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# A Study on Training and Development of Banking Sector Employees Through The Use of Sophisticated Online Technologies with Reference to Ernakulam District, Kerala

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**ABSTRACT:** Constantly seeking improved efficiency, Banking Industries looks for a method to endure a competitive advantage in the market. The development of existing employee's skills and talents and recognizing the significance of employee's knowledge enrichment about updations in the global market provides a great pathway to attaining the desired outcomes of the industry. For banking executives and Managers, continuous learning is just a fact of business. They want to update with the changes in the political, financial, social and legal environment of business. E-learning can make the employee equipped in his/her current job without disrupting their hectic schedules. This paper converges on the utilization of sophisticated online learning in the banking sector, Innovations in ICT training, which are attractive to service organizations for succeeding traditional barriers such as shortage of financial resources, time, expertise and facilities. The paper displays the Kerala banking industries magnetism towards e-learning. The objective of this paper is to examine the existence and prospective capability of e-learning in the Banking Industry as a means of promoting the capacities of employees.

**KEYWORDS:** e-learning, ICT, employee capacity, competitiveness, traditional barriers.

## I. INTRODUCTION

Employees today demand to process more information in less time and acquire more than ever before. New knowledge is continuously occurring - once knowledge becomes obsolete, it has to be renewed and a new one added. Innovations related to marketing, services and technological policies of corporations are comparatively frequent and need appropriate changes in employment skills, for information and training quickly become obsolete. Today, when knowledge workers are non-traditionally determined in time and space, it is considered that as long as the job is done on time, no matter where and how it is done, the workers are productive. By the same indication, employees want to be prepared to have time for learning. Modern techniques of training should reflect these lifestyle changes. Ongoing development of human resources is something that corporations are pushed slightly. Their ability to educate and train employees while at the workplace is valuable. By recognizing the key skills required for business and inspiring employees in their development, corporations can guarantee their market survival. Questions that arrive to mind are: What is the suitable solution that will allow employees to retain pace with accelerated changes in the competing world? Is e-learning one of the methods enabling employees to receive and renew the knowledge necessary to accomplish their tasks? Before answering these questions, the term 'e-learning' will be described.

## II. OBJECTIVES OF RESEARCH

The research aims to investigate the current and potential role of e-learning in the Banking sector as a means of developing employees' experiences through the use of sophisticated online technologies for these goals in the surveyed organizations. Given that employees' knowledge and competence are an influential factor directly



affecting the performance of the organization. This study strives to examine the scope of ICT use for individual and organizational development in the banking sector

### III. LITERATURE REVIEW

In the last two decades, the organization has increasingly used computer-based instruction as a method to deliver training to employees and instruction to students (Huang 2010).

Joyce M. Schmeekle's article on "Online Training: An Evaluation of the Effectiveness and Efficiency of Training Law Enforcement Personnel over the Internet" mentions that online training "is the future of workforce training in both educational and corporate institutions." Schmeekle (2003) performed two studies, with Study 1 focusing on research that evaluated the effectiveness of online training as it compares to classroom training (including factors such as learning and motivation/attitude), as well as the efficiency of online training as it compares to classroom training (including factors such as time and cost). Although this research concerns the training of law enforcement personnel, the 2009 study published for the Department of Education found that no significant differences in online training effectiveness were found related to the subject of instruction. Schmeekle's experiment randomly assigned trainees to receive online or classroom training for her Study 1. The results (referencing the factors mentioned above) proved that online training is equally effective as is classroom training, but is significantly more efficient, noting that, on average, online training was completed in almost half the time as was classroom instruction. However, this research notes an important limitation of online training in that the classroom group "reported higher motivation and positive feelings concerning their instruction than did the online group".

A shift from knowledge to attitude is the main objective of training and identifies three areas of training: technical, skills and knowledge. He suggests that the emphasis on these three must vary according to the levels of the employees (Bhatia 1981).

The effectiveness of e-learning in the industrial setting at Level three is based on the Kirkpatrick model and compared to traditional classroom learning (Tews 2006). Effectiveness was determined by assessing the transfer skills from training to the job (Yaw 2005): to determine the impact of a management development program on organizational performance and to evaluate the influence of management relations on union grievance filing rates (Bostain 2000).

### IV. RESEARCH METHODOLOGY

#### A. Method of data collection

The research part utilizes the survey method through a questionnaire. The research practiced a questionnaire investigating the preparation, training and staff development and associated application of ICT in the Banking sector.

#### B. Population

Banking Sector employees in Ernakulam District, Kerala

#### C. Sample

The study sample includes 20 Banks in Ernakulam District, Kerala. A total of 200 respondents of whom 150 were men and 50 women.

