

Analysis of Awareness of Need for Training for Developing IT Skills Among Employees of Public Sector Banks of Udaipur: A Longitudinal Survey Study.

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ABSTRACT: *IT competency of the banking professionals ought to be changed by the progress within the teams enhancing the operational limit of banks is improved bestowing the IT Training. IT skills is an information heap of all the associated IT dataset, and to comprehend that how and what level IT impacts a significant piece of a person's activity part or obligation that partners with execution at work. IT competency can be evaluated and can be upgraded through a proper training programme. The awareness of IT competencies among the working professionals of public sector banks plays a very significant role as it can help to design the framework of the training for them. So, the researcher had tried to find out the level of Awareness of Need of Training for Developing IT Skills Among Employees of Public Sector Banks of Udaipur. A research survey has been designed to find out what levels of awareness have the Employees of Public Sector Banks of Udaipur? What levels of awareness have the Employees of Public Sector Banks of Udaipur based on gender? the above said questions are focused in this paper.*

KEYWORD: *Need of Training, Awareness of Training, IT Skill Development, Public Sector Bank Employees*

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I. INTRODUCTION:

Banking has now become an intensely challenging industry. With a fast increment of the banks, banking isn't bound just to banking operations. The profitability of banks and assessment of their effectiveness is to a great extent subject to the exhibition of its workers. An association with cheerful employees will, in general, be more profitable than the one with downhearted workers. Henceforth, it is essential to see how the necessities of the teams can influence their activity execution which is straightforwardly connected to banks performance. This requires a reconsidering as for human capital administration to encourage elite – the direction in bank workers prompting self and authoritative development.

The "training" has to be put in motion, to be a skilled employee at all levels, in a professional context it means being ahead with services. In current eras "training" has attained an innovative meaning. It denotes a process of transformation, but is often seen as separate from financial institutions, the need for training has come to mean the internal experience of the individual. In the modern era, the number of surveys finds a remarkable level of competency amongst trained professional when compared to regular team members. They also find variation in results such as best service practices before and after the training programs. These practices among the team members are important to monitor.

Research Questions:

the researcher had tried to find out the level of Awareness of Need of Training for Developing IT Skills Among Employees of Public Sector Banks of Udaipur. A research survey has been designed to find out what levels of awareness have the Employees of Public Sector Banks of Udaipur? What levels of awareness have the Employees of Public Sector Banks of Udaipur on the basis of gender? the above said questions are focused in this paper.

Statement of the Problem:

Even though numerous studies have been done on assessment of training, needs of training in the banking sector yet little research has been done on Awareness of Need of Training for Developing IT Skills among workers of the banking sector in India. Besides, no relative investigation with respect to awareness of employees working at various levels in the banking sector has been conducted. Awareness varies with the

administrative and managerial levels of any bank. So, the research objective is to identify the level of Awareness of Need for Training for Developing IT Skills among employees working at various levels of public sector banks.

After reviewing research, the researcher found that there is no study done in banks of Udaipur locale. In this manner, the Udaipur district has been chosen as the region for study. This research paper focuses on assessing the level of Awareness of Need for Training for Developing IT Skills of Public sector banks of Udaipur.

II. REVIEW OF LITERATURE:

Devi and Juneja (2013) studied on 110 workers of State Bank of India, Canara Bank (Public sector banks), HDFC and Axis Bank (Private Sector banks). It was presumed that Public sector banks incremented the fulfilment of workers by expanding pay growths and Private Sector banks increment fulfilment by improving preparing and open doors for profession advancement.

According to (Frankin Dang Kum 2014) inadequacy of training and development of staff in any company decreases the general hierarchical efficiency. He presumes that the organizations contribute to human asset think about training as opportunities for expanding their long-time profitability, as training courses influences the capacity and ability of the employees of the company. Persistent training and development programs are required to empower the IT competency

Kumari (2012) concentrated to discover the workers' impression of their work-life balance arrangements and practices in public sector banks. The outcome demonstrated that the mean score of male workers was essentially high on Work-Life Balance when contrasted with female workers.

