



**A STUDY ON EFFECTIVENESS OF TRAINING AND
DEVELOPMENT ON EMPLOYEES OF AUTOMOBILE
SECTOR AT TVS TRAINING AND SERVICES**

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Abstract

The study was carried out to analyse the extent of effectiveness of training and development practices for knowledge and skill enhancement of the employees of automobile sectors getting trained at TVS Training and Services. The data were collected through a survey method with a structured questionnaire from 120 employees working in automobile sectors at TVS Training and Services. Majority of the employees believed that knowledge and skill can be improved by attending training and development programmes. In this study Descriptive Research Design and inferential analysis was used as the sampling procedure and data obtained were statistically analyzed using Chi-square test, one way Anova , Co-efficient correlation. The employees believed that specialised training certainly enhance specialised knowledge and skill for improving their work effectiveness. The effectiveness of training and development practices is therefore primary objective of the study. A study of this nature is important and significant, because the result will encourage management or more organization to inculcate compact training and development of their staff . An attempt has been made to provide a comprehensive knowledge on training and development which would be useful for researcher working in the area of training.

Keywords: Effectiveness, training practices, specialised knowledge

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1. INTRODUCTION

Out of all the resources available to the company, the human resources are the most dynamic. If they are to reach their full potential at work, they require a lot of attention from the organization's management. Thus, the issue that management must deal with today may involve motivation, leadership, communication, job reorganisation, payment methods, and training and development. The majority of these concerns will be addressed in this research project, but right now it's important to think about how training and development initiatives affect an organisation. Workers must adapt to the new technology because of how the corporate environment is changing as a result of modern technology, hence the importance of proper training and development should be emphasised where there is training and development in an organisation, which will result in the imparting of new skill, information, etc. that a specific worker will need in order to lead to improved productivity and higher performance. It aids the organisation in fulfilling its mission and goals. When teaching or learning is done with the primary goal of assisting members of an organisation in acquiring and applying the information, ability, skill, and attitude required by the organisation, this is referred to as training. Employee training and development is crucial, especially in the banking industry, as it creates the foundation for competency and increased productivity, which are the hallmarks of every organisation. In general, training is the process of enhancing a worker's knowledge and abilities to perform a specific profession. The process by which an organisation develops the skills and capacities of non-managerial employees is referred to as training. On the other side, development is the process by which managers and executives gain

capacity for future managing tasks that will be more complex in addition to expertise and competence in their current roles.

Development is the process of assisting management in enhancing their managerial administrative abilities, decision-making process, qualities, and competencies in order to achieve motivation and, subsequently, productivity of the employer. By providing employees with motivational training, productivity will undoubtedly increase.

SCOPE AND SIGNIFICANCE OF THE STUDY

The importance of this study comes in the fact that it will give many people, organisations, and groups a great source of literature for any studies that are pertinent to the subject. Second, this study will undoubtedly be very helpful to organisations in understanding the nature of training and development and its importance to the workforce, particularly those in the automotive sector. A study of this kind is crucial and useful because the conclusions will persuade management or other organisations to promote staff development and training that is focused and condensed. Last but not least, it is also anticipated that the study would be helpful to readers who want to learn more about how to develop and train staff in order to address the current difficulties the banking industry and the global new economic order are confronting. The usefulness of staff training and development as a technique for improving employee performance in an organisation is the focus of the study. The study will also be restricted to a survey of pertinent literatures in libraries, and it will be based on databases of papers, books, projects, speeches, and other information from the media.

OBJECTIVES

PRIMARY OBJECTIVE

Examining the effects of training and development on employees is the main goal of this study. The significance and necessity of staff development will be established, and the employees' perceptions of training will be identified.

SECONDARY OBJECTIVES

1. To research the effects of employees' quality of work performance.
2. To examine how well employees perform after receiving training and applying new abilities.
3. To assess how satisfied employees are with the training and development plan.
4. To comprehend the advantages of training and growth for workers.

Finally, in order for even a layperson to understand and benefit from this research work, the researcher's data collection will be more simply analysed, technical items will be avoided whenever possible, and where they are unavoidable, they must be explained within this research work.

REVIEW OF LITERATURE

Oni-Ojo Edith Abeguki , Salau Odunayo Paul , Oludayo Olumuyiwa Akinrole , 2014 , strategic role of human resource training and development on organizational effectiveness, This article tells us that the rise and fall of many organizations is a reflection of how adaptive, flexible, and focused they are with the changing pattern. The rapid change in technological innovation and advancement has become an indispensable means for organization to equip their employees with the required skilled, knowledge and abilities which are acquired through consistent training to stand against competitive forces. However, this study has examined how best training can be used to reduce waste, incessant level of industrial accidents, lateness to work, fatigue, and absenteeism in order to ensure the survival and growth of the banking industries. The survey design was adopted. Questionnaire was used the major source of data collection. While the

Correlation Analysis and chi square were adopted using Statistical Package for Social Sciences. The findings revealed that employees training significantly influences organizational effectiveness though some of these banks failed because they send their employees on a training programme when they do not have the machines or equipment which they can use to practice when they return from such a training. Without a commitment from management, training will be nothing more than a dream.

