

## Demographics:

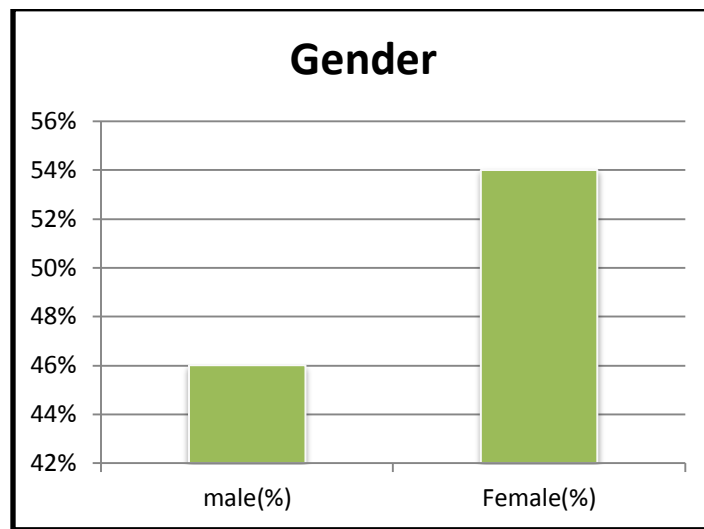
The demographic characteristics of the respondents are as follow,

**Table 5.1: Respondents' demographic characteristics**

Gender	No. of Respondents	Percentage of Respondents
Male	46	46.00
Female	54	54.00
<b>Total</b>	<b>100</b>	<b>100.00</b>
Education Level	No. of Respondents	Percentage of Respondents
Doctorate	0	0.00
Post Graduate	60	60.00
Graduate	38	38.00
Secondary Education	0	0.00
Matriculation	2	2.00
<b>Total</b>	<b>100</b>	<b>100.00</b>
Age (In years)	No. Of Respondents	Percentage Of Respondents
Below 20	0	0.00
21-30	46	46.00
31-40	36	36.00
41-50	14	14.00
above 50	4	4.00
<b>Total</b>	<b>100</b>	<b>100.00</b>
Service Time ( In years)	No. Of Respondents	Percentage Of Respondents
Less than 2 years	18	18.00
2 to 5 years	24	24.00
More than 5 years	58	58.00
<b>TOTAL</b>	<b>100</b>	<b>100.00</b>

