

The Impact of Training and Motivation on Employee Performance in the Banking Sector

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Abstract

The concept of Training, Motivation, and Performance are the variables examined under the study to evaluate their effect in the Banking Sector. Productivity is one of the most significant elements that influence the organization's general performance, which compromises with different elements like training, attitude, motivation, and work environment for creativity contribute to the overall success of the employees. The current examination explores the impact of worker proficiency and efficiency of training and motivation. A questionnaire was administered to employees of the banking sector to identify the perceived level of training and motivation that emphasizes the overall performance. The three variables were estimated on a five-point Likert scale choice. Five were the most important (strongly agree), and one being the least important (strongly disagree). The sample of the questionnaire schedule was self-prepared. The study result shows that training and motivation positively impact the effectiveness and efficiency of the employees. Also, the study features the training and development procedure of the financial area that should utilize to proper workers and increment their performance and analyzes the needs of training and motivation in the workplace.

Key-words: The Employee Performance, Training, Motivation, Banking Sector, Financial Area.

1. Introduction

In this rapidly evolving environment, workplace performance management and achievement have gradually become more challenging and multi-task. As a result of liberalization, legislation, developments in information technology, and globalization, the banking sector has undergone major changes over the past decades. The linearization of the financial sector resulted in new firms joining

the market; deregulation broadened the spectrum of operations and delimited the banking activities [1]. Several organizations are initiating various approaches to achieve their goals and success by achieving competitive advantage. Every organization desire to gain constant progress, Productivity is one of the most critical variables affecting general achievement. For the financial segment, various factors enhance employees' performance, such as training, attitude, motivation, working environment, etc. The current era is highly competitive. Therefore, a strong positive relationship should be built between employees and organizations to cope with any circumstances shortly. The essential objective of each organization is to fortify the exhibition of employees [2]. The presentation of the superior's program came into training as an administrative change to determine and cure issues organizations have about performance. Training and motivation cultivate a positive attitude towards profit orientation. Training helps the worker be included and foresees motivation for the employee's organization by concurrently receiving a portion. Employee performance management focuses on every management function, such as planning, organizing, coordinating, and decision-making of the activities, which add valuable assets for the organization's creditability. In a massively global market, enhanced capabilities, knowledge, and skills offer greater customer value and proven to be a remarkable source. So, the research classifies the variables (training, motivation, and performance) to analyze results further [3].

2. Objective of the Study

The study's main objective is to determine how training and motivation influence the organization's overall performance and assess training and motivation contribute reasonably to employee achievement and identify employee understanding of how training and motivation have proven beneficial to them for work capacities improved by training and motivation [4].

3. Literature Review

3.1. Motivation

Employee motivation leads to expanding the expertise to meet the organization's demands and preserve work continuity positively. Motivation is a significant factor impacting the human capital of the organization. Motivation is the independent variable in the study. It influences human behavior in performing their role. Organization initiative on motivational practices enables employees to efficiently accomplish their goals, which directly relates to the performance. The

review highlights its importance for organizational effectiveness and should inspire its employees to achieve the best performance. Motivation encourages subordinates to behave in a proper manner considering their needs and wants they desire. Motivation is an integral part of the management process, which deals with how behaviors begin, how they are energized, how they are sustained, and how they are directed. According to (Armstrong, 2014) Motivation is the thing that makes individuals act with a specific goal in mind and start moving, urging people ready to work [5]. He stressed the importance of reward and recognition to the employees to motivate them to work harder. He stressed providing workers with incentives for their successful results as a major force for motivating employees. Employees usually expect something valuable in return for the extra effort they spent. So, the organization's goal is directly related to the employees' willingness to work, impacting the overall performance. Therefore, the organization's priority to ensure motivational tools for the employees' effectiveness should be appropriate for a better performance to deliver a quality service [6].

