

The Impact of Training and Development on Staff Productivity of the Banking Sector Karachi Pakistan

Uzma Rasool Khan^{#*}, Saima Perveen and Fatima Shujat

[#]Assistant Professor, [^]Students, Department of Business Administration, Jinnah University for women, Karachi, Pakistan

Accepted 25 April 2017, Available online 29 April 2017, Vol.5 (March/April 2017 issue)

Abstract

The study is being applied taking into thought the importance of every employment and Development (T & D) and employee Performance for the businesses in any respect levels and altogether sectors. The paper studies the impact of employment and development on employee's productivity. This paper provides a review of this proof of such a relationship and offers suggestions for a lot of investigation. AN thorough review of the literature in terms of research findings from studies that are trying to measure and understand the impact that individual hour practices like employment wear employee productivity across varied sectors. The middle of attention of our review is on employment practices and employee productivity and their relationship. The most target of current study is to understand the impact of employment and Development on the on staff productivity. The rear bone of this study is that the first information comprised of comprehensive literature review. Three Hypotheses are developed to determine the Impact of all the freelance variables on the job training, Training Design, and Delivery style, on the staff productivity. And additionally the sample size of our analysis is 100. The Hypotheses show that everyone these have vital impact on employees productivity. These Hypotheses came from the literature review which we've got collectively tried them with the help of literature review. Results show that employment and Development, on the task employment, employment vogue and Delivery style, have vital impact on staff productivity and each one these have fully have a bearing on the structure Performance. It suggests that it'll increase the employment and development on staff productivity. We tend to tend to collectively prove our Hypothesis through empirical information. However, results are powerfully supported the literature review. Finally we are going to say that taken as a whole, the analysis findings are varied. Some studies have found a positive association, some negative and some no association some. Training and Development, on the job training, Training Design, Delivery style are four of the foremost very important aspects in structure studies. The paper concludes with directions for future analysis by applying utterly completely different level of analysis on exploring the impact of employment and on employee productivity.

Keywords: On the Job Training, Training Design, Delivery style

1. Introduction

Training is an important part in knowledge procedure in a company whereas a staff or employees achieve useful learning information and ability toward do their work excellently and professionally. Every training secession must remain arranged into such a manner toward teach all over the steps procedure of doing every single activities of task. Staff productivity remains have an impact by means of various elements such as organizations whole procedures, functioning circumstances, training and development of staff. The result of training and development on employee's productivity has attracted considerable interest within the analytical and empirical literature. On the total, human resources management theory has paid considerable attention to the current debate; but, the

theoretical predictions area unit ambiguous. looking on their underlying assumptions, some approaches predict that the performance of a company is essentially supported innovative labor, technology, quality management, Associate in staff satisfaction whereas others see coaching as a tool within the hands of human resources managers to activate and empower the productive base of an structure.

The human capital theory provides proof that indicates that coaching and education raises the productivity of staff by transmission helpful data and skills, thence raising workers' future financial gain by increasing their period earnings. Conjointly offer evidence that links investment in coaching with workers' wages. Above all, their theory attracts an important distinction between general education and firm-specific coaching, and recognized coaching and human development as a

*Corresponding author's ORCID ID: 0000-0000-0000-0000

DOI: <https://doi.org/10.14741/ijmcr/v.5.2.27>

basic ability provided for higher productivity of an employee.

Coaching has the distinct role within the action of Associate in staff structure goal by incorporating the interests of organization and also the hands. Coaching has been a crucial variable in increasing structure productivity. Several researchers showed that coaching could be an elementary and effectual instrument in roaring accomplishment of the firm's goals and objectives, leading to higher productivity. Coaching and workforce development builds a team that's effective, economical and well motivating, thereby enhancing the boldness and shallowness of workers. The employees' data and skills area unit so developed to adapt to new technologies and different structure changes. Coaching and workforce development conjointly creates possibilities for the promotion of workers to switch people who have left the organization. Indeed, the advantages of coaching and workforce development area unit innumerable. The organization conjointly needs to leverage the talents and capabilities of its workers by encouraging individual and structure learning and making an adjuvant surroundings, within which data is created, shared and applied. Currently a day's coaching is that the most significant consider the business world as a result of coaching will increase the potency and also the effectiveness of each worker and also the organization. . The employee performance depends on various factors. But the most important factor of employee performance is training. Training is important to enhance the capabilities of employees. The employees who have more on the job experience have better performance because there is an increase in the both skills & competencies because of more on the job experience.

