

Questionnaire for M.Phil. Dissertation to be submitted to Shivaji University, Kolhapur.

TITLE

A Study of Training Needs of Employees in Urban Cooperative Banks - with Special Reference to Ajara Urban Cooperative Bank Ltd., Ajara.

1. Name of the Employee
2. Educational Qualification
3. Date of Appointment
4. Designation
 - a) Pre-training
 - b) Post-Training
5. Experience - Total Years Months
 - a) Pre-training Yrs. M.
 - b) Post-training Yrs. M.
6. Are you trained? Yes/No

SECTION - A

(Only trained employees are expected to answer the following questions).

7. Name of the institution where you have been trained -
 - a) How many times did you take training?
 - b) What was the period of training - Years Months
 - c) Did the bank sent you for training Yes/No
 - d) Did you attend the training willingly or due to the compulsion made by the bank? Willingly/Due to compulsion.
 - e) Did you get the leave with pay? Yes/No
 - f) Who bore the expenses of training? Bank/Self.

8. What are the reasons of attending the training. () For obtaining promotion
(Give preferential () Increase in Salary
numbers) () Increase the efficiency
() Addition in knowledge.
() To get legal knowledge
() Due to compulsion made by
the bank
() To get relax in work
() To achieve development
of the bank.
() To know all the aspects
of Banking Transactions.
9. What knowledge did you 1)
gain newly due to 2)
training about the 3)
transactions. 4)
5)
- What knowledge is still 1)
essential to be 2)
learnt? 3)
10. Did the training Yes/No/To some extent.
benefitted in your
service?
11. Did the training helped Yes/No/To some extent.
you in bringing
accuracy in work?
12. Did your skill increase Yes/No/To some extent.
due to training?
13. Did the training Yes/No/To some extent.
increase your effici-
ency in work?
14. Did you get advantage Yes/No/To some extent.
of training in dealing
the customers?
15. Did you get benefit of Yes/No/To some extent.
the training in deal-
ing with the manage-
ment and authority?

16. Did the training give you additional knowledge? Yes/No/To some extent.
17. Did you get promotion due to training? Yes/No.
18. Did you get any idea which will be advantages to the customers and the bank? Yes/No.
- a) If yes, which? 1)
2)
3)
- b) Did you suggest it to the authority? Yes/No
- c) If suggested, is it being implemented? Yes/No
- d) Did it benefit in the development of the bank? Yes/No/To some extent.
19. Did you give any advantage of your training to your colleagues? Yes/No/To some extent.
- a) If yes, in which respects? 1)
2)
3)
20. Did you notice any difference between training and actual work? Yes/No/To some extent.
- a) If yes, of which sort? 1)
2)
3)
21. Do you think training is essential to bank employees? Yes/No.

22. Which change do you want to suggest on the basis of the subjects in the training and actual work for benefits?
(Give preferences to the given changes)
- i. There should be stress on practicals in training.
 - ii. Legal education be included in training.
 - iii. New techniques should be included in training.
 - iv. Training should be provided in service.
 - v. Training should be given by intervals.
 - vi. Training through visits to other banks be given.

SECTION - B

(Answers in this section should be given only by untrained employees).

23. Which department do you look after now?
- Saving A/c; Current A/c; Deposits; Gold Loan; Cash Credit; Hypothecation; Bills; Hire Purchase; Term Loans; Drafts; Housing; Secured Loans etc.
24. Are you accustomed with all the departments in the bank?
- Yes/No/To some extent.
25. Did you face any difficulties at the beginning in your work?
- Yes/No/To some extent.
26. If yes, what were the difficulties?
- 1)
2)
3)
4)
27. If no, what was the reason?
28. Did you take anybody's help to overcome the difficulties?
- Yes/No
- A) Could they help because they were trained or experienced?
- Experienced/Trained/Both

29. Did you feel training necessary for service at the beginning? Yes/No
- A) Do you yet feel so? Yes/No
30. Do you think that training will bring accuracy and speed in your work? Yes/N/To some extent.
31. What should be the period of training according to you? Years Months
32. Do you think that training should be in service? Yes/No
33. Do you think that training is necessary for promotion? Yes/No
34. According to you which subjects should be included in training?
(Concerned answer should be signed as)
- 1) Cooperative Act and Principles.
 - 2) Reserve Bank of India Act
 - 3) Banking Regulation Act.
 - 4) Management
 - 5) Customer Service
 - 6) Bank Socialisation
 - 7) Management and employee- relations.
 - 8) Cooperation among employees.
35. What according to you, are the reasons of training.
(Give preferential numbers)
- Addition in knowledge
 - Increase in skill
 - Speed in work
 - Increase in efficiency
 - Development of Organisation.
 - Obtaining promotion
 - Increase cooperation with others.
 - Decrease in slackness in work.
 - Knowing related acts
 - Knowledge of new banking concepts and techniques.