IMPACT OF TRAINING AND DEVELOPMENT ON EMPLOYEES PERFORMANCE IN NEPALESE COMMERCIAL BANKS

A Thesis

Submitted

By

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CERTIFICATION OF AUTHORSHIP

I certify the work in this thesis has not previously been submitted for a degree nor has it been submitted as part of requirements for a degree except as fully acknowledged within the text.

I also certify that the thesis has been written by me. Any help that I have received in my research work and the preparation of the thesis itself has been acknowledged. In addition, I certify that all information sources and literature used are indicated in the reference section of the thesis.

Suraj Kandel

February, 2020

RECOMMENDATION LETTER

It is certified that thesis entitled **Impact of Training and Development on Employee Performance in Nepalese Commercial Banks** submitted by Suraj Kandel is an original piece of research work carried out by the candidate under my supervision. Literary presentation is satisfactory and the thesis is in a form suitable for publication. Work evinces the capacity of the candidate for the critical examination and independent judgment. Candidate has put in at least 60 days after registering the proposal. The thesis is forwarded for examination.

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APPROVAL SHEET

We, the undersigned, have examined the thesis entitled **Impact of Training and Development on Employee Performance in Nepalese Commercial Banks** presented by Suraj Kandel, a candidate for the degree of **Master of Business Studies** (MBS Semester) and conducted the viva-voce examination of the candidate. We hereby certify that the thesis is worthy of acceptance.

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Suraj Kandel

Researcher

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ABBREVIATIONS

ADBL: Agriculture Development Bank Ltd.

df : Degree of Freedom

GIME: Global IME Bank Ltd.

i.e.: That is

Max : Maximum

MEGA: MEGA Bank Nepal Ltd.

Min : Minimum

NBL: Nepal Bank Limited.

NCB : Nepalese Commercial Bank

NRB: Nepal Rastra Bank

RBBL: Rastriya Banijya Bank

SD : Standard Deviation

SPSS: Statistical Package for Social Science

T & D: Training and Development

ABSTRACT

Training and development are a continuous effort designed to improve employee's competence and organize performance as a goal to improve on the employee's capacity and performance. Every organization should give appropriate attention in training and development program for their human resource. Organizations are facing increased competition due to globalization, changes in technology, political and economic environments. The success of the organizational cannot be underestimating by the organizations. Because of this we need to care about their learning to increase the employee performance. This study aimed to investigate the effect of training and development on employee performance.

The questionnaire was formed based on the empirical literature. This research engaged convenience sampling technique for selecting the respondents. The independent variable that has been use in this research is training need assessment, training contexts and delivery and training-reward linkage. The dependent variable has been use in this research is employee performance. A quantitative research approach of the data collection was adopted using a Likert-Scale questionnaire including 33 questions was formed and the number of respondents is 250 employees at Nepalese commercial Bank. The research employed descriptive analysis, correlation analysis and regression analysis. This data was collected by this research and was analyzed by SPSS. The result shows that all independent variables have significant relationship on employee performance.

Correlations between three independent variables and one dependent variable are found to be positive. It shows that all variables have significant relationship with employee performance. However, training-reward linkage has major effect on employee's performance. There is 35.3% of total variation in employee performance due to training need assessment, training contexts and delivery and training-reward linkage aspect of training and development and remaining 64.7% is due to other factor. As the entire hypotheses are accepted all the independent variables have greater role to increase employee performance.

The value of R-square value is 0.353 which means 35.3% variation in employee's performance which was found in this research. However, the remaining 64.7% plays

the role by other factors. Similarly, adjusted R-square is 0.345 which means 34.5% variation in employee's performance NCB's after adjusting degree of freedom. This shows average (34.5%) relationship between all independent variables and dependent variables. Future researchers are recommended to focused on other business sectors- and moreover explore the employee performance based on the training and development.