



Online Training and Job Performance, A Study on Private Banks in Jaffna District

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ABSTRACT

The banking sector has been evolving to the next level of paradigm shift with the help of emerging technological advancements. It has been identified that the new dimension of competitiveness among the banking industry in this world urges us to consider the organisations' sustainability and cope with the challenges derived from the external environment. Online training or e-training is a new concept widely recognised to train the employees in an organization. The prevailing pandemic has created a path to shift into the virtual platform for training rather than the traditional method of training. This study aims to investigate the impact of online training on job performance at private banks in the Jaffna district. This research is a cross-sectional and quantitative approach. The required data for the study were collected through an online survey methodology. For this study purpose, 179 samples were collected through a stratified random sampling method from private banks in the Jaffna district. Four hypotheses were formulated, and Statistical Package for Social Sciences (SPSS) was used to perform correlation and regression analysis. The study's findings revealed that online training program impacts job performance and observed a significant relationship between online training dimensions and job performance. Subsequently, by conducting robust online training, the banking sector can enhance the performance of their employees to attain their organizational goals and objectives in the competitive market.

Keywords: *IT infrastructure; Job performance; Online training; Training designs and methods; Training effectiveness*