



INTERNATIONAL JOURNAL OF ADVANCE RESEARCH, IDEAS AND INNOVATIONS IN TECHNOLOGY

ISSN: 2454-132X

Impact Factor: 6.078

(Volume 8, Issue 1 - V8I1-1443)

Available online at: <https://www.ijariit.com>

Impact of training and development on employee's performance

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ABSTRACT

Training and development can be seen of as a means to a goal. It aids a business in achieving its ultimate goal, which is to raise the happiness quotient of its people, resulting in excellent performance, quality production, and a healthy organization. Healthy businesses have higher staff retention which improves the company's image and helps it acquire goodwill in the market. It functions as a bridging the gap between competence and performance. Employee satisfaction depends on training and development. Human resource management is the most difficult challenge a business has and training and development appears to be the best alternative for dealing with and resolving this issue. The goal of this study is to investigate various training techniques, determine employee attitudes towards training. The study revealed that the employees strongly agrees that training is must for enhancing productivity and performance. The study suggest that organization should made training program available and made it compulsory to lower the expense of recruiting new employees

Keywords: Training, Development, Employee, Performance, Training Methods

1. INTRODUCTION

Training and development are important factor in increasing organizational efficiency and enhancing individuals work experience. Their main purpose is to improve organizational capabilities, individual performance and provide a relationship between HR and business strategy. Increased productivity, workplace health and safety, and personality development are all benefits of individual development and. Through structured and planned education, it is continuous process of raising employee productivity and performance by increasing skills, accumulating information, clarifying concepts, and changing attitudes.

Training is about understanding where you are now and where you hope to be with your abilities in the future. People can learn new material, new methodologies, and refresh their existing knowledge and abilities by attending training. The goal of the training is to make an impact that lasts beyond the duration of the training and to keep employees informed about new developments.

Development concentrates on a person as a whole. It improves a person's abilities so that he or she can develop as a person. Employee development, when done correctly, may lead to increased job satisfaction and more engaged work force. Employee training, on the other hand, focuses on assisting the employee in performing their existing work more effectively. It focuses on assisting the employee in resolving their difficulties and developing the abilities necessary to do so. It serves as a promotion in the existing position.

There is a constant need for systematic training and development of people in the modern industrial setting, where technology development outplaces all other factors. Employees are taught specific skills through 'training' while their personality and managerial skills are developed through 'development'.

2. LITERATURE REVIEW

Disha Bhatt (April 2020) according to the study's conclusion training and development system is outdated and requires the utilization of cutting-edge tools and technology by bridging the gap between competence and performance, training and development helps individuals spread their wings in order to construct a successful career and organization.

Md Mubarak Karim, Musiq and Wasib Bin Latif (2019) the goal of this study is to find effect of training and development on employee performance. Employees feel that training enhances their skills, knowledge and talents as well as their job happiness. Study also discovered that an organization's efficiency is heavily reliant on adequate employee training.

Somaiya Shafiq (November 2017) according to the study the most important role of training and development in improving an organization's efficiency is for employees to gain experience in the work place. Study concluded that through training and development employees will gain benefits such as a better job and a longer career, and the organization's efficiency will improve.

Mohammad raja salah and Al-Balqa (July 2016) studied effect of training and development on employee productivity and performance. The purpose of this research is to investigate the relationship between training, development, and employee performance and productivity in a group of Jordanian private transportation firms. According to this study training and development have a strong link and have a significant positive impact on employee performance and productivity.

3. OBJECTIVE OF THE STUDY

- To know the impact of training and development on the performance of employees.
- To understand the purpose of training and development in an organization.
- To study the effect of various training and development methods on employee performance.
- To determine the employee's perspective on how training and development is benefited them.

4. RESEARCH METHODOLOGY

For the research survey from employees of L&T Chiyoda Ltd has taken to find out effectiveness of training and development in organization. The primary data collected through structured questionnaire and secondary data collected through previous studies and reports. The sample size was 101 employees of the organization.

5. LIMITATIONS OF THE STUDY

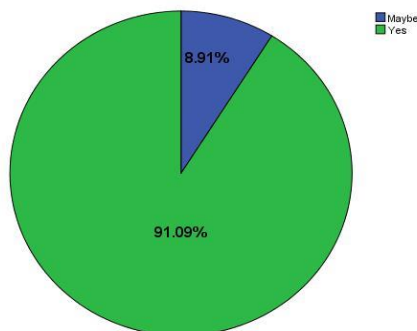
- The survey for this study is conducted on a particular industry.
- This research is conducted with the assumption that the respondents have been completely honest while answering the questionnaire.
- There are numerous other factors to consider when assessing the impact of training and development on employee performance. As a result, future studies can choose other variables that aren't present in this one.
- Another limitation is of confidentiality.

6. DATA ANALYSIS AND INTERPRETATION

1. Do you think your knowledge improve after the training program?

- Yes
- No
- Maybe

| | Frequency | Percentage |
|-------|-----------|------------|
| Maybe | 9 | 8.9 |
| Yes | 92 | 91.1 |
| Total | 101 | 100.0 |

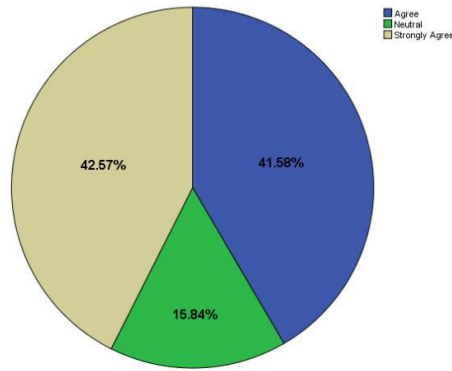


Interpretation: From this study it is known that majority of the employees of this organization thinks that knowledge improves after the training program. 91.09%, followed by the employees who feels it maybe. 8.91%.

