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# Impact of Online Training in Banking Sector

Sarthak Neema<sup>1</sup>, Prof. Suma Gundugola<sup>2</sup>

<sup>1</sup>Student, <sup>2</sup>Guide, NMIMS Navi Mumbai, India

**Abstract:** *There have been many changes in the India specifically the banking Sector from the traditional paper work it shifted to online setup. The Changes comes into the Banking Structure Post 1991 With the Introduction of New Economic Policy. The Research tries to bring an Attempt to find the Impact of Online Training on the employees of Baking Sector. Training is becoming a necessity to all organization over a period of time. Training is the need of changing environment. Employees have various responsibilities and they have to perform Different Roles day to day so as for the purpose. Training plays an important role to develop all this skill to perform Job also it prepares them to take more responsibility and makes enable to perform jobs effectively in the Future. The Training in its traditional Form will compared with the new Online Training Researcher Further Focuses on different types online training provided by different banks to make their Employees Effective. Further it focuses on what type of new online training may be adopted by banks to keep its Employees Dynamic. In the last focus will be on analysis on Public and Private Sector Which Provide Better Training to its Employees. This research is depending on the primary data, which is collected from Questionnaire. The Research concludes with that there is a significant relationship between E-Training and its Effectiveness on its employees. The amount of Training Provides by Private sector is Comparatively Higher than Public sector Bank.*

**Keyword:** *Training, E-Learning, Training effectiveness, Banks, Public Sector Banks, Private Sector Banks,*

## I. INTRODUCTION

The Advancement of information Technology has resulted in change in method of providing training to the individuals. As with the change on time The Banking Services also changed now all the things available on internet, Plastic money has been Emerged, and online Transfers introduction of AI, Big Data Blockchain changed the way How Banking Industry will how Progress. The demand for e-Training is increasing day by day.

The most of the banks whether Private or Public Started to provide Training online to their employees. Chen (2008) defined e-training as combining technology with Training, delivered using telecommunication and information technologies, and a type of training delivered on a computer supporting learning and organizational goals. E-Training can be grouped into several categories: purely online, blended, or hybrid.

Other forms of E-Training include instructor-led group, self-study, self-study with subject matter expert, web-based, computer-based (CDROM), and video/audio tapes. E-training can be delivered using print (e-text, eBooks, ezines), video (streaming video, video tape, satellite transmission, cable), audio (streaming audio, audio tape), reviews and exams (electronic, interactive, paper), and communication (asynchronous- listservs, threaded discussions, weblogs, forums) or synchronous-chat (videoconferencing, and teleconferencing).

It is the new way of Training many corporations has started to adopted as there are many advantages to the online Training as Comparison to various traditional sources of training such as Prince F Ellis (2014) (1)Reduction of expenses by using virtual training expenses (2) Customizable Training Solution For Employees (3)Ability to Produce customer-made training Courseware to meet increasing training solution.(4)Ability to maintain Detailed training records. Training is the need of changing time if the organization is dynamic in nature than only the organization is profitable. So, the appropriate training should be Provided with the changing times. Competent employee did not remain Competent if appropriate Training is not provided so the role of Training increase with the passage of time.

For this purpose, the companies spend Crores of rupees so that the organization must keep pace with the changing Environment. As the two organisations can have same no of resources but What makes an Organization different from other is the Quality of employee so with the passage of time there is focus on Development Of human Capital and it Can be done through Providing training so that organization be effective.

New form of development in today's era is form of job security. (Saibal Roy 2012-2013) People needs to learn and develop skills daily so by continuously challenging themselves can build skill base, reputation and networks of contacts which will make them fit to be always employable.

## II. REVIEW OF LITERATURE

The Banking is the most Important sector of the economy It is often called as Backbone of the Economy because whole Economy is dependent on Banking industry. So, there is a need for the Development of this industry. So as the development of a sector particularly depends on the personnel how they respond to particular situation with respect to the demand of changing technologies So there as a result alternative types of learning is developed over a period of time. Schlag (2001) stated that employers, in their effort to switch from using manuals for training, created and implemented eLearning as an efficient and cost-effective way of providing training to employees. This was done by converting manuals to web format accessible to employees at all times. Kulsrestha Nitish, Singh L.K., Dash Saroj Kumar, Mohan Savita (2013)- done a comparative study of service delivery of public sector bank and private sector bank. In socio economic conditions of Indian markets where public sectors banks are facing a tough competition from both private and foreign banks the maintenance of personal relation with customers is of prime importance for growth of business. To avert the situation of losing customers to the competition the public sector banks need to imbibe a sense of customer orientation as part of their organization culture. They need to be trained and motivated to the level they create synergy at work place and motivate their colleagues to improve upon the service delivery. During the study it was found that training had its least impact on competency of the employees this is the matter of concern for the bank. Srinu Chikati, Moutam Swamy Kumara, Satish Chikati (2012)-they studies training and development process related Executive level, supervisory level, workmen level employees , analyzing the current trends in Training & Development process and their influence on implementation of an appropriate system to suit to needs of the organization and studies opinions of the trainees and trainees of staff at NTPC Ltd. (Farooq Mubashar, Khan Muhamamd Aslam) (2011)- elaborate the impact of Training and Feedback on increasing the performance of employees. An empirical study was conducted and data was collected through questionnaires to find the results. Findings of this study suggest arranging and adopting more effective training programs and techniques in order to give the progressive shape to the results achieved through this study.