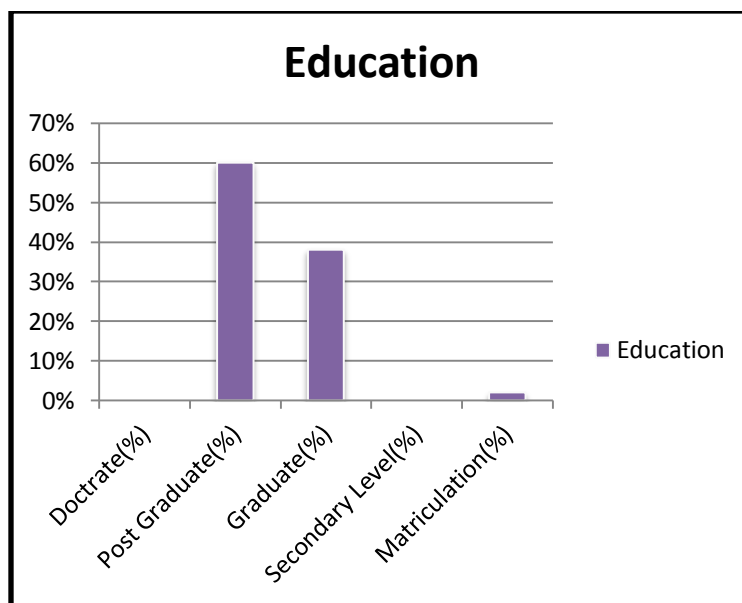


**Fig. 5.1: Gender allocation.**



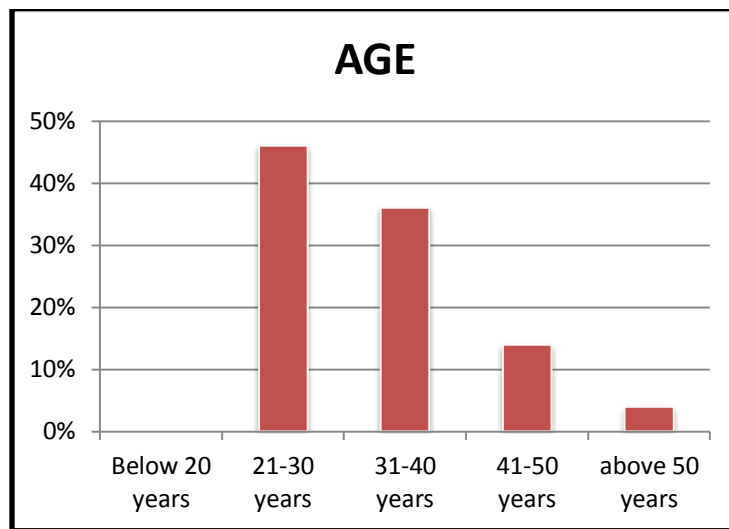
As in **Fig. 5.1**, majority of respondents are female i.e. 54% while male are 46%.

**Fig. 5.2: Educational level of respondents.**



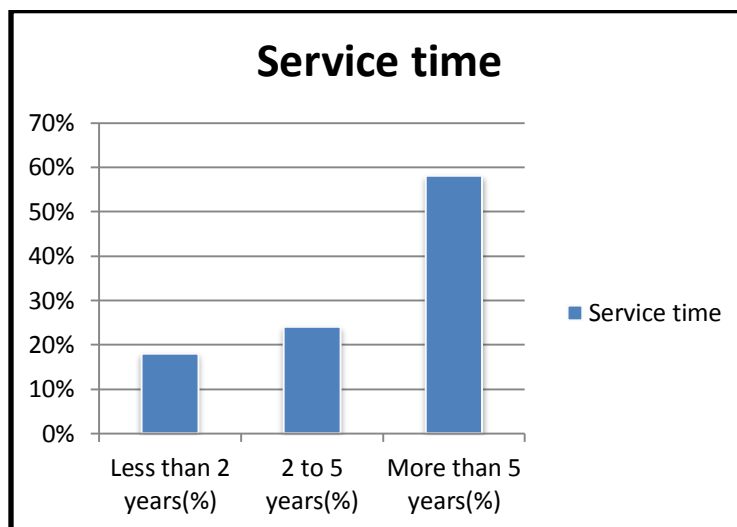
The **Fig. 5.2** represents that the majority of respondents i.e. 60% are post graduate degree holders. 38% of the respondents are graduates and 2% are qualified matriculation. It shows that most of bank employees in Punjab are highly qualified.

**Fig. 5.3: Age distribution of the respondents**



As the **Fig. 5.3** shows 46.00 of the respondents are in the age group of 21-30 years, 36.00 are in the group of 31-40 years, 14.00 are in the age group of 41-50 years and 4.00 are above the age of 50 years. The majority of bank employees in Punjab

