

## “To Study Effectiveness of Training Programmes on Motivation of Employees of State Bank of India, (Koradi), Nagpur.”

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**Abstract--**In any organization employee motivation is the key factor for organizational performance. Previous studies have shown positive impact of training on employee's motivation. This study is aiming at investigating employee motivation & effectiveness of training programmes on motivation of employees of state bank of India, (Koradi), Nagpur. The sample size of the study was 50. Primary & secondary data are used to achieve the determined objectives. Primary data is collected through questionnaire. The collected data is analyzed using descriptive analysis. According to the descriptive analysis of the study employees are highly motivated with reward, award, bonus & monetary incentives motivational factors in SBI.

**Keywords:** Motivation, SBI bank, employees, employee's benefits.

### I. Introduction: About Training & Motivation

Training can be defined as:

The process of increasing the knowledge and skills of the workforce to enable them to perform their jobs effectively. Training is, therefore, a process whereby an individual acquires job-related skills and knowledge. Training costs can be significant in any business. However, many employers are prepared to incur these costs because they expect their business to benefit from employees' development and progress.

Training takes place at various points and places in a business. Commonly, training is required to:

- Support new employees ("induction training")
- Improve productivity
- Increase marketing effectiveness
- Support higher satisfaction of customer service and production service. Effective training has the potential to provide a range of benefits for a business:
  - Higher quality
  - Better productivity
  - Improved motivation - through greater empowerment
  - More flexibility through better skills
  - Less supervision required (cost saving in supervision)
  - Better recruitment and employee retention

### Concept Of Employee Motivation

Employee Motivation is an integral part Human Resource Management and it plays a crucial role in the long-term growth of an organization. Motivation can be defined as the inherent enthusiasm and driving force to accomplish a task. It can be used in directing employees' behavior and actions for a constructive vision or goal. Proper motivation turns an employee into a loyal asset and helps in maintaining the retention rate.

### What is Employee Motivation?

The word motivation is derived from Latin word 'movere' which means 'to move'. Motivation is something – a desire, a want, need or drive – that moves or spurs an individual to act in a particular way to achieve a goal or objective

#### Features of employee motivation :

- Motivation is an act of managers
- Motivation is a continuous process
- Motivation is complex in nature
- Motivation is an art

#### Methods for Motivating Employees for Employee Satisfaction:

- 1) Rewards
- 2) Challenging jobs

- 3) Using skill-based pay
- 4) Using recognition
- 5) Using job redesign
- 6) Using empowerment
- 7) Using reinforcement
- 8) Using goal setting methods

### **Company Profile**



The **State Bank of India (SBI)** is an Indian multinational, public sector banking and financial services company. It is a government-owned corporation, headquartered in Mumbai, Maharashtra. The company is ranked 216th on the Fortune Global 500 list of the world's biggest corporations as of 2017. It is the largest bank in India with a 23% market share in assets, besides a share of one-fourth of the total loan and deposits market. The bank descends from the Bank of Calcutta, founded in 1806, via the Imperial Bank of India, making it the oldest commercial bank in the Indian subcontinent. The Bank of Madras merged into the other two "presidency banks" in British India, the Bank of Calcutta and the Bank of Bombay, to form the Imperial Bank of India, which in turn became the State Bank of India in 1955. The Government of India took control of the Imperial Bank of India in 1955, with Reserve Bank of India (India's central bank) taking a 60% stake, renaming it the State Bank of India. In 2008, the government took over the stake held by the Reserve Bank of India.

## **II. LITERATURE REVIEW**

In a complex & dynamic environment, leader of the organization used to create the environment in which employee feel trust & are empowered to take a decision in the organization which leads to enhance motivation level of employee performance enhanced. Smith & Rupp (2003) stated that performance is a role of individual motivation; organizational strategy, & structure & resistance to change, is an empirical role relating motivation in the organization .Likewise, Luthans & Stajkovic (1999) concluded that advancement of HR through rewards, monetary incentives, & organizational behavior modification has generate a large volume of debate in the human resources and sales performance field.

According to Orpen (1997) better the relationship between mentors & mentee is the formal mentoring program, the more mentees to motivated to work hard and committed to their organization .Vuori and okkonen (2012) stated that motivation helps to share knowledge through an intra-organizational social media platform which can help the organization to reach its goals and objective. Ashmos & Duchon (2000) recognize that employees have both a mind and spirit and seek to find meaning and purpose in their work, and an aspiration to be part of a community, hence making their job worthwhile and motivating them to do at a high level with a view to personal and social development

### **Objectives OF THE STUDY**

- To study financial gain with respect to motivation.
- To study various factors responsible for motivation w.r.t. SBI employees.
- To know the types of various training programmes for the employees benefits.
- To study the impact of training programmes on motivation.

## **III. Research Methodology**

The research design for this study was a descriptive survey through questionnaire .The study aims is knowing the motivation programs and its effectiveness using various tools & technique of HRM .The data was collected using a structured questionnaire.

