

**EMPLOYEE'S PERCEPTION AND SATISFACTION**  
**TOWARDS TRAINING AND DEVELOPMENT**  
**PROGRAMS IN PNB (PUNJAB NATIONAL BANK) OF**  
**MORADABAD**

**Diksha Jain\***

---

**Abstract**

---

---

**Keywords:**

Training and development,  
Banking industry,  
Employees of bank,  
Perception and satisfaction level of employees.

The training and development program was more important part of the organization. In current scenario it was becoming a blood for the organization. So the organization adopts the effective training and development program. Because it provide helps in improving the performance of employees. It increases the ability and capacity of the employees. The focus of this research paper was to study about the training and development program in the financial sector of the Moradabad. The aim of this research paper was to analyze the employee perception and satisfaction towards the training and development program. Another aim of this research was to find out the benefits and importance of the training and development program for the bank as well as employee. The result was that employees getting appropriate training and training program also improves employee's performance. .

---

---

**\* Doctorate Program, Commerce and Managemnt Studies, Maharishi Arvind University, Jaipur (Rajasthan)**

## 1. Introduction

Every well performing organization has a dream that they have well experienced persons. So this dream is only full fill through the training and development program. So, the training and development program play an important role in the success of public and private organizations. Training and development is important part because it increases the efficiency and effectiveness of the organization or the employees. Training helps in increasing the skills and improves the performance of the employees but the development is career oriented approach it focus on both current and future job. In current scenario employees are the most valuable assets for the organization. So for the organization growth, it is compulsory to find out the feedback of the employees towards the training program, Because of this the effectiveness of the training and development program can also be judge by the organization. So, after the training and development program always find out the effectiveness of the program through employees. It is valuable information for the organization how employee's perceives the training and development program or they are satisfied or not? In this research paper the researcher study the employee's perception and satisfaction towards the training and development program. Training and development program covers both training (specific task & others) and also include the development (carrer oriented). In present time every organization gives attention to training seesions but they are not consider the feedback of the employees for judgement. So in the outcome procees it is compulsory to include the employee's feedabck of the training. So the trainer and organization try to minimise their mistakes. The PNB is a famous bank which is also adopt this strategy for employees to enhance knowledge and skill development. So the bank easily achieves their desired goals.

## Bibliography (1)

1. Jency S. (2016). "A study on employee's perception towards training and development at Indian rare earth limited (IREL)". International Journal of Applied Research.vol. 2, page no. 705-708.

2. Ongori Henry, Nzonzo Chishamiso Jennifer (2011). "Training and development practices in an organization: An intervention to enhance organizational effectiveness". International journal of management and sciences. Vol. 2(4), page no. 187-198
3. Shahid mehwish, Naseem Akram (2011). "Degree of influence of training and development on employee's behaviour". International Journal of Computing and Business Research. Vol. 2, issue-3, page no. 326-331.
4. G. Alexandra, Bouris John (2008). "Employee perceived training effectiveness relationship to employee attitudes". Journal of European Industrial Training. Vol. 32, No-1, page no. 63-76

### **Literature Review (2)**

**Jency S. (2016)** in this the employees training help companies as well as employees to improve their performance. So in this research, researcher find out that the employees have the positive attitude towards the training and development program. So, the perception and satisfaction level of employees assume paramount. **Hopkins (1995)** defines the managers can use professional development to increase the skills, knowledge and leadership quality of their employees. Managers encouraging employee's continuing education and empowering employees through various leadership opportunities within the organizations. **K Krieger (2009)** describe in his article the benefits and importance of training and development for the individuals as well as for team, and also for organization and for society. **Ongori Henry, Nzonzo chishamiso Jennifer (2008)** the major finding of the study indicated that training and development of employees increase organizational effectiveness and enhances competitiveness. Finally, the study will provoke various managers to understand the need for training and development of employees in their organization. **Shahid Mehwish, Naseem Akram (2011)** the training and development plays an important role in the organization. It increases the knowledge, skill and ability of employees. So, the finding was that the training and development program can solve the employee's behavior. It motivated to employees and make strong environment among the organization. **G. Alexandra, Bouris John (2008)**. The purpose of this study is to investigate the relationships between training effectiveness, job satisfaction, motivation and commitment. So no casual relationships were found. This study is limited to the employees perception and attitudes

but personal characteristics such as knowledge, qualification, ability, skills and others are not consider.

### **Objectives (3)**

The following are the objectives of the research-

- To study the employees perception and satisfaction towards the training program.
- To study the various factors of training and development and its importance for the organization.
- To study the various objective of training and development program in PNB.

### **Limitations (4)**

Everyone busy in their work, so they do not provides the proper information. Generally people do not express their feelings correctly. Many people do not understand the sense of the question so inadequate information is observed.