Ngugi Martha NyakeoNyokabi (2014) remarked that training assumes essential job inside the development of skills of most recent innovations and advances in existing staff for compelling implementation. The investigation revealed that the connection between training and advancement and employee output is low. Findings revealed that the training of staff is incredibly essential elements of any group and for the individuals because it improves work performance, by applying significant training modules they help achieve the goals.

Shrivastava and Purang (2009) explored that while public sector bank workers are exceptionally happy with professional stability, private sector bank employees show higher fulfilment with pay, social viewpoints, and development chances of employment.

Definition of terms:

Training: Training is a 'core set of knowledge, ability, beliefs and experiences about particular tasks at the professional place within it. It is common to all employees but personal to each and as such does not lend itself readily to scientific enquiry.

Bank Employees: Working in Public Sector Banks of Udaipur District are Bank Employees.

Objectives of the study:

This study is an attempt to analyze the Awareness of Need of Training for Developing IT Skills Among Employees of Public Sector Banks of Udaipur Region. In the public sector, research was conducted in State Bank of India, Bank of Baroda, Allahabad Bank and IDBI Bank were included in the study. The hypothesis was formulated and data was collected from 78 employees through a structured questionnaire based on Likert's Five-pt. scale.

The research objectives:

- To determine the level of Awareness of Need for Training for Developing IT Skills among bank employees working at various levels in Public sector banks.
- To compare the level of Awareness of Need for Training for Developing IT Skills among Public Sector bank employees based on gender.

The hypothesis of the Study:

IT Skills of public sector bank employees is significantly improved by training.

IT Skills of public sector bank employees cannot be improved from the training.

Are there any significant differences in awareness of training based on gender?

The methodology of the study:

The methodology of the study comprises of tools, samples, sources and research method.

Data has been analyzed with the help of statistical tools like percentage, mean, standard deviation, chi-square test, a statistical hypothesis test that is used in this study to determine the values based on the findings. The survey method of descriptive type research has been employed for the present study.

The Scoring Pattern:

Give one point for each TRUE answer and zero points for each FALSE answer.
 14 and above = Highly aware of the need for training for developing IT skills
 12-13 = Aware of need and can easily handle the task after IT training
 8-11 = Moderate awareness; could develop more skills if IT training provided
 6-7 = Awareness of practically lacking IT Knowledge without training
 1-5 = Highly doubtful/resistant to developing awareness for IT training

Demographic profile of the study:

The cluster sampling technique has been employed for the present study. The Sample comprises of employees of public sector banks of Udaipur district. Demographic fraction study did over the data collected from the distributed questionnaire to the bank employees of Udaipur. Data collection revealed that out of the 78 participants 55.13% of the sample population were female and the remaining 44.87% were male. In the sample, there are 43 Female Bank Employees and 35 Male Bank Employees. Descriptive research design and Convenience sampling method has been used for the research study. The Details of the sample is given below:

Table:1 Sample of the selected Bank Employees

Sr. No.	Gender	
	Male	Female
1	35	43
2		
3	78	

Source: Author's Computed

Analysis techniques:For the analysis of data, percentage and chi-square test was used.

Finding of the study:The following table presents the level of awareness of training for developing IT skills among the employees of public sector banks of Udaipur district.

Table:2 Frequency of bank employees concerning the level of awareness of the need for training

Sr. No.	Score	Interpretation of score	No. of Bank Employees	Percentage
1	14 and above	Highly aware of the need for training for developing IT skills	16	20.51 %
2	12-13	Aware of need and can easily handle the task after IT training	24	30.77 %
3	8-11	Moderate awareness; could develop more skills if IT training provided	28	35.90 %
4	6-7	Awareness of practically lacking IT Knowledge without training	10	12.82 %
5	1-5	Highly doubtful/resistant to developing awareness for IT training	0	0 %
Total			74	100 %

Source: Primary Data

Above table: 2 explain the level of awareness of training for developing IT skills among the employees of public sector banks of Udaipur district. It is found that 20.51% employees of public sector banks are highly Aware, 30.77% employees of public sector banks are aware, 35.90% employees of public sector banks are moderately aware, 12.82% are empiricist and 0% Employees of public sector banks are highly sceptical.

