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A STUDY OF TRAINING PROGRAMME AND IT'S EFFECTIVENESS IN BANK OF MAHARSHTRA, SOLAPUR

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Abstract:

OBJECTIVES:

1. To study about various needs of training program in banking sector.
2. To study about various types of training method and its frequency in Bank of Maharashtra.
3. To evaluate the performance of employee before and after training program.
4. To find out whether the employees are satisfied with the training program.

LIMITATION

1. The study is restricted only for bank of Maharashtra in solapur city.
2. The sample size is limited only to employees of the bank.
3. The time period of study is only two months.

IMPORTANCE

1. Training Program is important in now days due to drastic change in employee's performance.
2. It is important to understand the employees view towards the training given by organization.

SCOPE

1. This study helps to know about training program given to the employees.
2. The study helps to know the performance of the employees after training program.
3. It helps to develop skill/ability of employees after training program.

RESEARCH METHODOLOGY

Data Collection
Primary Data

Primary data is the data which is freshly gathered for a specific research project work in which we collect data by using questionnaire. It is difficult to occur it is purely authentic to make correct project report questionnaire and interview is the normal procedure for primary data.

In this study questionnaire method is used so that it helps to know about training practices and its effectiveness in bank of Maharashtra.

In this study primary information collect from questionnaire open and close ended question are used for collecting specific information. it is the first hand information obtained by the employees of the bank.

Secondary Data

Research usually starts with the secondary is already published somewhere secondary data provides valuable insight with the subject matter. Secondary data collected by such as government publication website books.

ADVANTAGES

Insight information about subject matter
Easily available

Research Approaches
Observation Research
Focus group Research
Survey Research
Experimental Research

In this study survey method is used because survey has told about people's knowledge, beliefs and preference satisfaction and measures their magnitude in general population.

Advantages of survey method

Testing validity of theories
Personal contacts with customer
Inference based on fact

Research Instrument
Questionnaire instrumental
Mechanical instrument

Questionnaire

Questionnaire is the set of question to be asked to the respondent .it includes

Open ended question
Close ended question
In this study both open and close question are effectively used to carry out the survey

Advantages of questionnaire

Cost effectiveness
Familiar to participants
Respondent can their own time
Relatively easy to analyze

Sample

Sample is a specimen or a separated part of the whole population representing its general qualities as much as possible

SAMPLING

The term sampling refers to the investigation a part of the whole population or universe

Sampling unit
Employee's of bank of Maharashtra

Sampling procedure

For this study sample each unit of population has an equal probability of the being picked in simple random sampling simple random sampling selected sample by methods that allow each possible sample to have an equal chance of being included in the sample.

Role of Bank of Maharashtra in Training Program:-

The organization were organizing the various training programs to increase the work life of the organize, to provide the good service to the customers, to bit the cut trough competition of the competitors and to improve the intrapersonal relationship with senior and junior.

The organizations were providing the training on following aspects:-

- Software training program
- Customer relationship
- Foreign exchange
- Legal aspect
- Advances
- Credit aspects
- E-banking
- CBS training
- Induction program

Other than that if a new scheme or some changes in present service are taken place then the organization were organize the training program in the Regional office for one day or more else these kind of training program were called as Workshop training program. Organization also gives the On the job training to fresher's for effective working.

The RBI also organizes the training program for the experience employees and for the senior employees that training was held in the Delhi or any other place. The duration of that training was different as per the aspects.

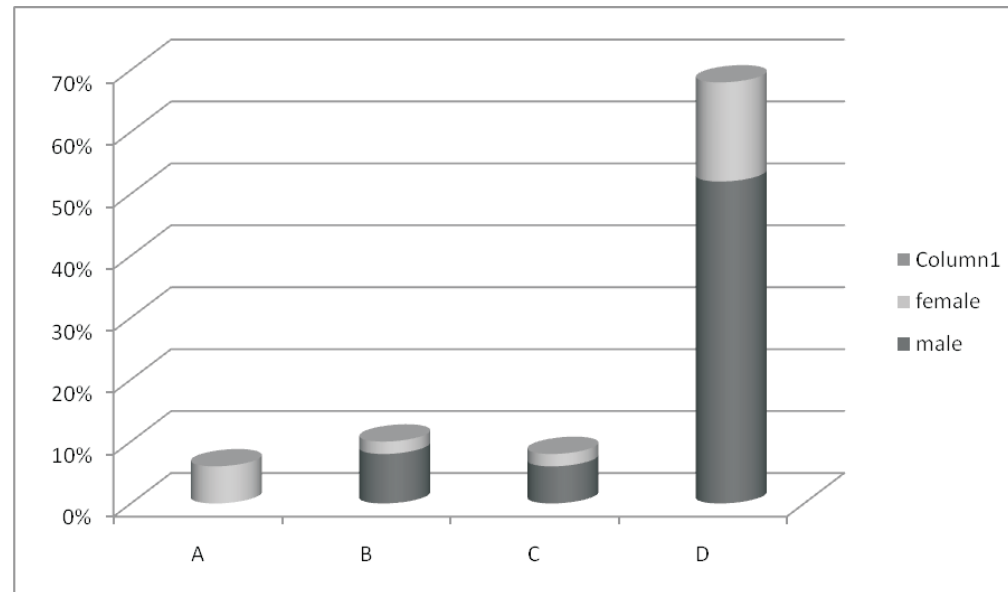
The organization also hires the private instates for the training purposes.

