

Does Training Have Impact On Employee's Job Performance In Commercial Bank?

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Abstract: Preparing and advancement have become the most noteworthy factor in unique serious Industries. Information, relational aptitude, hierarchical aptitudes, and capacities can be improved with the assistance of preparing and advancement which likewise help to build the individual, authoritative, and group execution. Most extreme association results can be accomplished by present day innovation by the prepared worker's hierarchical goals can be accomplished as well as be fulfilled. Associations that put more in preparing and improvement can get successful results than those which don't utilize this training. The focal point of the investigation presents a survey of writing on significant Importance of preparing and worker efficiency. Workers are happy to be a lot of supreme, nonstop learning and refreshing of the aptitudes, information, and capacities because of the authoritative social elements. Along these lines, for associations to accomplish wanted results from their speculation, there is an unequivocal need to productively perform preparing and improvement exercises. Each significant resource of any association under unique rivalry is its HR.

Index Terms: Training & Development, Human Resources, Interpersonal skill, Organization, Bank

1. Introduction

Information, relational expertise, authoritative aptitudes, and capacities can be improved with the assistance of preparing and advancement which likewise help to build the individual, hierarchical, and group execution. Most extreme association results can be accomplished by current innovation by the prepared representative's authoritative goals can be accomplished as well as be fulfilled [9]. Administrative intercessions can be improved through successful preparing which can be useful for the authoritative beneficially [11]. The preparation of the representatives has huge significance in improving the abilities of the workers and supportive in spurring the workers and make them increasingly dedicated to the accomplishment of the hierarchical assignments [5]. Equipped hierarchical staff is required for overseeing both huge and little associations. In any association not just the proper training framework precisely shows the workers the ideal employment abilities for a situation in the association. Preparing helps in instructing the representatives to comprehend the business morals which help the laborers in improving the presentation and obligation [2]. Preparing is basic for both proprietor supervisors and directors to make ID about the information and abilities hole which may exist in the working environment and can cause an issue for the administration. Preparing ought to be as which can help the association for critical thinking, irrelevant, or futile preparing practices ought to be dodged [13]. Inspiration and inclusion of the workers in work increment because of the Training procedure [2].

Preparing and well use of staff improve work execution of the representatives for viable and proficient utilization of the

HR preparing assumes a significant job and it is a key useful territory of human asset the executives. In nowadays every one concedes that for any fruitful association the significance of preparing can't be dismissed. Preparing offers not just the expanded information and data about a specific field yet in addition the additional bit of leeway of systems administration and attracting from others encounters to contrast and learn. Two sorts of preparing are for the most part viewed as, inside preparing and outside preparing. Human Resource Department organizes the interior preparing in-house and a prevalent staff part or any proficient and qualified work force from the concerning zone which is considered as an asset individual [2]. In view of the globalization and progression of economies, expanded rivalry from new private segment banks, scaling back, and the use of new advancements in some earlier years, the financial region needed to acquire fast mechanical adjustments their framework. These mechanical and different changes constrained the representatives to work in the financial part to confront numerous difficulties. The innovative insurgency in each field of life, globalization of economies, and privatization approaches has totally changed the conventional examples in all areas of an economy. The financial segment is seriously influenced by such changes. The HR of the financial region are confronting a significant level of weight because of these progressions and their exhibition is legitimately influenced by them. The primary reason for this examination study is to recognize and assess the effect of preparing on representative's occupation execution in the financial part with uncommon reference to the chose business Banks working in AJ&K (HBL, UBL, and BAL). This examination likewise addresses the issues as the significance of preparing on work execution, various strategies to prepare the representatives, and the preparation's effect on their presentation as a general sense [21], [22]. At that point a poll study is directed in various parts of the chose business Banks working in AJ&K (HBL, UBL, and BAL) all through of the State of Azad Jammu and Kashmir to get the reactions of bank representatives to discover that if there is any effect of preparing approach of Bank on the presentation of its workers. Effective associations are progressively understanding that few variables add to the exhibition of an