3.2. Training

Training culture has many consequences and characteristics to train for a particular relationship. It sets the proper learning condition to make, propose, and transfer members within the organization. The exceptionally trained and inspired workforce is an incredible wellspring of complete to build up the necessary information, abilities. Employees need effective training projects to perform well on work for worker motivation and duty. Any firm can train its human resources, creative, innovative, and inventive to enhance and increase competitive profit. Additionally, the other free element in the inquiry is in the training for the test [7]. The audit shows that planning often has a profound effect on employee presentation. It also demonstrates the immediate relation between planning and performance for the development of the employees. Training is learning new skills and awareness of an individual that corresponds to particular useful skills or behavioral styles. The Manpower Services Commission (1981) is an ongoing process of improving mindset, expertise, or competency actions through training experience to achieve successful success in any society. In the work circumstance, the goal is to build up the individual ability to meet the association's current and future workforce needs. An expansion in representative training and advancement rehearses developed in recent decades, combined with a worker request of workers at all levels in the work environment to improve the exhibition of their present business [8]. None of the organizations can show their progress without highly skilled and intellectual human

resource development professionals. A persistent representative making of human asset improvement is essential to the short and long haul of any business benefit or non-benefit association. The effect of results on staff and organizations' success is both direct and indirect. The role of the training programs is explicitly seen as a measure of improving employee ability and organizational skills. The training on the part of the workers would cause a high level of motivation and commitment. The training would cause a high degree of motivation and commitment on the part of the workers who see the possibility that they will be given as a result of their organization's appreciation of the investment they make in them, which is seen in their job as a member of such a company [9].

3.3. Performance

Performance is the continuous progress with various inputs to attain quality output to achieve organizational goals and objectives. The display of male and female accomplishments is equally responsible and important to the purpose of the association. Motivation is a crucial element in affecting the performance of employees in such a way that participants are motivated to use their most aggressive efforts to complete the job [10]. As indicated by the written survey, the output is the dependent variable, which is based on the workers' training and motivation as given below. The quality undertaking involves increasingly analytical skills and is promoted mainly by assigning specialized knowledge or criteria to ensure the implementation of research and minimal errors [11]. It is an inclination to act deliberately to fulfill specific, unfulfilled needs and as per want to satisfy an unsatisfied need and a will to accomplish. Likewise, Saeed & Asghar explored the nature of organizational success metrics for the company, employee training, and growth activities. The relationship between training and the work output of employees is positive and important [12]. It sharpens their imagination and assertive behavior. The effectiveness of leadership tasks is defined by setting strategic targets that uphold and motivate performance levels, guiding subordinates to work through encouragement and appreciation. Also, training is planned; deliberate in expanding the degree of abilities, mastery, and skills for effective activity. Similarly, to perform well in an organization, knowledge, and skills also play a vital role in knowing and holding experience [13]. Knowledge is a key factor for effective operations to build business processes or predict business or predict outcomes. It is referred to as the capability of an individual to perform job operations in any circumstance. Employee skills and performance directly impact one another in terms of a good performer. They are classified into three technical, human, and conceptual competencies. Training

and growth, like numerous fields, are further affected by category. These political, financial, and social trends need to focus on advancing aptitudes and human relations [14].

3.4. Relationship between Training and Motivation on Employee Performance

Therefore, training and motivation are the key elements for better performance and increase competition among individuals. Organizations are also more interested in recruiting professionals and determined employees with a higher work expectation and additional value, which will adversely increase the banking revolution as a formidable threat [15]. To adapt up to these banks must organize specific training and motivational programs to improve the workforce's ability and channel their ability firmly towards the bank's objectives for constant development and advancement chances to understand their serious levels. So, the main focus of the study is on illumining organizational achievement through training and motivation and examining its relationship with one another [16].

4. Literature Theories

Herzberg and Maslow Herzberg (1959) initiated a famed theory of motivation, i.e., the theory of two factors. Herzberg's two-factor Herzberg Theory (1959) is associated with Maslow's (1943) theory motivation; Maslow defined its motivation in his book. In his need hierarchy, Maslow states that at least five sets of priorities are considered essential [17].