Organization arranges the training program in every 2 years, the selection of the employees is done by the higher authority. The duration and the place is depends upon the type of training. The expenses during the training program is done by the organization it self, It include the lodging, travelling, meal-dinner till the duration of training program also they get the salary of that day in case of Off the job training.

Data Analysis and Interpretation

What according to you training is?

Option	Male	Female	Total
An instrument to bring change and effectiveness (A)	00%	06%	06%
Enhance skill efficiency and behavior(B)	16%	02%	18%
Learning organization and maximum benefits(C)	06%	02%	08%
All of the above(D)	52%	16%	68%
Total	74%	26%	100%



Interpretation:-

- 1.6% of female was said that according to them training is an instrument to bring change and effectiveness.
- 2.16% of male and 2% of female was said that training enhances skill efficiency and behavior.
- 3.8% of employees were said that learning organization and maximum benefit means training out of them 6% were male and 25 were female.
- 4.52% of male and 16% of female were said that according to them training is all of the above option.

Have you undergone any training program?

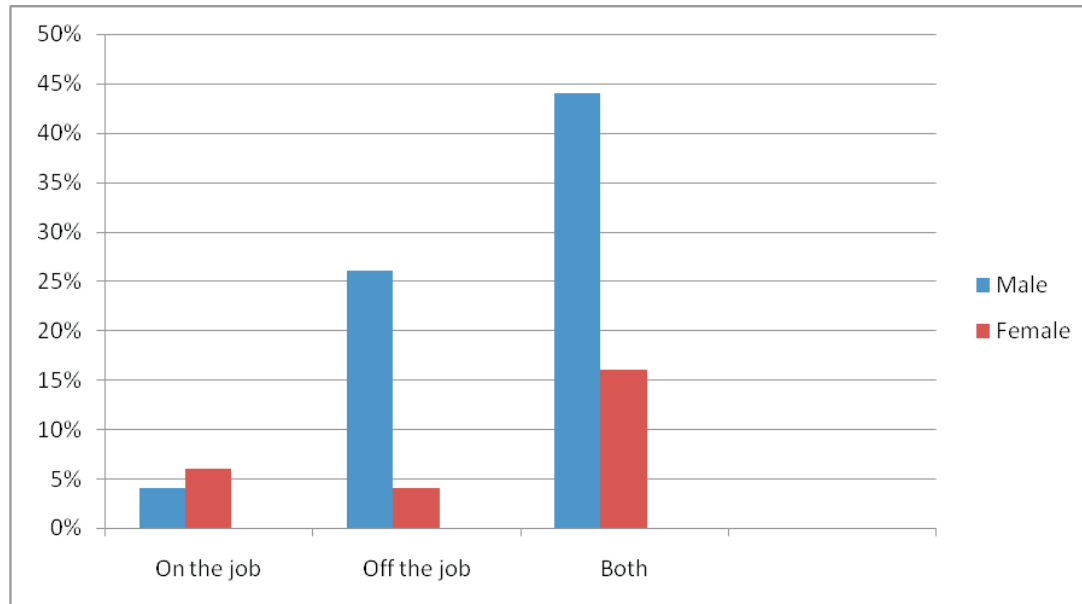
Option	Male	Female	Total
Yes	74%	26%	100%
No	00%	00%	00%
Total	74%	26%	100%

Interpretation:-

- 1. All the 100% of employees were undergone the training program out of them 74% were male and 26% were female

What kind of training program?

