

**Review Paper- STUDY ON TRAINING AND DEVELOPMENT IN BANKING SECTOR**

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**ABSTRACT –**

With the advancement of information technology, the globe has become a global village, and it is bringing upheaval to every industry, including banking. Banks began to emerge with technology and information technology-based products and services. Customers nowadays are extremely demanding, and the only way to properly meet their needs is to employ innovative technology. Liberalization, globalization, and privatization have given the banking business additional features in this highly competitive market. As a result, banks must provide ongoing training to their staff, not simply at the entry level. Training and development programs have a significant impact on bank employee's knowledge enhancement, skill development, and work enrichment, which reduces attrition, increases job retention, and is advantageous for employee value addition. All of these elements work together to help banks enhance their market share and productivity.

**KEYWORDS**

Skill Development, Workshops, On Job Training, Career Development Professional Growth, Mentor, Learning

**I. INTRODUCTION -**

Human resource is most important assets of an organization. So, the most important department any organization is to provide training and development to their employees. Now a days organizations spend lot of money each year to enhance the productivity of staff and employees by providing training and development an organization can achieve their targets and goals.

Training and development activities have the interest of both private and public sector organizations. Over the last three decades, attempts have been undertaken

to comprehend the nature of these processes on a regular (and quick) basis. While some have limited it to just "the transfer of specific skills, abilities, and information to an employee," others have expanded it to include "the transfer of specific skills, abilities, and knowledge to an employee." Training and development majorly included – assessment of needs, Development and conducting of training sessions and final one is evaluation of training and development.

In banking sector training is an on ongoing process. Training and development in this sector are majorly done to enhance the functional skills development to soft skills development.

**II. OBJECTIVE OF STUDY –**

- A) To know what is training in the organization and its need.
- B) To study the training process for employees.
- C) To know what is impact of training on employees.

**III. HUMAN RESOURCES MANAGEMENT IN BANKING SECTOR**

Banking is a service industry hence human resource management is critical.

Banks face two major challenges people management and risk management. In the banking industry, your performance is determined by how well you manage people and risks. Without efficient and experienced people, effective risk management may not be achievable.

The human resource department provides new skills, information, and chances for professional and career development to employees through employee training and development. Human resources are the men and women who work in businesses. The personnel must be capable of carrying out the tasks

that have been given to them.

### WHY TRAINING AND DEVELOPMENT IS IMPORTANT?

- Changing customer demand, changing competition and change in global market it makes the organizations competitive in economic context. Organizations need to change their way of looking at human resource to achieve their growth.
- Human resource management is important part of organization. Recruitment, selection, training, development and retaining in organization happened in this sector.
- To make business ready to face the competitive world billions of dollars spent each year on training and development each year to enhance the employee's productivity.
- Training and development include giving product training to the employees, helping them to know new laws and regulations and also making them aware about something new about technology.
- Training is given to new joined employees and old employees to. To new joined employees it is about making them aware about the whole systems. And for old joining it's about new product and new technology.
- Training is factor which will help employees to work best of this potential.

### V. EFFECTS OF TRAINING AND DEVELOPMENT IN AN ORGANISATION

Training is a continues process. Every time whenever a new product is developed or new technology is adopted by an organization this training is given to the employees.

Effects of training and development on the organization.

- Improves employees' skills
- Improves knowledge of the employees.
- Helps to understand employees understanding and attitude.

- Improves the quality of work.
- Reduces wastage of resources, overhead cost, turnover and accidents.
- Enhance the use of machine and tools.
- Proper use of methods, technologies, skills, capital and products.

### VI. METHODS OF TRAINING IN BANKING SECTOR

#### - Seminars:

Seminars are the learning sessions which are done in the classroom. In this type of training the employees get Theoretical knowledge.

#### - Learning matrix modules:

Learning matrix modules are the modules which are already created by banks. This this something which employees can refer. Before and after joining of the bank.

#### - Product training:

Whenever new product is developed by banks. Bank gives training to the employees regarding the product. Which will help employees to explain product to the customers easily.

### VII. FINDING

The employees who perform good and provide quality services are the employees who get training on the regular basis.

Good quality training program will affect the individual personal growth.