## III. RESEARCH GAP

There is no Significant research done on Impact of online Training in Particular banking sector. The research done in this field but it related to offline training. In general, the research is done impact of online Training but it is related to all sectors not about the specific Banking sector. There is no Significant research done on which type of online Training provided to employees.

## IV. SIGNIFICANCE OF THE STUDY

- A. To Analyze Impact of Online Training on The Employees.
- B. To Analyze the Different Types of Online Training Provided to the Employees.
- C. To Analyze the Impact of different Training on Different Banks.
- D. To Analyze the relationship between Online Training and Revenue of the banks.
- E. To Analyze the effectiveness of training on the Employees.

## V. RESEARCH METHODOLOGY

This Research Depends on Both Primary and Secondary Sources of Data. For the Primary Source of Data, the online Survey is conducted which is exclusively filled by the Individual who are associated with the Banking Sector. Total sample Size For this Study is Respondents.

The Secondary Sources of data which includes data has been collected From Various Sources This includes analysis of various research paper, articles, Websites and Bank Records.

## VI. RESEARCH OBJECTIVES

- A. To Analyze the Effectiveness of Online Training on Employees.
- B. To Compare the Effectiveness and Methods of Online Training Provided by Public Banks and Private Banks.
- C. To Analyze what are the New methods of Training will come in future.

## VII. HYPOTHESIS

- A. H 1 Their Exist a Significant Difference between Training Intervals and Training Method between Private Sector and Public Sector Bank.
- B. H 2 Their Exist a Positive Relation Between Online Training of Employees and Growth of the Banking Sector.

### VIII. TRAINING AND ITS IMPORTANCE

According to Michael Armstrong “Training is a systematic development of the knowledge, skills and attitudes required by an individual to perform adequately a given Task or Job”.

Training is nothing but the key for the growth on organization. Specially in the banking Sector as there is continuous need of training and development of the staff and in both the operational and behavioral aspects of the Jobs. Originally there are two ways of conducting training programs through an established department having a full time HRD functionary who oversees all the training and development functions of the Banks or through an external trainers coordinated by the HRD department These days many Banks have recognized the need for training and re-training their staff is a utmost important in order to develop a competitive edge over their competitors in delivering high quality services to the customers and also to develop themselves

“E- Training or online Training means delivery of training or learning of skills is Programmed by the Electronic means. So, for the Purpose e-Training Involves use of computer or any other electronic means to provide Training or educational material”.

The online training is best suited for all the people. This can be considered as revolutionary genre in the Training. E-Training made the learning simpler for the employees, further it helps the Cost of Training Provide online is very low as compared to offline raining. The research of previous Authors also conclude that e-training is only should be Promoted E-training is a new way in which employee must be attached to the Current rends which will not be possible in offline Training E-training can be provided to anyone everywhere but this type of comfort is not allowed in the offline Training so these are benefits of E-training over offline training. It is something new in the era of digitalization as the people like Changes so the use of IT enabled software makes the E-Training useful and Effective. The e-Training makes the learning Environment better for the people who cannot associates themselves with the group so it has more benefits to the employees.

### IX. CHANGING ERA OF PROVIDING TRAINING TO THE EMPLOYEE IN THE BANKING SECTOR

The Training is most Important thing for which ensures whether the organization will sustain or not in the Future. The training is so dynamic in nature as with the fast-changing world it is necessary that each and every must also ready to accept the changes. Yes, with the change who accepts and adapts the changes will ultimately success in the future. So as a result, when the Introduction of Computer system in Banking Industry by the 2003-2004 at this time the employees resisted to adapt the new technology and they were not ready accept the new way of working because they were unaware of the things. So, these is the change which is required to be adapted as a result all the banking System change to the online system as result an appropriate training should be Provided to Individuals to became Adaptable to the Changes. So that time Training is provided to employees to cope up with the changes so it results that all the people effectively perform their Jobs. That time training only provided with Traditional Methods. But the way of Providing training Changed with passage of Decade a new way of Training has been started to promote Learning in the Employee i.e. E-Training It is way of training and all the organization has started to provide Training by the Electronic means. (DR. ILKUR,2013) Foreign-owned banks in Turkey are entering the market and have achieved a lot of success and innovation. Today, nearly 350 branches, 7,000 employees and serve more than 3 million customers and in the last 22 years they have achieved sustainable growth and innovation. In addition, this study investigates the role of e-learning in vocational success and the levels of web-based education that bank staff enjoy. Web-based training is effective in increasing the bank employees' professional achievements.

### X. DIFFERENT TYPES OF E- TRAINING PROVIDED IN BANKS

This research is Particular based on Impact of e-training on employees so now we the researcher focuses on what is e training and what are the different types of e training which are provided by different banks in their work area.

