**A STUDY ON**

**“THE EFFECT OF TRAINING AND DEVELOPMENT**

**IN INDUS MOTORS , THEVARA, ERNAKULAM”**

***In partial Fulfillment of the requirements***

***for the award of the Degree of***

**Bachelor of Business Administration**

**Of Mahatma Gandhi University**

**KOTTAYAM**

submitted by

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1.1 INTRODUCTION

In the field of Human Resources Management, Training and development is the field concern with organizational activities which are aimed to bettering individual and group performance in organizational settings. It has been known by many names in the field HRM, such as employee development, human resources development, learning and development etc. Training is really developing employee’s capacities through learning and practicing.

Training can be introduced as a simply process of assisting a person for enhancing his efficiency and effectiveness to a particular work by getting more area by getting more knowledge and practices. Also training is important to establish specific skill, abilities and knowledge to an employee. For an organization, training and development are important as well as organizational growth, because the organizational growth and profit are also dependent on the training. But the training is not a core of organizational development. It is a function of the organizational development.

Training and development is the framework for helping employees to develop their personal and organizational skills, knowledge, and abilities. The focus of all aspects of Human Resource Development is on developing the most superior workforce so that the organization and individual employee can accomplish their work goals in service customers.

Individual in an organization from its vital resource and must be valued, nurtured and retained. Employees are the most valuable assets and truly the backbone of an organization. Every employee in his/her own way contributes towards the success or failure of an organization. Without employees in an organization, even the most powerful machinery with latest technology would not function. Human Resource is most important asset of an organization. Training and Development is considered to be the most important part of an organization. Due to growing competition in the manufacturing sector, it is essential for the companies to more efficient as compared to other.

**TRAINING**

Training constitutes a basic concept in human resource development. It is concerned with developing a particular skill a desired standard by instruction and practice. Training is a highly useful tool that can bring an employee into a position where they can do their job currently, effectively, and conscientiously. Training is the act of increasing the knowledge and skill of an employee for doing a particular job.

Training is the formal and systematic modification of behavior through learning, which occurs as a result of education, instruction, developing and planned experience.

**DEFINITION OF TRAINING**

Date S. Beach defines training as the organized procedure by which people learn knowledge and/or skill for a definite purpose.

According to Edwin Flippo, training is the act of increasing the skills of an employee for doing a particular job.

According to Nehru, Training is expensive. Without training it is more expensive.

DEFINITION OF DEVELOPMENT

According to Cambridge dictionary the process in which someone or something grows or changes and becomes more advanced.

1.2 STATEMENT OF PROBLEM

Employee training and development is a joint initiative of the employee as well as the employer to upgrade the existing skills and knowledge of an individual. It is of utmost importance for employees to keep themselves abreast with the latest development in the industry to survive the fierce competition the skills of an employee and upgrading his/her existing knowledge and abilities.

In a layman’s language, employee developing helps in developing and nurturing employees for them to become reliable resources and eventually benefit the organization.

Employees also develop a sense of attachment towards the organization because of employee development activities.

Hence a study on training and development is essential to make the employees more efficient and competitive.

* 1. OBJECTIVES OF THE STUDY

**GENERAL OBJECTIVES**

1. No systematic study has been conducted about the employee’s job satisfaction of training and development in INDUS MOTORS, ERNAKULAM so far. Therefore, the present study is an attempt to the job satisfaction.
2. To find out employees’ turnover.

**SECONDARY OBJECTIVE**

1. To find out whether there is any improvement in productivity.
2. To find out effectiveness of training.
3. To know about employee’s motivation.
   1. SCOPE OF THE STUDY

Every organization should provide training to all employees irrespective of their qualifications and skills.

Generally, the need for training arises because of following reasons;

1. Environmental changes;

Mechanization, computerization, and automation have resulted in many changes that require trained staff possessing enough skills. The organization should train the employees to enrich them with the latest technology and knowledge.

1. Organizational complexity;

With modern inventions, technological up gradation, and driver-satisfaction most of the organizations have become very complex. This has aggravated the problems of coordination. So, in order to cope up with the complexities, training has become mandatory.

1. Human relations;

Every management has to maintain very good human relations, and this has made training as one of the basis conditions to deal with human problems.

1. To match employee specifications with the job requirements and organizational needs;

An employees’ specification may not exactly suit to the requirements of the job and the organization, irrespective of experience and skills. There is always a gap between an employee’s present specifications and the organization’s requirements. For filling this gap. Training is required.

1. Change in the job assignment;

Training is also necessary when the existing employee is promoted to the higher level or transferred to another department. Training is also required to equip the old employees with new techniques and technologies.

* 1. LIMITATION OF THE STUDY
* Respondents were found hesitant in reveling opinion about supervisors and management.
* Primary data collected from the interviewers may not be accurate.
* The study is subject to the limitation of area.
* Reluctance in disclosing information about internal affairs.

CHAPTER 2

LITERATURE REVIEW

This study reviews the existing literature in training and development, which considered as essential practices in Human Resource Management (HRM); moreover, they constitute a necessary investment and a significant component of the organizations’ budgets. Training and development help organizations to accomplish competitive advantage, they are a must to go along with innovation and global issues, and most importantly, they work constantly as the organization is performing. This literature review focuses on the current knowledge about the determining factor and the importance of training and development in HR management in specific and in organizations in general. Furthermore, this paper aims to review the literature about existing knowledge and relevant theories about training and development and their relationship with competitive advantages, innovation, and organizations’ performance. It will add to the existing literature since it is a review based on evidence from previous literature reviews and studies related to this topic and suggests further future studies. The firm’s HR practices will immediately influence the employees’ skills which will add to the organization. Furthermore, they will foster employees’ development to get involved and committed to the business (MacDuffie, 1995; Wright et al., 1998). Training and development are necessary for any firm, and they are an organizational subsystem derived from two independent yet interrelated words that work together to increase the individual’s global productivity (Salas et al., 2012). Previous studies find that the most popular term for “training and development” is “lifelong learning.” It takes into account how individuals continue learning (Field, 2008), develop competencies (Sandler, 2000), add value, are intelligent and experienced (Jarvis,2012), fit, adjust to changes (Nolin & Paris, 1996), improve as they grow, and, in sum, accommodate with the stream (Satori et al., 2018).

