

IMPACT OF TRAINING & DEVELOPMENT IN PERFORMANE OF EMPLOYEES ON HITACHI ENERGY, CHENNAI

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ABSTRACT

The main aim of this research is to know the Employee's Performance based on Training & Development followed in the organization. The study is descriptive in nature. The objective of the study is to evaluate the effectiveness of existing training methods and strategies, to find out whether the relationship between employee engagement and the effectiveness of training and development programs. The sample size is 125. The sample method used for this study is the Percentage Analysis, Correlation and Chi-Quare. The data has been collected through a well-structured questionnaire and has been analyzed with the help of SPSS package. The First Chapter deals with introduction, meaning, nature and used of the financial performance, design of the study, the scope, objectives, and Research methodology. The Second Chapter deals with Review of literature. The Third chapter deals with the Complete Profile of Organization. The fourth chapter deals with the interpretation of the data collected in the survey through questionnaire by using tools like percentage analysis, chi-square and correlation. The fifth chapter reflects the thoughts of the researcher in the form of findings, suggestions and conclusions. In the appendix various supporting information have been incorporated for an easy understanding of the readers.

Key words: Training design, on-the-job-training, off-the-job-training, and employee's performance.

INTRODUCTION

Employees training and development is one of the major issuing topics now a day because this helps the organization in number of ways. The daily performance of business and day to day maintenance is needed to be done by some workers or employees. And this can only be done when there is proper training and development session held for the employees. Training and development will definitely cause in increase of the employees performance. It is like a root toward a better result or success. Its is extremely important for any kind of business whether it is small based organization having four to five employees or a Large scale organization having some number of employees. But the main point is that the training and development is necessary in every organization in order to avoid any misleading activity in future. Remember that quality work can only be produced by the trained worker. If the worker is trained and have exact knowledge about the work he is doing then there will be no problem in working environment. Further will affect the business activities as a whole means that it's not only affecting the internal business structure but also affecting the external activities.



The Critical Role of Training and Development

The concept of training encompasses a systematic approach to learning that aims to improve the practical skills and knowledge of employees, ensuring they can perform their job functions with higher efficiency and effectiveness. Development, however, extends beyond immediate job requirements to focus on the long-term professional growth of employees, preparing them for future challenges and higher responsibilities. Together, training and development are instrumental in fostering a competent and adaptable workforce.

Navigating the Modern Business Landscape

Today's business environment is marked by rapid technological advancements, globalization, and shifting market demands. These factors necessitate that organizations remain agile and innovative to sustain their competitive edge. To navigate such a dynamic landscape, investing in employee training and development becomes imperative. Employees must be equipped with the latest skills and knowledge to effectively respond to technological changes, adapt to new processes, and meet evolving customer expectations.

Investment in Human Capital

Employees are often regarded as the most valuable asset of an organization. Their performance directly impacts organizational productivity, innovation, and overall success. As such, the investment in comprehensive training and development programs is not merely a cost but a strategic investment in human capital. These programs are designed to enhance employee capabilities, ensuring that the workforce is well-prepared to contribute to the achievement of organizational goals.

Enhancing Skills and Knowledge

Training programs are specifically tailored to enhance both the technical and soft skills of employees. Technical training might include new software systems, advanced machinery, or updated industry practices, ensuring employees remain proficient in their core job functions. Soft skills training, on the other hand, focus on areas such as communication, leadership, teamwork, and problem-solving, which are equally critical for overall job performance.

Development programs typically include activities such as workshops, seminars, mentoring, and coaching, which aim to foster a deeper understanding of the industry, improve strategic thinking, and prepare employees for leadership roles. These programs encourage continuous learning and personal growth, thereby contributing to career advancement and job satisfaction.

Organizational Goals and Employee Performance

Training and development programs are strategically aligned with the broader goals of the organization. By ensuring that employees' skills and knowledge are up-to-date, organizations can achieve higher levels of efficiency, productivity, and innovation. These programs also help in identifying and bridging skill gaps within the workforce, which is essential for maintaining a competitive position in the market.

