

The Impact of Training and Development on Organizational Performance in Banking Sector of Bangladesh

Ms. Nusrat Khurshid

School of Business, Independent University, Bangladesh, 16 Aftabuddin Road, Dhaka 1212

Abstract: To perform with the today's vibrant environment specialized and competent personnel are required for each association. The workforce must to be educated and the progress of a worker to be extremely expert is important. For the purpose of research two banks are selected "Prime Bank Limited" and "Dutch Bangla Bank Limited". The study is focused on the Training & Development (T & D) and Organizational Performance for the banking sector in Bangladesh. Banking sector is selected as envoy due to its sponsorship role in the economy of a country. It is the most decisive for service business to keep their employees' knowledge and capability up to the blotch because of the international infiltration happening in services. Employees were given a prepared questionnaire. Sample size was 100. This gives the study a quantitative and practical track for outcome. Major result was that most of the employees approved that T & D had an affirmative impact on the organizational performance in the banking sector of Bangladesh.

Keywords: Training & development, Design of training, On the job training, Organizational performance.

1. INTRODUCTION

Skilled human resources are the key to a business' accomplishment. It has been exposed that the most triumphant and dynamic employees are those who have acknowledged wide-ranging training and development. These groups of employees are known as the "emulsion of the crop" that frequently has the strongest chance in an organization's future. Training has the diverse function in the execution of the executive target by integrate the security of business as well as personnel (Stone R J. Human Resource Management, 2002). Recently training is the main significant feature in the business. Training enhances the competence as well as the value for equally human resources and business. The organizational performance and employee performance depends on diverse factor. Training helps to increase the competence of workforce. Those who have taken on the job training they have better performance.

The performance of the organization depends on the employee performance. To get the organizational goal need to develop the performance of the employee. So it is compulsory to provide appropriate training to the workers. The intend of the study is to indicate the collision of training and development on organizational performance in the banking sector.

Training & development enhance the employee performance. Researcher emphasized on the employee performance which raises the overall organizational performance. Employee performance is based on the job satisfaction, understanding, administration and training (Chris Amisano, 2010). So it states that training and development is helpful for the organizational achievement. The major goal of the study is how the training boosts the performance of the organization. Training extends the supervisory expertise along with the efficiency and effectiveness (RobartT.RostiJr, Frank shipper, 1998). It also helps to decrease the operational cost, liabilities and shifting objectives.

2. LITERATURE REVIEW

For every organization human resource performs as the backbone. So each year organization invests a large amount of money to enhance the employee performance through training program which is linked with the organizational strategic objective.

Performance is the explanation part to attain the target of the association so to raise the efficiency and competence of the organization which is supportive for the accomplishment of the managerial purpose. A worker is able to work more successfully and competently to boost the development and the effectiveness of an organization. Lots of factors can improve the effort of the worker like bendable scheduling, training etc.

To develop a design for the training is a very important thing. Training design should be based on the needs of the employee (Ginsberg, 1997). If the training designs are good and made based on the employee needs then the organization will get more benefits. Training design is acting as the most imperative function in the employee along with the managerial performance. If the training plan is not good or perfect then it will be the enormous defeat of money and time.

On the job training assists human resources to obtain the acquaintance of their career in a superior mode. People are trained from their realistic understanding which is better than academic acquaintance. On the job training decreases the expenditure and recovers time. This training is superior for the association to provide their human resources because it recovers time and also cost effective (Ruth Taylor et al., 2004). On the job training is the best way to gain knowledge because it is realistic.

The style of delivery is an extremely imperative measurement of Training and Development. Workers are extremely aware about the delivery style. Delivery style makes training more enjoyable. If the delivery style is unimpressive and unable to detain the concentration of the spectators it will be nothing just wastage of money and time. So the trainer needs to more connect with the spectators during the training session. Delivery style denotes the effectiveness of the training and development program (Carlos A. Primo Braga, 1995).

Without training it is not possible to perform well in the organization. Qualified human resources do well than inexperienced workers (Partlow, 1996; Tihanyi et al., 2000; Boudreau et al., 2001). The training program is incredibly essential for association to provide its human resources training obtaining general objective of the association in a superior approach. Training boosts the in general presentation of the association. Training is expensive for the association but it is very important to train their employees because in future it will provide back extra than it took. Each association should inflate employees worth based on the requirement for fighting with their challenger.

