THE IMPACT OF TRAINING ACTIVITIES ON TRANSFER OF TRAINING: AN ANALYSIS OF BANKING SECTOR OF PAKISTAN

By

MUHAMMAD ISHTIAQ KHAN

A thesis presented to Bahria University, Islamabad in partial fulfillment of the requirements for the degree of Master of Philosophy



October 2013

SUBMISSION FORM OF THESIS FOR HIGHER RESEARCH DEGREE BAHRIA UNIVERSITTY, ISLAMABAD

Candidate Name: Muhammad Ishtiaq Khan	
I submit Copies of thesis for exadissertation Titled: Copies of Training Advantage of Parking Sectors of	
Analysis of Banking Sector of Pakistan	_
Candidate Signature:	Date: <u>08-10-2013</u>
Certificate of Principal Supervisor	
I <u>Dr. R.K. Malik</u> being the principal S that dissertation is in a form suitable for examina his course in accordance with the Rules of the Unit	tion and that the candidate has pursued
Signature:	Date: <u>08-10-2013</u>
Recommendation for Examination	
I recommend that the thesis be examined.	
Principal Supervisor:	Date:
Co-Supervisor:	Date:
Not Recommended for Examination	
I recommend that the thesis be examined.	
Principal Supervisor:	Date:
Co-Supervisor:	Date:
Statement by the Dean/Head Faculty/Department	<u>t</u>
I support the submission of the thesis of the above the University Rules for higher degrees.	re named student for examination under
Signature:	Date:

BAHRIA UNIVERSITY, ISLAMABAD

APPROVAL SHEET SUBMISSION OF HIGHER RESEARCH DEGREE THESIS

Candio	late's Name:	Muhammad Ishtiaq Khan
Discip	line:	Management Sciences (HRM)
Faculty	y/Department:	Department of Management Sciences (GS)
to my	satisfaction and	above candidate's work, including the thesis, has been completed the thesis in a format and of an editorial standard recognized by opriate for examination.
Signati	ure (s)	
		Principal Supervisor:
		Date:
1.	of major findin appropriate for s I have checked	resented at a pre-completion seminar, an overview and synthesis gs of the thesis, and that the research is of standard and extent submission as a thesis. the candidate's thesis and its scope, format, and editorial standards by the department as appropriate.
Signat	ure(s):	
Dean/	Head of Faculty	/Department:
		Date:

Copyright @2013 by Khan, Muhammad Ishtiaq All rights reserved **DECLARATION OF AUTHENTICATION**

I Muhammad Ishtiaq Khan, M.Phil Student in the Department of Management

Sciences, Bahria University. Islamabad, certify that the research work presented in this

thesis is to the best of my knowledge my own. All sources used and any help received in

the preparation of this dissertation have been acknowledged. I hereby declare that I have

not submitted this material, either in whole or in part, for any other degree at this or other

institution.

Signature:

Name: Muhammad Ishtiaq Khan

iv

ACKNOWLEDGEMENTS

I have a firm belief that success would not have been possible without Almighty Allah whose invisible help guided me through whenever I found myself in a state of despair. It would not have been possible to write this M. Phil dissertation without the help and support of the kind people around me, to only some of whom it is possible to give particular mention here.

Above all, I would like to express the deepest appreciation to my principal supervisor Prof. Dr. R.K.Malik. This dissertation would not have been possible without her insightful comments and suggestions. I would also like to express my deepest gratitude to Prof. Dr. Zahid Mehmood, Coordinator M. Phil and PhD program of Bahria University Islamabad. I would like to thank Dr. Zahid Mehmood, for providing me all the facilities, excellent guidance and support for my research dissertation at every stage despite his other academic and professional commitments.

I would especially thank Dr. Muhammad Ayub Siddiqui, whose support stands out most prominently. I benefited immensely from his valuable attention on the substance and depth of contents, scholarly input and guidance throughout this monumental work. I am also thankful to Mr Atif, Mr. Abid khan, Bushra Khalid and Prince Fahad for their help and support during my thesis.

Last but not the least I would also like to offer my special thanks to my family members specially my parents as they always supported and encouraged and remember me in their prayers and best wishes.

This thesis is dedicated to my Teachers, family and friends for their endless love, support and encouragement.

ABSTRACT

This research study focuses on the role of training activities (pre, during and post) in facilitating the transfer of training in the organization, taking trainee characteristics as a moderating variable. This study investigates that which of the training activities (either pre, during or post) had the most important role in applying the training material successfully on to the job in the banking sector of Pakistan. The study analyzes the role trainee's characteristics i.e. trainee's level of ability, self efficacy and motivation play to make the relationship between the training activities and transfer of training successful.