E- training style is widely adopted by modern employers; one study found that 77% of American companies offer some kind of online training as a professional development tool .This phase just focuses on what are the different types of E-Training. Which technique is adopted by which bank in which proportion is later discussed in the Findings of the Research? So different types of E-Training Methods are as Follows-

- 1) *Web Based Training*: This is a type of Training which the employees get trained via or get access to training via Web browsers or the corporate internet. The best benefit for banks while providing training in this form is employee can get access to Training to anywhere at any time. The most Popular Format for web-based learning is HTML 5.
- 2) *Webinars and Virtual Classroom*: A webinar is Training session or workshop delivered over the web using video software conferencing. this online training delivery methods offer a blend of synchronous and asynchronous learning which allows employees to collaborate, discuss, and learn with their peers and thought leaders across the globe.

- 3) *Video based Training*: It is a way of e training in which training is imparted in this mode, training is imparted via engaging videos that grab the attention of the learner who had enough of traditional online learning. Videos can include animations, documented case-studies, interviews and testimonials of experts, or screencast recordings. These online training materials can be accessed anytime from anywhere, allowing learners to watch the video many times as they want and learn at their own pace. It is most popular Because in a research it has been Concluded that human brain can process the videos 60,000 times than Text making it most effective way of training.
- 4) *Collaborative e-Training*: It is a Type of E- training which focuses on building collaborations and encouraging interaction among learners, their peers, instructors, and other experts of the field. online social networking plays an important role in connecting a diverse and global workforce. Social learning platforms like discussion boards, chat rooms, messengers, etc., are present in most Learning Management Systems, encouraging employees to discuss and share ideas and opinion
- 5) *Custom e Training*: It is a type of training in which through Online platform only that traing provided to the Employee which is tailor made and for the target audience to the particular type of Employee who requires specific Types of Training. In the said department thus the Training Which should be provided based on the Test and the results shows in which department the training is needed.
- 6) *Micro e-Training*: It is a type of Training in which one training should be provided which leads to have an expertise on particular job.

With passage of time also with the changing technology it makes really easy for the various organization has

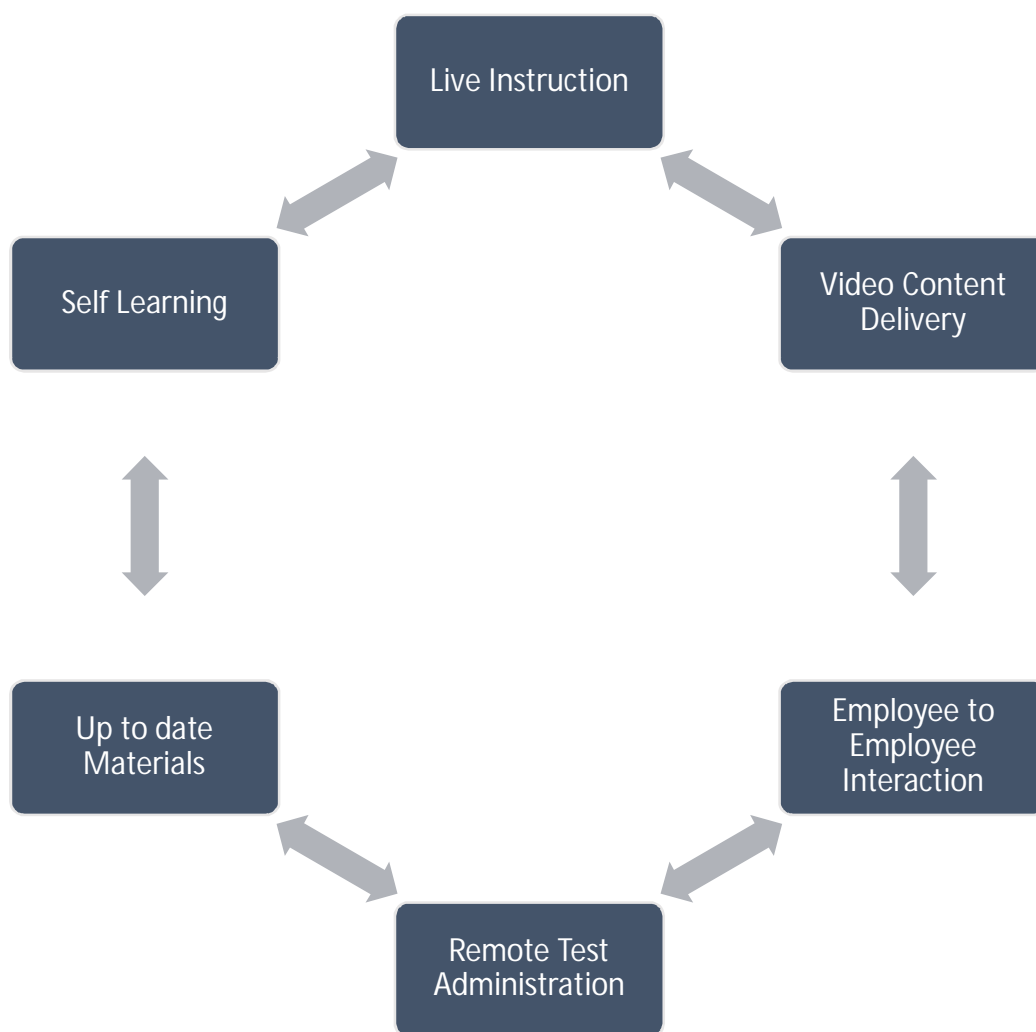


Fig 1.1 Different aspects of E- training

## XI. DATA INTERPRETATION OF PRIMARY SURVEY

The Primary Survey was conducted online through google survey and the link was shared through social media. The survey was further snowballed by the existing respondents (Banking Employees). The period of Data Collection was approximately six months.

