

A study on impact of Training and Development on employees performance

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ABSTRACT

Training and development is the process to enhance the productivity of employees in both professional and personal development once an individual enters the organization. The main purpose of the study is to identify impact of training and development on employees performance, find out effect of training and development on workers. A total of 65 employees were investigated by structured questionnaire. The study shows that factors such as speed, efficiency, skill development, changing attitude, productivity etc. have impact on employees performance by training and development. The study indicates a positive sign regarding overall employee's performance at work.

INTRODUCTION

The training and development of the human resource management is a key investment strategy for individual and organizational success. When management thinks that there is a need to improve the performances of employees. Training and development in a general sense refers to a planned effort by an organization to facilitate employees in acquiring skill, attitude and behavior that are critical for successful performance on the job. Training is a systematic way of altering behaviour to prepare an employee for a job or to improve the employee's performance on the present job, and development is preparing an employee for improving the conceptual, decision making, and interpersonal skills in complex, in structured situation.

REVIEW OF LITREATURE

Franklin Dang Kum , Richard Cowden, 2014 conducted **THE IMPACT OF TRAINING AND DEVELOPMENT ON EMPLOYEE PERFORMANCE: A CASE STUDY OF ESCON CONSULTING**. To investigate factors affecting training and development of employees at ESCON. the findings revealed that working conditions and a lack of resources affect the training and development of employees. It is recommended that certain areas be improved, that is, management support, the provision of feedback to employees and the conducting of employee training on a continuous basis.

Neelam Tahir, Dr. Shahid Jan, 2014 conducted **The Impact of Training and Development on Employees Performance and Productivity A case study of United Bank Limited Peshawar City, KPK, Pakistan**. Objective was to investigate whether training and development has impact on employees' performance and productivity. at employees working in UBL in region Peshawar considered the Training

and Development as a main factor of employees' performance and Productivity and were in favor of it. This study revealed that banks' administrations interested in their productivity and efficiency is left with no other option than to adopt Training and Development.

Muhammad Imran , Aiman Tanveer 2015, conducted **IMPACT OF TRAINING & DEVELOPMENT ON EMPLOYEES' PERFORMANCE IN BANKS OF PAKISTAN**. To identify the existing Training and Development trends & programs in the banks under study in Pakistan. The study started from highlighting the importance of Training & Development for business in the present day. It was being evidenced through previous researches that training the workforce is inevitable for all the organizations keeping aside their size, scope, and geographical boundaries. This is much due to the increased need for innovation and increase expectations from the customers.

Afaq Ahmed Khan, Sardar Osama Bin Haseeb Abbas, 2016 conducted **To determine the impact of training and development of employees on employee performance**. The finding of our study showed positive impact of training and development and job satisfaction with employee performance. Training and development will lead to higher job satisfaction level in employees and they will fulfill their duties with a great deal of responsibility with best performance.

Palwasha Bibi, Ashfaq Ahmad, and Abdul Halim Abd. Majid 2018, conducted **The Impact of Training and Development and Supervisors Support on Employees Retention in Academic Institutions in Pakistan: The Moderating Role of the Work Environment**. This study investigated the impact of training and development and supervisors support on employees retention. the results also revealed that the work environment moderated the relationship between training and development, supervisors support, and employees' retention

RESEARCH OBJECTIVE

To find out whether training and development is imparted in the organization.

To study whether training and development improves performance of employees in context to speed , accuracy and reduce error.

To study overall effectiveness of training and development in the organization.

RESEARCH METHODOLOGY

The methodological aspects used for information is completed through the quantitative questionnaires. the survey tries to find out the factors which are affecting employees performance at work by training and development. A simple random sampling technique was used in this study to select 65 employees. A broad range of instruments were used for measuring employee's performance, firstly it consists of questions associated with the biographical information of the employees. Secondly, it's associated with overall employee's efficiency of work which rate item based on 5 points. Lastly, it's associated with the factors affecting employee's performance. A rating scale from 1 (Strongly disagree) to 5 (Strongly agree) was used.