According to Kafiristan et al. (2015), “development is setting up and making employees ready for potential vacancies and issues.” Moreover, when organizations communicate with employees about their skills gap, they decide whom to train, which areas they need training, and when to do it; only training can be introduced appropriately (Kum petal., 2014). Hence, training becomes a joint action between an expert and an employee leading to the efficient transfer of information, know-how, skills, and attitudes, consequently allowing efficient output from the employee on the job. Training activities are focused on and evaluated against an individual’s recent work (Lerner, 2018).

As a result, Training and development programs will convince the employees that their managers care, and they will be pleased, reassured, and committed to further enhancing organizations in achieving organizational goals and objectives. They will be able to develop and succeed in varying environments, technology, and fierce rivalry.

The organization will be the ultimate beneficiary knowing that the training and development are being directly invested in the staff (Abdul Ghafoor Khan et al., 2011); moreover, human resources as an asset contribute to the firm performance and growth. The research defines training and development as the main contributing factors to business efficiencies and effectiveness (Schuler & MacMillan 1984). The increase in Employees and corporate competitiveness compensate for the high expenditure on training and development programs (Bartle, 2000). Moreover, earlier study finds a relationship between training and development with the competencies and efficacy of the firm

An excellent training and development program must combine knowledge, occupation development, and objectives, promoting the staff and the firm (Jehanzeb & Bashir, 2013). Training and development are valuable tools that help people maximize performance and become more effective, productive, satisfied, motivated, and innovative at work.

QUESTIONNAIRE

Iam FATHIMATH SAHALA M.A, BBA final year student from KMEA College Of Arts and Science, Kuzhivelipady,Aluva. For the partial fulfilment for the award of the Degree Bachelor of Business Administration. I am doing my project on “A STUDY ON TRAINING AND DEVOLPOMENT PROGRAM” in INDUS MOTORS kindly spare a few minute to help me to do my dissertation. ALL INFORMATION WILL BE KEPT CONFIDENTAL AND WILL ONLY BE USED FOR ACADEMIC PURPOSES.

NAME:

AGE:

GENDER:

YEAR OF EXPERIENCE:

DEPARTMENT:

1. Does training help in your personality development?
2. Yes
3. No
4. Other
5. Not sure
6. May be
7. Did you have good interaction with the training facilities?
8. Yes
9. No
10. Sometimes
11. Maybe
12. Not always
13. Has the training you received influenced your sales?
14. Yes
15. No
16. Other
17. May be
18. Not always
19. Does your training help to reduce the work time?
20. Strongly agree
21. Slightly agree
22. Agree
23. Neutral
24. Disagree
25. Do you agree that the training program helps to the changing working environment?
26. Strongly agree
27. Slightly agree
28. Agree
29. Neutral
30. Disagree
31. Did the training program has helped you to reach personal goals and organizational goals?
32. Yes
33. No
34. Other
35. May be
36. Not always
37. Training has helped to work with less supervision and more independence;
38. Strongly agree
39. Slightly agree
40. Agree
41. Neutral
42. Disagree
43. The training program have made you feel more secure towards your job. Do you agree?
44. Strongly agree
45. Slightly agree
46. Agree
47. Neutral
48. Disagree
49. After training, did your contribution towards achieving your goal of the organization has increased?
50. Yes
51. No
52. Other
53. Not sure
54. May be
55. Training program results in faster sales rate and improved selling quality;
56. Strongly agree
57. Slightly agree
58. Agree
59. Neutral
60. Disagree
61. The training program has motived you in performing your job a better way;
62. Yes
63. No
64. Other
65. Not sure
66. May be
67. Does training program helped you to bring a positive attitude towards work?
68. Yes
69. No
70. Other
71. May be
72. Not always
73. Does training program helped you to bring more loyal to the organization?
74. Yes
75. No
76. Other
77. May be
78. Not always
79. Does training help you to enhance your overall wellbeing?
80. Yes
81. No
82. Other
83. May be
84. Not always
85. To what extend the objectives of training program are achieved?
86. Very great
87. Great
88. Very least
89. Least
90. Moderate
91. Is your performance rated before and after the training?
92. Yes
93. No
94. Other
95. May be
96. Not sure
97. Can training change your attitude and perception?
98. Yes
99. No
100. Other
101. May be
102. Not sure
103. Is the feedback section conducted by the company effective?
104. Yes
105. No
106. Other
107. May be
108. Not sure
109. How do you evaluate trainer’s attitude towards trainee?
110. Very good
111. Good
112. Bad
113. Neither
114. Others
115. How do you evaluate the impact of training program on salesman of labor?
116. Very good
117. Good
118. Bad
119. Moderate
120. Others
121. Does the training program help to reduce the absenteeism and labor turnover?
122. Yes
123. No
124. Moderate
125. Other
126. Maybe
127. Is there any career development program in the organization?
128. Yes
129. No
130. Maybe
131. Not sure
132. Others
133. Are you contented with training provided by the companies HRD department?
134. Yes
135. No
136. Moderate
137. Other
138. Maybe
139. Which method is most suitable for training?
140. On the job training
141. Off the job training
142. Depends
143. Upon the need
144. Others
145. Does your training program influence the morale?
146. Yes
147. No
148. Moderate
149. Other
150. Maybe