**Fig. 5.4: Experience of the respondents.**



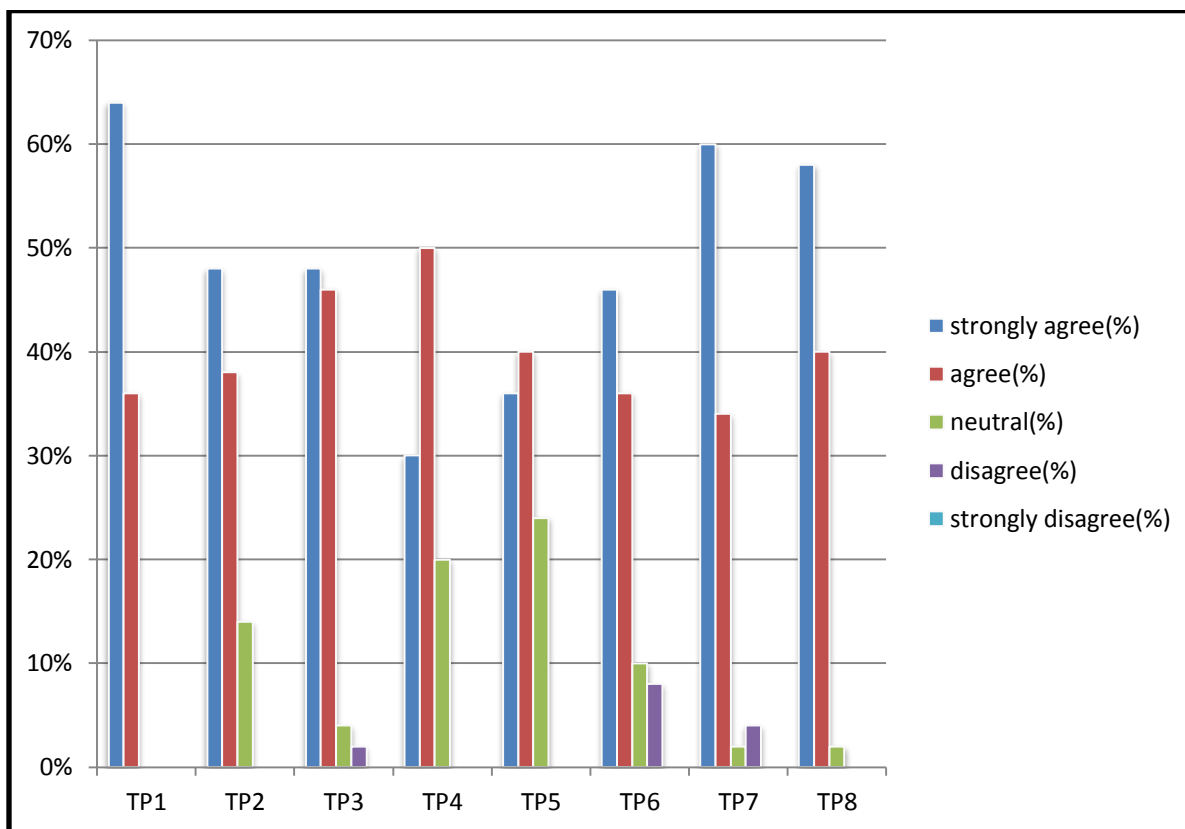
The **Fig. 5.4** shows that majority of the respondents had experience of more than 5 years i.e. 58%, 24% of the respondents had experience of 2 to 5 years and 18% had less than 2 years.

**Table 5.2: Level of agreement & disagreement regarding Training in Bank**

<b>Statements</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>TOTAL</b>
1. Awareness about the Training Programme in Bank.	64 (64.00)	36 (36.00)	0 (0.00)	0 (0.00)	0 (0.00)	<b>100 (100.00)</b>
2. Bank considers training as a part of organizational strategy.	48 (48.00)	38 (38.00)	14 (14.00)	0 (0.00)	0 (0.00)	<b>100 (100.00)</b>
3. The objective of the training are clearly defined.	48 (48.00)	46 (46.00)	4 (4.00)	2 (2.00)	0 (0.00)	<b>100 (100.00)</b>
4. The trainers are well prepared.	30 (30.00)	50 (50.00)	20 (20.00)	0 (0.00)	0 (0.00)	<b>100 (100.00)</b>
5. The trainer was knowledgeable about training topics.	36 (36.00)	40 (40.00)	24 (24.00)	0 (0.00)	0 (0.00)	<b>100 (100.00)</b>
6. Enough practice is given during training session.	46 (46.00)	36 (36.00)	10 (10.00)	8 (8.00)	0 (0.00)	<b>100 (100.00)</b>
7. The training content is relevant with job.	60 (60.00)	34 (34.00)	2 (2.00)	4 (4.00)	0 (0.00)	<b>100 (100.00)</b>
8. Training would contribute to achieving effectiveness and efficiency.	58 (58.00)	40 (40.00)	2 (2.00)	0 (0.00)	0 (0.00)	<b>100 (100.00)</b>