Neelam Tahir , Dr. Shahid Jan , Muhammad Hashim , 2014 ,The Impact of Training and Development on Employees Performance and Productivity , This paper main objective was to investigate whether training and development has impact on employees' performance and productivity. The goal was to see whether Training and Development has an impact on Employees Performance and Productivity. The main object of every organization is to improve its performance but it can never be possible without the efficient performance of employees. Therefore, the performance management system came into effect as a management reform to address and redress concerns, organizations had about performance . Performance refers to the accomplishment of something or mere working effectiveness. In an organization performance is realized at the levels of organization, process and individuals and the interrelationships among these will define the vantage points of the organization. In contributing to the overall goal of the organization, training and development processes are implemented as this benefits not just the organization but also the individuals making up that organization. For the organization, training and development leads to improve profitability while cultivating more positive attitudes toward profit orientation. For the individuals, training and development improve job

knowledge while also helping in identifying with the goals of the organization. Training and development is defined as the planned learning experiences that teach employees how to perform current and future jobs. At its core is the improvement in the performance of individuals participating in training and development activities. Learning is achieved through training and development therefore means to be translated as organizational resource by which the people acquire, infer and utilized. As such, performance contributes to the growth of the organization specifically since they can implement in combination competences and expertise acquired through training and development.

Astuty Mulang , 2015 , The Importance of Training for Human Resource Development in Organization , Human resource makes up primary element of an organization. Human resource training and development are absolute necessities for it. In pragmatic, training and development program have positive influence on both individual and organization. Training Need Analysis (TNA). performance problem, new system and technology and also automatic and habitual training. It is a need analysis at the workplace which is specifically meant to find what actually training needs as a priority. Information of the needs will help organization in employing resources effectively and prevent unnecessary training activity. Training for human resource development is a must in an organization when direct employment placement cannot warrant employee's success. New comer often faces uncertainty on his role and responsibility. Job demand and staff capacity shall be in state of balance through orientation and training program.

Wexley , Yukl , 2007 , Perceptions of the effectiveness of training and

development , This article states that development focuses more on improving the decision making and human relation skills of middle and upper level management, while training involves lower level employees and the presentation of more factual and narrow subject matter . They have an opinion that training in human resource development are terms referring to planned efforts, designed facilitate the acquisition of skills, knowledge, and attitudes by organizational staffs or members. The development focuses more on improving the decision making and expanding human relation skills of upper and middle level management, while training is meant for lower level employees. Training is short-terms educational process utilizing a systematic and organized procedure by which non-managerial personnel learn technical knowledge and skills for a definite purpose. Development, in reference to staffing and personnel matters, is a long-terms educational process utilizing a systematic and organized procedure by which managerial personnel learn conceptual and theoretical knowledge for general purpose.

2. RESEARCH METHODOLOGY

Data collection is made through primary data and secondary data.

Primary data is collected through a structured questionnaire constructed exclusively for the Employees and the customers of TVS Training and services and also interacted with the officials of the organization to get relevant information required for the study.

The Secondary data is collected from the records of the personnel Department of TVS Training and services.

The research adopted in the study is a descriptive research, as it includes surveying and fact finding.

Simple random sampling method is adopted in the study. The sample of this study are the trainers of TVS TS and employees of the clients of TVS TS in automobile sector. The questionnaire was given to 120 respondents . Thus 120 samples were considered as sample size.

STATISTICAL TOOLS USED

- ANOVA
- CHI SQUARE TEST
- CORRELATION
- T- TEST

SUMMARY OF FINDINGS

DESCRIPTIVE ANALYSIS:

It is inferred that majority of the respondents are Male (56.7%). Majority of the respondents belong to the the age group of 20-30 years (50.8%). Majority of the respondents are

married (52%). Majority of the respondents a monthly income of Rs 20,000-30,000 (84%). Majority of the respondents agree that effective problem solving skills are thought through training (45.8%). Majority of the respondents agree that training program has benefited in personal growth (50%). Majority of the respondents told yes that training program has helped in motivating them (83%).

INFERENCE ANALYSIS:

ONE WAY ANOVA TEST

HYPOTHESIS:

Ho: There is no difference between training and development and quality of work performance.

H₁: There is difference between training and development and quality of work performance.

Table 1 showing Anova for training and development and quality of work performance

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	9.218	2	4.609	5.985	.004
Within Groups	53.905	70	.770		
Total	63.123	72			

INFERENCE:

Alternative Hypothesis, H₁ is Accepted as the p value is lesser than 0.05 (p=0.004).