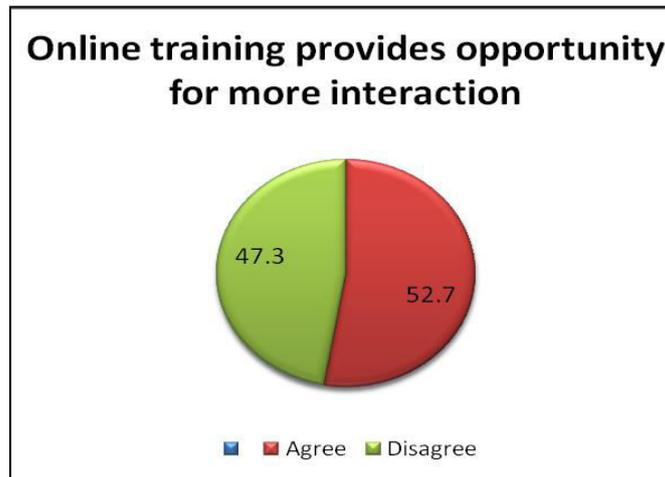
#### D. Sampling Method

Random sampling to investigate the numerous factors that positively and/or adversely affect the employees' training, as well as the determination of the degree to which ICT is utilized for such purposes, i.e. how much e-learning is present in the organizations.



**V. DATA ANALYSIS & INTERPRETATION**

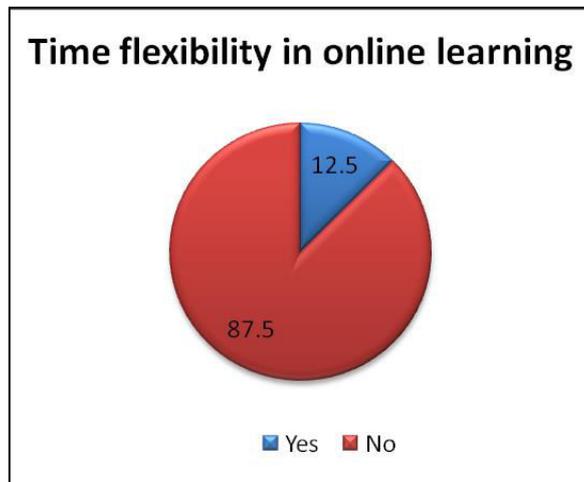
. Online training provides an opportunity for more interaction:52.7% of respondents agree that online training provides more interaction and 47.3% disagree with the same.



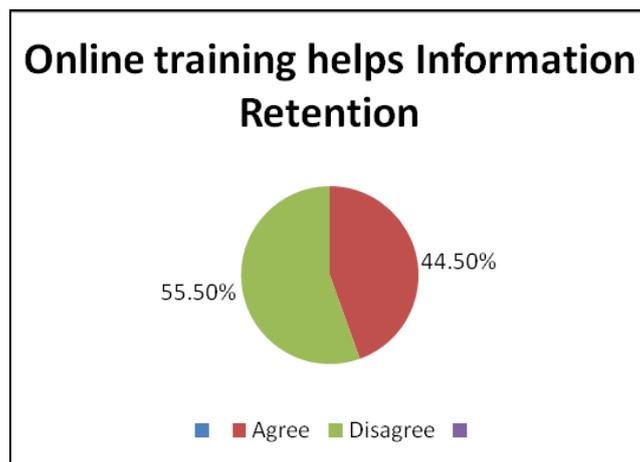
Employees' satisfaction towards online training: 73% believe that it is highly satisfactory, 19% good and 8% sufficient.



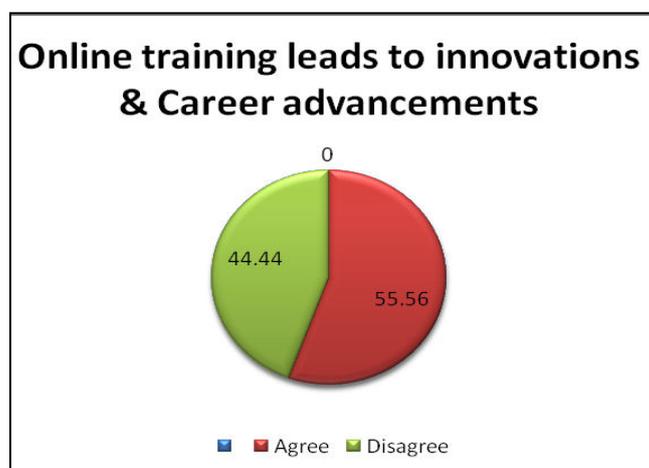
Time flexibility in online learning: 87.5% of respondents agree that they can attend training at their convenience&12.50% of respondents Disagree with the same.



Importance of ICT in learning and development: 65.0% very important, 18.57% important and 16.43% not very important.



Online training leads to innovations career advancements in the banking Industry: 55.56% Agree, 44.44% Disagree.



Information Retention: 55.50% of respondents agree that online training helps them to retain information from the internet at any time and 44.5% of respondents disagree the same.



Online training provides consistency & standardization:- 76% agree that online training provides consistency & standardization and 24% disagree the same



## VI. RESULTS

Based on the results given, it is evident that the use of online computer technology in employee training is satisfactory and provides flexible timing for learning and development. It is necessary to train the respondents, motivate and encourage more frequent use of sophisticated technologies for learning and development, to improve individual and organizational growth. The ever-growing availability of online resources for employee training gained its momentum during this Covid'19 era. It gives the respondents a great opportunity for career advancement.

## VII. CONCLUSION

Most of the respondents perceive online learning and development as a great opportunity, which allows them to develop their capabilities in their profession. As globalization comprised local economies as never before, and everything should be done online in the future. Online forums give the employees a conference point to explore their knowledge and skills. As the internet and information technology has endless possibilities in communication and training of employees, banks can exactly use this technology for making their employees more competitive and smart.



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