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Employee's Training and Development & Stress Management During Covid-19 Pandemic at HDFC Bank Ltd., Latur

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ABSTRACT: The CORONA pandemic has caused one of the biggest crises of an unprecedented nature in the known history of the world. In March 2020, the sudden lockdown forced to close all essential banks and its HR offices to some extent. Banks had to quickly adapt and respond to the demands of social distancing, hygiene, new protocols and shift to online training and assessment methods and also dealing with the stress among the bank employees caused in pandemic period. As a result, all of sudden trainees were engaged in new method of training of distance learning with minimum preparation. All new trainee and existing employee were trained with lack of technological resources at home for online modalities. The present study examines how all employees working at HDFC BANK LTD. LATUR including new employees and existing employees of all grades and channels from different departments were facing the problems and challenges in their induction and training during COVID-19. The study clearly reflects the relevancy of the training, stress management and the challenges faced by employees at HDFC BANK LTD, such as lack of preparation for distance training and development, deficiencies in the pre-and in-service training to address the professional needs of new as well as existing employees distantly, and the need to work differently with HR guidelines.

KEYWORDS: Training and development, Stress Management, Covid-19, Banking sector.

I. INTRODUCTION

Employees training and development is important in organizational development; provide skills and knowledge to employees, and positive impact in employee's growth. The majority of new employees and existing employees now regularly attend training programs and knowledge programs prior to their entry into work environment. The research indicates that of all employees in the HDFC BANK LTD attend some form of online training, meetings and sessions only during COVID-19 pandemic and lockdown period. The interactions between employee and their work environment shape their development. Participation in product training and process training contributes to the development of cognitive and language skills, as well as social competency and emotional growth.

Objectives of the Study: -

To study the problems, challenges and mental stress due to COVID-19 and employee's view towards the Training process in such a pandemic situation at HDFC BANK LTD.

To identify the factors increasing mental stress in training and development program due to CORONA.

Research Methodology and Data Collection: -

The present research is an empirical study. It is mainly based on both primary and secondary data. For gathering the information and facts relating to the study were collected from the officials, trainers and employees-trainees at HDFC Bank Ltd with the help of structured questionnaire. The secondary data for the research has been collected from research proceedings, text books, journals, magazines; inter office manuals, newspapers and websites, HDFC bank annual reports, dissertations. In this research a stratified random sampling method has been used for selecting a sample of 200 HDFC bank employees.

II. REVIEW OF LITERATURE

The crisis caused by the COVID-19 pandemic has consequences on many levels – in the health sector, the economy, the labour market, education, perception to technological advances technology or the approach to new related, legal

regulations. It turns out that new technology is crucial in the fight against the crisis, because it enables communication and remote work or online learning on an unprecedented scale. The key advantage of incorporating collaborative technologies into the learning environment is that users are able to have constant accessibility on the training materials (on-demand) from anywhere using various devices (Fake and Dabbagh, 2020).

Kane (1986) If the training and development function is to be effective in the future, it will need to move beyond its concern with techniques and traditional roles. He describes the strategic approaches that the organization can take to training and development, and suggests that the choice of approach should be based on an analysis of the organization's needs, management and staff attitudes and beliefs, and the level of resources that can be committed. This more strategic viewpoint should be of use in assessing current efforts as well as when planning for the future.

Yoder (1970) Training and development in today's employment setting is far more appropriate than training alone since human resources can exert their full potentials only when the learning process goes for beyond the simple routine.

III. FINDINGS AND DISCUSSION

The bank authorities have to pay attention towards the mental stress, problems and challenges of employees training and development during COVID-19 Pandemic. Arrangement of employee engagement programs and multiple levels various training and development programs should be done by the management.

It has been examined that 68% of the employees are facing challenges, problems and mental stress to take their job training in COVID -19. It has been found after analysis that 38% of the employees in HDFC bank are with their jobs in high work pressure even in the COVID-19 situation. It was found that HDFC BANK LTD is the leading private bank and the employees working in urban area branches have a more work pressure than the remote area branches.

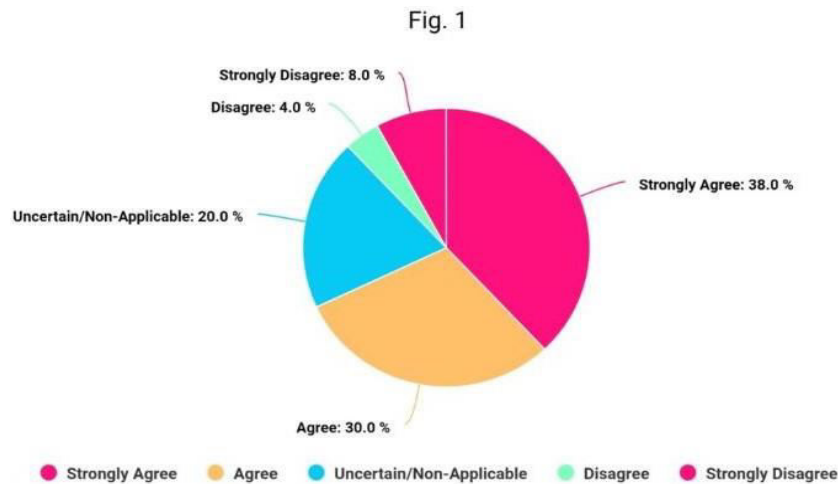
This is suggested to HDFC bank to provide enough training sessions and product knowledge to their employees so that they can work effectively and efficiently in situation like COVID- 19 Pandemic/ lockdown and work from home.