Option	Male	Female	Total
On the job	04%	04%	8%
Off the job	26%	04%	30%
Both	44%	18%	62%
Total	74%	26%	100%

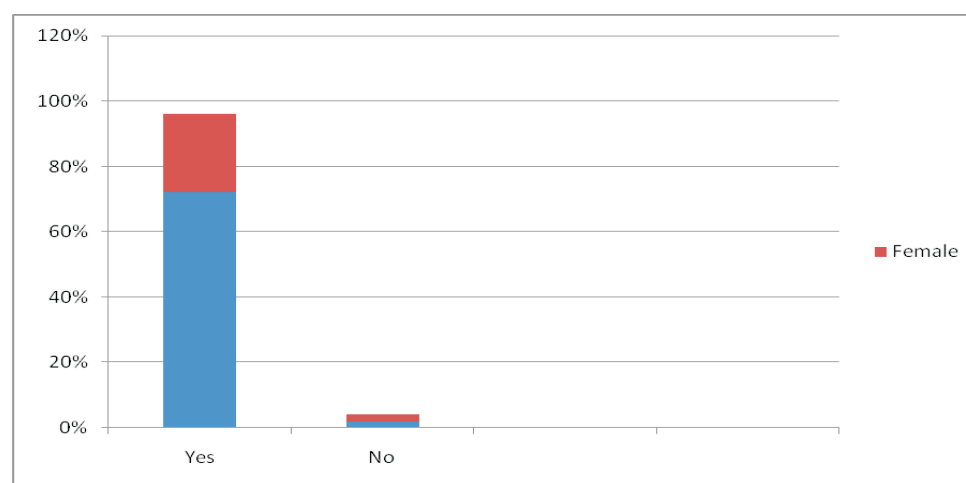


Interpretation:-

1. The total of employees who attend the On the job type of training were 8% out of them 4% were male and 4% were female.
2. 26% of male and 4% of female were attend the off the job type of training.
3. Remaining 44% of male and 18% of female were attend both type of training program.

Was the environment during the training period is comfortable?

Option	Male	Female	Total
Yes	72%	24%	96%
No	02%	02%	4%
Total	74%	26%	100%

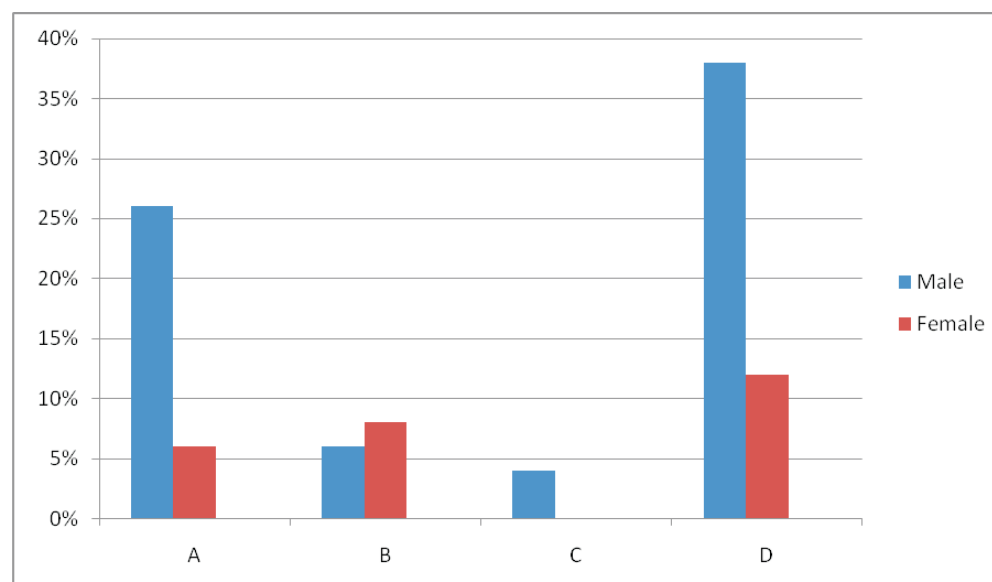


Interpretation:-

1. The 72% male and 24% female were said that they felt comfortable during the training program.
2. Remaining 2% of male and 2% of the female were not felt comfortable.

How were the trainers?