2. Do you think your organization provided training is enough for you to achieve your performance objectives?

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

| | Frequency | Percentage |
|----------------|-----------|------------|
| Agree | 42 | 41.6 |
| Neutral | 16 | 15.8 |
| Strongly Agree | 43 | 42.6 |
| Total | 101 | 100.0 |



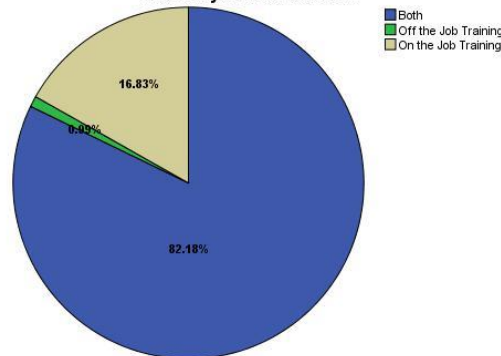
Interpretation: From this study it is known that majority 42.57% strongly agree to feel that organization’s provided trainings are enough to achieve the performance objectives, followed by 41.58% of employees agree for the same and other 15.84% employees feel neutral about it.

3. From the following training methods under which training method you have trained?

- On the job training
- Off the job training
- Both

| | Frequency | Percentage |
|----------------------|-----------|------------|
| Both | 83 | 82.2 |
| Off the job training | 1 | 1.0 |
| On the job training | 17 | 16.8 |
| Total | 101 | 100 |

From the following training methods under which training method you have trained?

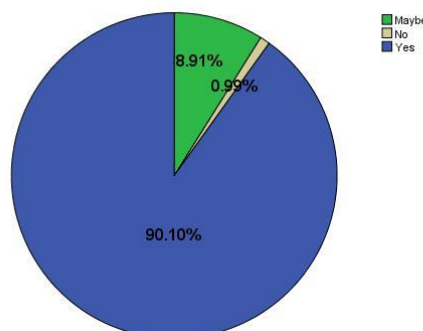


Interpretation: From this study it is known that 16.83% employees have trained under on-the-job training, only 1.0% employees trained under off the job training method and 82.2% employees has trained under both the methods.

4. Does the training program focus on developing team work and leadership skills?

- Yes
- No
- Maybe

| | Frequency | Percentage |
|-------|-----------|------------|
| Maybe | 9 | 8.9 |
| No | 1 | 1.0 |
| Yes | 91 | 90.1 |
| Total | 101 | 100 |

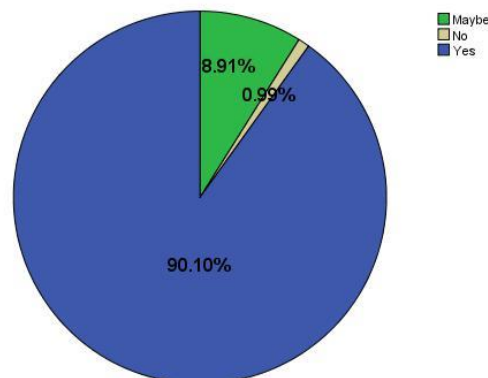


Interpretation: For this study it is known that majority of the employees feels training program focus on developing team work and leadership skills. i.e., 90.10%, followed by the employees who feel it as maybe. 8.91% and 0.99% does not agree with it.

5. Do you think training program helps to create job satisfaction in quality of work life?

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

| | Frequency | Percentage |
|----------------|-----------|------------|
| Agree | 42 | 41.8 |
| Neutral | 11 | 10.9 |
| Strongly agree | 48 | 47.5 |
| Total | 101 | 100 |



Interpretation: From this study it is known that majority of respondents (47.5%) strongly agree that training program helps to create job satisfaction in quality of work life, followed by 41.06% of employees agree for the same and few percent of employees have neutral of agreement i.e., 10.9%.

7. FINDINGS

The impact of training on employee performance is investigated in this study. The goal of this research is to better understand the value of training and development in organizations, as well as to investigate various training and development approaches that affects employee performance and to learn about the employee’s perspectives on how training and development has benefited them.

A sample of 101 respondents has been chosen to achieve these goals. Employees strongly agree that training is necessary for improving staff production and performance, according to the findings of the survey. According to the results of the poll, the majority of employees have received both on the job and off the job training.

Employees firmly fill that the company’s training program benefits them and that its impact improves their performance, quality job results, motivation, decision making and leadership skills.

The survey also demonstrates that training and development is carried out to satisfy the needs of organizations and helps in HR department.

8. SUGGESTIONS

Many businesses have realized the value of training and implemented training initiatives to reap the benefits. According to studies employee performance is significantly affected by training and development.

More training programs for employees should be made available in order to lower the expense of recruiting and training new employees. And feedback should be given to employees in order to become aware of areas where they can enhance their performance.

To ensure that training plays a constructive role in company, training and development policies should be clear, and straight forward and they should be conveyed to trainees. All employees should be required to participate in mandatory training sessions in order to improve their knowledge and awareness of the company’s annual business strategy and objectives.

9. CONCLUSION

According to research, Majority of the responses were positive and a greater part of the employee’s responses believed that training programs had an impact on their performance. It is impossible to estimate the importance of training and development in human resource management. It is vital for businesses to hire competent and experienced employees if they want to increase their performance and employees will be more than competent if they have the requisite knowledge and ability.

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