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association yet the human asset is the most basic [4]. In the present serious business condition associations are tirelessly improving the presentation of their representatives by improving HR practices, for example, preparing. Saeed and Niazi [9], [10] recognized that HR rehearses are among the primary premise of upper hand. It is normal that this examination will educate the administration regarding the chose business banks (HBL, UBL, and Bank Alfalah) regardless of whether their representatives feel any effect on their exhibition of the preparation strategy. It would empower the board of the chose business banks (HBL, UBL, and Bank Alfalah), especially in District Azad Kashmir to all the more likely welcome the connection among preparing and the difficulties related with staff execution and to receive suitable preparing systems that would be important for improving staff execution. At long last, the investigation would additionally fill in as a kind of perspective guide for the financial division in creating proper preparing substance and systems to improve staff execution.

2. Literature Review

Training and Job Performance

Preparing is a sorted out and precise improvement of abilities, information, capacities, and mentalities of workers required by them to perform adequately to achieve a given undertaking. Analysts [16] recognized the significant elements of preparing on representative's exhibition including quality work rehearses, expanded profitability, successful utilization of apparatuses and hardware, refreshed information, aptitudes, perspectives and practices, productive use of assets, decreased truancy and mishaps, supplanting old advancements techniques, capital administration, and so on [9]. Preparing strongly affects these parts of individual execution in molding them towards the wellbeing of the association. To expand the representative's maintenance it is fundamental to inspire the workers by satisfying the hole between aptitudes required and those controlled by workers through giving important preparing [8]. Preparing assumes a significant job to improve the exhibition of chiefs, for example, their relational abilities, listening aptitudes, inspiring, and supporting others and offering data to them [1]. The preparation of the representatives can help the association in improving execution and human capital [17] So it very well may be presumed that preparation significantly affects worker's exhibition. Through the previously mentioned writing, the accompanying speculation can be created.

H₁: Effective training programs have a positive relationship with the employee's job performance.

Training and Communication skills

Relational abilities upgrade one's fearlessness, interior individual connections, and individual satisfaction. Preparing to improve relational abilities is generally considered as a significant social mediation [18]. It is likewise useful in advancing correspondence in human relations which empower them to act to one's greatest advantage, to defend oneself without nervousness and to communicate emotions serenely by looking for preparing one can improve one's abilities as well as can expand one's

an incentive to colleagues, chiefs and the association [14]. Shimizu et al., (2003) has discovered that relational abilities can be improved altogether via preparing. From the previously mentioned writing, the accompanying theory can be created [18].

H_{1a}: Increase ineffective training programs lead to a positive impact on communication skills.

Training and Quality of Works

Khanfar (2011) has concluded that Training helps improve performance, reduce mistakes, running work flawlessness, and reducing the cost of production which is the most wanted result. Human beings are key pillars to improve quality. Training quality is very important because it mainly focuses on developing the skills and abilities of human beings. From the above-mentioned literature, the following hypothesis can be developed.

H_{1b}: Effective training programs have a positive impact on the quality of work.

Training and Organizational Commitment

Hierarchical responsibility can be characterized as representative's demeanor and conduct which demonstrates their readiness to apply their impressive endeavors to accomplish authoritative goals [8], [9]. Authoritative responsibility incorporates representative's practices, for example, tolerating hierarchical objectives and destinations, ability to apply most extreme endeavors to accomplish hierarchical objectives, and their enthusiastic connection with their association which constrains them to remain in the association [8], [9]. Representative's dedication relies upon different factors, for example, non-transferable interests as close working associations with collaborators, retirement advantages and vocation development, work abilities and information one of a kind to a specific association, contribution in the specific condition of the association and such different advantages which become all the more expensive for them to leave their association. Brum [2] inferred that preparation is one of the most helpful methodologies to expand representative's responsibility to their associations. From the previously mentioned writing, the accompanying speculation can be created.

H_{1c}: Effective training programs have a positive impact on organizational commitment.

