

The effects of training and development on employee performance in the banking se...

[Literature](#), [Russian Literature](#)



Abstract

This research focuses on the impact of training and development on employees' performance in the banking industry using UK banking as a case study. The instrument that will be utilized in the study is questionnaire and also a chi-square will be utilized to test the relationship among the different variables, which will prove rather or there is a significant relationship between training and development and employees' performance.

Background of the Study Given that it is the need of all objective-minded businesses to want to try and deliver performance that it right and other recipients it is representing, it must chase everything likely to reach the purposes of being recognized. The Human Capital, or Human Resources as it is usually referred to these days, makes up an important and dynamic resource accessible to an association and as a result, wish substantial attention. Their cautious attainment, utilization and upkeep by an association management are imperative in order to understand their complete potential on the job and to make sure the crucial survival of the organization.

Development and Training is a feature of human resources management in a society which has to be boarded upon either reactively or proactively in order to try and get to any type of change that will possibly be brought in the course of time. Development and Training is every so often termed as a change agent whose drive is to influence permanent and positive change in skills, knowledge, and approach for better-quality performance of the workers. Every one of the workers of their previous education, experience and training need to be presented to their work setting and show how to

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achieve a detailed job. The justification behind this ideal is to mesh the job and the job-holder as one in order that both of them will be able to fit each other for the drive of attaining the organizational purposes and also bring down the high personnel turnover rate.

Training, development and overtime have not been given its fair place in budgeting and planning of most formations. The negligence informed the government in their development plan which was from (1980 - 1985) to launch organizations as the following:

*** Industrial Training Funds (ITF) (El-Bannany, 2009) *
Centre for Development and Management (CDM) *
Administrative Staff College of United Kingdom (ASCUK)**

These organizations were recognized to supervise, control and quicken training activities for corporations in United Kingdom. Nearly every group today has their training organization for formal development and training to improve worker performance towards attaining organizational purposes. A heightened or wanted level of efficiency and better presentation of staff no doubt is contingent on development and proper training. This is the reason it has turned out to be essential to carry out this research study so as to get a better understanding of the effects of training and development on employee performance in the banking sector UK. as a case study.

Statement of Problem Training and Development is considered to be a core issues factor to the accomplishment and attainment of organization output. It is thought-provoking to make the point that the level of training that is provided to the staff will be able to make their performance better, which will have some kind of an effect on the productivity of any bank organization in

the UK no doubt. Furthermore, it is obvious that the technological and development attainment of an association depends not just on its obtainability but on the expression and operative operation of the human resources.

Established on the awareness of training and development, the following issues were discovered:

- The response and attitude of the staff of lower and middle class to training is not high for the reason it is looked at as being hectic and stressful.
- The price of getting trainers to come in that are professionals is really high which in return causes the management to be moderately unwilling for the reason that the unit is bearing in mind being cost-focused on.
- The changes that happen when training is over, whether it has an impact that is positive in order to the set objective of the UK bank.
- The factors influencing against the procedures of training and development in the UK bank.
- These have been issues, which this study is going to take a look into.

Research Questions

In this study, the influence of training and development on employees' performance of the bank that has been picked has been inspected and the following research questions are the ones that will be attempted:

- Can training and development play any type of role in progressing the performance of employees in UK banks?
- Will training and development encourage the employee to give their best in UK banks?

- Does training and development donate to production that is high-level in the organization?
- Is the quality of the business's service a purpose of the description of training provided to the worker?
- Is it possible that training and development has any kind of impact on the level of revenue of the organization?
- Can training and development donate to the low level of labor turnover in UK bank?

Objectives of Study

- Inspecting the policies and objectives of UK bank with respects to training and development.

SCOPE OF STUDY

The scope of this study is limited to observing the manpower development and training needs at UK banks. The groups that are within the study which are included inside the organization comprise of the Middle management, Top management, and also the junior staff of the association. The following are some of the training completed by the Human Capital Development department: formal and informal training, lateral movement, on-the-job training, upward movement, training programs, etc.

It is well-intentioned to note that also included in the staffing obligations are non-professional or non-formal employees like security personnel, dispatch riders, office assistants, maintenance, etc. On the other hand, the researcher's interest will be concentrated on the junior and middle management and the generality of workers.