Option	Male	Female	Total
Qualified & experienced	26%	06%	32%
Skillful & knowledge	06%	08%	14%
Encouraging & class participant	04%	00%	04%
All of the above	38%	12%	50%
Total	74%	26%	100%

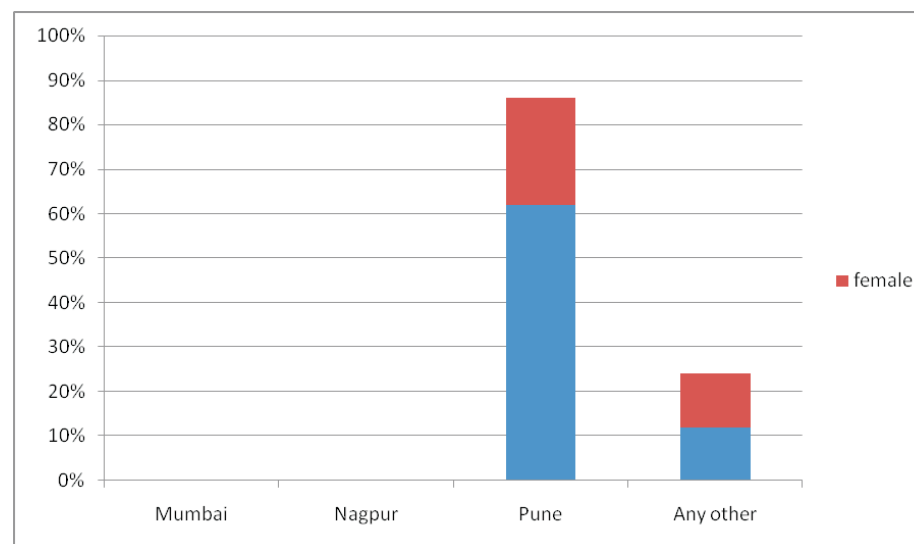


Interpretation:-

1. 26% of male and 6% of female were said that their trainer were qualified and experienced.
2. 6% of male and 8% of female were said that their trainer skillful and having the good knowledge.
3. Only 4% male are said that their trainer were Encouraging and class participant.
4. The remaining 50% of people were said that their trainer was having the all quality in that 38% were male and 12% were female.

Where did you attend the departmental training program

Option	Male	Female	Total
Mumbai	00%	00%	00%
Nagpur	00%	00%	00%
Pune	62%	24%	86%
Any other	12%	02%	14%
Total	74%	26%	100%



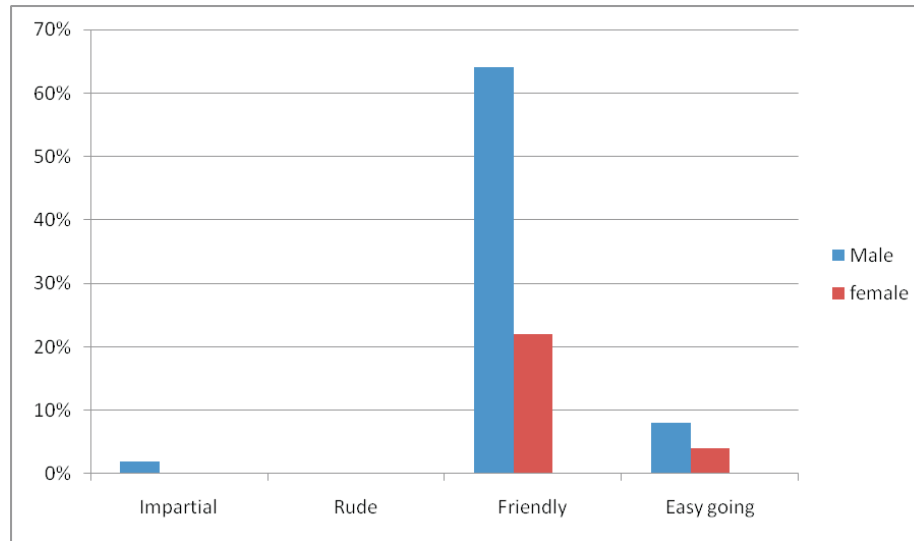
Interpretation:-

- 1.Total 86% of employees were attend the training program in Pune out of that 62% of male and remaining 24% were female.
- 2.12% of male and only 2% of female were attend the departmental training program in any other place means neither in Mumbai nor in Nagpur.

How was the behavior of the trainer?

Option	Male	Female	Total
Impartial	02%	00%	02%
Rude	00%	00%	00%
Friendly	64%	22%	86%
Easy going	08%	04%	12%
Total	74%	26%	100%

A STUDY OF TRAINING PROGRAMME AND IT'S EFFECTIVENESS.....