In such a pandemic situation there are no classroom trainings, no role plays and no practical training environment everything is online and virtual.

RESPONSES	NO. RESPONDENTS	OF	PERCENTAGE
STRONGLY AGREE	76		38%
AGREE	60		30%
UNCERTAIN/Non-APPLICABLE	40		20%
DISAGREE	08		04%
STRONGLY DISAGREE	16		08%
Total	200		100%

Source: Primary Data

In such a pandemic situation there are no classroom trainings, no role plays and no practical training environment everything is online and virtual.



Inference

From this study 68% of respondents are strongly agree and agree that there are no classroom trainings, no role plays and no practical training exposure everything is just online and virtual type of training and development arises by COVID-19 Pandemic and Everything is online and virtual.

I was faced threats and challenges of online dependency of training and development process and more less offline training and development processes.

RESPONSES	NO. RESPONDENTS	OF	PERCENTAGE
STRONGLY AGREE	114		57%
AGREE	48		24%
UNCERTAIN/Non-APPLICABLE	00		00%
DISAGREE	18		09%
STRONGLY DISAGREE	20		10%
Total	200		100%

Source: Primary Data

I was faced threats and challenges of online dependency of training and development process and more less offline training and development processes.

Inference

From this study 68% of respondents are strongly agree and 24% are agree that they are facing challenges of online dependency of work as well as training and development process, No exposure of practical Knowledge. And very less scope to offline procedures of training and development in COVID-19 pandemic situation are created.

I am working in high pressure working conditions even in the COVID-19 pandemic.

RESPONSES	NO. RESPONDENTS	OF	PERCENTAGE
STRONGLY AGREE	60		30%
AGREE	32		16%
UNCERTAIN/Non-APPLICABLE	54		27%
DISAGREE	26		13%
STRONGLY DISAGREE	28		14%
Total	200		100%

Source: Primary Data

I am working in high pressure working conditions even in the COVID-19 pandemic.

There are so many problems and challenges in training and development arises by COVID-19 Pandemic that I faced and more often unable to join and stay connected to online training program due to low technology.

RESPONSES	NO. RESPONDENTS	OF	PERCENTAGE
STRONGLY AGREE	80		40%
AGREE	58		29%
UNCERTAIN/Non-APPLICABLE	38		19%

DISAGREE	12	06%
STRONGLY DISAGREE	12	06%
Total	200	100%

Source: Primary Data

There are so many mental stress, threats and challenges in training and development arises by COVID-19 Pandemic that I faced and more often unable to join and stay connected to online training program due to low technology

Inference

From this study 40% of respondents strongly agree that there are so many problems and challenges in training and development arises by COVID-19 Pandemic. 29% of respondents agree the COVID-19 pandemic increases problems and challenges to training and development of employee. And only 6% of respondents strongly disagree to problems and challenges of COVID-19 to training and development of employee.

Chi Square Test

There are mental stress, threats and challenges in training and development arises due to COVID-19 Pandemic that I faced and more often unable to join and stay connected to online training program due to low technology.

Strongly Agree-	80
Agree-	58
Uncertain/Not-Applicable-	38
Disagree-	12
Strongly Disagree-	12

Solution:

Hypothesis-

Null Hypothesis- H0: There is no any effect of COVID-19 pandemic on training and development and there are no mental stress, problems and challenges arise during COVID-19 Pandemic to training and development of employee.

Alternative Hypothesis- Ha: During COVID-19 Pandemic, problems, challenges and mental stress of training & development increased and it badly affects employee’s performance and in this COVID-19 pandemic situation there are no classroom trainings, no role plays and no practical training environment everything is online and virtual.

80	58	38	176
12	12	0	24
92	70	38	200

$E = \{\text{row total} * \text{column total}\} / \text{grand total}$

O	E	O-E	(O-E) ²	(O-E) ² / E
80	80.96	-0.96	0.9216	0.0113
58	61.06	-3.06	9.3636	0.1533
38	33.44	4.56	20.7936	0.6218
12	11.04	0.96	0.9216	0.0834
12	8.4	3.6	12.96	1.5428
Total= 200	200	5.1	44.9604	2.4126

TOTAL= 2.4126

$\psi^2 = \text{SUM OFF } (O-E)^2 / E = 2.4126$

CV= 2.4126

Degree of Freedom:

$V = [r-1] * [c-1]$

$V = [2-1] * [2-1] \Rightarrow V = 1$

Table value [TV] = 1.02 [constant] [the level of the significance is 5%] Calculated value [CV] = 2.4126

CV > TV

Therefore, During COVID-19 Pandemic, problems and challenges of training & development increased and it badly affects employee’s performance and In this COVID-19 pandemic situation there are no classroom trainings, no role plays and no practical training environment everything is online and virtual. Since the Calculated Value is 2.4126 so the Null hypothesis is rejected and the alternative hypothesis is accepted.

Relevancy of training program with the COVID-19 pandemic situation

Very Bad=138

Satisfactory=38

Good=12

Very Good=12

IV. CONCLUSION

The aim of this study is that to identify the problems, challenges and mental stress in training and development due to COVID-19 and employee’s view towards the Training process in such a pandemic situation at HDFC BANK LTD., latur. This study reflects the perception of employees towards the organization and its training process. Being a private bank HDFC BANK LTD tries to improve training programs and development facilities to their employees but because of pandemic situation some problems, challenges and mental stress faced by employees.

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