

A PROJECT SYNOPSIS A STUDY ON TRAINING AND DEVELOPMENT AT ICICI BANK LTD

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ABSTRACT

Training and development is a necessary factor in the attainment of organizational objectives of any organization. In every organization exists some form training and development programme. The manpower has to be trained and developed in terms of quality and quantity so that they can effectively and efficiently control the commanding height of our profit. The business organization has risen to this by providing the national Council for management education and training and the centre for management development schemes. It is important because it directs training and development towards organization need and aspiration. In Nigeria Breweries Plc there is already a formalized system of staff training and development in the organization to help it attain its objectives. This project paper is set for highlight the problems of staff training and development in the company and also to offer solutions to these problems.

Training has become the buzz word in the dynamic competitive market environment. Human capital differentiates a great organization from a good one. Organizations investing in effective training and development for human resource tend to achieve both short and long term benefits. This study presents a literature review on the significant of training and development on employee productivity. Employees tend to become absolute, and therefore making the need to adapt to the continuous learning and updating of the skill and knowledge invaluable, due to the organizational, technological and social dynamics.

Thus, in order for organizations to achieve optimum returns from their investment, there is imperative need to effectively manage training and development programs. However, the most vital asset of every organization under stiff and dynamic competition is its human capital. Training and development is an instrument that aid human capital in exploring their dexterity. Therefore training and development is vital to the productivity of organization's workforce.

INTRODUCTION:

Training and development has emerged as a major educational system in the last two decades in India, it has been widely accepted as critical input for improving managerial performance and organisational effectiveness. Every organisation needs to have well-trained and experienced people to perform activities that have to be done. If the current job occupant can meet this requirement, training is not important. But when this is not the case, it is necessary to raise the skills levels and increase the versatility and adaptability of employees. Inadequate job performance or a decline in a productivity or changes resulting out of job redesigning or a technological break-through require some type of training and development efforts.

Training development and education are three terms frequently used. Training is a process of learning sequence of programmed behavior. It is application of knowledge. It gives people an awareness of rules and procedure to guide their behavior development is related process. It covers not only those activities which improve job performance, but also those which bring about growth of personality and potential capacity so that they not only

become good employees including operatives, supervisor and executive/manager in every organisation. Employees will enhance their skills, knowledge and attitude for meeting the present as well as future job needs. Operatives, superiors and managers who occupy higher responsibilities have key tasks to be performed in the organisation. Training helps them to perform those tasks effectively.

OBJECTIVES OF THE STUDY:

1. To analyze and examine the effectiveness of training and development programmers in ICICI BANK LIMITED
2. To assess how often training programmes are conducted and how much are the employees satisfied.
3. To study to what extent the training programmes are applicable to their jobs.
4. To study the employee's opinion on the training and development in ICICI BANK LIMITED

SCOPE OF THE STUDY:

This study covers all aspects of training and development programs in ICICI BANK LIMITED. This study covers the New Entrant Manager response towards the training programs in the organization

IMPORTANCE OF THE STUDY:

The purpose of study is to learn the practical applicability of the theoretical knowledge gained about training and development process.

- To gain knowledge about, the process of training and development in **ICICI BANK LIMITED**
- To know the effectiveness or ineffectiveness of the process of training and development in **ICICI BANK LIMITED.**

Scope of the study:

This study covers all aspects of training and development programs in **ICICI BANK LIMITED**

. This study covers the New Entrant Manager response towards the training programs in the organization.

VISION AND MISSION**VISION**

To be the trusted financial services provider of choice for our customers, thereby creating sustainable value for our stakeholders.

MISSION

To grow our risk-calibrated core operating profit by:

- Delivering products and services that create value for customers.
- Bringing together all our capabilities to seamlessly meet customer needs.
- Conducting our business within well-defined risk tolerance levels.

DATA COLLECTION

. Step 1: Constituted the distributing of the questionnaire to the sample respondents.

Step 2: Constituted of collecting back the questionnaire from the respondents.

Step 3: Constituted of systematic analysis and the data gathering in the form of tables and graphs.

Step 4: Constituted of arriving of findings based on the study and giving suggestions they're on.

Sources of data:

For the fulfillment of the study the student researcher has relied on two types of Data i.e. primary data and secondary data.

Primary Data:

This study is almost based on primary data which is more acquainted for social science research .The primary data has been collected by administering Questionnaire to the selected respondents. Another sources of primary data is overall observations of companies working, companies attitude on training and development. The student researcher has conducted sufficient discussions with both the employer and employee to gather the information for the aspects of Questionnaire.

Secondary Data:

The Secondary data has been obtained by studying existing training and developmental program in ICICI BANK LIMITED. . Data is also obtained by referring to the earlier studies conducted in smaller areas and also the annual reports, brochures, and other materials served as secondary data.