**Fig. 5.5: level of agreement regarding training**



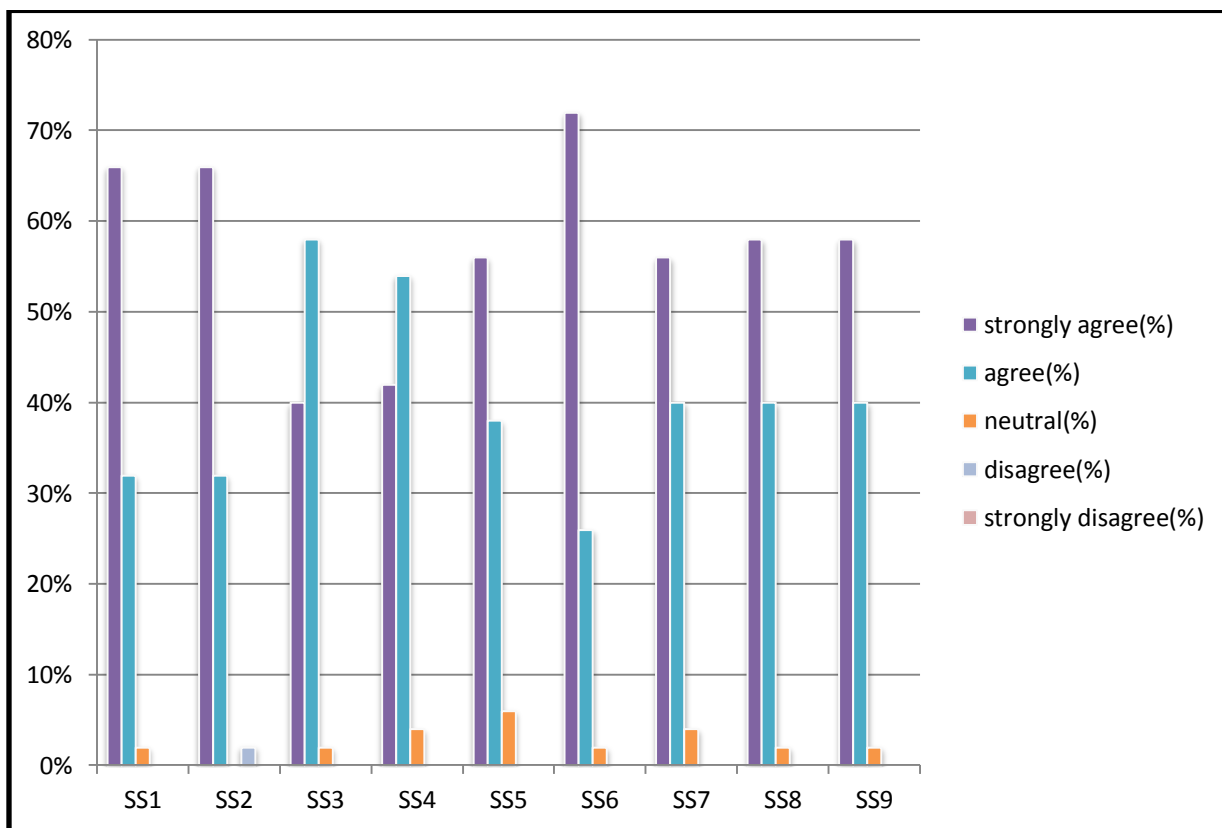
As above **Fig. 5.5**, shows that majority of bank employees are aware and attended the training programs as the majority of employees i.e. 64% in Punjab are agreeing on the statement. More than 50% of the respondents are agreed that trainers are well prepared. 46% and 36% of the employees are strongly agreed and agreed respectively that enough practice is provided to them during training programme. 60% of the employees are agreed that the content of the training programme is relevant to their job at bank. Majority of the employees 58% and 40% respectively are strongly agreed that training contributes to increase their efficiency and effectiveness at the job.