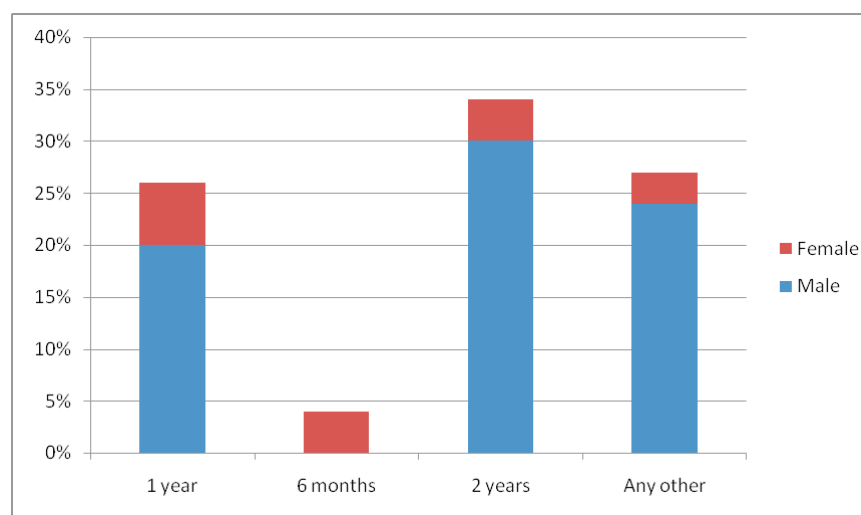


Interpretation:-

1. The only 2% of male are saying that the trainer were impartial.
2. Out of 86% of employees the 64% of male and 22% of female are agree with their trainer were friendly.
3. 8% of male and 4% of female are said that their trainer were Easy gong.
4. No one was agreed on that their trainer were Rude.

How often the training programs are conducted?

Option	Male	Female	Total
Every one year	20%	06%	26%
Every 6 months	00%	04%	04%
Every 2 years	30%	04%	34%
Any other	24%	03%	13.
Total	74%	26%	100%

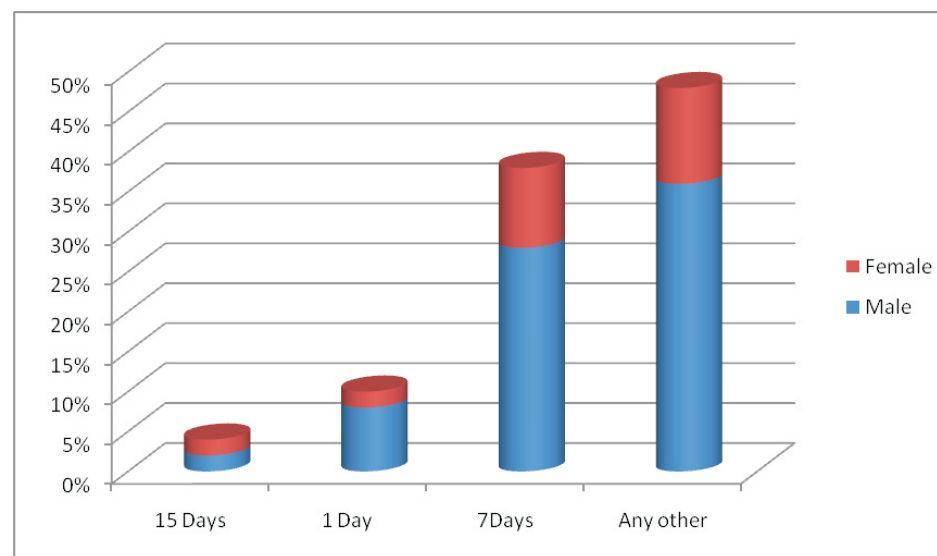


Interpretation:-

- 1.20% of male and 6% of female were said that the training program were arrange in every 1 year.
- 2.30% of male and 4% of female said that training program were arrange in every 2 year.
- 3.24% of male and 35 of female were said that the there is not fix duration of conducting the training program.
4. Only 4% were said that the training program were conducted in every 6 months.

What was the duration of training?

Option	Male	Female	Total
15 Days	02%	02%	04%
1 Day	08%	02%	10%
7 Day	28%	10%	38%
Any other	36%	12%	48%
Total	74%	26%	100%