Training & development increase the employee performance like the researcher said in his research that training & development is an important activity to increase the performance of health sector organization (Iftikhar Ahmad and Siraj-ud-din, 2009). Another researcher said that employee performance is the important factor and the building block which increases the performance of overall organization (Qaiser Abbas and Sara Yaqoob). Employee performance depends on many factors like job satisfaction, knowledge and management but there is relationship between training. Training and development is an aspect of human resource practices that help in enhancing employees' skills, knowledge, and competence capable of improving employees' ability to perform more efficiently. Training and development play a vital role in the effectiveness of an organization. Organizations are confronting with increased competition resulting from changes in technology, Economic environments, globalization etc. It will also help the management in planning for the development and implementation of effective and efficient training needs that will lead to increased productivity of the staff.

1.1 Problem Statement

The main purpose of this study is to provide the employment and development impacts on banking sector for increasing the workers' productivity and its overall structure and for up its methodology biological method.

1.2 Research Question

This study, that is bothered the employment and development of staff' that helps to increase the productivity, skills, knowledge, market share and productivity of organization. The target market is that the banking sector of metropolis, because of low performance and poor services providing to the people of metropolis, Pakistan. Customer does not appear to be wholly glad by the services, surroundings and banking of this sector. By perceptive all the upper than factors, there is a need that has analyzed to provide employment to the employees' and staff to cope up the problems that became reason for poor services and dangerous name in market.

- How training and development impact on staff productivity?
- What are the optimistic result in the training and development?
- Why training and development need in the banking sector?

1.3 The Significance of the Study

The significance of this analysis is to analyzing the current needs and wishes of the banking sector and facilities to fulfill their satisfaction level. As, this analysis has already occurred, but it fully was out dated and additionally the trends and analysis, needs and wishes and competition level increasing quicker as a result of it absolutely was before. New technologies, ways that and concepts for handling the diseases square measure dynamic so it is necessary to form the staff aware about all new advancements and instruments to be lots of productive and economical.

1.4 Scope of Study

Employment becomes inevitable the moment an organization realizes the need for Improvement and growth inside the task. but typically times, organizations begin job enlargement and enrichment to plug staff' morale, motivation and satisfaction once inside the truth the vital draw back with work performance lies in capability development?

1.5 Objective of the Study

- To examine the impact of training and development on staff productivity

- To find out the benefits of training and development.
- To observe the impact of training delivery style on staff productivity.
- To observe the effectiveness of training and development on staff in improving their skills.

1.6 Limitation of the Study

The research paper remains restricted toward staff of bank in Karachi. The variable of this research paper contain is on the job training delivery style and training designed there are also other elements in which this research writing whereas because toward the lack of duration and restricted sources and assets that's why this research paper writing just these variable. This research paper focuses on banking sector because shortage of work duration.

2. Literature Review

Training and Development, on the work coaching, coaching style and Delivery vogue are four of the foremost necessary aspects in structure studies. The main target (Raja Abdul Ghafoor Khan, 2011), of current study is to grasp the impact of coaching and Development, On the work coaching, coaching style and Delivery vogue on structure performance. The rear bone of this study is that the secondary knowledge comprised of comprehensive literature review. Four Hypotheses are developed to ascertain the Impact of all the freelance variables on the general structure Performance. The Hypotheses show that each one these have vital impact on structure Performance. These Hypotheses came from the literature review and that we have conjointly established them with the assistance of literature review. Results show that coaching and Development, On the work coaching, coaching style and Delivery vogue have vital impact on structure Performance and everyone these have absolutely have an effect on the structure Performance. It suggests that it will increase the general structure performance. We have a tendency to conjointly prove our Hypothesis through empirical knowledge. However, results are powerfully supported the literature review.