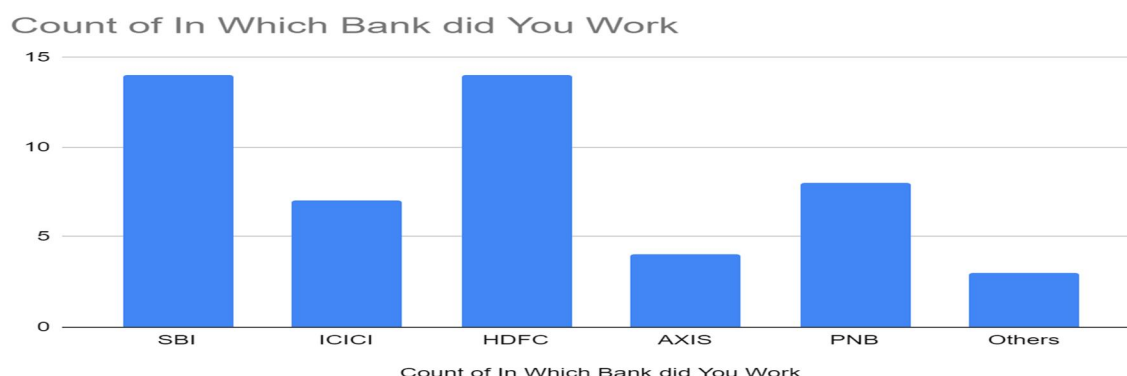


Fig 1.2 No of Employees in Each Bank

Source: Primary Data

It was Observe that This Research is based on 50 Employees and Managers who works in Different Banks which includes SBI, PNB, HDFC, ICICI, AXIS and other banks. The Employs Are as Follows from Public Sector Banks Include SBI and PNB having 14 Employees form SBI and 8 From PNB and 28 employees consisted of private sector banks Which Comprises of HDFC, AXIS bank, ICICI banks Other Bank.

### A. Which type of Training is Provided by Banks?

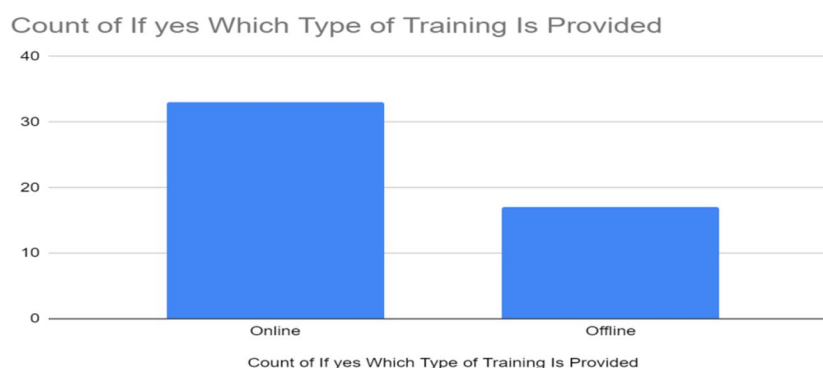


Fig 1.3 Which Type of Training Provided In bank

Source: Primary Data

It was Further Observed That 33 people were Given Online Training and rest of the People are given Offline Training. The Primary data Shows To 66% people Online Training Is Provided Which comprises of 33 employees which includes all the Private Sector Employees and of the Public Sector Who hold Higher Position (Managers). Rest all Were Given the Training but on the Traditional mode of Method which is offline this shows that Employee are Given E- Training in the Most of the Private Sector Banks and e - Training is provided in Public Sector Bank To only those who Holds Higher Position.

## XII. EMPLOYEES EXPERIENCE RELEATED TO ONLINE TRAINING

NO OF EMPLOYEES	EXPERIENCE RELEATED TO ONLINE TRAINING	NO EXPERIENCE RELEATED TO ONLINE TRAINING
PRIVATE SECTOR (25)	3 Employees	22
PUBLIC SECTOR (22)	2 Employees	20
OTHERS (03)	1 Employee	02

Table 1.1 Employees Experience Related to online Training

So, From The above table it can be interpreted that only few people have experience related to online training in both the Sector bank .But the Results are difference when they are ready to adapt the new change private sector banks employees are ready to adapt this change but this type of training is not welcomed by the public sector banks employees (That is why offline training is only provided to The Employees because of not accepting Online Training) which results in huge loses to the banks because the cost of providing Offline Training is quite High.

