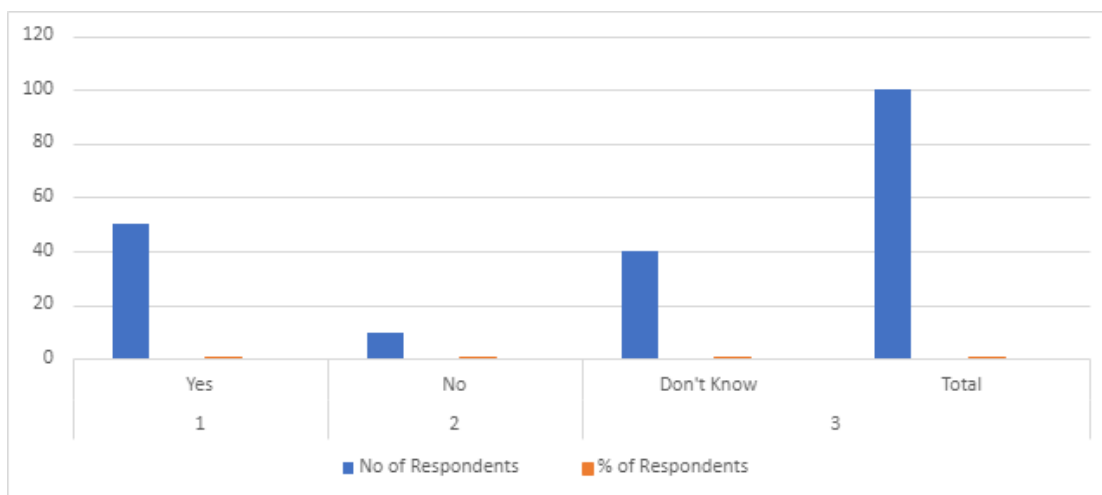
- 45% of respondents said that training helps them to adjust to change.
- 35% of the respondents said no
- 20% of respondents said that they don't know

4.14 Does training helps employees to handle stress, tension and conflict.

S. no	Opinion	No of Respondents	% of Respondents
1	Yes	50	50%
2	No	10	10%
3	Don't know	40	40%
	Total	100	100 %

Table 14

Source : Extracted from primary data (Questionnaire)



Graph 4.14

Source : Extracted from primary data (Questionnaire)

INTERPRETATION

➤ 50% of respondents said that training helps employees to handle stress.

➤ 40% of respondents said don't know.

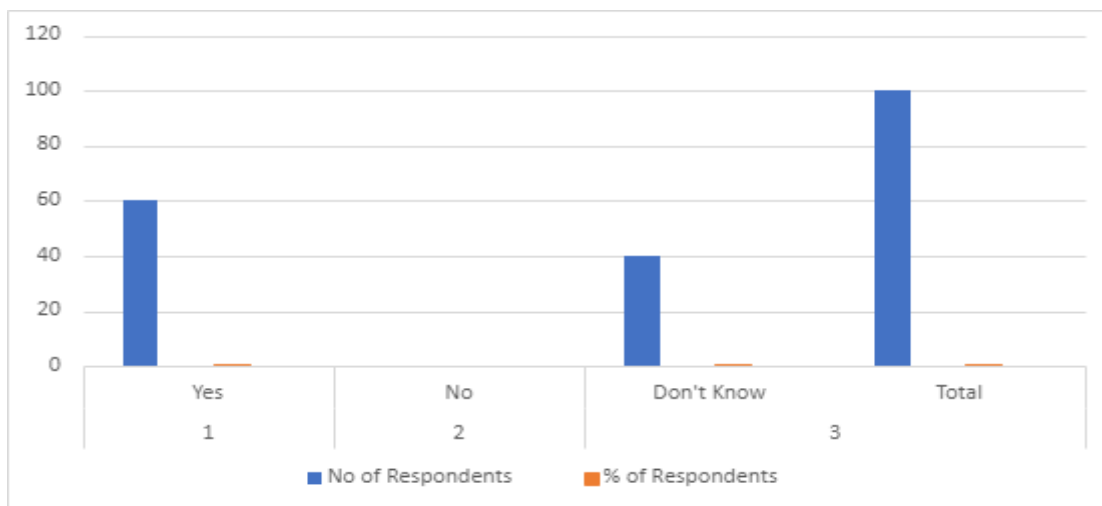
➤ 10% of the employees are expressed that no.

4.15 Does training helps in understanding and carrying out organizational policies Training and its support in understanding and carrying out its Organizational policies.

S. no	Opinion	No of Respondents	% of Respondents
1	Yes	60	60%
2	No	-	-
3	Don't know	40	40%
	Total	100	100 %

Table 15

Source : Extracted from primary data (Questionnaire)



Graph 4.15

Source : Extracted from primary data (Questionnaire)

INTERPRETATION:

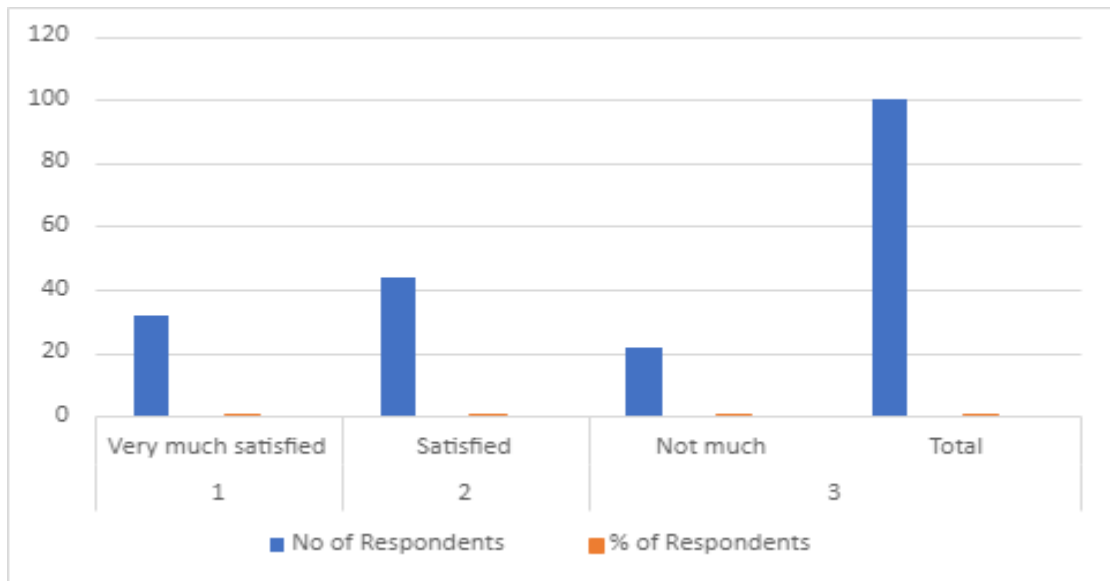
- 60% of total respondents said that training helps in understanding the original policies.
- 40% said that they don't know.

4.16 Are you satisfied with the training programs which you have gone through?

S. no	Opinion	No of Respondents	% of Respondents
1	Very much satisfied	32	32 %
2	Satisfied	44	44%
3	Not much	22	22%
	Total	100	100 %

Table 16

Source : Extracted from primary data (Questionnaire)



Graph 4.16

Source : Extracted from primary data (Questionnaire)

INTERPRETATION

- 44% of the respondents are satisfied.
- 32% of the employees are very much satisfied.
- 22% of the respondents said that the satisfaction with the training is not much.

CHAPTER – V FINDINGS, SUGGESTIONS AND CONCLUSION

5.1 FINDINGS

- ✓ The organization is frequently arranging Training sessions for employees according to their requirements.
- ✓ Both on-the-job and off-the-job trainings are equally encouraged by the organization.
- ✓ The management is aware of the training needs.
- ✓ Employee performance improves following training.
- ✓ Employees are greatly satisfied with the trainer's advices and guidance while training.
- ✓ Through the post- training feedback, it was concluded that employees are satisfied.
- ✓ The majority of respondents stated that training enhances one's skills and abilities to perform.
- ✓ The staff believes that training enhances the bond between the superiors and the subordinates.

- ✓ The majority of staff members believe that training greatly contributes to the achievement of organizational objectives.

5.2 SUGGESTIONS

1. It is preferable if management takes steps to enhance how employees treat one another through training.
2. It is preferable if management routinely holds training sessions.
3. It is possible that training could aid workers in managing stress.
4. It might be better if the company determines the cause and takes steps to raise employee satisfaction with the training.
5. Training in a certain approach is insufficient to meet the organization's demands for training.

5.3 CONCLUSION

Consequently, this technique of strategic training needs identification proposes to identify the needs that would assist the individual in really using it at his employment. The HOD's early involvement ensures that the training Program is relevant to the department and will assist them in attaining their goals. The HOD's will be able to identify needs using this top-down method, but individuals at various grades will also be able to indicate their own requirements. The primary goal of this Program is to determine the training requirements based on the department's problem areas as they relate to the year's objectives and goals.

This new evaluation mechanism concentrates on the result-based evaluation form to support the system. This form seeks to collect information that is pertinent to the workplace.

QUESTIONNAIRE

Is your training requirement identified and defined?

- A . YES B. NO C. I DON'T KNOW

What methods will you suggest for better training

- A . On the Job B. Off the Job C. Both

How often the training programs are being arranged

- A . Regularly B. Very often C. Only after induction

By what methods you have been given training?

- A . On the Job B. Off the Job C. Both

Which department are you working?

- A . SALES B. FINANCE C. MARKETING

D. IT

E. OTHERS

How do you find your performance, after Training?

A . Improved

B. Not much improved

C. Stable

Does training improve the job knowledge and skills at all levels of the organization.

A . YES

B. NO

C. I DON'T KNOW

After the training, how will be the behavior other employees towards each other?

A . Excellent

B. Good

C. Satisfactory

How is the guidance from your trainers while training?

A . Excellent

B. Good

C. Satisfactory

Training helps to analyze the problems and to solve them.

A . YES

B. NO

C. I DON'T KNOW

Does training improve the relationship between Boss and subordinate?

A . YES

B. NO

C. I DON'T KNOW

How is the procedure which Is being used for getting feedback after training?

A . Excellent

B. Good

C. Satisfactory

Does the training Helps employees adjust to change.

A . YES

B. NO

C. I DON'T KNOW

Does training helps employees to handle stress, tension and conflict.

A . YES

B. NO

C. I DON'T KNOW

Does training helps in understanding and carrying out organizational policies Training and its support in understanding and carrying out its Organizational policies.

A . YES

B. NO

C. I DON'T KNOW

Are you satisfied with the training programs which you have gone through?

A . Very much satisfied

B. Satisfied

C. Not much

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