Training and development is indispensable strategic tool for enhancing worker performance and organizations keep increasing coaching budget on yearly basis with believe that it'll earn them competitive edge. The most objective of this study is to look at the effectiveness of coaching and development on employees' performance and organization competitive advantage within the Nigerian banking system. Descriptive analysis methodology was adopted for this study victimization 200 and twenty 3 valid questionnaires that were completed by elite banks in urban center State, South-West African nation victimization straightforward sampling technique.(H. O. FALOLA, 2014). The data collected were fastidiously analyzed victimization descriptive statistics to

represent the information during a meaning manner. The results show that robust relationship exists between coaching and development, employees' performance and competitive advantage. Outline of the findings indicates that there's robust relationship between the tested variable and freelance construct. However, bank management mustn't soften in their quest to coach their employees to develop new concepts that may keep rising and retentive worker performance.

To find the connection of various variables, training, compensation, feedback, and job involvement on Productivity of workers in electrical provide company in Islamic Republic of Pakistan. The aim of this analysis is to search out of the impact of variables on worker productivity. The research worked (RAJA IRFAN SABIR, 2014) is use the quantitative approach of analysis. The population for this analysis is that the workers of electricity provide corporations of Islamic Republic of Pakistan. Research worker uses the non-probability sampling technique and sampling. For this analysis sample size is a hundred and fifty workers of electricity provide corporations of Islamic Republic of Pakistan. Research worker uses the survey methodology for assortment of information with instrument of form. Results indicate that the connection of assorted variables is positive impact on worker productivity. Results additionally indicate that dependableness of instrument and variables is workers adopt the coaching it should be economical and fast still as simple to satisfy. The study supports the hypothesis that numerous factors of coaching have the foremost important and robust impact on worker satisfaction. The study supports the analysis finding that there's a positive relationship between feedbacks factors that is related to the staff of Electricity provide Company.

Training is armament the staff with needed talent to perform their job. Development is that the growth of workers at each level of management by planned and arranged method. The most aim of coaching and development is that the very best utilization of employees' capabilities. This study an endeavor has been created to review the impact of coaching and development programmes on employees' potency of the Asian country significant Electricals Ltd.(BHEL)..(BHEL). (Singh, 2015) Showed the impact of coaching and development programme on employees' potency that appended to be sensible in BHEL? The typical mean score and share score of the twenty things has been computed at three.62 (65.5%).

This research was conducted by (Victor A Malaolu1, 2013) over time, organizations are embarking on coaching and capability building for his or her workers thus on enhances productivity and overall performance of the organizations. This is often because of the popularity of the vital role of coaching and hands development in attainment of structure goals. Consequently, this study investigated the results of coaching and hands development on employees' productivity and structure

performance in Federal Republic of Nigeria, victimization 1st Bank of Federal Republic of Nigeria Plc. as a case study. The study applied structured questionnaires to a sample size of seventy five drawn by straightforward sampling. The info generated was analyzed victimization descriptive statistics. The findings of the study show that majority (70%) of the respondents united that coaching and hands development has increased their potency and job productivity. Secondly, majority (80%) of the respondents overwhelming united that coaching and hands development increased structure performance. The study recommends that organizations ought to conduct coaching wants assessment to make sure that the correct coaching is given; make sure that their coaching programs ought to air a nonstop basis; and inspire workers UN agency performed exceptionally well throughout coaching sessions so different workers can successively draw a bead on to surpass.

This analysis was done by (Peace, 2015). Robust workers coaching programmed can change business organizations' to possess the correct set of employees with the specified skills, information and angle to manage the various industries in Federal Republic of Nigeria, in addition as set up adequately and sagely to fulfill the challenges of skills deficiency, for the Industries within the future. This analysis study reviews the results of coaching on employees' Productivity within the insurance business, the challenges militating against worker coaching within the Insurance business in Federal Republic of Nigeria. The study evaluates key policies on insurance worker coaching and Development; however it enhances employees' productivity within the insurance business. The survey Research methodology was employed during this study, this enable the researchers to successfully gain Greater insight on the subject and resolve unexpected issues. The findings of the study shows that In order for organization to achieve optimum returns from her investment, there is the need to Develop training programs and effectively managed training of employees', which is the most vital Asset of organizations' and the dynamic of their productivity. The study concludes that the insurance Industry in Nigeria as a matter of urgency should formulate policies that enshrine employees Training so as to improve employees' productivity in the industry, in order to arrest the present poor Productive situation.