The benefits which could have been earned has not been earned by Public sector bank. Which results in huge difference between employees of Private sector bank and Public sector banks in both their skills and carrerr development Which ultimately results in generation of profit. (Which can be later seen in research in Comparison how adaption of new technologies plays an important role in the Growth of an Organization.)

#### A. Intervals In Which Training Is Provided To The Employees



Fig 1.4 Tenure in Which Training Is Provided

Source: Primary Data

From the above Chart it can be observed that the 31 employees training Which Comprises of Private Sector banks Within 1-6 Months and as a result of Survey Private Sector Banks Provide Training to their Employees very often as in very Frequent Basis i.e. Within 6 months they were Given Continuous Training Because their Performance has been measured regularly so that appropriate training Should be Provided if they required a particular set of skills is Lacked by an Employee. To all the Personnel in Private sector were Provided and The Managers of Public Sector banks Were Provided training within 6 months. On the Basis of Survey, it Can also be concluded that Public sector bank offers Training to their Employee but the Interval of Training is more than 6-12 Which the Far difference between both Public and Private Sector Bank. (The Relation of this Chart will be Concluded Later with the relation between Training and revenue of the Banks)

#### B. This Chart Provides Which Type Of E-Training provided to Different Employees

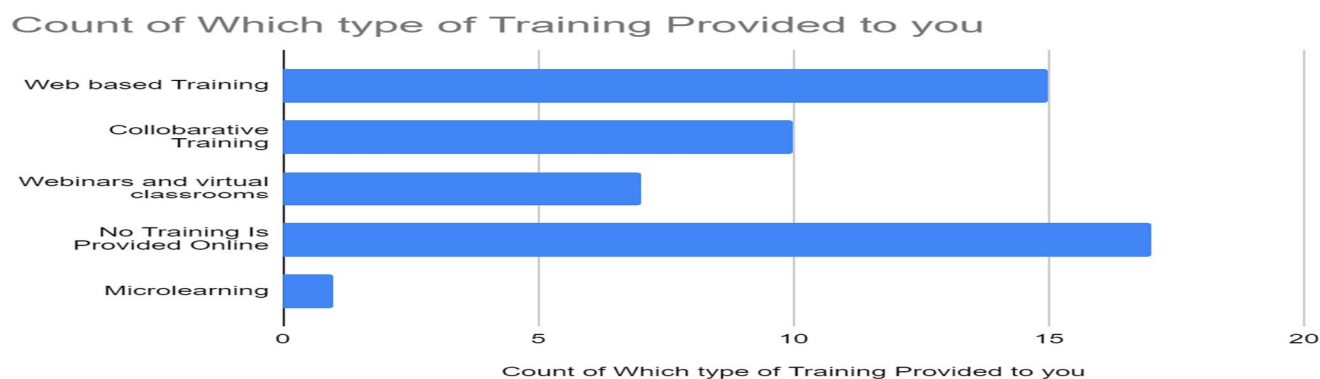


Fig 1.5 Types of E-Training Provided In Banking Industry

Source : Primary Data

From the Above Chart it can be observed that As only 66% of employees are given online Training i.e. 33 Employees out of these 25 employees are given Web Based Training and Collaborative Training and the Results of these training are exceptional (Which we will be Discussing in Relation between Training and Profit). These type of Training to the employees of Private sector banks because quarterly and half yearly their performance is measured as a result the Management comes to know which employee is Productive up to the expectation and who are not up to the mark so these makes these online training programmes easy to adapt and there are several other benefits of these types of training. Only Web based and Collaborative Training are in most demand in Current scenario Webinars and Virtual classroom and Micro Learning are also popular modes of online training in other sectors but not in Banking Sector but It will come in future as people are provided Training through this means at small extent. But in Public sector Banks the online Training is Only provided to employees who are at higher position so these online training should be promoted By the Public sector bank at the Lower level of management.