- **Physiological needs:** These are the basic needs for the survival of an individual or species. The desire to work our way further up the ladder is focused on the psychological needs to fulfill our more nuanced needs. Some examples are food, water, breathing, shelter, nutrition, air, temperature, etc. The absence of these needs directly impacts human capacity to function effectively; physiological needs are essential because these needs are required daily for survival. Individuals may not skip these needs and go for the needs of the other in order to fulfill their desires.
- **Security needs:** Another form of a need is to defend against different threats. Once the individual's development needs are met equally, priority is given to their needs and control behavior. People may experience post-traumatic stress disorder due to war, natural disaster, family violence, and childhood abuse in the absence of physical security.

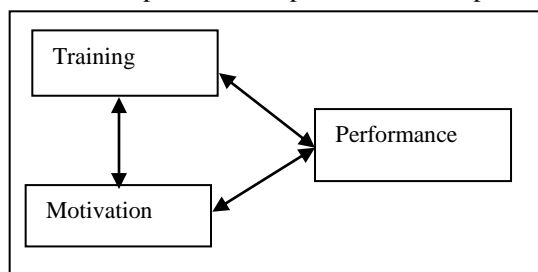
Economic instability causes employment prospects to be limited; these protection requirements can be expressed in choosing occupational wealth. These needs provide physical safety and mental security for employees in order to motivate them. Security needs provide a secure feeling for anything they wish to desire for their satisfaction.

- **A social need of belonging to a group:** This demonstrates the need for the dimension of the person who wants to feel accepted by families, work, intimacy, friendship, and partners. The person wants to experience belonging by social groups in their lives, according to Maslow. These needs are necessary for employees to feel accepted in the live-in society. Individuals feel valued and appreciated in the group, which motivates them to uplift their status in society. Such groups may be large or small; they can include several large groups, religious groups, co-workers, specialists, groups, and committee, a crowd, etc [18].
- **The esteem needs, respect, and trust:** The needs of confidence include a need to feel good about ourselves. According to Maslow, there are two elements of the need for confidence, i.e., self-esteem and reverence for oneself. Esteem communicates the need for us to understand and value human beings, feeling that people have acknowledged our accomplishments and contributions. A desire for recognition, appreciation, and gratitude; as the needs at the bottom three levels are fulfilled, confidence is more influential in encouraging the behavior. Individuals typically become interested in a career or hobby in order to obtain attention. Such behaviors give the person a sense of self-recognition and feeling good about themselves.
- **Personal development:** In 1943, Maslow claimed that we humans have inner desires that push self-fulfillment and personal superiority. Second, people are driven by psychological needs; it creates the basic survival needs energy, clothes, food and shelter, water, etc. When people are deprived of food, housing, they are more driven to satisfy these needs. Often, when people have surpluses on those critical requirements, they start transitioning to a second stage: the protection needs for the health and families of the employees. Similarly, when employees need love, affection, warmth to feel secure and safe, they go for social needs. Maslow's fourth level of needs is self-esteem, the recognition/ appreciation that others can recognize and respect. Maslow's final degree of need is the need for self-actualization. Self-actualization has developed into what an individual is to be or what he/she can become [19].

5. The Theoretical Framework

The accompanying factors have been recognized variables as training and motivation, and employee performance.

Figure 1 - Relationship between Dependent and Independent Factors



The above Figure 1 shows a direct relationship between training, motivation, and performance of employees. Higher training (+) lead to higher motivation (+). Thus, increase in employee performance (+). Employees trained and equipped properly legitimately bring out the performance with a higher motivational capacity [20].

Hypothesis Development

The hypotheses developed for analysis are drawn as follows.

H1: Training has a direct relationship with performance.

H2: Training has a direct relationship with motivation.

H3: Motivation had a direct relationship with performance.

H4: Motivation mediates the relationship between "training and performance."