This Study was (MUNZHEDZI, 2011), undertaken as an attempt to investigate whether the PMS of the Department of Local Government and Housing (DLGH) in the Limpopo Province contributes to the Improvement in departmental productivity. The literature review undertaken in this study shows that there is a general poor understanding of PMS in the public service and in the DLGH in particular. The Performance Management System (PMS) has been introduced in the South African public service with the intentions of monitoring, reviewing, assessing performance, developing underperformers, and recognizing and rewarding good

performance. The main finding of the study is that, although it plays a significant role in the improvement of productivity, the PMS has not contributed to the improvement of Productivity of the DLGH in the Limpopo Province. The main recommendation on the basis of this finding is that there should be a regular and thorough training of officials within the DLGH about the PMS and how it influences productivity. Other additional Recommendations include, inter alia, that the Departmental Moderating Committee should demand verifiable evidence to justify a higher rating during quarterly assessments, and that punitive/disciplinary measures be taken against those who do not comply with the provision of the PMS policy, particularly failure to submit performance instruments

The purpose of this study has been to investigate (Prof. Shivakumar, 2012), the link between the human resource practices and worker productivity within the Indian context. Respondents of 3 banks varied in their perception on four practices, that are considerably completely different altogether 3 banks as caused by Duncan's mean take a look at, these are grievance redressed, and quality of labor life, compensation management associate degreed incentives over recent years there has been an increasing interest within the field of human resource management. Currently, the literature encourages the thought of human resources as strategic factors, not solely as a result of they play vital role in strategy implementation, conjointly as a result of they're starting to be reckoned as sources of property competitive advantage. Relationships between human resource management and productivity are studied from completely different views. This study is an effort to analyze the extent to that business Banks of Karnataka dissent on aspects of human resource management practices and also the key Human Resource Practices contributive to worker productivity from a sample of 184 respondents from 3 business banks of urban center (one foreign sector, one personal sector and one public sector bank).

Staff Productivity

Staff productivity is referring to the sum of commodities plus facilities that staffs manufacture during in a given time. Managers and team leader will continuously check their employee's productivity and performance. Productivity stands for a standard evaluation of the effectiveness of manufacture. This one must remain stated by means of the percentage of yield to put in utilize into the manufacturing procedure.

Factors Affecting Training

Your Opinion remains a highly major circumstance intended for the effective achievement of abilities. The situation remains crucial that info remains provided accurately into the initial phases of training. The major

motive of profession coaching remains toward provides staff learning information and abilities they require toward do efficiently into their subject of proficiency. Coaching and instruction remains an important factor into formulating fresh staff designed for their places plus retaining present staffs recent at serious info. These factors are such as purpose resources audience etc.

Define Training & Development

Training is teaching and learning. Training is usually a short term process. The purpose of training is to improve the productivity and workers flexibility. Training denote toward the procedure of to providing particular skills. Development denotes to the learning opportunities and design to help employees grow. Development is creating learning abilities. Development is related toward the procedure of supporting management staff that fulfill unusual work toward make better their administration managerial and decisiveness forming capabilities then competency.

Design Structure of Effective Training

The process of training and development consist of numerous steps by mean of which an employee goes through passing their process.

The first step of training process in need assessment refer to identify present or future problem challenges to fulfill through training and development. Companies that executing training courses arranging except analyzes required wants evaluation might be creating mistake.

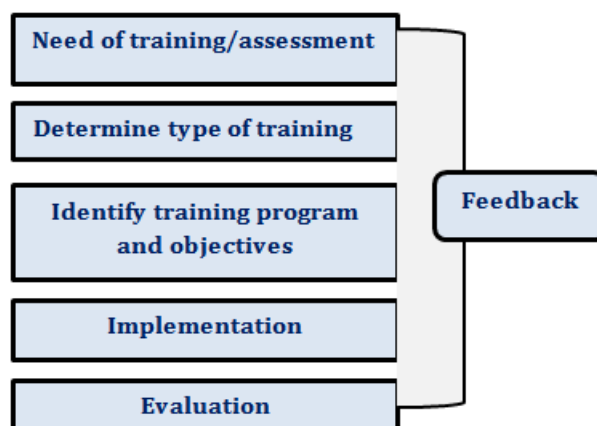
The second phase in training procedure is to determine what kind of training required to the employee. We understand that how toward create and improved their profession needs and wants. Training must focus on these phases by which better-quality staff work productivity remains required.