The population of study comprised total of 40 banks. A sample of 400 employees is randomly selected from the random branches of the banks from Islamabad, Peshawar and Malakand and self-administrated questionnaires are distributed among them. This sample consists of management and employees of the bank. Correlation and regression statistical were used to analyze the data.

The results of the study show that pre training activities and during training activities have positive significant impact on transfer of training while post training activities have insignificant impact on transfer of training. The result also show that trainee characteristics have no moderating impact on the relationship between training activities (Pre, During and Post) and transfer of training.

Table of Contents

List of T	ables	Xi
List of I	Ilustration	xii
CHAPT	ER 1 INTRODUCTION	1
1.1	Background of the study	2
1.3	Problem Statement	9
1.4	Research Questions	11
1.5	Research Objectives	12
1.6	Overview of the theoretical framework	13
1.7	Overview of the Research Methodology:	13
1.8	Significance of the Study	14
1.9	Limitations	16
1.10	The Structure of the Thesis	17
CHAPT	ER 2 LITERATURE REVIEW	19
2.1	Training Importance	19
2.2	Organizational Importance	23
2.3	Training Transfer	24
2.4	The Training Transfer Concept	26
2.5	Investment in Transfer of Training	30
2.6	Performance and Transfer of Training	32
2.7	Importance of Perception	34
2.8	Transfer of Training Process	35
2.9	Trainee Characteristics	37
2.9.1	The Role of Trainee's Motivation in the transfer process	38
2.9.2	The Role of Cognitive Ability of the Trainee in Transfer of Training	41
2.9.3	The Role of Self-Efficacy of Trainee in Transfer of Training	43
2.10	Work Environment	47
2.11	Training Activities (Pre-training, During-training and Post-training)	50
2.11.	Pre-training Activities	52
2.11.2	2 Training Activities during Training	56
2.11.3	Post Training Activities	60
2.12	Training Evaluation	63

2.13	Kirkpatrick's Training Evaluation Model:	65
2.15	Training transfer in the banking sector:	71
2.16	Theoretical Framework	75
2.17	Hypothesis Formulation	78
CHAPT	ER 3 METHODOLOGY	82
3.1	Research Methodology	82
3.2	Instrument	85
3.3	Unit of Analysis	87
3.4	Sample	88
3.5	Sources of Data	88
3.6	Data Collection Procedure	88
3.7	Validity and reliability	89
3.8	Statistical Tools in Analysis	89
CHAPT	ER 4 ANALYSIS, FINDINGS AND RESULTS	91
4.1	Response Rate	91
4.1.1	Gender	92
4.1.2	Experience	93
4.1.3	Geographic	94
4.3	Reliability statistics	95
4.4	ANOVA analysis of the items	97
4.5	Descriptive statistics & Analysis	101
4.6	Correlation Statistics	106
4.7	Regression statistics	110
CHAPT	ER 5 DISCUSSION & CONCLUSION	119
5.1	Summary	119
5.2	Analysis and discussion of the Hypothesis:	122
5.2.1	Hypothesis-1:	.123
5.2.2	Hypothesis-2:	.124
5.2.3	Hypothesis-3:	.126
5.2.4	Hypothesis-4	.129
5.3	CONCLUSION	132
5.4	Practical implications	134
5.5	Limitations	136

5.6	Future Research Recommendations	137
REFERE	ENCES	138

List of tables

Table 4.1:	Frequencies distribution of the data	95
Table 4.2:	Reliability estimates of training activities and transfer of training	96
Table 4.3:	ANOVA analysis of Pre training activity items	97
Table 4.4:	ANOVA analysis of During training activity items	98
Table 4.5:	ANOVA analysis of Post training activity items	99
Table 4.6:	ANOVA analysis of Transfer of training items	100
Table 4.7:	Descriptive statistics of training activities	101
Table 4.8:	Descriptive statistics of Trainee characteristics	104
Table 4.9:	Descriptive statistics Transfer of training	105
Table 4.10:	Correlation of training activities and transfer of training	106
Table 4.11:	Partial correlation of training activities, trainee characteristics and transfer of training	108
Table 4.12:	Model Summary training activities and Transfer of Training	110
Table 4.13:	ANOVA table for the variables	111
Table 4.13:	Regression between training activities and transfer of training	112
Table 4.14:	Model summary of the independent variable, dependent variable and moderating variable	113
Table 4.15:	ANOVA of the independent variable, dependent variable and moderating variable	114
Table 4.16:	Regression between training activities, trainee characteristics and transfer of training	115
Table 4.17:	Excluded variables	117
Table 4.18:	Level of training transfer	118

List of Illustration

Illustration 4.1: Major groups of the respondents	92
Illustration 4.2: Gender of the respondents	92
Illustration 4.3: Experience group of the respondents	93
Illustration 4.4: Geographical group of the respondents	94