6. Methodology

6.1. Population and Sample

Respondents for the research were the employees of the Nepalese Banking Sector. The research chosen is Standard Chartered, Laxmi, Mahalaxmi, Siddhartha, Nabil, Nepal SBI, Sanima, NIC Asia, Mega, Civil, Bank of Kathmandu, Nepal Merchant, Global IME, etc. There were at least three employees from the particular bank. Out of 150 respondents, 60 were male respondents, and 90 were female respondents. The highest number of employees belongs to age group 26-45i.e 52%,

42 respondents from 46-60, i.e.,28% and 27 respondents were grouped 25and below, i.e.,18% and the least number of employees that are three respondents from the age group above 60, i.e., 2 % as per the data. Due to the ongoing crisis, only the listed banks of employees were selected. The questionnaire was floated to the interested participants only. However, the targeted population was reliable enough to analyze the study and generate the result. The basic data was used to research the effect of training and motivation on employee performance. The optional information was gathered from diary articles, sites, and magazines. The main information assortment is the organized survey comprised of the components that could influence the performance of the employees.

6.2. Measures

The validity alludes to how much the examination discoveries are exact. The validity of the results might be inside or outer. Internal validity means considering the precision of the tests obtained. External validity applies to the discovery inquiry as to whether it is generalizable. Similarly, the reliability of the data provides the internal consistency of a measure. Thus, the information speaks to the estimation of" x" more noteworthy than 0.7, which is exceptionally valid for examination. The following table shows the reliability for all the variables that have been used in the study.

Table 1 - Reliability Scale (Training)

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.964	.964	7

As shown in Table 1 we can see the reliability of training is more than.07, i.e., 0.964. So, it is appropriate to go for further analysis.

Table 2 - Reliability Scale (Motivation)

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.988	.988	12

As shown in Table 2 we can also see the higher reliable data of motivation, i.e., 0.988. So, we can proceed with the analysis.

Table 3 - Reliability Scale (Performance)

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.937	.937	7

As shown in Table 3 we can observe the performance of employees after training and motivation provided. The data collected for performance is highly reliable, i.e., 0.937. So, the analysis can be done appropriately [21].

7. Data Analysis

The study employs various statistical tools and techniques to decide the elements that influence employee performance. A structured questionnaire was administered with the help of two expertise academicians targeting the respective respondents of the banking sector for the survey. The questionnaire was floated via online and offline surveys. The offline survey is conducted only for the personal respondents, whereas offline is done with distanced and unfamiliar respondents. Despite the crisis of COVID-19, 150 employees actively participated in the survey and presented their views towards the respective questionnaire. Before taking part in the study, all the respondents were questioned in advance. As per their interest, the survey was conducted. The questionnaire consists of demographics, Likert scale option where five being the most important (strongly agree) and one being the least important (strongly disagree).on training, motivation, the impact on performance after effective training and motivation, and the rank-based questions where employees were asked to rank from 1 to 6 to identify the implication of training and motivation on given factors (discipline, creativity, independent work, absenteeism, competition, and timely completion). So, to examine the result Mediation Regression Analysis was done to evaluate the impact of training and motivation on employee performance, finding out the mediation effect on motivation that shows positive results for the three cases.

7.1. Data Interpretation

From the reliability test conducted above, we can observe that the alpha obtained from the entire variable is greater than 0.9, which clearly shows the data is way above the acceptable number and is reliable to carry the test further. Here we have used Mediation Regression Analysis to determine how much of a mediation effect Motivation has while evaluating the impact of Training on Employee Performance. We have used the Sobel Test (with the help of an online calculator) to check for the significance of our analysis.

The steps in Mediation Regression are as follows:

7.1.1. Linear Regression – 1

Dependent Variable: Performance

Independent Variable: Training

a. Predictors: (Constant), training

Table 4 - Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.846 ^a	.715	.713	.289

Table 4 shows two values, which are R and R² values. The R-value here represents the linear regression, i.e., 0.846, which shows one variable is highly dependable to another variable with the standard error of 0.289 where the R² shows that there is about 71% of the total variation in the dependent variable (Performance) and Independent variable (Training) which is higher.