Table:3 Frequency of level of awareness of the need for training for developing IT skills among the employees of public sector banks of Udaipur district based on gender

Sr. No.	Score	Interpretation of score	No. of Bank Employees		Percentage	
			Male	Female	Male	Female
1	14 and above	Highly aware of the need for training for developing IT skills	7	9	20.00 %	20.93 %
2	12-13	Aware of need and can easily handle the task after IT training	7	17	20.00 %	39.53 %
3	8-11	Moderate awareness; could develop more skills if IT training provided	17	11	48.57 %	25.58 %

4	6-7	Awareness of practically lacking IT Knowledge without training	4	6	11.43 %	13.95 %
5	1-5	Highly doubtful/resistant to developing awareness for IT training	0	0	0 %	0 %
Total			35	43	100	100
Chi-square			4.667			
Df			3 (Rejected)			
Significance			Not significant			

Source: Primary Data

From the chi-square test done over the data collected to measure the association among the IT Skills of employees and the training program, it was recognized that for all the recorded variables the calculated chi-square values were found greater than the table values 4.667 with degrees of freedom three at 5% level of significance which confirms that null hypothesis must be rejected and alternated must be accepted. It is found that there is no significant difference in the awareness of the need for training among the employees of public sector banks of Udaipur district based on gender.

Findings and Interpretations:

The investigation uncovered that public sector bank employees have a positive feeling for the training programs; they affirmed that training programs are quite useful to improve their level of skills, information and aptitudes of the specific area. They likewise remarked that IT training programs will be useful for work improvement and execution progression on the off chance that they seek after in the normal interim as and when requested. In the present consistently spinning banking practices with the progression of IT, to improve the general productivity of the employees need to conduct pieces of training to adjust with the propelled work nature of banks.

It has been revealed that IT skills of public sector bank employees' can be improved through pieces of training, IT skill level of Bank employees altogether influenced by level and extension information in IT domain, and skills of bank employees' can essentially improve from the approaches through pieces of training to improve their IT abilities. In this way, it is proposed that to improve the general IT proficiency of the employees on IT domain must be supported and advanced through the training programs.

III. CONCLUSIONS:

Life is a learning process and learning is a lifetime process. Learning is the nonstop procedure and results in advancement through gaining capabilities and improvement. Gaining Skills gives the confidence, strength, internal inspiration and practicability improvement, in the trainee's mindset. Abilities mapping and advancement are about upgrades in the trainee's capacities, attitudes, contents, and output, enthusiasm to work, conduct and aptitudes. It is notable and demonstrated reality that employees with affecting abilities and skills work for the company it generally impacts the success, so the same is with the banks too, if employees are viable, their commitment to the banks will be compelling, and subsequently, they will be viable in achieving the goals. so, skill-building is an indispensable methodology where training will play a huge role in the work environment of a bank employee.

Banks have a few sorts of training programs for their employees and the calendar and recurrence of the training program in some way or another revealed basic requirement in all the public sector banks as everything been drafted by the national bank affiliations and compulsory to be followed. IT Training programs are extremely valuable for the bank employees as it assists with keeping the staff refreshed, talented and prepared to confront the difficulties of online banking. The observational consequences of the study uncovered that majority of bank employees have undergone different sorts of training programs multiple times after conducting a training need analysis survey.

Further, it has likewise been revealed that respondents are agreeing that training programs help them in improving their abilities, aptitudes and help them to improve their insight and understanding identified with the specific domain. Also, 88.00% members have an extremely positive assessment for the IT related training programs as they proceed with a few practical methodologies which are unfamiliar to them, builds up their curiosity and eventually helps in their day to day transactions.

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