1 = Strongly disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly agree

Table:5.2 Reliability Statistics

Cronbach's Alpha	N of Items	Findings of the study
.763	8	

study

Reliability Analysis: -An analysis was conducted for checking the reliability of the questionnaire and the results were obtained. The Cronbach’s alpha (a measure of reliability) was calculated for the questionnaire. The co-efficient (0.763 of 8 items) indicates reliability as it meets the minimum acceptance level of 0.7.

Likert scale

	N		Mean	Std. Deviation	Skewness	Rank	Percentiles
	Valid	Missing					100
Training is must for enhancing productivity and performance	65	1	4.20	.506	.328	2	5.00
Satisfied with the effectiveness of training program	65	1	3.65	.799	.356	8	5.00
Training is part of organizational strategy	65	1	4.03	.728	-.548	3	5.00
Training helps to improve relation of employees in the organization	65	1	3.83	.802	.131	7	5.00
Training program helps to increase productivity in quality and quantity	65	1	4.45	.587	-.502	1	5.00
Training and development program focus on team work and leadership skill	65	1	3.97	.790	.055	6	5.00
Training and development increase employee potential	65	1	4.02	.599	-.005	4	5.00
Participating in training activities will help personal development	65	1	3.98	.696	.021	5	5.00

The above table shows that the responses of the respondents are quitemixed. The maximum respondents responded positively for the statement. There are total 65 respondent.

An effort has been made in the present study to find out which variables in the organization leads to employees performance. The following null hypothesis as well as alternate hypothesis have been developed for the same:

H0: There is no significant difference in the responses of both the genders regarding Training and Development in the organization.

H1: There is significant difference in the responses of both the genders regarding Training and Development in the organization

Ranks

	Gender	N	Mean Rank	Sum of Ranks
Training is must for enhancing productivity and performance	female	30	30.03	901.00
	Male	35	35.54	1244.00
	Total	65		
Satisfied with the effectiveness of training program	Female	30	31.93	958.00
	Male	35	33.91	1187.00
	Total	65		
Training is part of organizational strategy	Female	30	34.15	1024.50
	Male	35	32.01	1120.50
	Total	65		
Training helps to improve relation of employees in the organization	Female	30	31.27	938.00
	Male	35	34.49	1207.00
	Total	65		
Training program helps to increase productivity in 3 quality and quantity	Female	30	34.97	1049.00
	Male	35	31.31	1096.00
	Total	65		
Training and development program focus on team work and leadership skill	Female	30	31.50	945.00
	Male	35	34.29	1200.00
	Total	65		
Training and development increase employee potential	Female	30	27.25	817.50
	Male	35	37.93	1327.50
	Total	65		
Participating in training activities will help personal development	Female	30	29.25	877.50
	Male	35	36.21	1267.50

Total	65	
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The table above saw the male and female rank that who agree with the training and development but according to table female are less agree then that of males.

Maan Whitney and Z test

	Mann-Whitney U	Wilcoxon W	Z	Asymp. Sig. (2-tailed)
Training is must for enhancing productivity and performance	436.000	901.000	-1.475	.140
Satisfied with the effectiveness of training program	493.000	958.000	-.455	.649
Training is part of organizational strategy	490.500	1120.500	-.508	.611
Training helps to improve relation of employees in the organization	473.000	938.000	-.729	.466
Training program helps to increase productivity in 3 quality and quantity	466.000	1096.000	-.878	.380
Training and development program focus on team work and leadership skill	480.000	945.000	-.630	.529
Training and development increase employee potential	352.500	817.500	-2.677	.007
Participating in training activities will help personal development	412.500	877.500	-1.625	.104

The Mann-Whitney U test values and the associated significant values in case of all the above mentioned attributes is much higher than 0.05. The null hypothesis is Thus accepted and we may say that difference in sum of rank for Training and development of employees is merely by chance. The responses of male and female respondents do not vary significantly.

CONCLUSION

From the study it can be concluded that there is a strong need of training and development of workers. Some workers agree training is effective but there are some workers who are rigid that they cannot absorb training effectiveness. Most of the workers are satisfied with their trainer. After training program career growth based on various training programs attended, satisfied with information provided by trainer and training increases the productivity level. There is no significance difference in the effect of training and development of workers belongs to experience of working for participating in training activities help personal

development, training and development improved daily activities, opportunities to practice during training programs.

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