#### C. Level Of Satisfaction Derived From Online Training

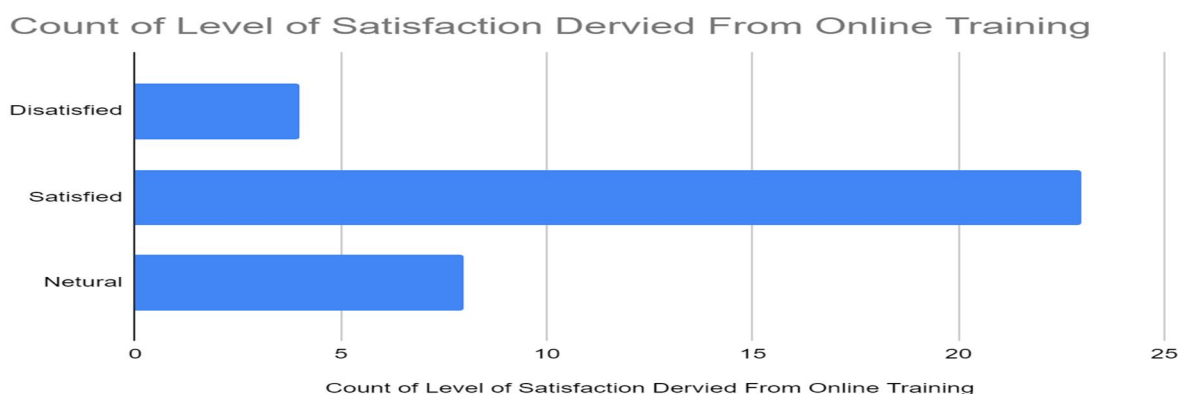


Fig 1.6 Level of Satisfaction Count of Employees Who were Given Online Training

Source: Primary Data

From the above chart it can be observed that the new way of E-training is effective from the view Point of Employees as the Graph Clearly Indicates as the out of 33, 23 Employees who gets E-Training are satisfied with E-training which clearly shows that Banking industry goes on Shift from Traditional Method of Providing training To online Training As the Employees are also not resisted which clearly shows the Pathway of great banking Industry in the future only very little people are dissatisfied means that 07 so alternative options should be promoted and neutral as per means they are Happy with both type of Training So as Online Training is need of Present so it must be Promoted and Its Have Significant Impact on the Growth of Banks and Also the Cost of Training Is also reduced when This Type Of Training is Provided To employees.

#### D. Views Of Employes Whether E Training Is Useful To Do Present Job

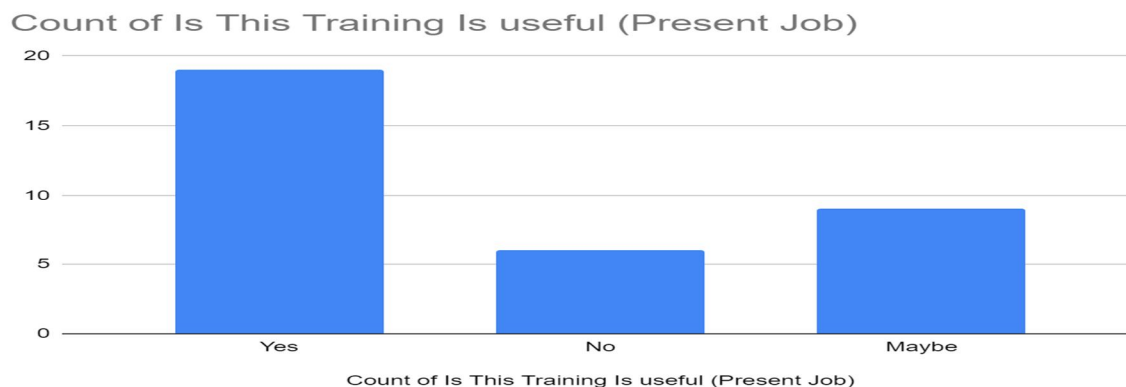


Fig 1.7 Whether e- Training is useful to present Job or not

Source: Primary Data

From the above Data it can be Interpreted That The employees have Personally liking E-training as it is Useful for Doing Their Present Job More than 25 employees marks it as a positive way of Training .It means only That type of training is provided which the Individuals needs to improve so e-training is the most effective way of providing a specific training because it saves both money and Time of the Banks and Also helps Employee to be More productive in less time as the E- training can be acquired in very less time. So as A result, Online Training should be promoted as they are ready to adapt themselves with the Dynamic Environment which ultimately helps in Carrera Development.

### XIII. EMPLOYEES REACTION TO ONLINE TRAINING IN BANKING SECTOR (ON THE BASIS OF PRIMARY SURVEY)

Initially with the Introduction of new technology based training all the employees Resisted but with the passage of time all the employees Understand as it is a need of Current time .This Results shows as a result was conducted from the Employee of 6 Banks That Includes SBI, PNB ICICI, HDFC and AXIS bank so the further tables Shows what is current trend Related to E – Training and its Acceptance across the Employees of Various Banks 33 Employees 25 of Public Sector and Top managers of Private sector bank.

STATEMENTS	EMPLOYEES REACTION IN %
1. Whether the Online Training Programs are periodically reviewed and Improved.	85% of Employee reacted Positive in this case.
2. Employees likes to Acquire Technical knowledge and skills through online training.	77% of Employee reacted that it is Good Way to get skills.
3. Is the Change From offline Training to online Training Accepted by the Employees (Question To manager 8 Employees 4 Public And 4 Private)	75% managers believe that they have not resisted to the new way of Learning
4. Is the Online Training Enhance the Efficiency and Effectiveness of the work being performed by employees	89% of Bank Manager Reacted Positive for this Purpose
5. Is Online Training Results in minimize the faults in Operation	68% of People reacted Positive In this Scenario
6. Is online Training provided helps in stabilize organization.	75% of People only reacted as the training is Important Online or offline does not affect.
7. Is Online Training Helps in Promotion and other benefit Organization.	72% of Employees reacted that through online ways it is Easy to learn

TABLE 1.2 Employees View with Reaction to the E-Training

Source: Primary Data

Form this table it can be Interpreted that the Personal views of Employees also matters and this table shows are Employees are satisfied and What are There Particular views related To Impact of Online Training on the Employees.