**Table 5.3: Representing the level of agreement regarding Soft Skills in Banks.**

Statements	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
1. Provide positive feedback to my peers	66 (66.00)	32 (32.00)	2 (2.00)	0 (0.00)	0 (0.00)	<b>100 (100.00)</b>
2. Start interaction with peers	66 (66.00)	32 (32.00)	0 (0.00)	2 (2.00)	0 (0.00)	<b>100 (100.00)</b>
3. Good communication skills	40 (40.00)	58 (58.00)	2 (2.00)	0 (0.00)	0 (0.00)	<b>100 (100.00)</b>
4. Complete tasks within targeted time	42 (42.00)	54 (54.00)	4 (4.00)	0 (0.00)	0 (0.00)	<b>100 (100.00)</b>
5. Take on challenges tasks	56 (56.00)	38 (38.00)	6 (6.00)	0 (0.00)	0 (0.00)	<b>100 (100.00)</b>
6. Respect for superiors	72 (72.00)	26 (26.00)	2 (2.00)	0 (0.00)	0 (0.00)	<b>100 (100.00)</b>
7. Listen and follow the directions of superiors	56 (56.00)	40 (40.00)	4 (4.00)	0 (0.00)	0 (0.00)	<b>100 (100.00)</b>
8. Arrive at work on time and without undue absences	58 (58.00)	40 (40.00)	2 (2.00)	0 (0.00)	0 (0.00)	<b>100 (100.00)</b>
9. Self-confident and self-controlled	58 (58.00)	40 (40.00)	2 (2.00)	0 (0.00)	0 (0.00)	<b>100 (100.00)</b>



**Fig. 5.6: level of agreement regarding soft skills in banks.**



Above **Fig. 5.6** reveals 66% and 32% of bank employees in Punjab are strongly agreed and agreed respectively that they provide positive feedback to their peers. More than 50% of the employees have good communication skills. 54% are agreed and 42% strongly agreed that they complete their tasks within targeted time period. 72% of the employees respect their superiors. Majority of the banking employees listen and follow the instructions of their boss. More than 58% are punctual and self-confident. Majority of the employees are strongly agreed on the statements regarding acquisition of soft skills.