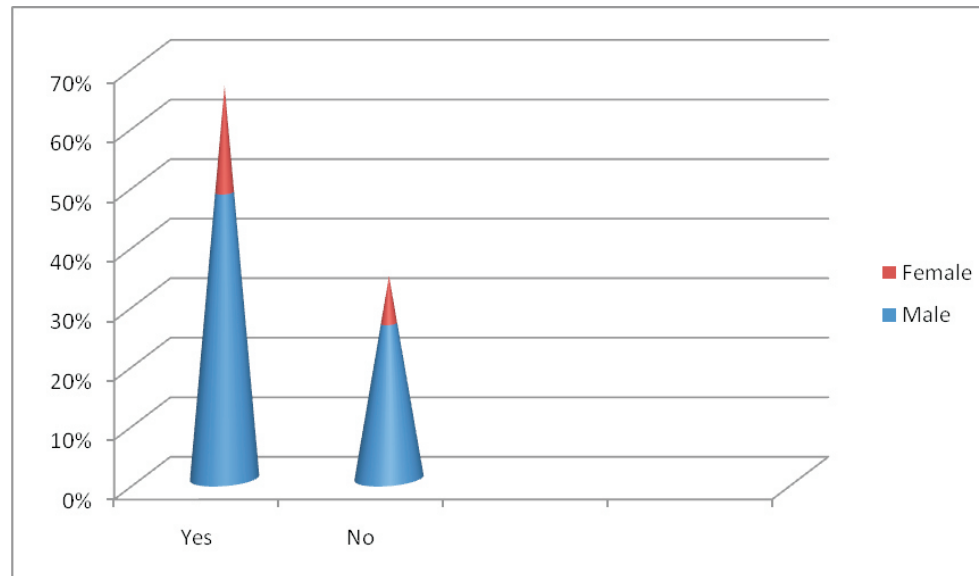
Interpretation:-

- 1.2% of male and 2% of female employees was said that the duration of training program was 15 days.
- 2.8% of male employees and 2% of female employees that the duration of training only one day.
- 3.38% of employee was said that the duration of training program were 7 days in that 28% of male and remaining were male.
- 4.36% of male and 12% of female employee were said that the duration of training program were not fix.

Do you think that duration of training is sufficient?

Option	Male	Female	Total
Yes	48%	18%	66%
No	26%	08%	34
Total	74%	26%	100%

A STUDY OF TRAINING PROGRAMME AND IT'S EFFECTIVENESS.....



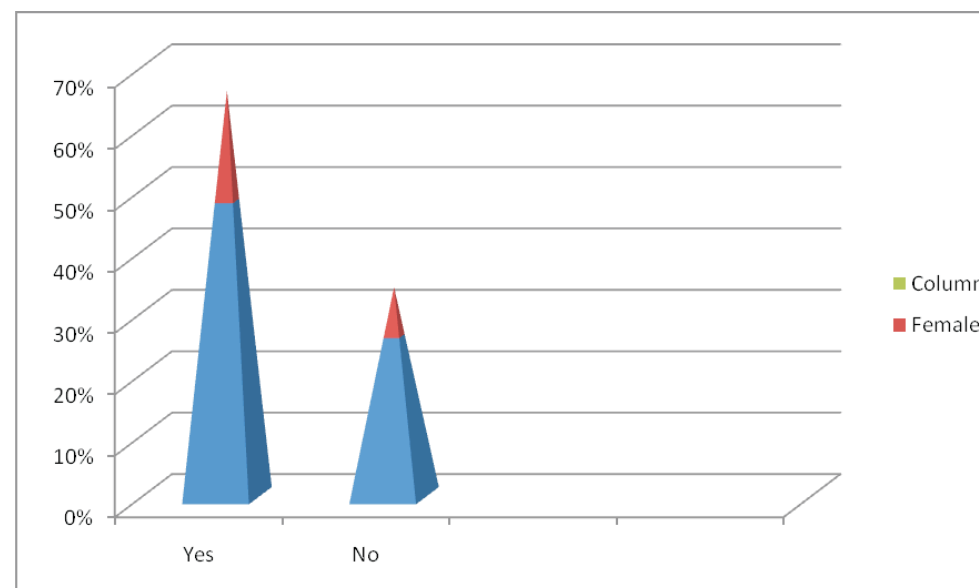
Interpretation:-

1.66% employees were said that they are satisfied with the duration of training program. In that 48% were male and 18% were female.

2.26% of male employees and 8% were female employees were not satisfied the duration of the training program.