Table 4.1 - Coefficients

Model	Unstandardized Coefficients	Standardized Coefficients	t	Sig.
1	(Constant) 1.998	.132	15.145	.000
	Training .657	.846	19.284	.000

a. Dependent Variable: Performance

Table 4.1. Shows the first set of values shows the regression equation, i.e., Performance (y) = 1.998+0.657(Training). Similarly, the standard error of constant is 0.132, whereas training is 0.34. At alpha = 0.05 both t-values are statistically significant because their corresponding p-values <0.05, i.e., 0.001. Therefore, training is useful in the prediction of y (performance). So, the regression as a whole is significant, and individually each of the coefficients contributes meaningful information in the prediction of Y.

7.1.2. Linear Regression – 2

Dependent Variable: Motivation

Independent Variable: Training

Table 5 - Model Summary

Model	R	Adjusted R Square	Std. Error of the Estimate
1	.985 ^a	.969	.16229

a. Predictors: (Constant), training

Table 5 shows two values, which are R and R2 values. The R-value here represents the linear regression, i.e., 0.985, which shows one variable is highly dependable to another variable with the standard error of 0.16229. The R2 shows about 96% of the total variation in the dependent variable (Motivation) and Independent variable (Training), which is higher.

Table 5.1 - Coefficients ^a

Model	Unstandardized Coefficients		Standardized Coefficients			
	B	Std. Error	Beta	t		
1	(Constant)	-1.804	.074		-24.373	.000
	Training	1.309	.019	.985	68.452	.000

a. Dependent Variable: Motivation

Similarly in the coefficient Table 5.1 the first set of values shows the regression equation, i.e., motivation (y) = 0.657(Training)-1.804. Similarly, the standard error of constant is 0.74, whereas training is 0.19. At alpha = 0.05 both t-values are statistically significant because their corresponding p-values <0.05, i.e., 0.001. Therefore, training is useful in the prediction of y (motivation). So, the regression as a whole is significant, and individually each of the coefficients contributes meaningful information in the prediction of Y.

7.1.3. Linear Regression – 3

Dependent Variable: Performance

Independent Variables: Training, Motivation

Table 6 - Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.853 ^a	.728	.724	.284

a. Predictors: (Constant), Motivation, Training

Likewise, Table 6 shows the relationship between the dependent variable performance and independent variables training and motivation with R and R². The R-value here represents the linear regression, i.e., 0.853, which shows one variable is highly dependable to another variable with the standard error of 0.284, where the R² implies that there is about 72% of the total variation in the dependent variable (Performance) and independent variables (Training, Motivation), which are higher.

Table 6.1 - Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.318	.290		4.551	.000
	Training	1.150	.191	1.480	6.021	.000
	Motivation	-.377	.144	-.644	-2.621	.010

a. Dependent Variable: Performance

Same in the given coefficient Table 6.1 the first set of values shows the regression equation, i.e., Performance (y) = 1.318+1.150(Training)-0.377(Motivation). The standard error of constant is 0.290, training is 0.191, and motivation is 0.144. At alpha = 0.05 both t-values are statistically significant because their corresponding p-values <0.05 i.e., 0.001. Therefore, training and motivation both are useful in the prediction of y (performance). So, the regression as a whole is significant, and individually each of the coefficients contributes meaningful information in the prediction of Y.

7.2. Results of Sobel Test for Mediation Effect

7.2.1. Analysis

So, the Sobel test was used to determine the motivation mediation effect to determine the impact of the training. The input values for the test were used from the data provided for regression analysis. The value of a test is taken from the coefficient table 5.1, where the Unstandardized training coefficient is 1.309. Likewise, Sa's input value is 0.019, that is, the standard training error. The value of b is -0.377, which is the Unstandardized motivation coefficient extracted from table 6.1. The value of Sb is 0.144, which is the standard motivation error in the table given. Since the p-value coming from Sobel Test is less than 0.05 (0.0088923), we can reject the null hypothesis and accept the alternate hypothesis, that is, motivation has a significant mediation effect (around 70%) when we evaluate the impact of training on performance of employees in the Banking sector [22].

