

A STUDY ON SKILL DEVELOPMENT WITH REFERENCE TO STATE BANK OF TRAVANCORE

Prof. Jensolite V

Assistant Professor, Saket College Of Management

Abstract : Employees skill development is becoming necessity to every organization now-a-day. Employees are entrusted different roles and responsibilities in the banks. The Indian banking industry is continuously going through a process of transforming since nineties, due to the introduction of Liberalization, Privatization, and Globalization (LPG), Information and Communication Technology (ICT). Skill development in bank strengthens the organization; it helps them in realizing their objectives, vision and dreams. Human assets are the most important assets; they have to be tutored and molded to achieve the best in them. This paper analyzes the status of various need analysis based training and development practices in Punjab National Bank and explores the proposed link between the training and employees' productivity.

The result shown that the skill development in PNB is average and there is scope for improvement in training. The findings of the study suggest that Skill development for employees is inevitable and unavoidable in any sector.

Keywords- Skill Development, Bank, Employees Performance, Training.

INTRODUCTION

Skill development is an attempt to improve current or future employee performance by increasing an employee's ability to perform through learning, usually by changing the employee's attitude or increasing his or her skills and knowledge. There is old sayings "If you think training is expensive...try ignorance". A more recent version has a sharper message – "What if I train my staff and they leave? To which the answer is "What if you don't train them... and they stay! In today's competitive world, no employer can afford to carry staff who are not efficient. Yet, many organizations still appear reluctant to invest in training the members to be efficient ones.

PNB HAS GOT TRAINING CENTRE AS FOLLOWS:

Central Staff Training College – at HO - Delhi
Zonal training center

Bank Tries To Give Training To All Before They Take Up Job Responsibilities

- ◆ Induction training
- ◆ Duties pertaining to General Banking are discussed covering Customer Service, Operational Procedures, Legal requirements etc
- ◆ Trainings are imparted with emphasis on specializations
- ◆ Loans and advances – NPA – Basel requirements - SSI Advances – Priority Sector advances – Exports and Imports Forex
- ◆ Customer Service – KYC Norms
- ◆ Law enforcement agencies and requirements
- ◆ HR aspects – Staff rules and regulations – Performance Appraisals etc

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- ◆ IT – Online Banking – Platform
- ◆ General Maintenance – Premises
- ◆ Bank Balance Sheet – Accounts and Norms
- ◆ Management training

Training is a continuous process - Employees at each level of career enhancement are given training.
Banking is not a one time job- it is a career. Employees are encouraged to appear for series of Examinations Conducted by Indian Institute Of Banking and Finance for sharpening their skills and knowledge.

OBJECTIVES OF THE STUDY

- ◆ To study the Training practices prevailing in PNB
- ◆ To analyze the effectiveness of Skill development in Punjab National Bank.
- ◆ To study how training and development programmes helps to achieve customer satisfaction.

RESEARCH METODOLOGY

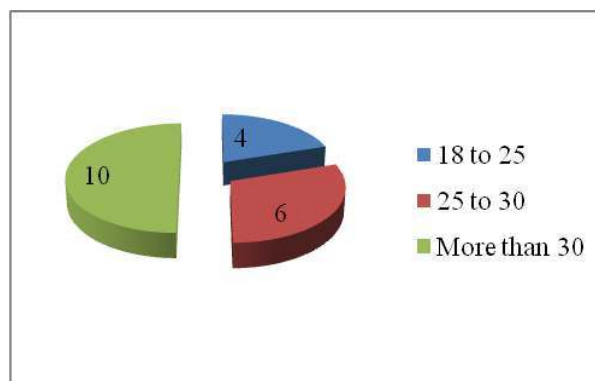
A well-structured questionnaire from the employees of PNB Bank (public sector bank) was used to collect the primary data. The secondary data and information have been collected from various sources like business newspapers, journals, magazines, RBI Reports and publications etc. Random sampling of 20 respondents from employees of PNB

LIMITATIONS

- ◆ Limited sample size because of limited time which is small to represent the whole population.
- ◆ The research was limited to Thane District only.