In third step of training process we discus that ones we identify training need, then we should set their training and development objectives. After completely define their objectives, cannot feasible toward create a coaching, mentoring and advancement, improvement courses. But the training remains arranged at the base of apprentices, superior production must remain achieved. And also we select who is the instructor and what method and techniques used in the coaching and mentoring secession.

In fourth training and development phase we discus that in implementation is how to implement their overall training procedures. Training must be organized with their expertise through awareness of good information plus proficiency into the particular topic, time. An effectual coaching and mentoring secession give permission for staff members toward take part in the coaching and mentoring procedure then toward implement their abilities then awareness of good information. Staff members must remain motivated

toward come to be engaged into the coaching and mentoring procedure through take part in conversation, want to know queries, participating their awareness of information then proficiency, studying by hands-on proficiencies, then actually with the person-performing training. In this training and development procedure we conduct old-style coaching and mentoring secession like face to face interaction otherwise electronic coaching and mentoring secession such as internet lectures video calling training.

The last phase in training process we discuss that how to evaluation training programs is effective for employees. After completing their training and development secession staff members give their response and opinion about that training secession whether it is beneficial or not for staff career. Because companies have lots of money spends their staff coaching and mentoring courses. Company evaluates that employee's performance after completing training secession. The employees will perform good job and company will achieved their goal so the training and development is effective for staff.



Method or Techniques of Training and Development

A huge collection of techniques of coaching remain utilized into company. In the company miscellaneous techniques remain utilized intended for coaching divergent employees. The whole techniques remain distributed in both categorizing used in the organization:

On The Job Training

This coaching method give permission for staff members toward obtains knowledge through in actual fact doing a particular work / profession. Learner remains retained at the work then also skilled the required abilities toward implement his profession. This technique the learner acquires through perceiving also control the employment in the direction plus supervising of mentor and deals with director, manager, supervisor and team leader to help staff and workers. On the job training methods are like using coaching, orientation, mentoring, internship, apprenticeship, Job rotation etc. The staffs similarly study

about the methods then guideline, rules and principles into the coaching. The Certain boundaries similarly discusses below in technique. Organizations should appoint the specialized and expertise to training their course to the staff and worker.90% organization used on the job training techniques within the company. Because this training should be offered into this early phase of hiring fresh employees and inexperienced staff in the companies.

Of the job training

This coaching method is might be involving a kind of rang for program intended for staffs toward improve their capability toward perform their work and profession. This kind of coaching might be similarly providing toward teach and coach fresh staff and workers. These kind of teach and coaching could remain increase expensive toward an organization also this indicates that the staff and worker require toward remain far from their work and profession. On the other hand, absorbing knowledge regarding autonomous professionals might support toward rise and employees abilities plus self-confidence into their profession and work. Of the job training are using different techniques like lectures, simulations, case study, discussion and role playing etc.

Training style of delivery

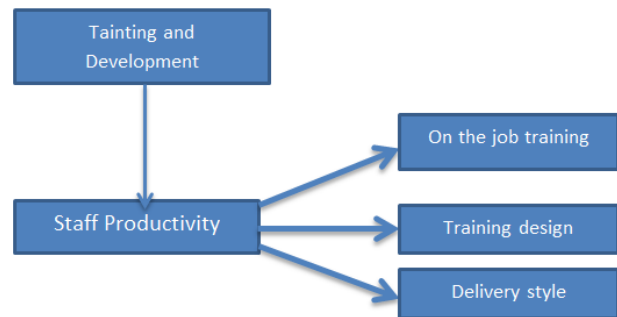
Delivery style is very important in training and development secession. Companies utilize lots of various types of coaching convey techniques toward build up their abilities plus educations of their employees. Various coaching convey techniques must have several characteristics plus weak points. Various coaching convey techniques provide uncommon profits toward companies. Staff remains too aware with regard to the convey manner. Delivery style of training is not inspiring plus employees are not taking the consideration of the listeners the situation is arise employees are useless these durations in the training secession. This situation is too essential intended for a coach and instructor toward involve within listeners into the coaching and learning program. There are few effective training style of delivery we discuss that like lecture, discussion and simulation methods etc.

3. Methodologies

The approach that may be used for this study is predicated on primary knowledge assortment employing a form. Sampling technique used is based on probability sampling. The sample size was consisted of Karachi's individual banking sector. These responses were collected from managers, employees and higher management of Karachi, but the ethnicity of these people can be from any religion, solid or culture. For these reasons it's acceptable

to use a quantitative analysis approach and descriptive analysis of knowledge is employees.