Do you think that the training enhance your working efficiency

Option	Male	Female	Total
Yes	48%	18%	66%
No	26%	8%	34%
Total	74%	26%	100%

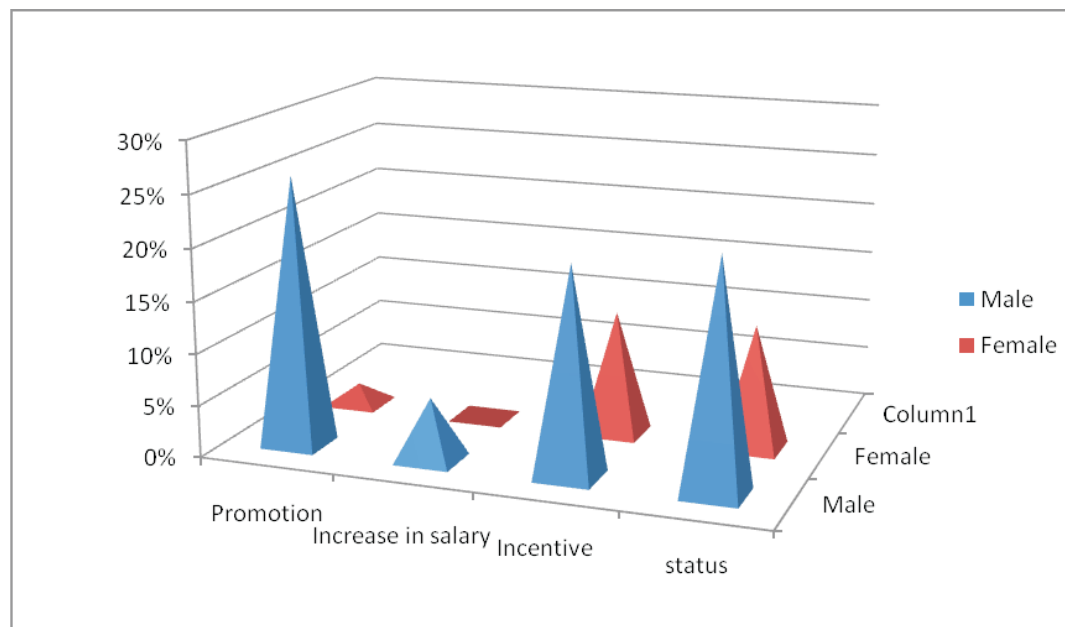


Interpretation:

1. 56% of total employee were agrees that due to training program their working efficiency was increased in that 48% were male and 18% were female.
2. 26% of male and 08% of female were disagree on that.

Whether training contributed by means of

Option	Male	Female	Total
Promotion	26%	02%	28%
Increase in salary	06%	00%	06%
Incentive	20%	12%	32%
Status	22%	12%	34%
Total	74%	26%	100%

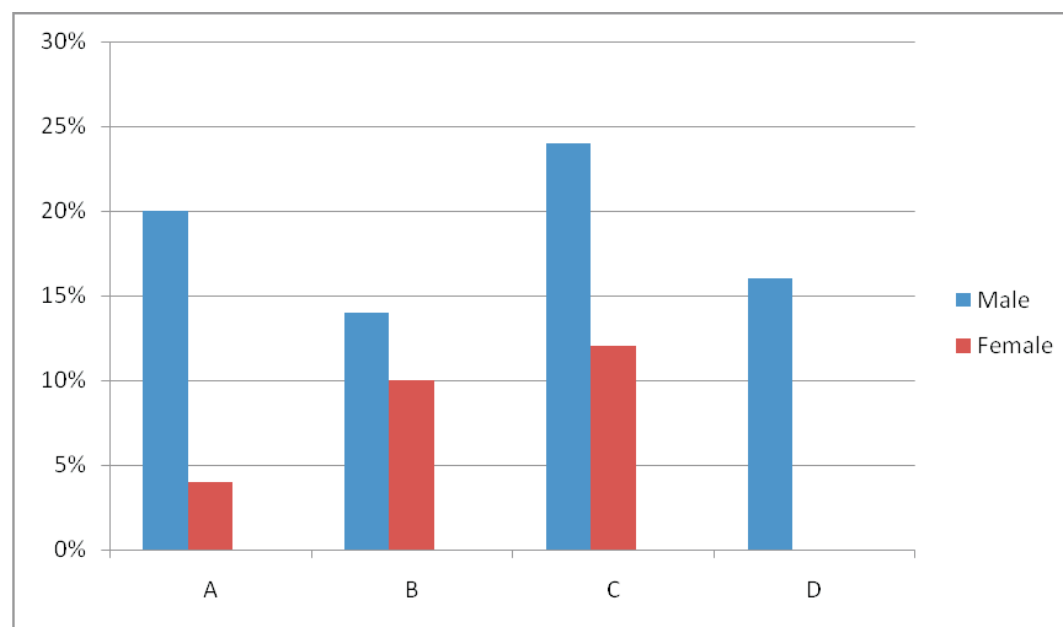


Interpretation:-

1. 26% of male and 2% of female are said that due to training program they get promotion.
2. 6% of male were said that due the training program their salary was increased.
3. 20% of male and 12% of female was said that the due to training program they get incentive.
4. 34% of employee said that their status were increased due to attending the training program in that 22% were male and 12% female

Do you think that the training of employee contributes an organization by means of ?

