



# Analysis of Employee Training Effectiveness At Crescent Infotech

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## ABSTRACT

Employees are the most valuable asset of an organization, so to enhance their performance it is necessary to pay attention to their learning. Training and development programs help organizations to build a skilled and competent workforce in order to maintain a high level of competency and to survive in a dynamic business environment. This study was conducted with the aim to investigate the effectiveness of training and development on employee performance at JK Paper Ltd, Songadh. The research employed descriptive analysis. Primary data was collected through distributing questionnaires to 100 employees, who were selected through the random sampling technique. Findings reveal that overall training and development has a significant impact on employee's performance. It helps the organization in reducing employee turnover, increasing the productivity of employees, and contributing to higher financial returns for the organization. The study suggests that there is a need for improvisation in identifying the area where training needs have actually generated and salary structure should be revised at a regular interval of time.

**KEY WORDS:** Training, Effectiveness, Development, Employees

## I. INTRODUCTION

Training and development are a part of an organization's subsystem that focuses on improving individual and group of employees. Training is the method of improving an employee's skill, knowledge, and abilities in order for them to perform a specific job. Employee development refers to their overall development. It is a process by which managers and executives develop experience and competency in their current job, as well as the ability to perform future tasks.

## IMPORTANCE OF TRAINING

It is important for organizations to provide ongoing training and development programs for their workers in order to continue to improve. Since the business environment and competition are constantly evolving, it is important to continue studying and acquiring new skills.

Training needs assessment it is essential to analyse the employee's training and development needs before developing a suitable training program to enhance their skills. A performance assessment should be performed to examine the employee's current level of expertise and to prepare them in accordance with their needs. Benefits of training and development: Learning opportunity, strength development, addressing weakness, boosting employee performance and productivity, adherence to quality standards, consistency at work, improved morale, lowered turnover rate, innovation and risk acceptance, the improved reputation of the organization is some of the major benefits of training and development.

## OBJECTIVES OF THE STUDY

- To evaluate the performance of the employees before training and after training.
- To know the perception of employees about the training programmes offered.
- To identify the satisfaction level of employee about the training provided by the organization.

## II. REVIEW OF LITERATURE

Raza. H. (2020) "Training and Development impact on Organizational Performance: Empirical Evidence from Oil and Gas Sector." Primary aim was looking the co-relation between the training and progression strategies, targeting their impact on various levelled execution. To assess this relationship, key data has been accumulated. The backslide test procedure was implied on delegates of oil and gas industry of



Pakistan. The finding of the study revealed the situation of training and change in Pakistan and showed that prevailing part of the specialists satisfied by the key T&D of the firm. The disclosures helped the organization to think towards the T&D as to upgrade the required aptitudes of the agents which are fundamental for the definitive execution. For driving the practical training results the study must be carried out more readily.

P. Akilandeswari, and Jayalakshmi. D., (2018) "A Study on Effectiveness of Training in Indian Banks." In this research paper efforts have been made to learn that training and development exist in banks and their impact to generate efficiency of employees to cater the need of their customers. Fundamental targets were to study training and improvement programs embraced by banks for their workers, to break down adequacy of training and advancement programs for representatives to release their obligations and to concentrate how training and advancement programs accomplishes consumer loyalty. Essential information incorporates information gathered through poll filled by the bank representatives. Optional information incorporates —reference books, diary, research papers and web. Irregular testing of 50 respondents from representatives from various banks like HDFC, ICICI, Vijaya bank, Bank of Baroda, Repco Bank situated in rural regions of Chennai. Results inferred that private and open Indian banks embrace training and advancement programs for their workers to expand their effectiveness. Banks give training projects to improve their insight and abilities to fulfil the clients expectations. Development of keeping money area in India is the after effect of gifted labour which is the result of training and improvement.

### III. RESEARCH METHODOLOGY

The term "research" refers to a critical careful and exhaustive investigation or enquiry or experimentation or examination having as it aims the revision of accepted, conclusion in the light of newly discovered facts research is essentially or systematic enquiry of seeking facts through objectives verifiable methods in order to discover the relationship among them.

#### Definition

According to Clifford words "research defining and redefining problems formulating hypothesis or suggested solution, collecting, organizing and evaluating data making deduction and reaching conclusion to determine whether they fit the

formulating hypothesis".

#### Research design

A research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to research purpose with economy in procedure. In this study descriptive type of research design has been used.

#### Descriptive research design:

Descriptive research studies which are concerned with describing the characteristic of a particular concerned with the prediction with narration of facts and characteristics concerning individual group of situations are all example of descriptive research studies.

#### SOURCES OF DATA

#### METHOD OF DATA COLLECTION

##### Primary data:

Primary data are those which are collected a fresh and for the first time and thus happen to the original in character.

##### Secondary data:

Secondary data are those which have been already collected and analyzed by some earlier agency for its own use.