DATA ANALYSIS AND INTERPRETATION

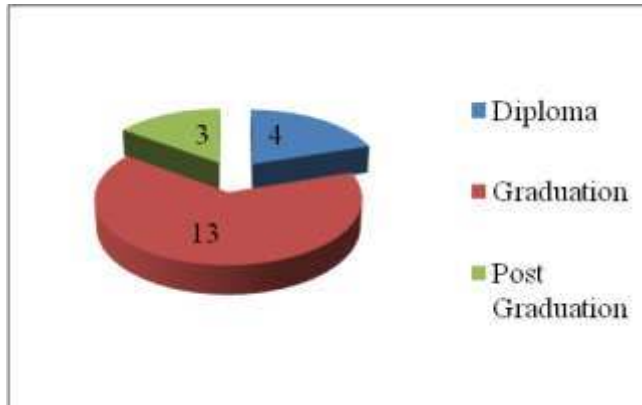
Chart 1.Age of Respondents



Inference:-

Chart 1 shows that 50% of the employee are under the age group which is more than 30 and 30% of the employee are in the age group between 25 to 30 and 20% of the employee are under the age group between 18 to 25.

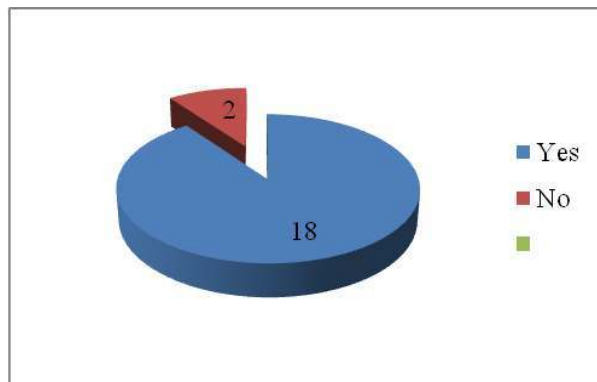
Chart 2. Educational Qualification of Respondents



Inference:-

Chart 2 shows that 65% of the respondent completed Graduation and 15% of the respondent completed Post Graduation and 20% of the respondent completed Diploma

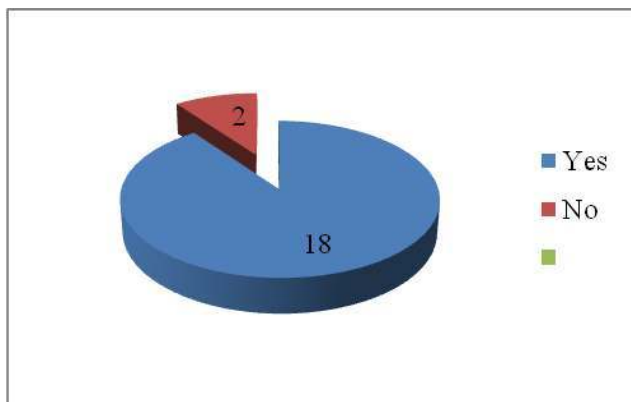
Chart 3. Awareness of Training Programme



Inference:-

Chart 3 shows that 90% of the respondents are aware about the Skill development activities in the organization.

Chart 4. Attended Training Program

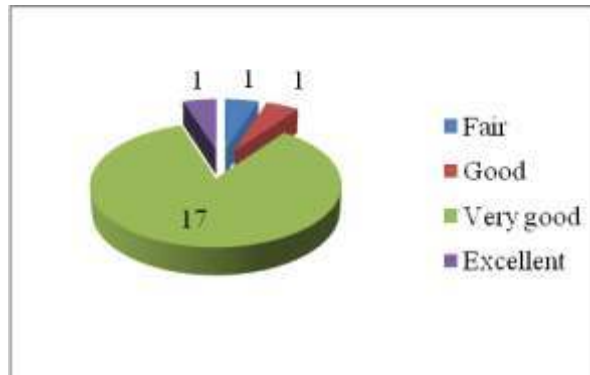


Inference:-

Chart 4 shows that 90% of the respondents have attended training program and 10% of

respondents have not attended the training program.

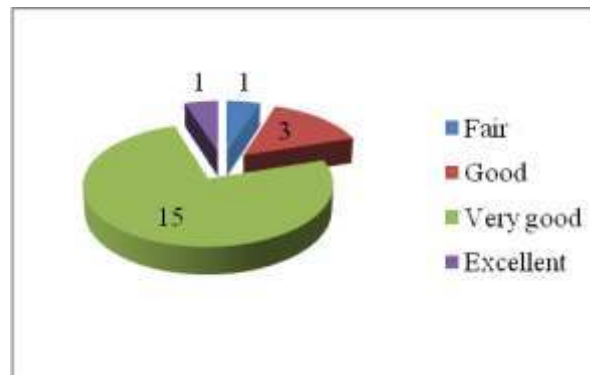
Chart 5. Induction Training is given adequate importance



Inference:-

Chart 5 shows that 86% of the employee feel providing induction training is very good and it gives adequate importance for the organization.