### **Suggestions (5)**

The company needs to create a system to evaluate the training program. The training and retraining done at all levels of continues basis. Training department should be effective and active, pays proper attention to the trainees.

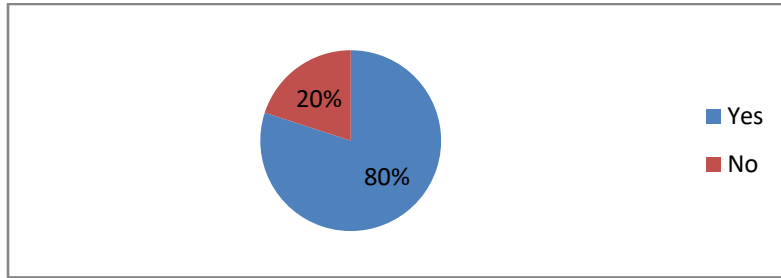
## **2. Research Method**

Descriptive research includes surveys and fact-finding enquiries of different kinds. The study is descriptive in nature. For this study both primary and secondary data are collected. Primary data will be collected through direct personal survey among employees. It was done by the use of a structured questionnaire. A questionnaire is design for employees. Secondary Data were collected from the reports provided by the company, journals, magazines, books and different website. The research will be made by the help of survey in accordance to the convenience of the researcher. So the sample type is convenient sampling. Data collected will be analyzed and interpreted with the help of statistical tools. Charts are also used for making it easy for users to see comparisons, patterns, and trends in data. The sampling unit was the employees of the bank. The sample size was 100 only.

### 3. Results and Analysis

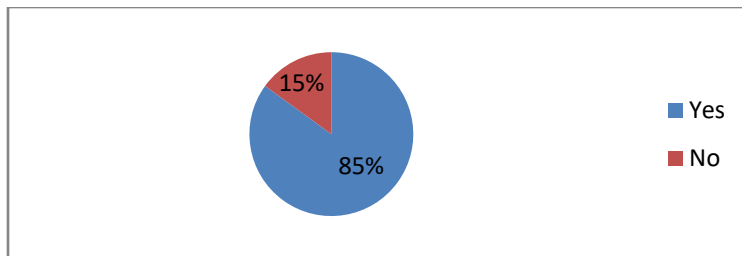
Q.1 Are you getting appropriate training in your organization?

- a) Yes                      b) No



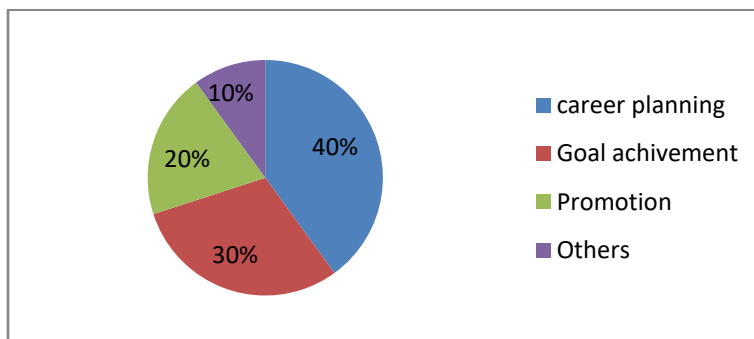
Q.2 Are you really need the training and development program in your organization?

- a) Yes                      b) No



Q.3 Training and development program help you in?

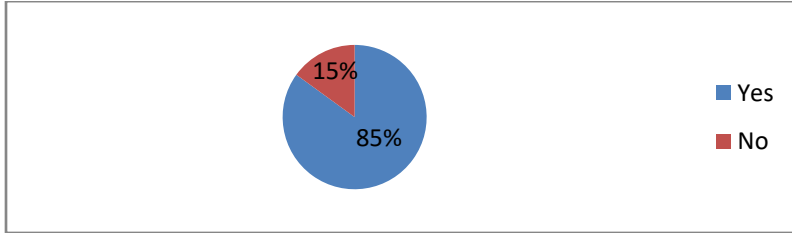
- a) Career planning                      b) Goal achievement  
c) Promtions                              d) Others



Q.4 Are you attended any training and development program of your organization?

a) Yes

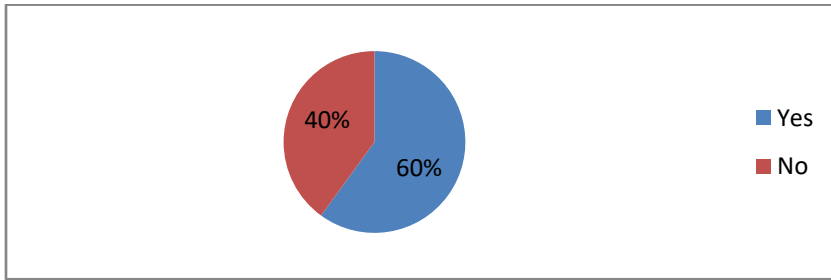
b) No



Q.5 Are the trainers helped to acquire new knowledge and skills through the training?