Sampling plan:

The sample of 100 employees were chosen out of 121 New entrant managers which is more than 35% of the universe for the purpose of the study on the basis of using simple random sampling method. The selection of the sample includes all the departments and designations.

TOOLS AND TECHNIQUES OF DATA COLLECTION;

A Structured Questionnaire has been designed covering all relevant aspects of Training and Development programs and administrated to the respondents for the collection of the data. Whereas the information available from earlier studies, books, brochures, annual reports, files and several other sources of secondary data. However, the data collection was painstaking effort and endeavors were made to collect relevant information with missionary Zeal.

Data interpretation:

The data ventured to be collected through Questionnaire method the responses obtained are then tabulated and analyzed and inferences are drawn. The statistical technique of percentage method is used for the purpose of data analysis. Based on inferences drawn from the data a suitable finding is made along with the necessary summary and conclusion.

LIMITATIONS OF THE STUDY:

1. This study covers those employees who are working at ICICI BANK LIMITED.

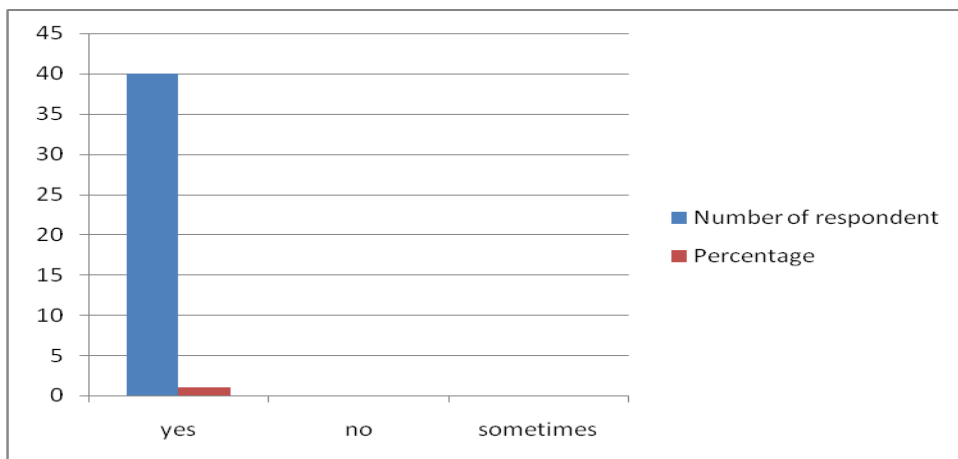
2. The understand and knowledge may vary from person to person. The replied gives by the respondents are taken for granted, though they are not uniform.
3. Since names are mentioned in most of questionnaires, most of the employees answered favorable to the company. This might have led to wring finding in the study.
4. The interpretation being based on percentage method is not definite.
5. The report is subjects to changes with fast changing scenario.

CHAPTER-IV

DATA ANALYSIS & INTERPRETATION

1. Your organization offer training for you?

Category	Number of respondent	Percentage
Yes	40	100%
No	0	0%
Sometimes	0	0%



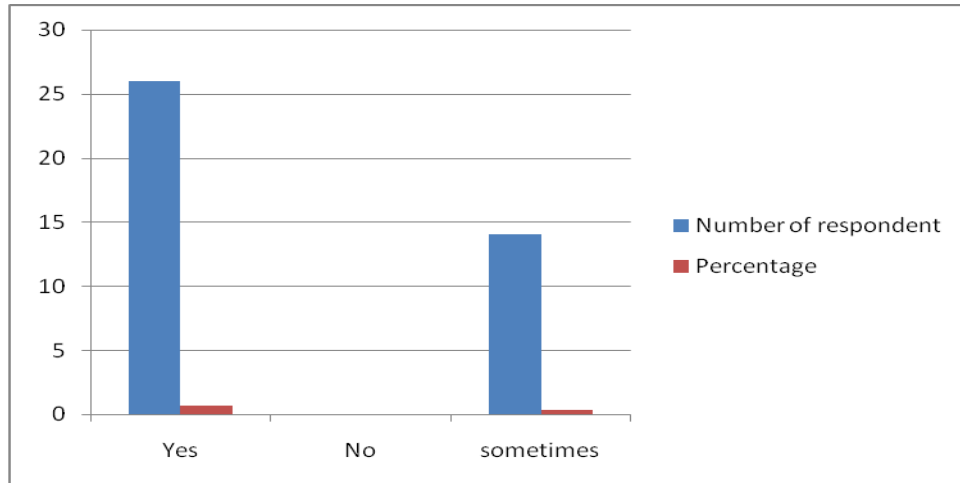
INTERPRETATION

According to the above details, it is found that organization provides training for each employee in the company.