3.1 Research Model



1.3 Hypothesis

- HO1: Training design has no significant effect on the productivity of staff.
- HA1: Training design has significant effect on the productivity of staff.
- HO2: On the job training has no significant effect on the Productivity of staff.
- HA2: On the job training has significant effect on the Productivity of staff.
- HO3: Delivery style has no significant effect on the productivity of staff.
- HA3: Delivery style has significant effect on the productivity of staff.

1.3.1 Data Source

Primary knowledge is gathered for this analysis by distributing the form among totally different Banks of Karachi. Still, a bit support was taken by printed articles, journals, books and net for crucial the acceptable variables, forming the form and decoding the applied mathematics results of the testing hypothesis.

1.3.2 Data Type

The type of knowledge is Quantitative and every one queries square measure enclosed within the form square measure shut over because the main reason of the study is to work out the relationships between variables exist or not?

1.3.3 Research Sample

200 questionnaires were distributed through mail, e-mail and surveyed, at totally different banking sectors. The responses of the fifty questionnaires were responded by management, employees, upper management.

4. Data Analysis

The purpose of the paper is to spot the impact of coaching and development on workers' productivity of

Pakistan. The analysis of the study is mentioned below with their applied mathematics values. Outcomes of all tests against all hypotheses square measure conferred within the table and also the discussion concerning the acceptance and rejection of the hypothesis is followed by. A version of SPSS twenty is employed to search out the outcomes. Descriptive analysis, Pearson’s Spearman, correlation, constant and regression is employed to search out of the impact of coaching and development on workers’ productivity of banking sector Karachi of Pakistan.

Your organization considers Training as a part of organizational strategy. Do you agree with this statement?

Opinion	No. of Respondents	Percentage of respondents
Strongly Agree	100	50
Agree	54	27
Neutral	1	0.5
Dis agree	00	00
Strongly Dis agree	00	00
Total	100	100

Interpretation

It is often understood from the on top of table that, majority of 50% of the workers strongly agree that Training as a part of organizational strategy. Performance arts the work, 27% of the workers have agreed, 0% of the workers Disagreed and 0.5% Are neutral.

The training programmed organized in classroom and give lecture?

Opinion	No. of Respondents	Percentage of respondents
Strongly Agree	85	42.5
Agree	52	26
Neutral	00	00
Dis agree	6	3
Strongly Dis agree	00	00
Total	100	100

Interpretation

It is often understood from the on top of table that, majority of 42.5% of the workers strongly agrees that the training programmed organized in classroom and give lecture. Performance arts the work, 26% of the workers have an agree, 3% of the workers Disagreed and 0% Are neutral

You believe that more career paths will emerge and more opportunities will come my way after participating in the training program?

Opinion	No. of Respondents	Percentage of respondents
Strongly Agree	90	45
Agree	58	29
Neutral	2	1
Dis agree	7	3.5
Strongly Dis agree	00	00
Total	100	100

Interpretation

It is often understood from the on top of table that, majority of 45% of the workers strongly agrees that after participating in the training program. Performance arts the work, 29% of the workers have agreed, 0% of the workers Disagreed and 3.5% Are neutral.

The training program helpful in personal growth and skills?

Opinion	No. of Respondents	Percentage of respondents
Strongly Agree	95	47.5
Agree	60	30
Neutral	3	1.5
Dis agree	00	00
Strongly Dis agree	00	00
Total	100	100

Interpretation

It is often understood from the on top of table that, majority of 47.5% of the workers strongly agrees that Audio Visuals and Lectures is a good way of training program. Performance arts the work, 30% of the workers have agreed, 0% of the workers Disagreed and 1.5% Are neutral.

On the job Training is must enhancing productivity and ability?

Opinion	No. of Respondents	Percentage of respondents
Strongly Agree	45	22.5
Agree	32	16
Neutral	2	1
Dis agree	00	00
Strongly Dis agree	00	00
Total	100	100

Interpretation

It is often understood from the on top of table that, majority of 22.5% of the workers strongly agrees that on the job Training is must enhancing productivity and ability. Performance arts the work, 16% of the workers have agreed, 0% of the workers Disagreed and 1% are neutral.