3. Methodology

This study is descriptive. After carrying out initial Exploratory studies to clarify the research and particular variables/problems under study, Descriptive study will be carried out to know the actual practices such as under this study the Training methods being followed at the selected commercial Banks working in AJ&K (HBL, UBL, and BAL) and their impact on employee's performance. The target population of this study is the employees (officers) working in different selected commercial Banks in AJ&K (HBL, UBL, and BAL). A convenient sampling technique was used to distribute the questionnaire because the purpose of the study is to know about the impact of the Bank's training program on all levels of employees, not the selected top-

level managers. 400 questionnaires were distributed in the branches of HBL, UBL, and Bank Alfalah throughout the District Kotli Azad Kashmir to collect the data out of which 306 questionnaires were received. The data were analyzed by using the statistical tools and SPSS (Statistical Package for Social Sciences) software was used to run the statistical analysis tests. The statistical tools used to analyze the research data of the given study was Pearson correlation and linear regression.

4.2 Reliability Statistics

Table 1: Reliability test analysis

Variables	Cronbach's Alpha	No. of Items
Communication skills	.749	3
Organizational commitment	.768	3
Quality of work	.819	3
Training	.744	8

The value of Cronbach's Alpha of communication skills, organizational commitment, quality of work, helping the co-workers, supervisory proficiency, and motivation in work is .749, .768, .819 respectively. The value of Cronbach's

4. Findings

4.1 Reliability Test

First of all tests of internal consistency (Cronbach's Alpha) were conducted to determine the reliability of the measuring scales used. All scales used in the questionnaire were found quite reliable. As shown below in Table 4.

Alpha of training is .744. The no. of items used to measure each dependent variable is 3 and to measure training 8 no. of items are used.

4.3 Response Rate

Table 2: Response rate outcome

Bank Name	Distributed Questionnaires	Received Questionnaires
BAL	100	76
HBL	150	127
UBL	150	103
Total	400	306

The table indicates that respondents from BAL were 76 with a percentage of 24.8, from HBL were 127 with a percentage

of 41.5 and from UBL were 103 respondents were replied with a percentage of 33.7.

4.4 Demographics of Respondents

Table 3: Demographic Response

Demographics	Information	Frequency	Percentage
Gender	Female	68	22.2
	Male	238	77.8
Age	Below 25 years	16	5.2
	26-35 years	107	35.0
	36-45 years	118	38.6
	Above 46 years	65	21.2
Education	Bachelors	60	19.6
	Masters	246	80.4
Experience	Less than 1 year	45	14.7
	2-10 years	187	61.1
	More than 11 years	74	24.2

The table shows that 68 female and 238 male respondents were answered with a level of 22.2 and 77.8 percent

separately. It additionally demonstrates that 16 respondents were beneath the age of 25, 107 respondents were

between the age of 26 to 35, 118 respondents were between the age of 36 to 45, and 65 respondents were over the age of 46 with a level of 5.2, 35.0, 38.6 and 21.2 individually. It likewise demonstrates that 60 respondents were single men and 246 were experts with a level of 19.6

and 80.4 separately. The table demonstrates that 45 respondents experienced underneath one year, 187 were between 2 to 10 years and 74 were over 11 years with a level of 14.7, 61.1, and 24.2 individually.

Table 4: Descriptive Statistics and Correlation

	Mean	Stand. Dev.	ET	CS	OC	QOW	EJP
ET	4.0082	.60347	1				
CS	305327	1.09471	.245**	1			
OC	3.4847	1.09509	.408**	.076	1		
QOW	3.4553	1.12837	.172**	.117*	.074	1	
EJP	3.5741	.56967	.644**	.482**	.522**	.461**	1

** . Correlation is significant at the 0.01 level (2-tailed).

* . Correlation is significant at the 0.05 level (2-tailed).

The mean values of training and job performance were "4.0082 and 3.5741" respectively which lies in the moderately extreme region of the measuring scale. Training is significantly positively correlated with job performance with the value (.644). This shows that if training for employees increases in the organization, their job performance will also be increased. The correlation

between the training and other dependent variables which are communication skills, organizational commitment, and quality of work are .482, .522, and 461 respectively. The results of correlation indicate that training is positively correlated with employee job performance and employee job performance factors.