Definition of Terms In this proposal, terms like human resources, development, manpower, training, establishment and organization and are used. For appropriate understanding of numerous terms used, they are described below:

- BANK: This is considered to be an organization that gives out financial services. Money is maintained there safely and is taken out when it is needed.
- ORGANIZATION: This is a system that has a well-laid structural coordination and planning of a number of individuals for attaining some common objectives through hierarchy of authority and division of labor.
- DEVELOPMENT: This is considered to be the knowledge that leads the individual of management staff to functions that are broad of new technology and ideas so as to advance their presentation.
- HUMAN RESOURCES: This contains of every one of the individuals irrespective of their role, who are betrothed in any of the organizational type of activities.
- MANAGEMENT: This is the talent of being able to make sure things are getting done by means of other individuals.
- PRODUCTIVITY: This is competence by increasing the quantity formed with the time that is taken or resources that are being utilized in making sure that it is produced.
- TRAINING: This is the instruction of detailed skill and knowledge for the operative staff of every type of organization to improve whatever the product may be.

Literature Review

According to El-Bannany, (2009) the United Kingdom has the most advanced banking financial systems in the world. London has been allowed as the financial centre in the UK, Also it is the main worldwide financial hub in the entire world. London at the moment still has its power with being able to play a vital part in the global banking arrangement with its supremacy steadfast in the money trading world. UK banking has been recognized as a well-organized banking system, and it is well-observed in the world banking business. Furthermore, the government policy has reliably allied with its economy system. However, in the year of 2008, things had begun to change fairly intensely by a fast-spread financial recession shock wave. Two American Real Estate cooperation, Freddie Mac, and Fannie Mae went bankrupt and this is what caused the “ direct reason” to these long lasting banking disasters.

After the eruption of the global financial crises, the British government has learned 100% of the stocks of what is called the Northern Rock bank, 85% stake of Royal Bank of Scotland and 45% of the stocks of Lloyds bank, and through the Special Liquidity plans to deliver emergency monetary ropes for large banks. Many have said that this sudden shift in the banks had an effect on the training and development.

The term training is could be new to some but it is not at all and actually it is a term that is very old that goes back to ancient days. People normally undergo a lot of different modules of training during the course of their life, which turns out to be more obvious when taking up job, trade, or occupation for a living. Training as stated by J. Lewis (2009) is the growth of an

individual's special skills, knowledge, and attitude for the drive of obtaining vocational and technical requirement which are desired to achieve a specific service or job. Papasolomou-Doukakis (2011) described training as a prepared technique by which a person learns knowledge or obtains skill for a sure determination.

Limitations/ Scope of the research:

The UK Banks sight offices are located in dissimilar region in the England and it could be very difficult to get total access to it, so research may have to be limited to the main branch or Head Quarter in London. May not be able to get the right amount of people to cooperate for the study.

Methodology

This chapter shall be devoted to the procedures through which all of the data will be gathered and then analyzed so as to deliver answer to the research questions postured. What is the significant of training the entire staff have the research hypothesis tested that was mentioned earlier. This chapter will also try and make the effort to clarify how the research objective are going to be met for that reason it will have to cover the all of the sources of information (primary and secondary material). Likewise the chapter will also deliberate in full the sampling procedures and the population sample.

Sources of Data

The primary source of data collection will be done by means of questionnaire and interviews that will be done oral. Through this technique a direct technique of occurrence and the performance of experiment can be

discovered normally. The Questionnaire will be given out to those that are employees of UK Bank in which would be in about four various branches and head office in London.

Similarly oral interview will be done with some members that are a part of the staff and that includes the people like the ones that are in charge of the head of training and development, in UK bank. Trainers and trainee which are currently undergoing training programme at the training school will be given an oral interview.

The following method will be adopted in obtaining the data:

Questionnaire

Questionnaire contains a set of questions that are basically designed to collect some information and material for the analysis. The response that will be given by respondents on the questionnaires will then be utilized to answer the research question which will then be utilized to test for applicable hypothesis in this certain case. The questionnaire will then be divided up into parts of two: the first part of the questionnaire will be the one that will give answers to the participant bio-data despite the fact the second part will give answers to the research questions.

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