Moreover, training and development initiatives lead to improved employee performance, which is reflected in enhanced job proficiency, higher productivity, and better quality of work.



Employees who undergo regular training are more confident and capable, which reduces the likelihood of errors and increases overall job satisfaction.

Creating a Culture of Continuous Learning

Organizations that prioritize training and development foster a culture of continuous learning and improvement. This culture not only motivates employees but also enhances their engagement and loyalty to the organization. When employees feel valued and see opportunities for growth, they are more likely to stay with the organization, reducing turnover rates and retaining valuable talent.

PRIMARY OBJECTIVE:

- To determine the correlation between training participation and employee performance improvement.
- To explore the relationship between employee engagement and the effectiveness of training and development programs.
- To analyze the cost-effectiveness of training and development investments in relation to improvements in employee performance.

SECONDARY OBJECTIVE:

- To identify best practices and areas for improvement in the organization's training and development efforts.
- To make recommendations for enhancing the organization's training and development strategies to better support employee performance and organizational goals.

To establish a framework for ongoing evaluation and refinement of training and development programs based on employee performance outcomes.

SCOPE OF THE STUDY

The scope of this study encompasses a comprehensive analysis of the impact of training and development on employee performance. The study will cover various dimensions of training methods, strategies, and their effectiveness, the correlation between training and performance, the engagement levels of employees, and the cost-effectiveness of these initiatives. The main objectives guide the depth and breadth of the research, ensuring a holistic approach to understanding and improving training and development within the organization

RESEARCH METHODOLOGY

Nowadays, companies spend a lot of time and money on training their employees to make them better at their jobs. But we're not sure exactly how this training helps employees do better at work. This study wants to figure out the specific ways that training makes employees perform better, like being more productive or happier with their jobs. By understanding this, companies can make their training programs even better and help their employees succeed.

Population: In hypothesis testing, a "population" is the entire group of interest in a study, characterized by parameters like the mean or variance. Researchers test hypotheses about these parameters using samples, which are subsets of the population.



Population Size: 230 **Sample Size:** In hypothesis testing, "sample size" is the number of observations in a sample. It affects the accuracy and reliability of results: larger sample sizes yield more precise estimates and stronger statistical power, reducing sampling error. **Sample Size:** 125.

PERIOD OF THE STUDY

The study was done in the period of 4(four) months from 18.03.2023 to 30.06.2023.

AREA OF THE STUDY

The research on the title was done in the area of Human Resources, focusing on the impact of training and development on employee performance

DATA ANALYSIS AND INTERPRETATION

RESPONDENTS BY THEIR RATING TRAINING EFFECTIVENESS

| Rating Our Training Effectiveness | No. of Respondent | Percentage |
|-----------------------------------|-------------------|------------|
| Not effective at all | - | 0 |
| Somewhat ineffective | 9 | 7.2 |
| Neutral | 19 | 15.2 |
| Somewhat effective | 50 | 40 |
| Highly effective | 47 | 37.6 |
| Total | 125 | 100% |

RESPONDENTS BY THEIR TRAINING PROGRAMS MEETS NEEDS

| Training Programs Meet Your Needs | No. of Respondent | Percentage |
|-----------------------------------|-------------------|------------|
| Strongly disagree | - | 0 |
| Disagree | 3 | 2.4 |
| Neutral | 37 | 29.6 |
| Agree | 50 | 40 |
| Strongly agree | 35 | 28 |
| Total | 125 | 100% |

RESPONDENTS BY THEIR SKILL IMPROVEMENT FROM TRAINING

| SKILL IMPROVEMENT FROM TRAINING | No. Of Respondent | Percentage |
|---------------------------------|-------------------|------------|
| Not at all | - | 0 |
| Slightly | 12 | 9.6 |



| | | |
|---------------|-----|------|
| Moderately | 33 | 26.4 |
| Significantly | 44 | 35.2 |
| Extremely | 36 | 28.8 |
| Total | 125 | 100% |