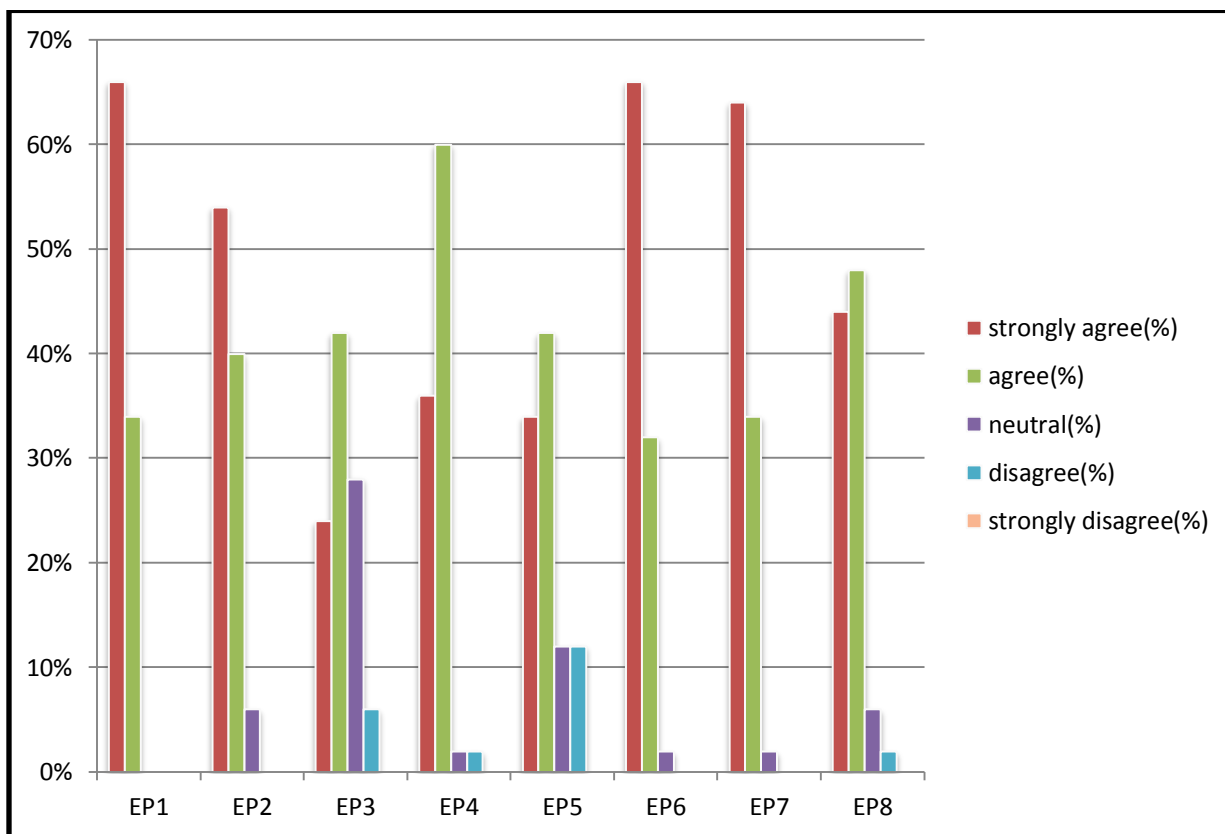
**Table 5.4: Level of agreement regarding Employee's Performance in the Bank**

<b>Statements</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>TOTAL</b>
1. Awareness of the work is important for the Bank	66 (66.00)	34 (34.00)	0 (0.00)	0 (0.00)	0 (0.00)	<b>100 (100.00)</b>
2. Learn new things while doing work at Bank	54 (54.00)	40 (40.00)	6 (6.00)	0 (0.00)	0 (0.00)	<b>100 (100.00)</b>
3. Interest of Management to manage performance	24 (24.00)	42 (42.00)	28 (28.00)	6 (6.00)	0 (0.00)	<b>100 (100.00)</b>
4. The quality of work matches with the standards.	36 (36.00)	60 (60.00)	2 (2.00)	2 (2.00)	0 (0.00)	<b>100 (100.00)</b>
5. Use of full potential at work.	34 (34.00)	42 (42.00)	12 (12.00)	12 (12.00)	0 (0.00)	<b>100 (100.00)</b>
6. Personal responsibility for completion of assigned task.	66 (66.00)	32 (32.00)	2 (2.00)	0 (0.00)	0 (0.00)	<b>100 (100.00)</b>
7. Awareness regarding loss of bank due to negligence	64 (64.00)	34 (34.00)	2 (2.00)	0 (0.00)	0 (0.00)	<b>100 (100.00)</b>
8. enjoying the job	44 (44.00)	48 (48.00)	6 (6.00)	2 (2.00)	0 (0.00)	<b>100 (100.00)</b>





**Fig. 5.7: Level of agreement regarding Employee's Performance.**



As the above **Fig. 5.7**, 66% employees are strongly agreed that the work they do is important for the bank in Punjab. 54% and 40% bank employees are strongly agreed and agreed respectively that they learn new things while doing job at work. 6% are disagreed and more than 40% are agreed that management is interested for managing the performance of bank employees. On the use of full potential at work only 42% are agreed, 12% disagreed and 12% neutral. 66% assume their personal responsibility for completion of tasks and 64% aware about the loss which bank may suffer due to their negligence. More than 48% bank employees are enjoying their job.