8. Discussion

The segment gives a short examination of the information gathered from the respondents dependent on the survey conducted. The primary idea behind the examination of the study was to investigate the likely relationship between perceived training and its result on performance, which is mediated by the motivation of employees; the expansion on training will expand the performance level essentially. The survey was conducted to identify the satisfaction level in their working conditions, how efficiently they were able to perform, what all are the initiative taken by the organization to uplift their level of doing things. So, I have targeted the banking sector because most of the Nepalese population is employed in this sector. As, relative to other nations, there are not many multinationals enough, so students in management practically have more opportunities to

enter banks, which are very advantageous in terms of work aspects. Especially for my study, I essentially chose this sector to know the working conditions and their spacing [23].

The research review of previous literature shows that training and motivation affect employee performance. This examination infers that an organization with great employee training projects will upgrade the performance level. All that organization needs to improve their employee performance should focus on training. It also rouses employees to accomplish higher paces of output. The recent study found that strong collaboration between motivation and employee success would promote trust directs smoother customer problem judgment because employees did not dissociate the time referred to management teams for complaints from customers [24]. Higher flexibility increases job performance, enhances organizational self-efficacy, and motivates them to perform certain tasks. The latest investigations of higher frameworks point to the estimation of both high interior consistency between different HR practices and the huge assortment of staff-authoritative connections in which such efforts are consolidated. Similar results can apply to JS Chandan claimed there are four forms of motivation, such as positive encouragement involving proper consideration of work performance and appreciation of employee contributions to the organizational aim, negative or fear motivation based on power, fear and threats, an intrinsic motivation concerned with self-reliance and the pleasure of achieving something significant and extrinsic motivation that is driven by external forces mainly of a financial type. So, employees motivate themselves to fulfill their desires and needs, which somehow relates to the organizational initiative in providing necessary techniques/tools that could motivate them to work harder. For example: if employees are trained sufficiently, they will be able to initiate and step in instantly, which could result in their progress/performance automatically fulfills their desires and necessities [25].

9. Conclusion

The study examines the two main considerations affecting the training and motivation of employees inside the organization. It also examines both the independent variables and dependent variables that are linked positively with employees' performance. Altogether 150 are taken from the employees of the various banking sector. The principal instrument for gathering the data is a standardized questionnaire. Both the variables (training, motivation) contribute greatly to the performance; statistical technique such as Mediation Regression Analysis was applied to discover their relationship significantly. The result of the correlation was positive so that the performance

increases based on analysis. The investigation additionally recommends if the organization with a decent training and motivation plans for the employees will naturally support worker commitment, which is useful for its prosperity and a further extent on motivation and training directly impacts organizational practices and shows a significant relationship between employee performance on training and motivation. As given in the above Tables, the first analysis in Table (4, 4.1) shows the interaction between training and performance. In contrast, the second analysis in Table (5. 5.1) shows the relation between training and motivation. Finally, the third case in Table (6, 6.1) shows the interconnection between training and motivation on employee performance for employees to benefit from increased and increased profitability, talented labor, etc. Any organization that wants to increase its employee performance will concentrate on training, employee motivation to reach a higher level of success. The study suggests training and motivation significantly contribute to employees' success as opposed to other variables such as management functions, technology, work climate, etc. The variables: motivation and training, and performance, are correlated with one another to achieve higher employee performance.