Therefore, there is significant relationship between training and development and quality of work performance. Good training helps to enhance the quality of work performance

of employees.

CHI-SQUARE TEST

HYPOTHESIS:

Ho: There is no difference between effective training given and skills learnt.

H₁: There is difference between effective training given and skills learnt.

Table 2 showing Chi-Square Test for effective training given and skills learnt

Value	df	Asymptotic significance(2-sided)

Pearson Chi-Square		26,822 ^a	4	.001
Likelihood Ratio		14,707	4	.005
Linear-by-Linear Association		11,364	1	.001
N of Valid Cases		120		

a. 6 cells (66.7%) have expected count less than 5. The minimum expected count is .23.

INFERENCE:

From the above test, P-value $0.001 < 0.05$

Hence, H₁ is accepted.

There is a relationship between effective training given and skills learnt. Good effective training teaches lots of skills to the employees.

KARL PEARSON'S CORRELATION

HYPOTHESIS:

H₀: There is no relationship between well trained faculty and responds of trainers with the total satisfaction level of employees.

H₁: There is relationship between well trained faculty and responds of trainers with the total satisfaction level of employees.

CORRELATIONS

/VARIABLES=Trainers responds

Trained faculty

/PRINT=TWOTAIL NOSIG FULL

/STATISTICS DESCRIPTIVES

/MISSING=PAIRWISE

Table 3
Descriptive Statistics

	Mean	Std. Deviation	N
Effectiveness of recruitment process	2,7864	.43500	120
Recommending recruiter to friends/colleagues	4,6408	.68391	120

Table 4 showing correlation between Trainers responds and Trained faculty
Correlations

		TRAINER RESPONDS TO TRAINEES DOUBTS	TRAINING PROGRAM HANDLED BY TRAINED FACULTY
TRAINER RESPONDS TO TRAINEES DOUBTS	Pearson Correlation	1	.947**
	Sig. (2-tailed)		.001
	N	120	120

TRAINING PROGRAM HANDLED BY TRAINED FACULTY	Pearson Correlation	.947**	1
	Sig. (2-tailed)	.001	
	N	120	120

** . Correlation is significant at the 0.01 level (2-tailed).

INFERENCE:

From the above table, the Pearson Correlation Coefficient, r is 0.947.

It indicates positive correlation.

Null hypothesis, HO is Rejected as p value is less than 0.05 (p=0.001).

Therefore, there is a significant relationship between well trained faculty and responds of trainers with the total satisfaction level of employees. Trainers who are trained well will respond to the doubts properly. Employees get a high

level of satisfaction on training and development programme when trainers are well trained and responds to their doubts.

INDEPENDENT T- TEST

HYPOTHESIS:

Ho: There is no difference between effective training and development and the benefits from it.

H1: There is difference between effective training and development and the benefits from it.

Independent Samples Test

		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
Overall Training and development benefits	Equal variance assumed	10.572	.001	-10.1	118	.000	-1.434	.14102	-1.71	1.15508
	Equal variance not assumed			-9.885	96.19	.000	-1.434	.14510	-1.7225	1.14633

INFERENCE:

From the above table it is interpreted that the F value for Overall benefits is 10.572.

Since the p value (0.001) for Overall

benefits is less than 0.05, we accept the alternative hypothesis, H1. There is a significance between effective training and development and the benefits from it.

SUGGESTIONS

- Training and Development has a positive impact on employees , steps has to be continued by the organization to organize sufficient training programmes frequently to all employees.
- Employees are highly satisfied with the training and development measures that are taken , thus employees can work efficiently increasing the productivity leading to organizational benefits.
- Effective training could be given only by well certified and trained trainers , thus leading to proper knowledge transfer session so its necessary to have good, well versed faculties.
- Training has imparted problem solving skills, skill set to operate machinery of automobile sector, so its beneficiary for the organization so that smooth work could be done , thus training sessions are must.
- Course materials and curriculum for the training sessions should be framed properly by experts as it is the base foundation for training and development programs to be successful.
- It was found from the analysis that employees are highly motivated which led to personal growth in their career and training and development had benefited a lot , so its important for every organization to provide correct training to employees for a good duration of time period.

3. CONCLUSION

In every organization, training and development plays a vital role. The study also reveals that training and development is very much effective. Concluded with the help of analysis, feedback generated through questionnaire found that Employees are highly satisfied with the training and development

measures that are taken , thus employees can work efficiently increasing the productivity leading to organizational benefits. The study also reveals that Training and Development has been effective in the performance of employees and the quality of their work. It was found from the analysis that employees are highly motivated which led to personal growth in their career and training and development had benefited a lot , so its important for every organization to provide correct training to employees for a good duration of time period. Training has imparted problem solving skills, skill set to operate machinery of automobile sector, so its beneficiary for the organization so that smooth work could be done , thus training sessions are must.

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