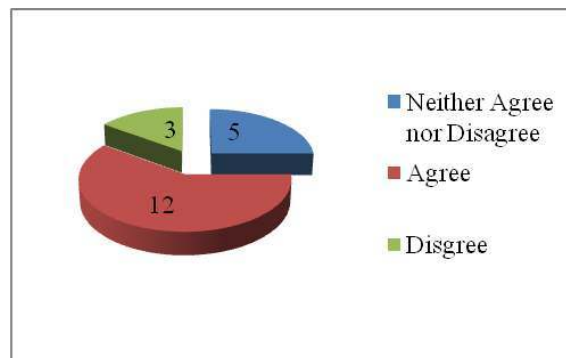
Chart 6. Soft Skills & Technical Skill knowledge for employees.



Inference:-

Chart 6 shows that 76% of the respondents think soft skill development training is very good to attend which helps them to pick up soft skills.

Chart 7. Skill Development Training help employees in promotion

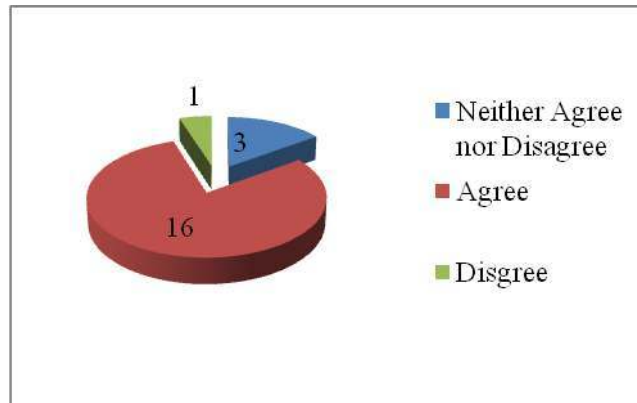


Inference:-

Chart 7 shows that 62% of employees agree that attending training programme leads them to the

chances of promotion.

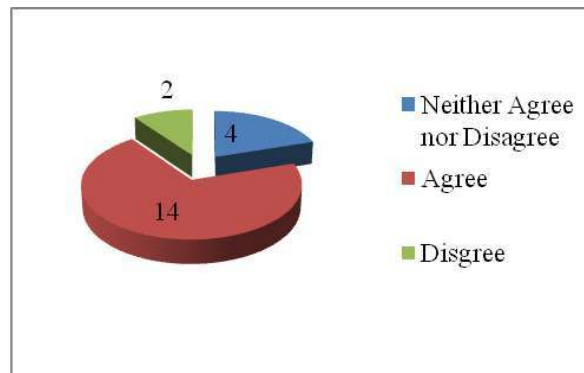
Chart 8 Skill Development minimize the faults in operations.



Inference:-

Chart 8 shows that 89% of employees agree Training in skill development helps employees to minimize the faults in operation.

Chart 9. Training Develops the employees Leadership Skills



Inference:-

Chart 9 shows that 70% of employees agree Training & development helps the employees leadership quality.

FINDINGS OF THE STUDY

The data collected were analysed carefully and the following findings were drawn.

From the study it is inferred that all the respondents are educated and the employees are aware of the Training Programme and have attended the training programme conducted at their organization:

- ◆ 86% of the employees find the Training provided at the time joining i.e induction program give them very high satisfaction level.
- ◆ Most of the employees find the quality of the skill development programme to be very good. 89% of the employees feel that attending training programme leads them to reduce in errors in their work and it helps in minimizing faults.
- ◆ 70% of the respondents accept that the due to training programme their leadership quality improves. It is also inferred that the quality of the topics covered reflects high level of satisfaction among the employees at the organization

RECOMMENDATIONS

There is need for a continuous program of training for every individual to work as a member of an effective

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team and activate the potential to achieve the corporation's goal.

◆ The feedback analysis of employees training would be compared with need assessment analysis and its importance basis. Moreover, the effective cost -benefit analysis from this training program would put across the organization more accountable. As a result it would convey a long- term positive outcomes for the improvement of training program.

CONCLUSION

- ◆ It is concluded that PUNJAB NATIONAL BANK undertake training and development programmes for their employees to increase their efficiency.
- ◆ Banks provide training programmes to enhance their knowledge and skills to satisfy the customers.
- ◆ Growth of banking sector in India is the result of skilled manpower which is the outcome of training and development.

REFERENCES

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