Audio Visuals and Lectures is a good way of training program

Opinion	No. of Respondents	Percentage of respondents
Strongly Agree	98	49
Agree	50	25
Neutral	2	1
Dis agree	3	1.5
Strongly Dis agree	00	00
Total	100	100

Interpretation

It is often understood from the on top of table that, majority of 49% of the workers strongly agrees that Audio Visuals and Lectures is a good way of training program. Performance arts the work, 25% of the workers have agreed, 1.5% of the workers Disagreed and 1% are neutral.

Development and Training is must for enhancing productivity and performance

Opinion	No. of Respondents	Percentage of respondents
Strongly Agree	75	37.5
Agree	47	23.5
Neutral	5	2.5
Dis agree	13	6.5
Strongly Dis agree	00	00
Total	100	100

Interpretation

It is often understood from the on top of table that, majority of 37.5% of the workers strongly agreed that development training is relevant to the needs of the organization. Performance arts the work, 23.5% of the workers have an agree, 6.5% of the workers Disagreed and 2.5% are neutral

Whether development training is relevant to the needs of the organization?

Opinion	No. of Respondents	Percentage of respondents
Strongly Agree	96	48
Agree	41	20.5
Neutral	00	00
Dis agree	8	4
Strongly Dis agree	00	00
Total	100	100

Interpretation

It is often understood from the on top of table that, majority of 48% of the workers strongly agrees that development training is relevant to the needs of the organization. Performance arts the work, 20.5% of the workers have an agree, 4% of the workers Disagreed and 0% Are neutral.

Do you think that the feedback can evaluate the effectiveness of training program?

Opinion	No. of Respondents	Percentage of respondents
Strongly Agree	66	33
Agree	37	18.5
Neutral	00	00
Dis agree	1	0.5
Strongly Dis agree	00	00
Total	100	100

Interpretation

It is often understood from the on top of table that, majority of 33% of the workers strongly agrees that On the feedback can evaluate the effectiveness of training program. Performance arts the work, 18.5% of the workers have agreed, 0.5% of the workers Disagreed and 0% are neutral.

On the job training increase Communication skills and decision making after the training program

Opinion	No. of Respondents	Percentage of respondents
Strongly Agree	69	34.5
Agree	53	26.5
Neutral	1	0.5
Dis agree	2	1
Strongly Dis agree	00	00
Total	100	100

Interpretation

It is often understood from the on top of table that, majority of 34.5% of the workers strongly agree that On the job training increase Communication skills and decision making. Performance arts the work, 26.5% of the workers have agreed, 1% of the workers Disagreed and 0.5% are neutral.

Training program subsidized to enhance interpersonal skills and physical ability.

Opinion	No. of Respondents	Percentage of respondents
Strongly Agree	91	45.5
Agree	31	15.5
Neutral	00	00
Dis agree	6	3
Strongly Dis agree	00	00
Total	100	100

Interpretation

It is often understood from the on top of table that, majority of 45.5% of the workers strongly agree that Training program subsidized to enhance interpersonal skills and physical ability. Performance arts the work, 15.5% of the workers have agreed, 3% of the workers Disagreed and 0% Are neutral.

Development and Training program helped to reduce the difficulties in the job?

Opinion	No. of Respondents	Percentage of respondents
Strongly Agree	68	34
Agree	48	24
Neutral	5	2.5
Dis agree	00	00
Strongly Dis agree	00	00
Total	100	100

Interpretation

It are often understood from the on top of table that, majority of 34% of the workers strongly agree that in Development and Training program helped to reduce the difficulties in the job. Performance arts the work, 24% of the workers have agreed, 0% of the workers Disagreed and 2.5% are neutral.

Training program effectively contributed to improve ability in performing the job

Opinion	No. of Respondents	Percentage of respondents
Strongly Agree	57	28.5
Agree	42	21
Neutral	00	00
Dis agree	6	3
Strongly Dis agree	00	00
Total	100	100

Interpretation

It are often understood from the on top of table that, majority of 28.5% of the workers strongly agree that in Training program effectively contributed to improve ability in performing the job. Performing arts the work, 21% of the workers have an agree, 3% of the workers Disagreed and 0% Are neutral.