a) Yes

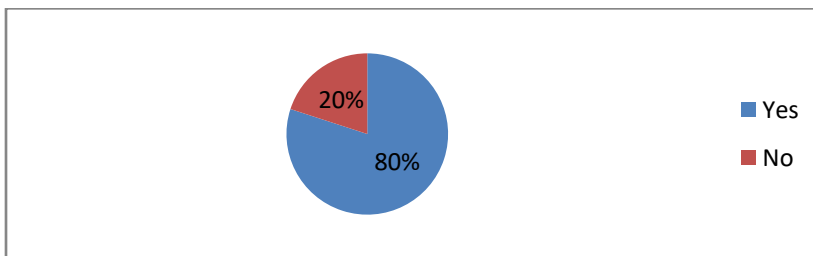
b) No



Q.6 Are you satisfied from the training procedure followed by your organization?

a) Yes

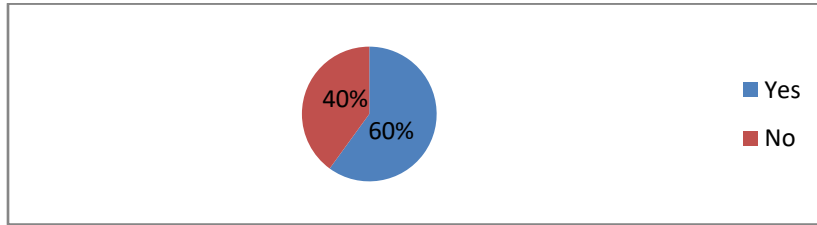
b) No



Q.7 Trainer and the organization are giving appropriate time to the training or not?

a) Yes

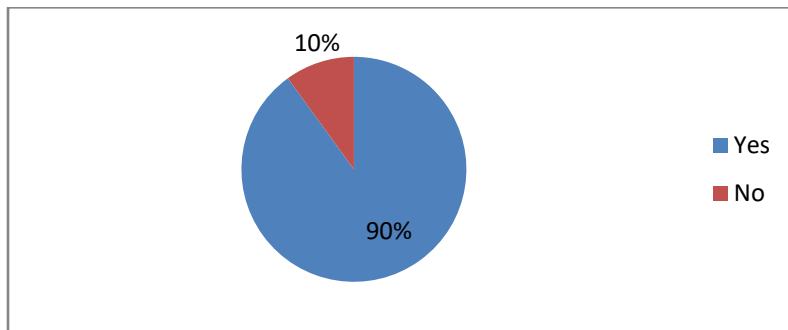
b) No



Q.8 Are you really like to attend the training and development sessions?

a) Yes

b) No



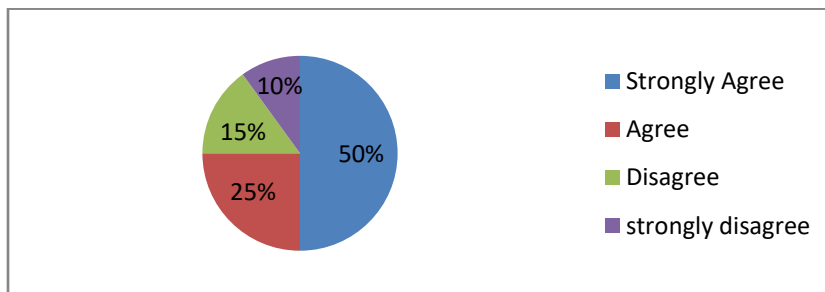
.9 Training programs helps to perform healthy and grow the generally productivity. Does u agree with statement?

a) Strongly agree

b) Agree

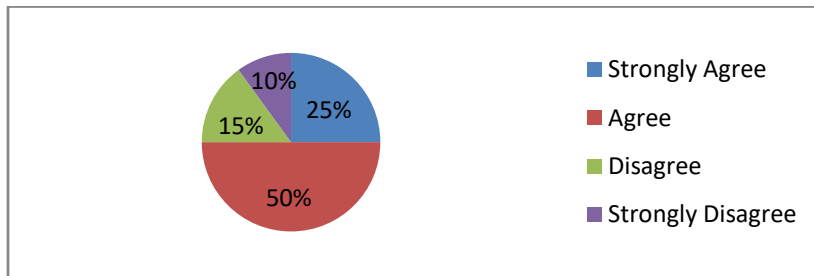
c) Disagree

d) strongly disagree



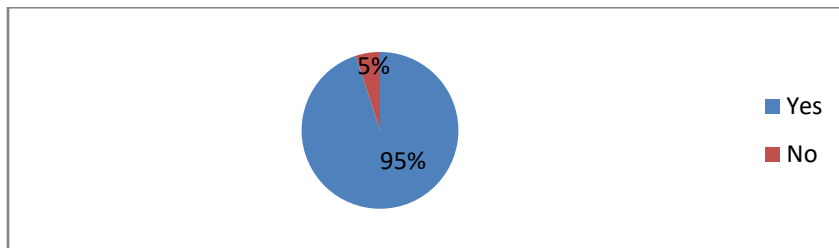
Q.10 “Enough practice is given during training session” Do you agree?

