

The Impact of the Effectiveness of Training on Job Performance of Operational Level Employees in Bank of Ceylon

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Training is a learning experience, and it seeks a relatively permanent change in an individual that will improve his/her ability to perform on the job. For training to be effective the training design, training content, training delivery and training materials should be effective. Even though the effectiveness of training is the main factor that effects employee job performance, only a few researches have conducted on the banking sector of Sri Lanka. Thus, to bridge the gap in the context, the current study focused on identifying the impact of the effectiveness of training on job performance of operational level employees in Bank of Ceylon. A sample of 183 employees from the management trainees and other officers were selected using simple random sampling. The primary data was collected using a standard questionnaire distributed via google forms, covering four dimensions of an independent variable of the effectiveness of training, namely, training design, training content, training delivery and training material. The dependent variable of employees' performance was measured using three dimensions of task performance, adaptive performance and contextual performance. The collected data were analyzed using SPSS software employing descriptive statistics, correlation and regression. The study found that the training design, training content, training delivery and training material have significant positive relationships with employees' job performance and it was found that the training design, training content and training delivery individually has a significant impact on employee job performance. However, the training material individually does not have an impact on job performance. Ultimately, the study found that the effectiveness of training has a significant positive impact on employees' job performance of operational level employees at the Bank of Ceylon. Accordingly, it is recommended to invest more in training to enhance employee job performance.

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