Table 5: Regression Analysis

Dependent Variable	Predictor: Employee Training				
	R ²	F	Sig.	β	Sig.
EJP	.415	215.247	.000	.644	.000
CS	.060	19.492	.000	.245	.000
OC	.166	60.581	.000	.408	.000
QOW	.030	9.276	.003	.172	.003

The table delineates that the estimation of R square are .415, .060, .166 and .030 which implies 41.5 percent, 6 percent, 16 percent, and 3 percent varieties happen autonomous variable worker work execution because of changes in the free factor representative preparing and their components relational abilities, hierarchical duty and nature of work. F-insights were done to locate the general quality of the model. The rightness of the model has showed up here in light of the fact that the estimations of F are (215.247), (19.492), (60.581) and (9.276) which speaks to that model is having a critical generally quality. In light of Beta coefficients, the model shows that

Training causes 64.4 percent effect of Training on Job execution and the t-esteem is likewise huge. So we acknowledge H1, which expresses that "Powerful preparing programs have a positive relationship with worker's activity execution". In light of Beta coefficients, the model shows that Training causes a 24.5 percent effect of Training on Job execution and the t-esteem is likewise critical. So we acknowledge H1a, which expresses that "Increment ineffectual preparing programs lead to a positive effect on relational abilities". In view of Beta coefficients, the model shows that Training causes 40.8 percent effect of Training on

Job execution and the t-esteem is additionally noteworthy. So we acknowledge H1b, which expresses that "Viable preparing programs positively affect authoritative duty". In view of Beta coefficients the model shows that Training causes 17.2 percent effect of Training on Job execution and the t-esteem is additionally noteworthy. So we acknowledge H1c, which expresses that "Viable preparing programs positively affect the nature of work"

5. Discussion and Conclusion

In light of these outcomes, it might presume that the effect of preparing on representatives' activity execution isn't just huge however contemplates have demonstrated that preparation additionally improves different parts of employment execution, for example, relational abilities, authoritative duty, and nature of work. Preparing is a significant practice in Azad Jammu and Kashmir and most of the associations have understood the significance of preparing and train their representatives previously and in any event, during their occupations. The outcomes show that all degrees of representatives required some degree of preparing to comprehend their activity capacities proficiently and viably play out their work exercises. From the supporting material and consequences of the examination, it is inferred that preparation assumes a significant job in helping representatives to give better execution and help their associations in accomplishing their objectives. In the present cultural and innovatively changing condition the requirement for preparing has gotten progressively apparent. Through planning and actualizing successful preparing exercises, the advantages both immediate and circuitous that are delineated in this undertaking work can be accomplished. Preparing is the most amazing asset for affecting the worker's information aptitudes, capacities, abilities, and practices and to set them up for each assignment. Diverse degree of preparing is required for representatives dependent on their capability and aptitudes controlled by them. The connection results ($r=0.644$) shows that preparation has a positive and noteworthy impact on work execution; hence the theory H1 is acknowledged. Further, relapse examination results additionally show a noteworthy relationship with $R\text{-square}=0.413$ and $F\text{-statistic}=215.247$, $p<0.01$. The estimation of $R\text{-square}$ (0.413) shows that 41.3% variety in work execution has been caused because of preparing.

6. Recommendation

The preparation program ought to be reliable with the association's strategic objectives. The association's crucial objectives ought to be kept in see while structuring the preparation programs. Each preparation action should bolster the strategic assistance the association in accomplishing its objectives and goals. Preparing destinations ought to be work explicit, achievable, quantifiable, practical, and convenient. They ought to incorporate execution targets and execution guidelines that can fill in as propelling the representatives. Preparing gave to the workers should bring about a superior comprehension of the presentation targets of representatives. It should likewise clear them about their activity capacities. Preparing substance and conveyance strategies ought to be chosen cautiously. They ought to be reasonable to everybody and applicable to the activity capacities. Both at work and outer preparing ought to be orchestrated. It can empower them to upgrade their proficiency at function just as to adapt

to the necessities of changing serious business condition in the outside world.

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