2. In which areas training is provided to you?

- a) Company policies & procedure
- b) technical skills
- c) Problem solving capabilities
- d) all the above

Category	Number of respondent	Percentage
Company policies & technical skills	0	0%
Problem solving	0	0%
all the above	40	100%



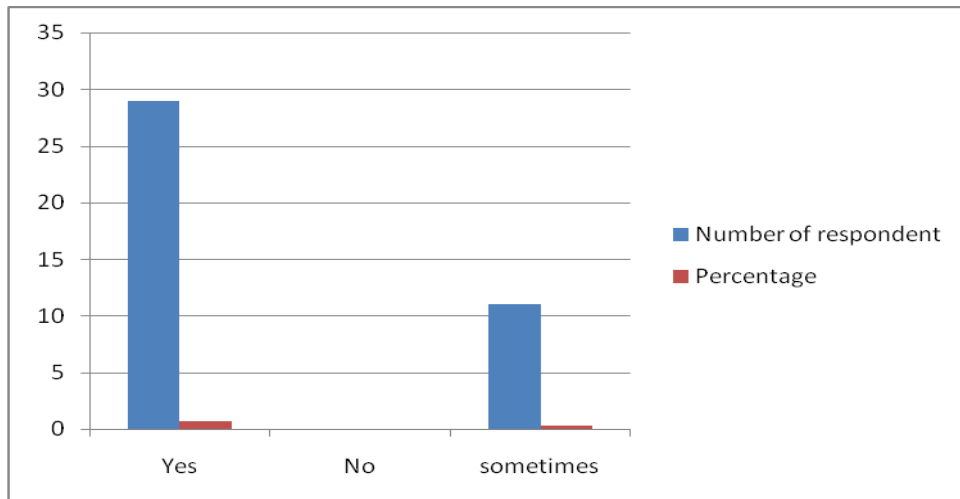
INTERPRETATION

As per the survey it was found that 65% of the employee feels that they acquire some skills & knowledge from training programmes, and 35% feel sometime.

1. Do you think that training programmes create some competitive environment at work place?

- a) Yes
- b) no
- c) sometimes

Category	Number of respondent	Percentage
Yes	29	72.5%
No	0	0%
sometimes	11	27.5%



INTERPRETATION

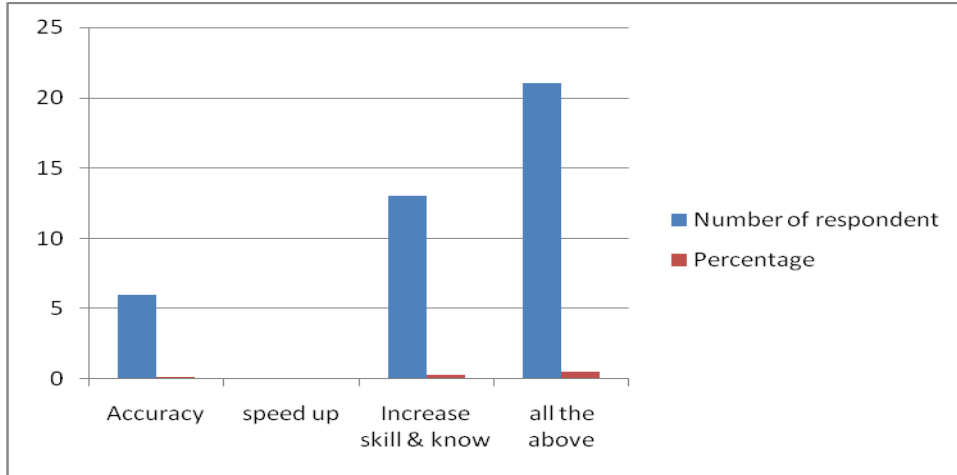
As per the survey it was found that 72.5% of the employee feels that the training programmes create some competitive environment at workplace, and 27.5% feel sometime.