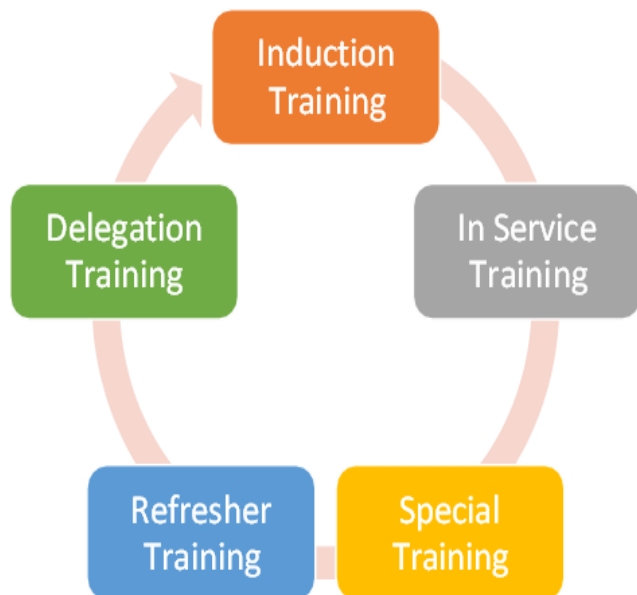
Banking is service industry so here people who work should provide good quality services to the customer and this can be achieve by providing right training to employees. So that try can delivered good services to the customers.

To enhance the employee's productivity most of the banks provide training to their employees.

Training and development of employees depends upon the structure, corporate culture, size and current need of the organization.

Trainers have varying opinions on the usefulness of training programs. However, the trainers' opinion of bank staff training programs is mostly positive, and they believe that these programs are critical to their success.

## VIII. TYPES OF TRAINING



### 1. Induction Training:

Once the bank has been recruited, the applicant receives motivational training for the first time. From this training the newly joined employees get proper information about the structure of the organizations and work cultural.

### 2. In-Service Training

In this training, the employees get training in their service period. During this period, they are provided with practical training as well as full details of contemporary development in the banking sector. Which help them to perform better in banking sector.

### 3. Special Training

This kind of training which always happened in banking sector. According to employee's interest officers give freedom to the employees to do training in the special areas selected by them.

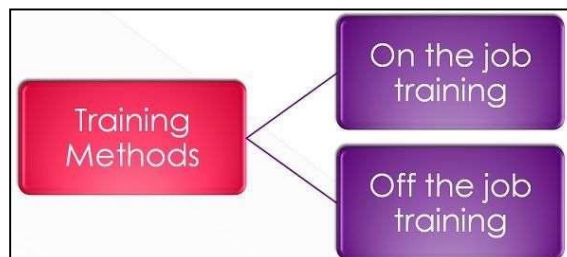
### 4. Refresher training

In this training employees from the different banks in the country comes together at one location. This will help them to understand each other's work system and they share their views with each other.

### 5. Delegation Training

World bank, Asian development bank, IMF, Central bank, Income tax are the banks who arranged the training. The selection for the training is done from various banks. This training helps them to fulfil their daily duties more effectively and this gives them a broad perspective to the officers.

## IX. TRAINING METHODS



### A. On the Job training:

This training generally given to the old current employees. Under trainer's supervision the employee is shown how to perform the job.

Job instruction training, job rotation, apprenticeship training is some of the forms of on-the-job training. Here the employee learns from actual work environment.

It is cheapest to carry. It is a practical form of training.

### B) Off the job training

In this type of training class room training, seminars, lectures, business games, simulations and conference are included.

This training can be related to the new product in the market or about new technical improvement in software. Here the training is done in outside the actual work location.

It is expensive to carry because it required expenses like separate training rooms, specialist and resources like projectors. It is theoretical approach of the training.

## X. LITERATURE REVIEW

1. Daqar et al (2021) conducts study on the impact of training on bank employee performance. The main reason for the study is to find out employees' performance after training. The data has been

collected from the staff of bank by asking one to one question. The significant relationship between employee's performance and the training which is provided to them. And researcher suggest that bank should give clear instructions to their employees for better working of the bank.

2. Kaur (2019) conducts a study on performance of employees on selected Indian public sector banks and private sector banks. The aim of the study is to find out the result of development and training on performance of employees. For data collection a survey questionnaire has been send to 200 respondents who are working in the banks. The findings of the study are employees are reacting positively to the training sessions which banks offers. And they feel productive after the training sessions.

3. Jyoti et al (2017) conducts a study on impact of Training and Development with Reference to Banking Sector in India. The research has been done to find out role of human resource management in Banking industry and to analyse the effect of training and development on employees in the bank. The secondary data is used for data collection. The data is collected from trade magazines, journals and annual reports of the banks. In banking sector human resource is important asset and the employees who get good training they are one's who serve best to the customers.

4. Anastasiadou et al (2017) conducts a study on the training process in bank organisations. The aim of the paper was to find study the process of training in banking sector. For the study they have taken into consideration of Shanghai Banking Corporation and National bank of Greece and Hongkong. And it has been found that each organization have their own training policies and they are based on the needs, culture and values of bank.

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