RESPONDENTS BY THEIR TRAINING BOOSTS JOB PERFORMANCE

| Training Boosts Job Performance | No. of Respondent | Percentage |
|---------------------------------|-------------------|------------|
| Strongly disagree | - | 0 |
| Disagree | 7 | 5.6 |
| Neutral | 30 | 24 |
| Agree | 55 | 44 |
| Strongly agree | 33 | 26.4 |
| Total | 125 | 100% |

RESPONDENTS BY THEIR ENGAGEMENT WITH WORK AND ORGANIZATION

| Engagement with Work and Organization | No. of Respondent | Percentage |
|---------------------------------------|-------------------|------------|
| Not engaged at all | - | 0 |
| Slightly engaged | 12 | 9.6 |
| Moderately engaged | 29 | 23.2 |
| Highly engaged | 42 | 33.6 |
| Fully engaged | 42 | 33.6 |
| Total | 125 | 100% |

RESPONDENTS BY THEIR ROI OF TRAINING ON EMPLOYEE PERFORMANCE

| ROI of Training on Employee Performance | No. of Respondent | Percentage |
|---|-------------------|------------|
| Poor | - | 0 |
| Fair | 11 | 8.8 |
| Average | 31 | 24.8 |
| Good | 45 | 36 |
| Excellent | 38 | 30.4 |
| Total | 125 | 100% |

SUGGESTION



- **Diverse Training Methods:** Incorporate a variety of training methods to cater to different learning styles, ensuring that training programs are effective for all employees.
- **Continuous Improvement:** Regularly evaluate and update training programs based on feedback to ensure they remain relevant and effective.
- **Engage Female Employees:** Given the high percentage of female respondents, design training programs that are inclusive and address specific needs that may arise.
- **Focus on Mid-Career Employees:** With the majority being in the 31-40 age group, tailor training programs to support career advancement and skill development for mid-career employees.
- **Experience-Based Training:** Utilize the experience of employees with 5-6 years of tenure to mentor and train less experienced employees, fostering a culture of knowledge sharing.
- **Alignment with Organizational Goals:** Ensure that training programs are closely aligned with organizational goals to maximize their impact on performance and engagement.
- **Emphasize ROI:** Communicate the return on investment of training programs to stakeholders to secure ongoing support and funding.
- **Address Skill Gaps:** Use the feedback from employees to identify and address specific skill gaps through targeted training initiatives.
- **Enhance Engagement:** Develop training programs that not only improve skills but also boost employee engagement and satisfaction.
- **Accessibility of Materials:** Ensure that training materials are easily accessible to all employees, possibly through digital platforms and mobile-friendly resources.
- **Holistic Evaluation:** Implement a continuous evaluation system to assess the effectiveness of training programs regularly and make necessary adjustments promptly.
- **Address Specific Needs:** Pay attention to the feedback regarding the need for minor adjustments or significant changes in training programs and act accordingly.
- **Foster a Learning Culture:** Encourage a culture of continuous learning and development, where employees feel motivated to participate in training programs regularly.
- **Measure Impact on Performance:** Continuously measure and analyze the impact of training programs on employee performance to ensure they are meeting their intended goals.
- **Leverage Technology:** Utilize technology to enhance training programs, making them more interactive, engaging, and accessible.

CONCLUSION

The findings from this study highlight the critical role that training and development play in enhancing employee performance and engagement. The survey results reveal that the majority of respondents, who are predominantly female and in the 31-40 age group, with substantial work experience,

highly value training programs. The data indicates that effective training not only improves skills but also significantly boosts job performance and employee engagement. A considerable proportion of respondents reported that training programs are somewhat effective and meet their needs, resulting in significant skill improvement. Frequent participation in training is common, with many agreeing that training enhances performance and aligns with organizational goals. The majority also recognize the benefits of training as outweighing the costs, underscoring the importance of continued investment in these programs. Despite the overall positive impact, there are areas that require attention. Many respondents called for significant changes or a complete overhaul of existing training programs, highlighting the need for continuous evaluation and improvement. Ensuring that training materials are accessible and that programs are tailored to diverse learning styles will enhance their effectiveness further.

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