**Sample Method :**

The sample method used is Random Sampling.

**Sample Size:**

The sample size of this project is limited to 50 people only.

**Data Collection:** Data collection is the most important activity or process in research. Data collection plays a crucial role in finding the actual problem and solution to that problem. Generally there are two methods for finding the data.

1) Primary Data

2) Secondary Data

1) **Primary Data:-**The primary source of data is the employees of the bank.

Methods applied for collection of data:

**Personal interviews :** In this method, we go branch manager of the SBI for collecting the information with the help of questionnaires

**Face to face survey at responded:** The primary data have been collected through the face to face .we go employee to employee for collecting information. 10 employees tells his different view about that particular topic. It is very good method of collecting primary data.

**Written survey:** In this kind of method, we collect the information by writing the gated information on papers, making notes etc.

**Questionnaire:** Primary data have been collected through questionnaires and by informal interaction with the employees and Branch manager of SBI.

2) **Secondary Data:-** Secondary data was collected from Internets, various books, Journals, and State Bank Of India Records.

**Questionnaire Construction:** Questionnaires were constructed based on the following types

Open ended questions

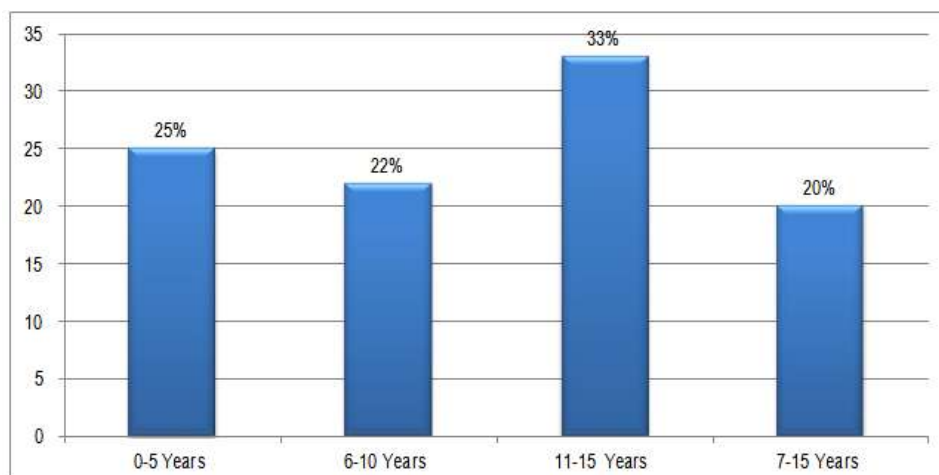
Close ended questions

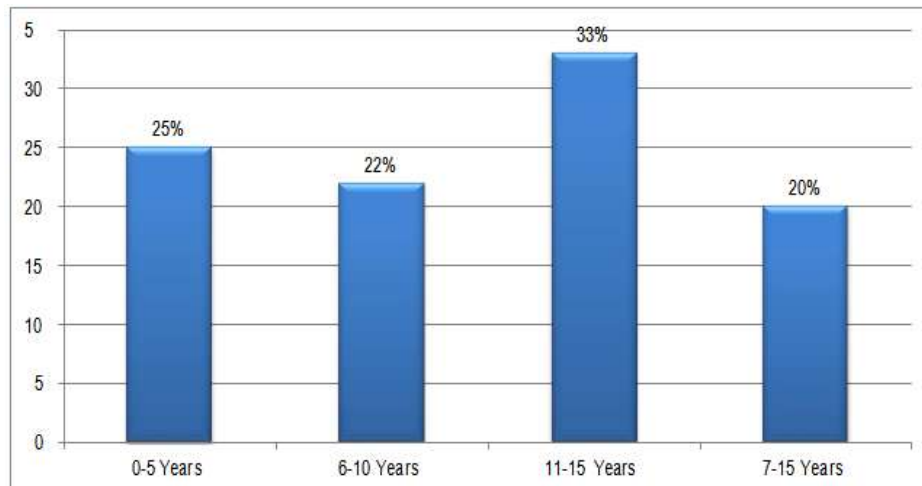
Multiple choice question

**IV. Data Analysis & Interpretation**

1) How many years of experience employee have?

Opinion	Employees	Percentage
0-5 Years	12	25%
6-10 Years	11	22%
11-15 Years	17	33%
7-15 Years	10	20%