##### Type of survey:

A Direct Survey Method was selected for the research because of the following characteristics:

- It's a field study.
- It seeks response directly from respondents.
- It is conducted in one unit out of two.

##### Method of sampling:

The method of sampling adopted is Stratified Random Sampling. Here, the universe to be sample is subdivided into groups, which are mutually exclusive & include all items in the universe. A simple random sample is then chosen independently from each group.

##### Sample Size:

The sample chosen to collect data consisted of 100 respondents. The data collected is used for final Tabulation and Interpretation. Research instrument Structured questionnaire was used to collect primary data.

#### DATA ANALYSIS TECHNIQUES Techniques of Interpretation:



Collected data's are analyzed through Systematic Tabulation and Graphical Presentation

Tools used for analysis

- Simple average
- Weighted average
- Chi – Square test
- ANOVA

#### SIMPLE PERCENTAGE ANALYSIS

Simple percentage analysis is used by the research for analyzing and interpreting the collected data.

$$\text{Simple Percentage Analysis} = \frac{\text{Actual Respondents}}{\text{Total No. of Respondents}} \times 100$$

#### WEIGHTED AVERAGE SCORE ANALYSIS

The weighted score analysis is a technique used for average score of a category of factor over a particular statement weighted average score analysis was used know the level of opinion of the respondents over different aspects about the opinion and satisfaction for TVS Apache.

Sum of the products of respondents and weights  
Weighted Score =

$$\frac{\text{Sum of the products of respondents and weights}}{\text{Sum of the all weights}}$$

#### CHI-SQUARE

A chi-squared test, also referred to as test, is any statistical hypothesis test in which the sampling distribution of the test statistic is a chi-squared distribution when the null hypothesis is true, or any in which this is asymptotically true, meaning that the sampling distribution (if the null hypothesis is true) can be made to approximate a chi-squared distribution as closely as desired by making the sample size large enough.

$$X^2 = \sum \frac{(o - e)^2}{e}$$

#### ANOVA

A statistical analysis tool that separates the total variability found within a data set into two components: random and systematic factors. The random factors do not have any statistical influence on the given data set, while the systematic factors

do. The ANOVA test is used to determine the impact independent variables have on the dependent variable in a regression analysis. It is also the initial step in identifying factors that are influencing a given data set. After the ANOVA test is performed, the analyst is able to perform further analysis on the systematic factors that are statistically contributing to the data set's variability. ANOVA test results can then be used in an F-test on the significance of the regression formula overall.



**DATA ANALYSIS AND INTERPRETATION**

SHOWING THAT GENDER OF THE RESPONDENTS

OPTION	NO OF RESPONDENT	PERCENTAGE
Male	58	58
Female	42	42
Total	100	100

Source: Primary Data

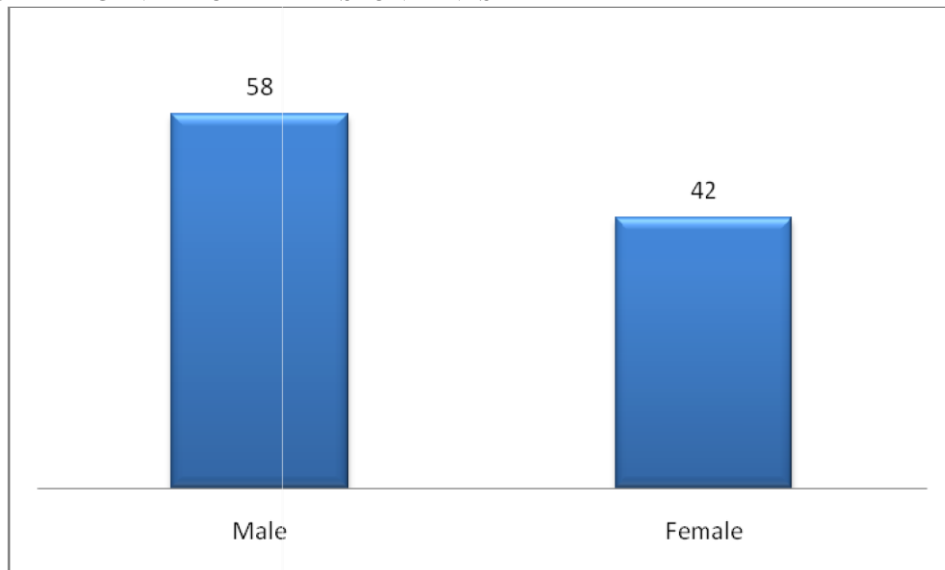
**INTERPRETATION**

From the above table, it is inferred that 58% of the respondents are male and 42% of the respondents are female.