Conceptual framework:



Research problem:

Main research problem is the impact of the training and development on organizational performance in banking sector of Bangladesh.

Goal:

1. To know the current image of training plan of banks for their human resources.
2. To observe the effectiveness for the improvement of the organizational performance.

Hypotheses:

- H1: Training design has noteworthy outcome on the performance of the organization.
- H2: On the job training has noteworthy result on the performance of the organization
- H3: Delivery style has momentous result on the performance of the organization.
- H4: Training & development has major upshot on the performance of the organization.

3. METHODOLOGY

Research Design:

There are diverse types of research technique. The technique includes: qualitative research, quantitative research, and a combination of both qualitative and quantitative research.

Sample:

To analyze the association of training collision on performance of employees in Banks of Dhaka, Bangladesh, 2 banks were visited for data collection; survey was targeted 100 employees. The sample is combined with male and female.

Estimation technique:

The information is composed through a questionnaire. It consists of 15 questions. They are close ended questions with the application of a five point Likert scale. It expressed by strongly disagree, disagree, neutral, agree and strongly agree. These were circulated and received by hand from the organizations in the office timings. The investigation of the survey was carrying out by using Statistical Package for Social Sciences (SPSS).

Analysis:

H1: The significance of beta is =0.870 which is positive and demonstrates positive change in dependent variable due to independent variable's element training design . The value of T is 6.9507 that are significant and equally P value is less than 0.05 so these results are giving enough justification to allow hypothesis 1.

H2:The significance of beta is = 1.005 which is positive and indicates positive change in dependent variable due to independent variable's element on-job training. The value of T is 37.17 which are significant and P value is less than 0.05 so according to adequate justification so hypothesis 2 is accepted.

H3: The significance of beta is = .974 which is positive and demonstrates positive alteration in dependent variable due to independent variable's delivery style. The value of T is 23.290 which is significant and P value is less than 0.05 so according to adequate justification so hypothesis 3 is accepted.

H4: The significance of beta is =0.890 which is positive and demonstrates positive change in dependent variable due to independent variable training and development. The value of T is 5.8609 that are significant and equally P value is less than 0.05 so these results are giving enough justification to allow hypothesis 4.

Table 1: Regression

Hypothesis	Variable	Standardized regression weight	T Value	P Value	Noteworthy/Irrelevant
H1	Training design	0.870	6.9507	.0000**	Noteworthy
H2	On the job training	1.005	37.17	.0000**	Noteworthy
H3	Delivery style	.974	23.290	.0000**	Noteworthy
H4	Training & development	0.890	5.8609	.0000**	Noteworthy

Table 2: Descriptive Statistics

Variable	Mean	Standard deviation	N
Training design	4.6617	.48443	100
On the job training	4.622	.47166	100
Delivery style	4.605	.44794	100
Training & development	4.6417	.49443	100

4. DISCUSSION

According to the analysis the training design needs to be based on employee's criteria. Those organizations make the training design as per employee's needs they are getting better benefits. It plays a vital role on employee's performance along with organizational performance because organization's goals will be achieved by employees. On the job training is the effective training scheme because it is practical along with senior employees are assigned to train the junior employees. Delivery style of the trainers ensures the effectiveness of the training. If organizations train employee well, superior have the self-belief to obtain the power and to deal with their subordinate. Through training and development program not only employee performance will enhance, turnover rate will fall but also organizational performance will enhance along with gaining profit.

Managerial implication:

To compete with the rivals and the challenging world training and development is extremely imperative for an association. Training and development is ultimately helps the organization. This study will assist organization to realize the significance of training and developments including which features are significant for a good training and how effective for the employee.

5. CONCLUSION

Training Design, On the Job Training, Delivery style as well as Training and Development have noteworthy result on Organizational Performance and all completely responsible for the improvement of the performance of the organization. Discussion and results proof all the hypotheses which indicate the enhancement of the overall organizational performance.

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