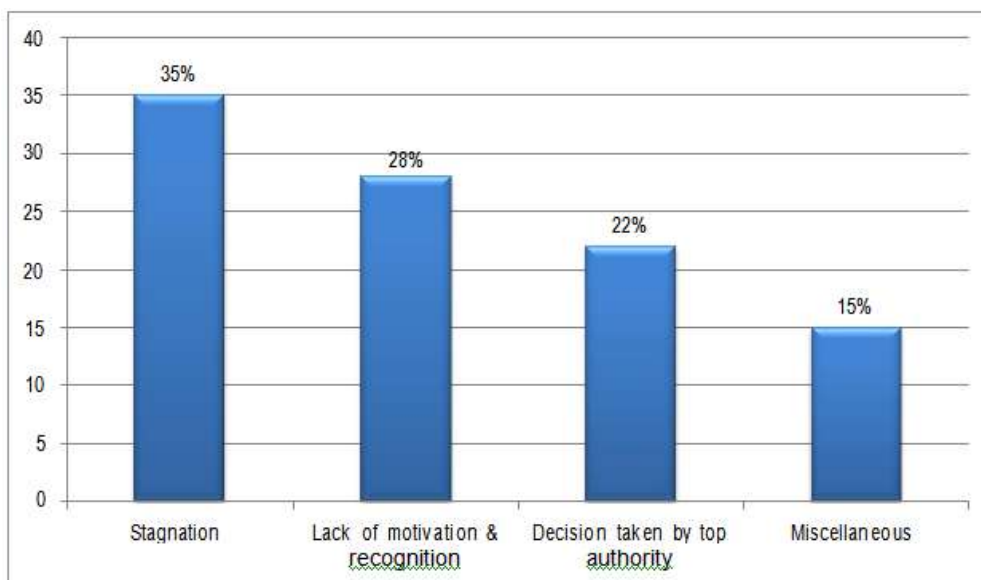


**INTERPRETATION:-**

From the above graph 25% Employees are working the period in 0-5 Years, 22% employees are working the period in 6-10 years, 33% employees are working the period in 11-15 years, & 20% employees are working the period in 7-15 years in State Bank of India.

2) State the obstacle in employee performance?

Opinion	Employees	Percentage
Stagnation	17	35%
Lack of motivation & recognition	14	28%
Decision taken by top authority	11	22%
Miscellaneous	8	15%



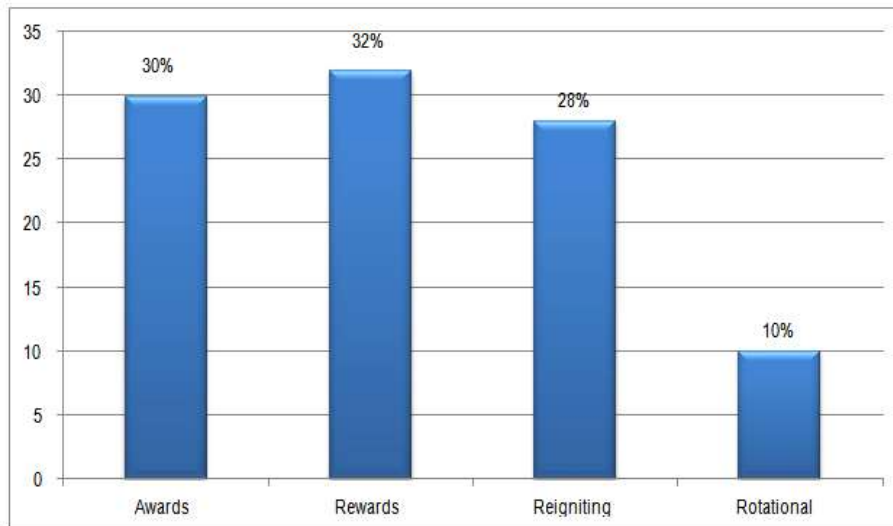
**INTERPRETATION :-**

From the above graph is 35% Employees says stagnation is the obstacle of employee performance because job status and gender on role stress arising from role stagnation conflict in employees working in the organization, 28% Employees Performance are lack of recognition & motivation in the organization is the

biggest obstacle in employee performance because employees objective are unclear about motivation and 22% Employees say decision taken by top authority /management is one of the obstacle in employee performance because all decision taken by top management about employees, so employees fear from top authority and 15% employees performance are miscellaneous.

3) What approach is followed in your organization to motivate employees?

Opinion	Employees	Percentage
Awards	17	30%
Rewards	15	32%
Reigniting	10	28%
Job Rotational	8	10%



**INTERPRETATION:-**

From the above graph is 30% Employees are says the bank is provide award to employee for their better job performance and increase their motivation level of work , 32% employees are says the bank provide reward to employee for their work because reward involves membership and seniority ,job status, competency and performance , 28% employees are not approach the organization and Reigniting and 10% Employees are say job rotation involves moving employees from job to job to add variety and reduce boredom.

**V. Conclusion**

- Through training programmes employees recognizes their organization interest in tum apply their best effort to achieve organizational goals.The Training programs effect employee’s job performance.
- Through training programmes employees are more capable to entertain customer satisfaction and the quality of service and events.
- According to this study, a motivation theory plays an important role for branch manager of SBI to achieve their objective and to increase the effectiveness of the employees.
- There are different sources used for getting information in the STATE BANK OF INDIA. Questionnaire is utilized for getting adequate set of information. All gathered information is analyzed properly.
- Research is completed successfully as it helps in attaining the set objective.
- The project was full of learning and provides me with a great knowledge about banking sector.

**Bibliography**

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