

**A STUDY ON THE IMPACT OF TRAINING ON
THE PERFORMANCE OF EMPLOYEES OF BANK OF CEYLON
IN GAMPHA DISTRICT**

1090

KANKANAMGE PRIYANTHA MANJULA KELUM



IFCV11090



Project Report
Library - EU/SL

2009

ABSTRACT

In the present world every business organization has much kind of resources. Human resources are important resource out of them. There is no business organization without human resource. Therefore they have to depend on their employees. All decisions of those businesses are taken by this people. Therefore there is no argument about important of human resource. Management or ownership of the company can't achieve broad objectives of organization lonely. In this operation large amount of contribution should be given by people who are working in organization to achieve these objectives more effectively, organization should lead this people properly. Therefore human resource management is important area in the organization.

This study investigated into an impact of Training on the performance of employees of Bank of Ceylon in Gampha district. A field survey was conducted covering 100 bank employees in three five branches in Gampha district. Objective of this study was to Training on the performance of employees.

TABLE OF CONTENTS

Acknowledgement	i
Abstract	ii
Abbreviations	iii
Table of Contents	iv- vii
List of Tables	viii
List of Figures	ix
Chapter 01. Introduction.....	01 - 04
1.1 Introduction.....	01
1.2 Background of study.....	01 - 02
1.3 Problem statement.....	02
1.4 Research question.....	02
1.5 Objectives.....	02
1.6 Significance of study.....	02 - 03
1.7 Scope of study.....	03
1.8 Methodology.....	03 - 04
Chapter 02. Literature Review.....	05 - 28
2.1 Introduction about the training.....	05
2.1.1 Definitions of training.....	05 - 06
2.2 Benefits of training.....	06 - 08
2.2.1. Benefits of training to the organization.....	06 - 07
2.2.2 Benefits of Training to the individual.....	08
2.3 Training cycle.....	08
2.4 Investigatory training needs.....	08 - 09
2.5 Training objectives.....	09
2.6 Designing training.....	10 - 13
2.6.1 Techniques of design.....	10
2.6.2 Elements of training design.....	10 - 11

2.6.3 Products of design	11 - 13
2.7 Training development	13 - 17
2.7.1 Purpose.....	13
2.7.2 Techniques for development.....	13 - 15
2.7.2.1 Learning.....	14
2.7.2.2 Learning Curves.....	14 - 15
2.7.3 Training method.....	15
2.7.3.1 On the Job Training.....	15
2.7.3.2 Apprenticeship Training	15 - 16
2.7.3.3 Job Rotation	16
2.7.3.4 Job Instruction Training.....	15
2.7.4 Conductive training program	16
2.7.5 Evaluation is the final stage on the training	16 - 17
2.8 The meaning of performance.....	17 - 20
2.8.1 Performance management.....	17 - 18
2.8.2 Performance management defined.....	18
2.8.3 Purpose of performance management	18
2.8.4 Principles of performance management.....	18
2.8.5 The scope of performance management	19
2.8.6 The process of performance management	19
2.8.7. Performance management process.....	20
2.9 Training process and methodologies of bank of Ceylon.....	20 - 27
2.10 Summary	27 - 28
Chapter 03. Conceptualization and Operationalization	29 - 32
3.1. Introduction.....	29
3.2. Conceptualization framework.....	29 - 30
3.3. Operationalization framework.....	30 - 32
3.4. Summary.....	32
Chapter 04. Methodology	33 - 35
4.1 Introduction.....	33
4.2 The composition of questionnaire.....	33

4.3 Samples	33 - 34
4.4 Data collection	34
4.5 Method of Measurement	34
4.6 Method of Presentation and Data analysis	35
4.7 Summary	35
Chapter 05. Data Presentation and Analysis.....	36 - 56
5.1 Introduction	36
5.2 Personal Information.....	36 -40
5.2.1 Gender.....	36
5.2.2 Age.....	37
5.2.3 Experience.....	38
5.2.4 Education Level	39
5.2.5 Designation	40
5.3 Data Related to Research Variables.....	41 - 54
5.3.1 Skills Variables	41 - 44
5.3.1.1 Attractiveness.....	41 - 42
5.3.1.2 Communication.....	42 - 43
5.3.1.3 IT Skills.....	43 - 44
5.3.2 Knowledge Variables.....	44 - 47
5.3.2.1 Organization Knowledge.....	44 - 46
5.3.2.2 Discipline.....	46 - 47
5.3.3 Attitude Variable.....	47 - 48
5.3.3.1 Positive.....	47 - 48
5.3.4 Job Performance Variables	48 - 54
5.3.4.1 Transaction.....	48 - 49
5.3.4.2 Time Management	50 - 51
5.3.4.3 Resource Utilization.....	51 - 52
5.3.4.4 Accuracy.....	52 - 53
5.3.4.5 Customer Response.....	53 - 54
5.4 Statistical Analyze	54 - 55
5.5 Summary.....	56

Chapter 06. Discussion	57 - 60
6.1 Introduction	57
6.2 Personal information	57
6.3 Research information	58 - 60
6.3.1 Skills Variables	58
6.3.1.1 Attractiveness	58
6.3.1.2 Communication	58
6.3.1.3 IT Skills	58
6.3.2 Knowledge Variables	58 - 59
6.3.2.1 Organization Knowledge	58
6.3.2.2 Discipline	59
6.3.3 Attitude Variable	59
6.3.3.1 Positive	59
6.3.4 Job Performance Variables	59 - 60
6.3.4.1 Transaction	59
6.3.4.2 Time Management	59
6.3.4.3 Resource Utilization	59
6.3.4.4 Accuracy	59
6.3.4.5 Customer Response	60
6.4 Summary	60

Chapter 07. Conclusion	61 - 63
7.1 Introduction	61
7.2 Conclusions	61 - 62
7.3 Suggestions and recommendation	62 - 63