Conclusion

Training and Development has positive impact on structure Performance. Discussion of all the results proves the hypotheses; H1: training design has vital impact on the staff Productivity, H2: On the job training has vital impact on the staff Productivity, H3: Delivery style has vital impact on the staff Productivity. Of those

have positive effects on the structure Performance. It improves the staff productivity. On the task coaching is improbably effective and it additionally saves time and price. coaching and Development, On the work coaching, coaching style and Delivery vogue have vital impact on staff Productivity and everyone these have absolutely have an effect on . It suggests that it will increase the ability and information. Coaching and mentoring similarly supports a company into the accomplishment of the upcoming staff’s requirements and demands. In HRM the essential part is training and development. Training and development is very important part of organization and also give better opportunity to employees or staff to improve their skills and knowledge and perform their job effectively in the organization.

Future Study

Primary information is collected and therefore the study solely depends on survey form. Study are often conduct on Different departments of the organizations that that department desires a lot of coaching and development. Study target coaching and development can even offer completely different results and one can conduct a study on differing types coaching and development programs.

References

- [1]. H. O. Falola, a. O. (2014). Effectiveness of training and development on employees performance and organisation competitiveness in the nigerian banking industry. Bulletin of the Transilvania University of Braşov., 162-170.
- [2]. Munzhedzi, P. H. (2011). Performance management system and improved productivity: a case of the department of local government and housing in the limpopo province. university of south africa, 12-23.
- [3]. Peace, O. S. (2015). Effects of Training on Employees’ Productivity in Nigeria Insurance Industry. British Journal of Economics, Management & Trade., 228-235.
- [4]. Prof. Shivakumar, D. K. (2012). Human Resource Practices and their Impact on Employee Productivity.A Perceptual Analysis of Private, Public and Foreign Bank Employees in Karnataka. International Journal in Multidisciplinary and Academic Research., 146-162.
- [5]. Raja Abdul Ghafoor Khan, F. A. (2011). Impact of Training and Development on Organizational Performance. Global Journal of Management and Business Research., 64-68.
- [6]. RAJA IRFAN SABIR, N. A. (2014). Impact of Training on Productivity of Employees: A Case Study of Electricity Supply Company in Pakistan. International Review of Management and Business Research., 595-606.
- [7]. Singh, T. (2015). Efficacy of Training and Development Programs on Employees Productivity at Bharat Heavy Electricals Limited. International Journal of Allied Practice, Research and Review., 16-24.
- [8]. Victor A Malaolu1, J. E. (2013). Training and Manpower Development, Employee Productivity and Organizational Performance in Nigeria: an Empirical Investigation. International Journal of Advances in Management and Economics., 164-177.

Appendix**A Questionnaire for Training and Development**

Name: _____

Position: _____

Gender: _____

Department: _____

Name of company: _____

This is a questionnaire based on Training and Development of a banking sector. We are here by to collect some primary data as required by the course requirement. Your active participation is needed. We assure that your confidential information we will keep secret.

(Thank. You)

1) Your organization considers Training as a part of organizational strategy. Do you agree with this statement?

- Strongly agree
- Agree
- Neutral
- Disagree

2) The training programmed organized in classroom and give lecture?

- Strongly agree
- Agree
- Neutral
- Disagree.

3) You believe that more career paths will emerge and more opportunities will come my way after participating in the training program?

- Strongly agree
- Agree
- Neutral
- Disagree

4) The training program helpful in personal growth and skills?

- Strongly agree
- Agree
- Neutral
- Disagree.

5) On the job Training is must enhancing productivity and ability?

- Strongly agree
- Agree
- Neutral
- Disagree.

6) Audio Visuals and Lectures is a good way of training program?

- Strongly agree
- Agree
- Neutral
- Disagree.

7) Development and Training is must for enhancing productivity and performance.

- Strongly agree
- Agree
- Neutral
- Disagree.

8) Whether development training is relevant to the needs of the organization?

- Strongly agree
- Agree
- Neutral
- Disagree.

9) Do you think that the feedback can evaluate the effectiveness of training program?

- Strongly agree
- Agree
- Neutral
- Disagree.

10) On the job training increase Communication skills and decision making after the training program?

- Strongly agree
- Agree
- Neutral
- Disagree.

11) Training program subsidized to enhance interpersonal skills and physical ability.

- Strongly agree
- Agree
- Neutral
- Disagree.

12) Development and Training program helped to reduce the difficulties in the job?

- Strongly agree
- Agree
- Neutral
- Disagree.