

1. TITLE OF THE PROJECT

“A STUDY ON TRAINING AND DEVELOPMENT PRACTICES IN ICICI BANK LTD”

2. STATEMENT OF THE PROBLEM

Corporate success depends upon having and retaining talented people. Training is the most important function that contributes directly to the development of human resources. If human resources have to be developed, the organization should create conditions in which people acquire new knowledge and skills and develop healthy patterns of behavior and styles. One of the main mechanisms of achieving this environment is training. Training is essential because technology is developing continuously and at a fast rate. Systems and practices get outdated soon due to new discoveries in technology, including technical, managerial and behavioral aspects.

3. OBJECTIVES OF THE STUDY

Fixing the objective is like identifying the star. The objective decides where we want to go, what we want to achieve and what is our goal or destination.

1. To find training requirement spheres for employees at various levels of ICICI BANK.
2. To identify dimensions of training needs according to various departments of ICICI BANK.
3. To know the gap between the expected and actual training program for employees of ICICI BANK.
4. To know the satisfaction level of employees regarding training programs of ICICI BANK.

4. RESEARCH METHODOLOGY

Methodology:

Primary Data

Method you will use to present data:

Tabulation transforms the raw data collected through questionnaire into useful information by organizing and compiling the bits of data contained in each questionnaire i.e., observation and responses are converted into understandable and orderly statistics are used to organize and analyze the data: • Calculating the percentage of the responses. • Formula used = $\frac{\text{no. of responses}}{\text{total responses}} \times 100$ REPORT WRITING AND PRESENTATION Report Encompasses – Charts, diagrams

Method you will use to classify data:

PRIMARY DATA: Most of the information will be gathered through primary sources'. The methods that will be used to collect primary data are: Questionnaire and online interviews
SECONDARY DATA: The secondary data will be collected through: internet and Magazines

No. of respondent

50

Location of study:

Delhi

Explanation of the method:

Research methodology in a way is a written game plan for conducting research. Research methodology has many dimensions.

RESEARCH DESIGN:- The research design used in this study was both 'Descriptive' and 'exploratory'.

SAMPLING TECHNIQUE:-

The selection of respondents will be done on the basis of convenience sampling (Non-Probability). Basically I will use random sampling method.

STATISTICAL TOOLS:

MS-EXCEL will be used to prepare pie-charts and graphs and MS-WORD will be used to prepare or write the whole project report.

A "Likert scale" is actually the sum of responses to several Likert items.

These items are usually displayed with a visual aid, such as a series of radio buttons or a horizontal bar representing a simple scale.

5. COMPANY PROFILE.

ICICI Bank is India's second-largest bank with total assets of Rs. 4,736.47 billion (US\$ 93 billion) at March 31, 2012 and profit after tax Rs. 64.65 billion (US\$ 1,271 million) for the year ended March 31, 2012. The Bank has a network of 2,886 branches and 10,021 ATMs in India, and has a presence in 19 countries, including India.

ICICI Bank offers a wide range of banking products and financial services to corporate and retail customers through a variety of delivery channels and through its specialized subsidiaries in the areas of investment banking, life and non-life insurance, venture capital and asset management.

The Bank currently has subsidiaries in the United Kingdom, Russia and Canada, branches in United States, Singapore, Bahrain, Hong Kong, Sri Lanka, Qatar and Dubai International Finance Centre and representative offices in United Arab Emirates, China, South Africa, Bangladesh, Thailand, Malaysia and Indonesia. Our UK subsidiary has established branches in Belgium and Germany.

6. QUESTIONNAIRE

DEAR RESPONDENT,

I am a student MBA. (HRM). I am underlying a project named
“**A STUDY ON TRAINING AND DEVELOPMENT IN ICICI BANK LTD**” So
by filling this questionnaire please help me in completing my research project.

Name :

Age :

Address :

Contact No. :

Year of Experience :

Q1. How long have you been working for company?

Less than 1 year

1-3 years

3-5 years

5 years

Above 5 years

Q2. Your job level:

Manager

Executives

Labor

Q3. Do you think training is beneficial in the any company?

Yes no can't say

Q4. Which method of training is used:

- Induction training
- On the job training
- Off the job training
- Apprenticeship training
- Refresher
- Vestibule

Q5. For what purpose training is essential?

- As a method
- When officers ask
- Proposal from head office
- Regular interval

Q6. What is the training period generally is taken by your organization?

- Under 1 month
- 1-3 months
- 3-6 months
- Below 12months

Q7. Where the training is given by your organization ?

- In the organization itself
- Outside the organization
- Under specialized person or place

Q8. With whom the responsibility of training may be shared in your organization?

- Top management
- Personnel department
- Line supervisor
- The employees

Q9. Does the company provides opportunities for staff training and development?

- Yes No

Q10. How training helps the Officers:

factors	Highly agree	agree	neutral	highly disagree	disagree
Increase the efficiency					
Increase basic knowledge and skill					
Awareness of responsibility					
Develop capacity and capability					
Increased productivity					
Less wastages					

Q11. What areas listed below would you like to take training?

- Supervisor/Manager skills
- Training Skills
- Stress Management
- People Management
- Time Management
- Communication Skills
- Presentation Skills
- Personality Development
- Team Management
- Leadership Skills
- Others (Please be specific) :

Q12. My primary goal for training is to:

- Improve my job skills/performance
- Increase my knowledge base
- Advance my career

Q13. Do you require a high degree of technical knowledge for your job?

Yes

No

Q14. How do you work? Please circle

Alone
below)

Part of a team

Other (specify

Q15. Do you wish to develop knowledge and skills in the area of assistive technology through formal training?

Yes

No

Q16. What training or experience would be required to perform other jobs in the organization?

Machine operation

Negotiation skills,

Occupational Health

Safety Awareness

Other

Q17. Do you wish to develop knowledge and skills in the area of assistive technology through formal training?

Yes

No

Q18. What training do you still need to perform your current job?

Either on-the-job or a formal course

Excel, bookkeeping, English as a second language, etc

Q19. Do you think that training needs for leadership and management professions in any organization?

Yes

No

Q20. In which area does your institution face the most important training needs when it comes to the professionalization of its Management Staff?

Strategic Tasks

Operational tasks

Q21. Does your company have an overall policy with respect to the training of its institutional leaders?

Yes
not Know

No

Do

Q22. In your company, not enough is being done to satisfy the training needs of the institutional managers.

Highly agree

Agree

Neutral

Disagree

Highly disagree

Do not know

Q23. Who in your organization is interested in communication training?

Employee(s)

Executive (s)

Self

Friends (s) or family member(s)

Other

Q24. Finally do you think that training is very important factor for any organization?

Yes

No

Q25. Do you feel that departmental training is aligned with departmental objective and goal?

Yes

No

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7. REFERENCES

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8. CHAPTERISATION

1. Introduction
2. Review of Literature
3. Sampling, Data Collection and Tools of Analysis
4. Results & Discussion
5. Summary and Conclusion
6. Bibliography
7. Limitations of Study
8. Questionnaire

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9. PROFILE OF PROJECT GUIDE

Name : Gurvinder singh

Age : 45 yrs

Educational Qualification : PGDBM IIMT, Delhi

Professional Experience : 17 years

Organization : Pusa institute of technology

Current Designation : Staff development officer

Brief Profile : working as staff development officer of pusa institute for managing and identifying the training needs of staff.

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