### XIV. RELEATIONSHIP BETWEEN TRAINING AND REVENUE IN THE BANKING SECTOR

The training and Revenue are Directly Proportional To each other. Them exist a Direct Relationship between Training and Revenue. If Employee Gets huge amount of quality training which then Definitely helps increasing Skills, Knowledge, attitude develop in employee then performance of employees increases as they work, they by day in better way and revenue increases. As with the Above Primary data it can be observed that there is a huge difference between The way how private and Public sector bank differs in the way training Provided and Duration of the Training in which they provided the training So it is necessary as it can be direct relation between training and Revenue of the Banking Sector



Fig 1.9 The relationship Between Training and Revenue can be better understand with Following flow Chart.

This can be compared between the Comparison of Two Giants Banks That Is SBI in a Public Sector Bank and HDFC a Private sector bank.

From the Analysis of Questionnaire and Research we came to Know that Private sector bank employee (HDFC bank) are more satisfied with The Type E- Training and Duration of E-training in which their skills are enhanced Than the employees of Public Sector Bank (State Bank of India) they still resisted the new way of Training which results in huge cost bearer for the public Sector Banks. That is why the Performance of the Employees of Private Sector bank employees are better than employees of Public Sector bank

So Following Table Indicates How the Private Sector bank (HDFC) Are more Efficient than Public Sector Bank (SBI)

YEAR	TOTAL ADVANCES		NET PROFIT		GROSS NPA		NET NPA	
	SBI	HDFC	SBI	HDFC	SBI	HDFC	SBI	HDFC
2014-15	1300026	365495.03	13102	10215.92	56725.34	3438.38	27590.58	896.28
2015-16	1463700	464593.96	9951	12296.21	98172.80	4392.83	55807.02	1320.37
2016-17	1571078	554568.20	10484	14549.64	112342.99	5885.66	58277.38	1843.99
2017-18	1934880	658333.09	-6547	17486.73	223427.46	8606.97	110854.70	2601.02

TABLE 1.3 Comparison of State Bank of India and HDFC Bank

Source: Money Control.com

From the Above Table (1.2) it can be observed that The HDFC bank Clearly has an edge over the SBI bank in each and every aspect from over the 4 Years so it is clearly observed that the way HDFC banks adapts new way of training it clearly results in the positive way. The policy of Providing Online Training to each and every Individuals within 6 months or 3 months also pays the path for Growth .It is Only training to employee which leads to productivity which results in Profit so as Frequently this process is done the results can be seen as frequently Public sector banks Provide training But after long Interval so the Difference in Growth can be looked upon the both banks this is what the Impact of online Training on employees as Public sector banks provide training but through the Traditional way but the Impact of Internet makes the Training easily so it can be said Internet Plays Important role in Providing training so it should adopted by Public sector banks as Economy of India is Dependent on Banks. So, this must be made Profitable.

### Net Profit

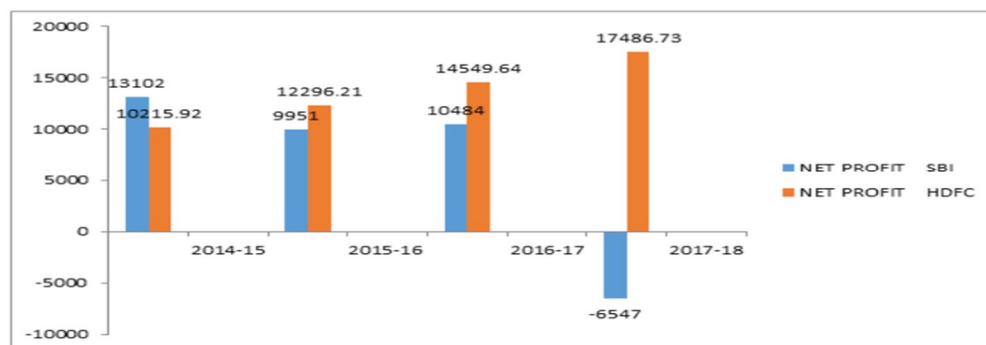


FIG.1.8 Comparison of Net Profit of SBI and HDFC (Above Table)

From the above chart it can be Observed that HDFC bank is a Way Ahead of The SBI bank in all the Parameters so in this case the impact of online Training Can be really beneficial with the Change in Business Dynamics .All the Functions of Banks Become available on Due To the Blockchain, Artificial Intelligence, Big Data, it becomes the need of Changing Environment as the bank adopted this is because employees does not resist to function better so this results in the Front Step of Private Sector Bank over Public Sector bank. Suppose if the new employee joins the Bank and he does not aware of any thing about how the particular banks function so in this kind The Induction Training should be provided so that he may aware of all the things about the organization and can perform better and definitely profit of the organization can Definitely Increases.

