

## A STUDY ON IMPACT OF SKILLS AND TRAINING ON EMPLOYEE PROFICIENCY

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### INTRODUCTION OF THE STUDY

An employee proficiency uses standardized testing to measure a potential employee's skill set and knowledge within a specialized area. For example, a business might test an employee's language skills for a position that involves writing, or spreadsheet skills for a bookkeeping position. These aptitude tests can be given prior to employment but also at certain points in an employee's time with the organization, such as during a review. There are many good reasons to use employee proficiency testing when evaluating potential job candidates.

Proficiency can weed out the candidates who don't possess the knowledge or skills necessary to meet the job requirement, which in turn saves the company the frustration of hiring someone unable to do the job. Proficiency tests also help identify a candidate's strengths and weaknesses and help determine if additional training may be needed or if there is another position within the organization they may be better suited for. The way in which the company conducts the proficiency exam usually depends on the skills it seeks.

### OBJECTIVES OF THE STUDY

- To assess the detailed manner and understand training needs with specific reference to the financial industry.
- To identify the Employee skills and training with training by the firm.
- To understand the need and implementation of skill development programs for the Employees in the firm.
- To evaluate the effects of skill development programs on performance indicators to the Employees

### REVIEW OF LITERATURE

**Brown and Brooks (2016)<sup>1</sup>** describe climate as the “feeling in the air” and the “atmosphere that employees perceive is created in their organizations due to practices, procedures, and rewards.” Based on these clauses, obviously, the individual view of employees in the organization affects the climate. Despite the fact that people contrast in the method they perceive, analyze and interpret information, the climate introduced in the organization is an aggregate view or recognition as the climate is the individual's perceptual or psychological

description.

**Dormeyer, (2016)<sup>2</sup>** The conceptual gap is found in those theories where is lacking studies on organizational climate in Malaysian consultancy industries. By conducting this study, the selected variables of organizational climate will be added due to further understanding is needed on the causal relationship between organizational climate and employee performance as till now it is not clearly proven.

**Ruchi & Surinder, (2017)<sup>3</sup>** This study benefits many organizations by providing an appropriate framework to identify the variables in organizational climates. Therefore, these help the organization to strategies effectively using the suitable variables in the organization to boost up the performance of employees. The aim of this research is to investigate the impact of organizational climate on employee performance in Malaysia's consultancy firm. Besides, the objective of the study is to determine the relationships between organizational climate and employee performance based on the chosen variables will be determined in this study. This study will also clarify the impact of each variable of organizational climate to employees in the organizations.

**Gabriela Rusu (2018)<sup>5</sup>** Motivation has a central role in achieving high performances within organizations. As the organizational climate can be closely correlated with employees' motivation, providing a motivating environment in industrial textile depends on managers' ability to create a supportive organizational climate. The main objective of this textile is to underline the most relevant dimensions of the organizational climate which increase employees' intrinsic and extrinsic motivation, according to Herzberg's dual factors theory. In the light of this research, the investigation was based on quantitative research techniques, by means of a pilot questionnaire, using a non-probabilistic sample represented by employees and managers of industrial firms from Romania. Considering the obtained results, there will be also proposed recommendations to create an organizational climate which could enhance employees' motivation.

## RESEARCH METHODOLOGY

Stratified random sampling techniques have been used in sampling due to the following reasons. The sample size is guaranteed to its temperament of information assortment. Information assortment depends on the essential information is 230 respondents are taken as the example for this investigation. In this project Correlation Chi – square test was used. The percentage method is used to know the accurate percentage of the data we took.

## DATA ANALYSIS AND INTERPRETATION

### TESTING OF HYPOTHESIS

#### CHI-SQUARE TEST

##### NULL HYPOTHESIS

H<sub>0</sub>: There is no significant relationship between Income and Working conditions is satisfied.

##### ALTERNATIVE HYPOTHESIS

H<sub>1</sub>: There is a significant relationship between Income and Working conditions is satisfied.

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	17.817 <sup>a</sup>	9	.037
Likelihood Ratio	16.714	9	.053
Linear-by-Linear Association	.207	1	.648
N of Valid Cases	230		

a. 11 cells (68.8%) have expected count less than 5. The minimum expected count is .03.

From the above table, the calculated table the calculated sum value is 0.037 which was above the level of 0.05 percent. Hence the Hypothesis of H<sub>1</sub> is truly fit and is acceptable.

#### CHI-SQUARE TEST

##### NULL HYPOTHESIS

H<sub>0</sub>: There is no significant relationship between Income and Working conditions is satisfied.

##### ALTERNATIVE HYPOTHESIS

H<sub>1</sub>: There is a significant relationship between Income and Working conditions is satisfied.

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)

Pearson Chi-Square	9.670 <sup>a</sup>	9	.378
Likelihood Ratio	9.800	9	.367
Linear-by-Linear Association	.516	1	.473
N of Valid Cases	230		

9 cells (56.3%) have expected count less than 5. The minimum expected count is .10.

From the above table, the calculated table the calculated sum value is 0.378 which was above the level of 0.05 percent. Hence the Hypothesis of H1 is truly fit and is acceptable. **CORRELATION TEST**

**NULL HYPOTHESIS**

There is no Interconnection between staff can provide customers prompt and appropriate services and Staffs can provide customers precise personal services.

**ALTERNATIVE HYPOTHESIS**

There is interconnection between staff can provide customers prompt and appropriate services and Staffs can provide customers precise personal services.

<b>Correlations</b>			
		Developing personal career	Sufficient training, development and progression
	Pearson Correlation	1	.328**
	Sig. (2-tailed)		.000
	N	231	231
	Pearson Correlation	.328**	1
	Sig. (2-tailed)	.000	
	N	231	231

\*\* . Correlation is significant at the 0.01 level (2-tailed).

From the above table the calculated Significance value is .000 which was less than the significance of 0.05%. Hence interconnection of H0 is truly fit and it is acceptable.

**SUGGESTIONS**

A number of options are available for defining competencies and evaluating individuals against those competencies. To make the proper choices in defining and rating competencies is thoughtful to

determine how it is structured and used for learning, performance management, and succession planning systems.

- Management may make sure that they ensure their employees that they are ready to spend time and money on employee development.
- Some of the qualities of the employees are untapped because they are not allowed to use their creativity or not given a chance to use it. The management must give every employee a chance to use their creativity, which will help them to enhance their decision-making competency.
- Since most of the employees belong to the middle-aged and elderly generation, it is the best time for the management to improve the core competencies needed for the employees in the organization, as this is the experienced period of the career of most of the employees.
- The organisation should create awareness about competency mapping and its uses among the employees through various programs.
- The organisation should enhance the employee's competencies through various training and development programs.
- The HR manager can take the initial steps to teach about the range of methods for assessing the employee's competencies.

## CONCLUSION

Employees are the most valuable asset of the organization as they take responsibility for enhanced customer satisfaction and quality of products and services. Without proper training and development opportunities, they would not be able to accomplish their tasks at their full potential. Employees who are fully capable to perform their job-related tasks tend to keep their jobs longer due to higher job satisfaction. Training and development is a vital tool used to not only maximize the performance of employees, but also to help them in becoming more efficient, productive, satisfied, motivated, and innovative in the workplace. Identifying the right learning opportunities for employees will help the organization in achieving its competitive posture in today's global market.

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