**INFERENCE**

Majority of the respondents 58% of the respondents are male

SHOWING THAT GENDER OF THE RESPONDENTS



**CHISQAURE I**

**TRAINING METHODS UNDERGONE BY YOU IN ORGANIZATION AND TRAINING PROGRAM HELP YOU IN DEVELOPING POSITIVE ATTITUDE AND TEAMWORK**

Training Methods Undergone By You In Organization and Training Program Help

You In

Developing Positive Attitude And Teamwork Cross tabulation Count

	Program Help You In Developing Positive Attitude And Teamwork				Total
	Strongly Agree	Agree	Neutral	Disagree	
On the job training	18	7	1	5	31
Class room Coaching					



Training Methods	Mentoring Off the	2	15	4	1	22
Undergone By	jobtraining		4	13		20
You In		2			5	
Organization			9	11		27
	Total	23	35	29	13	100

Null Hypothesis (H0) - There is no significant relationship between training methods undergone by you in organization and training program help you in developing positive attitude and teamwork

Alternative Hypothesis (H1) - There is a significant relationship between the training methods undergone by you in organization and training program help you in developing positive attitude and teamwork

CHI-SQUARE ( $\chi^2$ ) CALCULATION:

Calculated  $\chi^2$  value = 16.48

Degree of freedom = 12

Table value = 5.991

Significant result = Significant at 5% level

INFERENCE

From the above analysis, we find that the calculated value of 2 is greater than the table value and hence, the null hypothesis accepted. So, there is a significant relationship between training methods undergone by you in organization and training program help you in developing positive attitude and teamwork.

ANOVA ANALYSIS

EXPERIENCE- One-Way Ann ova Analysis

One way analyses were conducted to check whether the study variables differ across various experiences. The Experience break up among the respondents is as follows

EXPERIENCE	PERCENTAGE
Less than 5 years	17
5 – 10 years	47
10 -15 years	28
above 20 years	8
Total	100

To check whether the various study variables differ across different experience groups, one way ANOVA was conducted. The various hypotheses being considered are:

**NULL HYPOTHESIS**

H0: There is no significant difference between the experience and training help to increase your performance



### ALTERNATIVE HYPOTHESIS

H<sub>1a</sub>: The respondents rating about the by the skill improvement will differ across various experience.

H<sub>1b</sub>: The respondents rating about the by the knowledge improvement will differ across various experience

H<sub>1c</sub>: The respondents rating about the by the attitudinal change will differ across various experience.

### TABLE SHOWING ONE WAY ANALYSIS BETWEEN THE EXPERIENCE AND TRAINING HELP TO INCREASE YOUR

ANOVA

	Sum of Squares	df	Mean Square	F	Sig.	
By the skill improvement	Between Groups	2.634	3	0.878	0.915	0.453
	Within Groups	18.236	97	0.96		
	Total	20.87	100			
By the knowledge improvement	Between Groups	4.932	3	1.644	2.11	0.133
	Within Groups	14.807	97	0.779		
	Total	19.739	100			
By the attitudinal change	Between Groups	2.168	3	0.723	0.781	0.519
	Within Groups	17.571	97	0.925		
	Total	19.739	100			

### INTERPRETATION

From the above ANOVA analysis it is inferred that there is a significant difference between the experiences and the by the skill improvement, the knowledge improvement, the attitudinal change as the P value of all those metrics are greater than the significant value of 0.05.

### FINDINGS CHISQUARE

Analysis, we find that the calculated value of 2 is greater than the table value and hence, the null hypothesis accepted. So, there is a significant relationship between training methods undergone by you in organization and training program help you in developing positive attitude and teamwork. □

### ANOVA ANALYSIS

ANOVA analysis it is inferred that there is a

significant difference between the experiences and the by the skill improvement, the knowledge improvement, the attitudinal change as the P value of all those metrics are greater than the significant value of 0.05.

### IV. SUGGESTION

- Organizations should make efforts to see that the training program is realistic, helpful, and based on the organizational strategy. So, the organization should focus on identifying the area where training needs have actually generated. □
- On the basis of organizational strategy training programs should be operated.
- There needs to be improvisation in technology.



Organizations need to update themselves with changing technology. Updating with technology is important to enhance productivity and performance.

- Salary structure should be revised at regular intervals to satisfy employees.
- As many employees do not understand their job, it is suggested to impart training to them in such a way that their understanding can be enhanced i.e.; training should be more realistic

## V. CONCLUSION

Training and development are important to enhance employee performance, as it creates a highly skilled workforce and helps employees in their personal growth. This research was performed to examine the effectiveness of training and development on employee performance. The study revealed that there is a significant effect of training and development on employee performance, as training and development programs in higher performance, productivity, and financial return for the organization. Employees' perception towards training and development programs carried out in the organization is found positive either. They felt that training and development helped them in their personal growth and encouraged them to perform their job enthusiastically. Employee turnover and absenteeism have reduced after allocating the training to employees. Providing formal training programs to new employees as well as to existing employees and evaluating the outcome are the main factors leading to the success of the organization since the organization is taking care of their learning and correcting them at the right time. Analysing the research finding leads us to the conclusion that there is a need for improvisation in identifying the area where training needs have actually generated and salary structure should be revised at a regular interval of time.

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