10. Implication

The organization should provide effective training and motivation in order to get quality performance. The research also suggests that training and motivation will increase workplace productivity with higher attainment of goals and desired objectives. All the employees are equally responsible for the organizational objectives to bring in a cohesive culture in the workplace. Employees may not know every work skill to be performed; it is a firm's responsibility to make their employees competent enough to work effectively and productively. At the same time, leaders should be valued by leaders to make them feel appreciated and motivate them to work harder for efficient workflow. Conducting various interactive sessions, flexible work hours, health and wellness practices, performance evaluation in order to examine employee work behavior and make constant improvement energizing and motivating from time to time, which will surely help every organization to run smoothly implementing better practices required for its success and as well as for the employees to build up their strength in dealing with any kind of circumstances in the long run. So, Nepalese banking sector analysis shows the level of motivation effect from the training reflected on results.

11. Limitations and Recommendation

One of the drawbacks of this analysis is the intended population. A sampling method was used to target a sample above 200. However, due to time constraints and the ongoing crisis, only 150 of the participants were targeted. The survey could not target the maximum employees due to their inactive participation. Most of the employees were less likely to fill up the questionnaire due to the Covid-19 situation. However, only the interested respondents were targeted. Analysis was done based on their responses. The data presented targets only a certain period which is merely impossible to draw hypothesizes of causal relationships and exclude the possibility of opposite causal relationships. Another drawback could be the close-ended questions. Employees have limited options to select the answer and give their views. Hence, qualitative research would be better for subjective analysis and deeper understanding to analyze the result. Future studies should consist of more interactions with different employees working in the other sector as well. Future studies for researchers to focus on other sectors apart from banking and data collection should target maximum employees for more reliable results.

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Appendix

Section I: Personal Details

1.	Age:				
	a.	25 or below	b. 26-45	c. 46 -60	d. 60 or above
2.	Gender:				
	a.	Male	b. Female		
3.	Marital Status:				
	a.	Unmarried	b. Married		

4. Educational qualification:

- a. Intermediate or below
- b. Bachelors
- c. Masters or above

5. Designation _____

6. Joining date _____ Year (A.D)

Section II: Training

Please select how much you concur or differ with the preparation gave in your association. SA= Strongly Agree (1), A= Agree, N= Neutral, D= Disagree, SD= Strongly Disagree (5)

S. NO		SA	A	N	D	SD
1	I have been encouraged to work through the training provided by the organization					
2	I have had been allowed challenging tasks that empower me to reinforce and create individual abilities.					
3	I have been given various sorts of training regularly by					
4	Regardless of your company's policy on training and development, to what extent have your managers made a substantial investment in providing formal training and development opportunities?					
5	Through training, tasks are being comparatively easy to solve					
6	The organization spends enough on training the employees					
7	Training given by the organization keeps me updated on the advanced technologies and methods of working in the competitive world.					

Section III: Motivation

Please indicate how much you concur with every one of the announcements for your contribution to work

Does not Correspond at all	Corresponds moderately	Corresponds exactly
1(0%)	2(25%)	3(50%)
4(75%)	5(100%)	
S NO	Please select the number the best corresponds you	
1	Because this is the field I chose to attain a certain lifestyle	
2	For the income provided to me by the organization.	
3	Because this is the field, I would work with interest.	
4	The higher level of management motivates me in facing the Challenging works	
5	Because I derive pleasure from learning new things.	
6	To fulfill the fundamental livelihood	
7	To attain my career goals, be independent and successful.	
8	Because it is a part of the way during which I have got chosen to measure my life	
9	Because the job benefit me in time management (home to the workplace	
10	Because the job gives me the foundation and status within society	
11	For satisfaction, I have experienced when I am successful at doing difficult tasks	
12	Because this type of work provides me with security.	

Section IV: Employees Performance

In this section, please indicate to what extent motivation and training has affected your employees' performance on the following statement:

Statement	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Has Motivation and Training influenced your performance?					

Please evaluate the response of training and motivation practices on your performance from 1 to 6 (Do not repeat the number)

1.Discipline	_____
2.Creativity	_____
3. Independent work	_____
4.Absenteeism	_____
5.Competition	_____
6.Timely completion of work	_____

Tes Off Exclude matches Off