6. If yes...! How it is effecting?

- a) Motivating
- b) demotivating
- c) Sometimes motivating and sometimes demotivating

Category	Number of respondent	Percentage
Motivating	19	47.5%

Accuracy	6	16%
speed up	0	0%
Increase skill & know	13	32%
all the above	21	52%



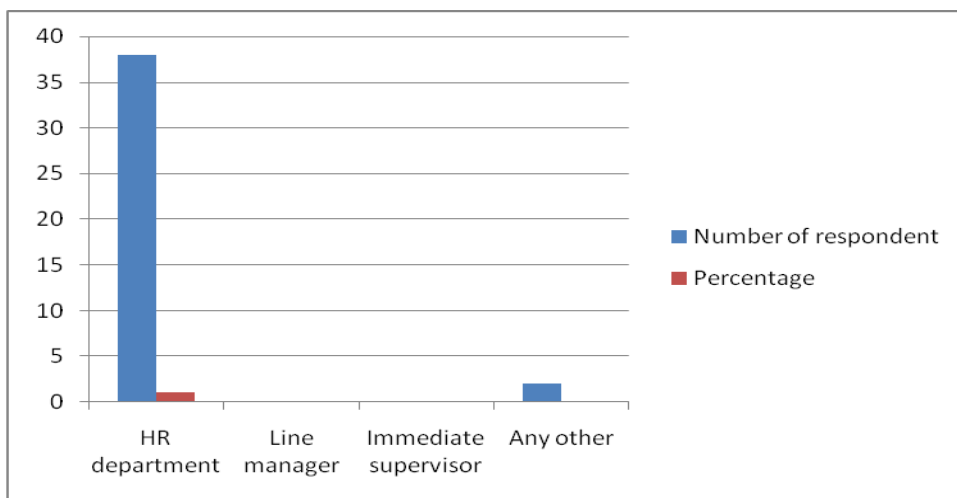
INTERPRETATION

As per the survey it was found that 15% of the employee feel that organization objective to conduct training programmes is for accuracy,32.5% for increase skill & knowledge, 52.5 for all the above.

9. If you are not provided with a trainer, then on who do you depend?

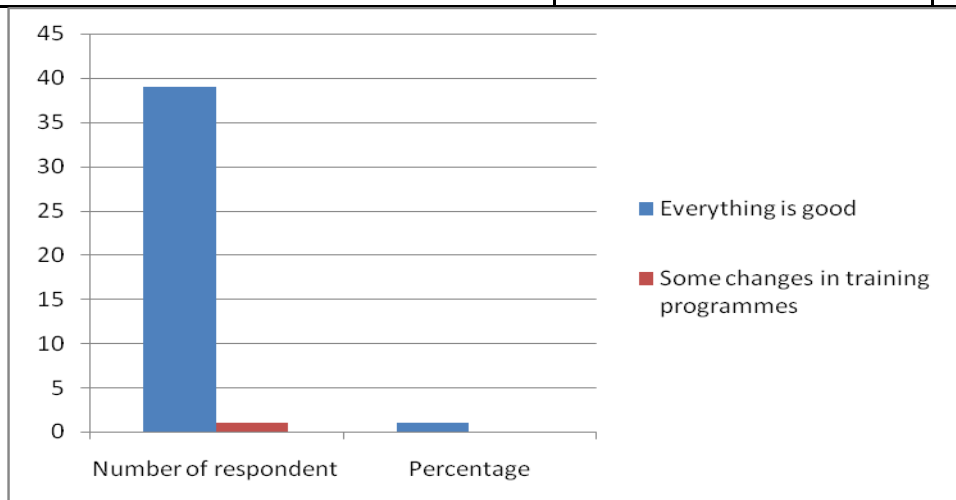
- a) HR department
- b) line manager
- c) Immediate supervisor
- d) any other

Category	Number of respondent	Percentage
HR department	38	95%
Line manager	0	0%
Immediate supervisor	0	0%
Any other	2	5%



INTERPRETATION

Some changes in training programmes	1	2.5%
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INTERPRETATION

As per the survey it was found that 97.5% of the employees feel that everything is ok in organization training programmes and 2.5% feels some changes in training programmes.

CHAPTER-V

FINDINGS, SUGGESTIONS AND CONCLUSION

FINDINGS

- Training programmes provided by Nestle is almost good.
- Organization should focus on the benefits that are aimed towards self improvement since of the employees satisfied.
- Opportunities for career growth and the security for job is good
- Organization provides training programmes on the basis of employee performance.
- Organization training programmes are effective.
- The relationship between employee and management is good at work place.
- In organization employee almost depend on HR department for Training programmes.

SUGGESTIONS

- Along with training programmes organization should provide some other motivational programmes
- Implement training institutions at near the organizations
- Evaluate cost of training and its result of training.
- Frame the training programmes chart and proper care should be taken while conducting the training.
- A proper performance appraisal system should be adopted.

CONCLUSION

- Training programmes provided by the company is almost good.
- Organization should focus on the benefits that are aimed towards self improvement since of the employees satisfied.



- Opportunities for career growth and the security for job is good
- Organization provides training programmes on the basis of employee performance.
- Organization training programmes are effective.
- In my opinion if the above suggestions are followed total training programme.
- Feedback must be collected from the entire trainer
- Organization should provide immediate supervisor solving employee's problem

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