Now the 2<sup>nd</sup> leading bank in Both the sector will be compared with each other i.e. Punjab National Bank and ICICI bank

YEAR	PNB (NET PROFIT)	ICICI (NET PROFIT)
2011-2012	4884 Cr	6465 Cr
2012-2013	4747 Cr	8325 Cr
2013-2014	3342 Cr	9810 Cr
2014-2015	3061 Cr	11175 Cr
2015-2016	-(3974) Cr	9726 Cr
2016-2017	1324 Cr	9801 Cr
2017-2018	-(12282) Cr	6777 Cr

TABLE 1.4 Comparison of Profit between PNB and ICICI

From the above chart it can clearly observed that here also the Private sector banks are clearly ahead of Public sector bank so it can be concluded that there is a Relationship between Training and Revenue. The Impact of Online Training can also be observed with that as the above Primary source of data clearly provided that This is only provided to the Private sector bank and There is significant impact of this in Profitability of the Bank so these aspect of training cannot be Ignored In this Case ICICI bank is way ahead Like HDFC so the appropriate straggles and Training method should be adopted among Public Sector banks.

So, on the Basis of Survey the Both the Hypothesis were accepted-

- 1) Also, there is Significant difference between Training Intervals and Training Methods in the Public Sector and Private Banks
- 2) As Their Exist a positive relationship between Training and Growth of the Banking Sector.

## XV. FUTURE OF E-TRAINING IN BANKING SECTOR

As per the above observation The employees were asked an open question regarding their views on future of E-training the common conclusion can derived from the views of employees is that the E-Training should be Promoted as they helps in learning effectively than other ways of Training the common view is that the learning method should be adaptable and this should be easy for the employees to gain knowledge and skills so as the e-learning has various advantages to the employees and ultimately it helps in the Career development of Individual. Offline training is related to particular job but on the other side E training helps in Adapting many aspects of different jobs and different skills can be learned which can be useful for the Individual .So by comparing Themselves with Private sector Individuals the Public sector employees Thinks that they are way behind than employees of Private sector So majority of them are in the view That e training should be Promoted. They are also on the view as the technology's

changes with period of time most of the Things available on internet through Big data. Blockchain. Artificial Intelligence so the Training should be provided online as the work done on internet so appropriate online training should be Promoted so that they can learn changing dynamics of Technologies so it is beneficial for Present job and career development which ultimately helps in the generation of the Revenue which results in growth of both Individual and Banks.

## XVI. FINDINGS

On the basis of research and Primary survey both the hypothesis were accepted as there is different way of providing Training in the Public sector and Private sector Banks and 2<sup>nd</sup> Hypothesis was also accepted because when the T20raining is Compared by revenue between the top banks of Public and Private Sector i.e. SBI and HDFC bank It can be accepted the effectiveness of new online training provided the path of HDFC bank as all the employees were Given training Online but in public only the Managers given online training or in some cases employees were also not given so the results can be seen over the 4years the HDFC is a way ahead of SBI in all aspects. So, it makes clear even both the banks have same amount of resources but the employees can make difference so the employees can make difference if they are effective and they can be making Effective by online training as it has many advantages over offline training. All the research Objective have been fulfilled i.e. To analyze the effectiveness of online training and difference between both Public and private Sector banks how they provide online Training Both were researched and as a result private sector Employee were Provided training On various Platform and the duration of such training is also very less and given very frequently which were absent in Public sector banks.

## XVII. LIMITATION

The research work is Limited only to banking sector not the other sector of economy is looked upon. The research exclusively limited to online Training or e training no subsequent research done for impact of offline Training on the Employees. Different positions of employee are not taken into the consideration except for the Managers and Other Employees. The research is Conducted of Employees of Public and Private banks not of the Co-operative Banks.

## XVIII. CONCLUSION

(PRIYA, 2012)Economic development of any country is mainly influenced by the growth of the banking industry in that country. However, the performance of HDFC bank on an average has much impressive as compared to SBI. Further, private sector banks are more innovative in adopting latest technology when compared to public sector banks. Banking staff members should be properly trained about the availability of financial products, their benefits, etc. This will bring in new customers, and retain existing customers and bring better returns to the banks Through the analysis of survey, it can be concluded that Employees who were Trained on a regular basis are the ones who provide Higher quality services to the Customers. The major conclusion which can be drawn that Employees like the new process of Training That is E-learning they likely to boost their skills with the help of this .Although the Aged employees are not ready to get online Training they are focusing on offline training that should be provided .With findings of the research Most of the Employees are From State Bank of India and From HDFC Bank .The major conclusion which can be followed that Private banks provide more Training in a year i.e. in 3 months regular training Is Provided to them while in Public sector banks the training is Provided at the frequency of more than 6 months which directly results in the growth of the Banks. The most common use of methods of Providing E-trainings is Web based Training and Webinars and Virtual classrooms. More than 75% of employees believe that it helps to perform present Job Effectively and also help in their Carrera development. The mangers also Provide the views that as they adopted the new ways of providing training to the Employees it results lower the cost of Expenditure Incurred in Training than the offline training and also the Employs are more effectively when they are Trained with online men. The research also draws to major conclusion it helps if the organization needs to progress than E -training Should be promoted and must replace the offline training Which can be substituted. It has several benefits over offline training. So, it should be Promoted to a great extent and helps thus it helps to quickly adapts the dynamic environment. Both the Hypothesis Were accepted by conducting Survey.

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