Option	Male	Female	Total
Betterment in service(A)	20%	04%	24%
Increase the quality of work life(B)	14%	10%	24%
Improvers in customer relation(C)	24%	12%	36%
Improves the intrapersonal relation(D)	16%	00%	16%
Total	74%	26%	100%

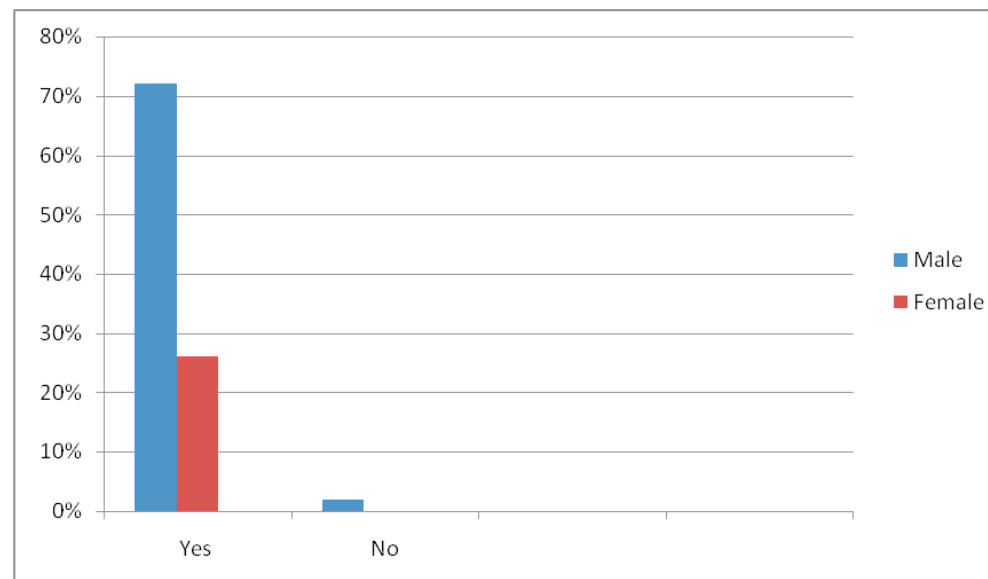


Interpretation:-

1. Total 24% of total employees were said that the training program help to organization in betterment of service in that 20% Male &4% were Female and .
2. The 14% of male and 10% of female employees were said that the training helps to organization increase the quality of work life.
- 3.24% of male and 12% of female employee were said that training helps to organization to improve in customer relationship.
4. Only 16% of male employee ere said that training program improves the intrapersonal relationship.

Are you satisfied with training program

Option	Male	Female
Yes	72%	26%
No	02%	00%



Interpretation:-

- a. 72% of male was satisfied with the training program and all 26% female were satisfied with training program.
- b. Only 2% male was dissatisfied with training program.

FINDINGS AND OBSERVATION

The researcher has been observe that the organization has doing the best level of it for improving the employees in their particular work by training and calculating the effectiveness. The findings were as fallows:-

- a. It has been observed that all the employees have gone through the training program and out of 50 only 1 employee is not satisfied with the present training program.
- b. The 48% of male and 26% employees were thinking that the training enhance their working efficiency, remaining are not.
- c. 24% of employees were said that the training improves the betterment in services and 24% were said that training improves the quality of work life.
- d. The 48% of male are satisfied with the training duration and others are not and 18% of female were satisfied with the duration of training. According the duration should be increase.
- E. As48% of employee was attending the training program which was not more than 7 days.
- f. 86% of employees were attending the training program in Pune and their trainer were friendly and remaining were attended the training program in any other place and their trainer were Easy going.

OBSERVATION:-

It has been observed that the many of employees were not get the regular training program. More than 85% of employees move from Solapur to Pune for training program. The employees felt fresh, confident, motivation and get new energy for doing their respective work. The 34% of employees were said that due to training their status was increased but it not contributes in the increase the salary, getting the promotion or in incentives. All the 50 employees get the knowledge.

CONCLUSION AND SUGGESTION

Conclusion:-

While doing the researcher it has been concluded that

1. The More than 96% of employees were satisfied with the training program.
2. The training frequency of training program is not good.
3. The practical based problem were not take in to account while the training program.
4. The employees were get /felt fresh after attending the training program.

SUGGESTION:-

1. The organization can increase duration of training period.
2. While giving training to the employees the organization can tell them about the problems and the solution to solve the problems in practically way.
- 3 Organization can arrange frequently training programs in to each and every employee.
4. They can also provide training through online Trading or transaction or E- banking.
5. They can organize program on stress management and on Yoga as well.
6. Many of employees were move from Solapur to Pune for training purpose instated of that organization can arrange the training program in Solapur city.

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