



## IMPACT OF TRAINING ON EMPLOYEES PERFORMANCE: SPECIAL REFERENCE OF RETAIL SECTOR OF CHHATTISGARH

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### Abstract

Employees training and development program is indispensable in several ways, it augments efficiency at the same time as employees are equipped with specialized awareness, knowledgeable skills and valid deliberations, staff training also stimulates and instigates workers in the industry. This study is based on primary data sources collected from mainly Retail sectors of Chhattisgarh.

**Key words:** Training, Employees Performance.

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### Introduction

Human resource is the backbone of every organization and world. The growth and survival of any organization depend on the performance of its human resource i.e. employee. Dynamism in the environment motivated the world of work to continuously humanize its human resource management practices, to realize sustainable competitive benefits and to increase productivity in every respect. And the best practices of HRM involve selection of innovative ideas and practices comprising employee involvement, training, development, capacity building, capacity development, empowerment, and performance based rewards system. In the present scenario, it is apparent and implied that the training and development is the most important practice of human resource management. Now a day's training is a means for the inculcation of social, intellectual advancement, courage,

faithfulness, as well as physical development. We could say "training is an indispensable way to keep the organization very much competitive." In the recent global and competitive environment, survival and growth are the key issue to be answered by the organization and to congregate this competition; organizations are taking all measures to improve their quality of its human resource. To be competitive, investing in human capital through training and development programs gives higher returns on investment. At the same time, training programs are supportive process for the companies to focus on inculcation of new potential over and existing potential through education. Researchers and the organizations are continuously working for finding the affect of training and skill enhancement program on both individual as well as on the organization.

Human Resource Development is a major HRM function that consists not only of training and development, but also individual career planning and development activities, organizational development and performance appraisal, an activity that emphasize training and development needs. Training and development programs are the heart of a continuous effort designed to improve the employee competency and organizational performance. It prepares employees to keep pace with the organization's it changes and grows. Training and development activities have the potential to align a firm's employees with its corporate strategies. In virtually every organisation, market, customers are now demanding higher quality, lower costs and faster cycle time. To meet these requirements, and the firms must continually improve their overall performance. Rapid advances in technology and improved processes have been important factors in helping businesses meet these challenges. To respond the competitive shift of customers' needs and wants, to meet out this need, it becomes pragmatic for the world of work to manage its workforce through special skills, knowledge and abilities as they are viewed as an important source of competitive advantage. Humanizing the workplace through training and development program is the centre of attention for proactive organizations. However, the most important competitive advantage for any firm is its human resource or workforce-one must remain competent through continuous training and development efforts. However, successful organizations realize that well-structured and significant employee's training and Development correlate strongly with long-term success. Improved performances are the bottom-line purpose of training and development. This leads the organizations into mature learning organizations. It is important to note that

formal training refers to training activities that is planned, structured and occurs when people are called away from their workstations to participate in it.

### Literature Review

A study on "The Analysis of the Selected Factors Influencing the Selection of Employee Training Methods" by Jana Cocol'ová (December, 2017), studied on the subject matter concerning the issue of employee training as a very important human resource management (HRM)practice. The article focuses on the analysis of selected factors that are important in the employee training methods selection process. In order to find up-to-date information on the status of education in Slovak companies, the research was carried out on a sample of 105 companies. Data had been collected from January to April 2017 via a standardized questionnaire that was distributed in person and electronically to executives responsible for the implementation of education in their company. The aim of the study was to identify statistically significant differences in the use of selected training methods in terms of selected factors, namely the difficulties of implementing the given training method (time and money), the expected increase in workforce productivity thanks to the training and the development of skills needed for the career development of employees. In order to meet the objective of current article four statistical hypotheses were tested using the Kruskal-Wallis test at the significance level of ( $\alpha = 0.05$ .) All hypotheses tested were accepted.

Henrik Holt Larsen (June, 2017), on his study on the subject, "The impact of training and development on employee job performance" provides the idea of study as - the main purpose of identifying the significant impact of training and development on employee job performance. Further, the study examines

the significant impact of training need identify on employee job performance, the significant impact of training on the job on employee performance, the significant impact of training design improve skill on employee job performance, the significant impact of development opportunities on employee.

**Objective:**

To find the impact of training and development on employees' performance

**Research Design:**

A research design is the arrangement to collect and analyze data in the light of the research purpose, namely Impact of

training. Here descriptive research design has been used because, it describes, explain and interpret conditions of the present and the purpose of a descriptive research is to examine a phenomenon that is occurring at a specific place and time. A descriptive research design is concerned with conditions, practices, structures, differences or relationships that exist, opinions held processes that are going on or trends that are evident.

**H<sub>0</sub>: there is no impact of different types of training on employee performance**

**Table 1 Level of agreement on responsiveness for the health hygiene and work place safety as a dimension of the impact of T& D in the steel industry**

Responsiveness for the health hygiene and work place safety as a dimension of the impact of T& D	Frequency	Percent	Chi-Square Value	Df	p-Value
Strongly Disagree	2	0.3			
Disagree	5	0.9			
Neutral	27	4.6	876.144	4	0.000
Agree	177	30.4			
Strongly Agree	371	63.7			
<b>Total</b>	<b>582</b>	<b>100.0</b>			

**Interpretation:** Above table shows the response on responsiveness for the health hygiene and workplace safety as a dimension of the impact of T& D in Steel Industry. Out of 582 respondents, 0.3% are strongly Disagree, 0.9% are Disagree, 4.6% are Neutral, 30.4% are Agree and remaining 63.7% are Strongly Agree for the health hygiene and work place safety as a dimension of the impact of T& D in the steel industry.

From the above table, data value of Chi-Square at 4 degree of freedom 876.144 and its p-value are 0.000 which shows null hypothesis is rejected and data is highly significant. Hence, we conclude

that responsiveness for the health hygiene and work place safety is one of the dimensions of the impact of T&D on employees' performance in the steel industry.

**Conclusion:**

Employees training and development program is indispensable in several ways, it augments efficiency at the same time as employees are equipped with specialized awareness, knowledgeable skills and valid deliberations, staff training also stimulates and instigates workers in the industry. Hence, it is concluded that training and development is a vital mechanism in the achievement of HRM practices and

policies. Moreover, it was a pleasing experience for the researcher to observe and prove the worth of training activity to which she had devoted lots of energy and precious years of his life.

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