- a) Strongly agree
- b) Agree
- c) Disagree
- d) strongly disagree



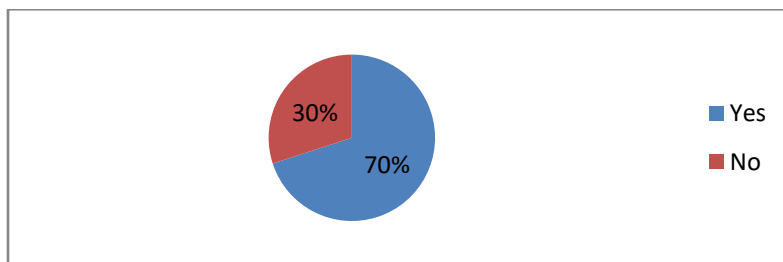
Q.11. Are you satisfy from the working environment of the organization?

- a) Yes
- b) No



Q.12 Are you satisfy from the training tenure of your organization?

- a) Yes
- b) No

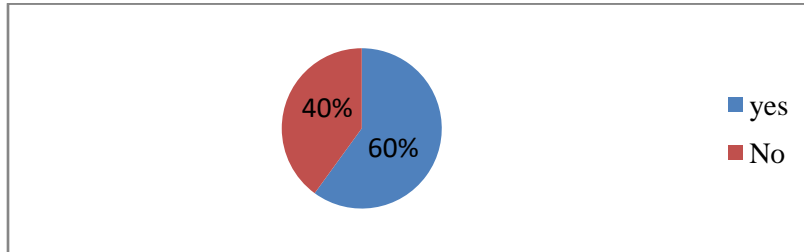




Q.13 Are you satisfy from the training and development methods adopted by your organization?

a) Yes

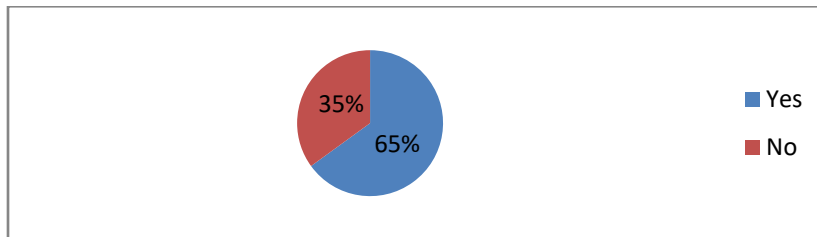
b) No



Q.14 Are you receive any monetary benefit during the training?

a) Yes

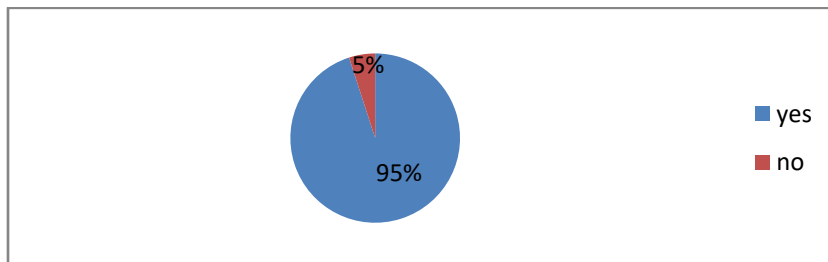
b) No



Q.15 According to you training and development program is really important for your organization?

a) Yes

b) No



## **RESULT**

The finding is that all employees are receiving proper training and development. The all employees are satisfied from the training procedure and the methods. The all employees are satisfied from the working environment of the organization. The employees are satisfied from the training tenure and the trainer of the organization. But the Punjab national bank only provides training to new comers. Existing employees are not received any training. The training and development program help in promotion of employees.

## **4. Conclusion**

Counclusion is that employees are getting training according to their needs and requirment. Training helps in performing well and increase overall productivity of employees. The organization provides effective training and development program to the employees.

## **5. References**

1. Aswathappa k. "Human Resource Management" 5<sup>th</sup> edition, Tata McGraw- Hill Publication Pvt. Limited, New Delhi.
2. Gupta Shakshi, K. And Joshi Rosy "Management Human Resources" 2009.
3. H Aguinis, K Kraiger - Annual review of psychology, 2009.
4. D. Venkoba Rao- Training and development in public sector, 2012