

# A Study on Employee Training Programs and Its Impact on Productivity with Reference to Tata Motors, Nagpur

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**Abstract:** *Training and development is the study of how structured experiences help employees gain work-related knowledge, skill, and attitudes. It is like many other topics in management in that it is inherently multidisciplinary in nature. At its core is the psychological study of learning and transfer. A variety of disciplines offer insights into this topic, including, but not limited to, industrial and organizational psychology, educational psychology, human resource development, organizational development, industrial and labor relations, strategic management, and labor economics. The focus of this bibliography is primarily psychological with an emphasis on theory and practice that examines training processes and the learning outcomes they seek to influence. Nevertheless, literature from other perspectives will be introduced on a variety of topics within this area of study.*

*Tata Motors Limited (formerly TELCO) is an Indian multinational automotive manufacturing company headquartered in Mumbai, Maharashtra, India and a subsidiary of the Tata Group. Its products include passenger cars, trucks, vans, coaches, buses and military vehicles. It is the world's eighteenth-largest motor vehicle manufacturing company, fourth-largest truck manufacturer and second-largest bus manufacturer by volume. The specific objectives of the study are to study the various training program conducted in Tata Motors, to study the detail process of training program of the Motors, to study the impact of training program on employee performance, to study the impact of training programs on productivity. The Current Study Specify that effective employee training program are having positive impact on productivity of Tata Motors.*

*The type of research chosen for the study is descriptive research. In descriptive research various parameters will be chosen and analyzing the variations between these parameters. This is done with an objective to find out the motivation level of the employees. The primary data was collected to measure the customer satisfaction and their perception regarding Tata Motors Company. The primary data was collected by mean of questionnaire and analysis was done on the basis of response received from the customers. The questionnaire has been designed in such a manner that the consumer's satisfaction level can be measured and consumer can enter his responses easily. Secondary Data the purpose of collecting secondary data was to achieve the objective of studying the recent trends and developments taking place in Company. The aim of the study was to explore the impact of training and development on employee performance and productivity. About 50 employees have been selected as sampling size. The type of research design is used in the project is exploratory research design. In order to improve the efficiency of employee in the present job and prepare himself for the higher level job, the effective training programs are necessary.*

**Keywords:** Training, development, behavioral changes, job performance and self-development.

## I. INTRODUCTION

The "stakeholders" in training and development are categorized into several classes. The *sponsors* of training and development are senior managers. The *clients* of training and development are business planners. Line managers are responsible for coaching, resources, and performance. The *participants* are those who actually undergo the processes.

The *facilitators* are Human Resource Management staff. And the *providers* are specialists in the field. Each of these groups has its own agenda and motivations, which sometimes conflict with the agendas and motivations of the others. The conflicts are the best part of career consequences are those that take place between employees and their bosses. The number one reason people leave their jobs is conflict with their bosses. And yet, as author, workplace relationship authority, and executive coach, Dr. John Hoover points out, "Tempting as it is, nobody ever enhanced his or her career by making the boss look stupid." Training an employee to get along well with authority and with people who entertain diverse points of view is one of the best guarantees of long-term success. Talent, knowledge, and skill alone won't compensate for a sour relationship with a superior, peer, or customer. There are various methods of training, which can be divided in to cognitive and behavioral methods. Trainers need to understand the pros and cons of each method, also its impact on trainees keeping their background and skills in mind before giving training. The various methods that come under cognitive approach are:

**1.1 OBJECTIVES**

- To study the various training program conducted in Tata Motors.
- To study the detail process of training program of the Motors.
- To study the impact of training program on employee performance.
- To study the impact of training programs on productivity

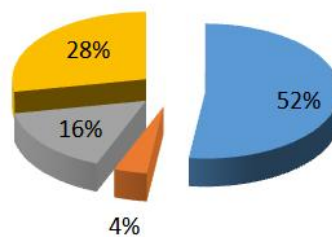
**II. RESEARCH METHODOLOGY**

The data collected for the study is mainly through the distribution of questionnaire; to be precise the data collected for study is both primary and secondary sources. Primary data is the information collected for the first time; there are several methods in which the data is compiled. In this project it is obtained by mean of questionnaires. Questionnaire is prepared and distributed to the employees. Secondary data needed for conducting research work is collected from company websites, Journals library and search engines. Sampling Technique: - Convenient Sampling.

**III. DATA ANALYSIS AND INTERPRETATION**

RESPONSE	NO. OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	26	52
AGREE	14	28
SOME WHAT AGREE	8	16
DISAGREE	2	4
TOTAL	50	100

■ STRONGLY AGREE ■ AGREE  
■ SOME WHAT AGREE ■ DISAGREE

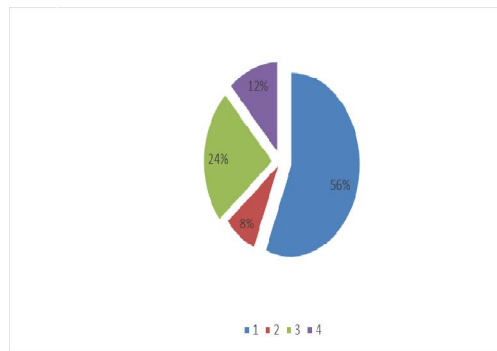


**QUES 1):- Trainings are enough for you to achieve your performance objectives?**

From the above chart it can be said that, 52 percent employees are strongly believed they can improve their performance after getting training where 28 percent are agreed with this training content and 4 percent are disagree because when the training programs are conducted employee are on the leave that’s the reason they disagree with this statement

**QUES 2: - Training programs has positive impact to develop organization?**

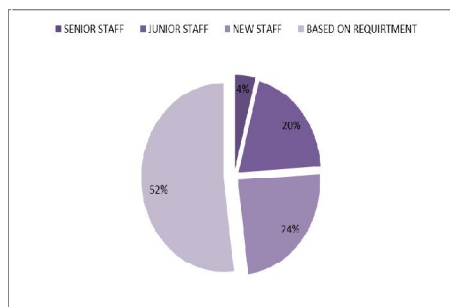
RESPONSE	NO. OF RESPONDENT	PERCENTAGE
STRONGY AGREE	28	56
AGREE	12	24
SOME WHAT AGREE	6	12
DISAGREE	4	8
TOTAL	50	100



This chart is telling that 56 percent employees are strongly agree with this statement because that enable them to learn precise skills or knowledge to have a positive impact to develop organization. 24 percent are agree with this statement. On the other hand 12 percent are somewhat agree with this content, but 8 percent are not expressing their opinion.

**QUES 3): To whom the training is given more in your organization?**

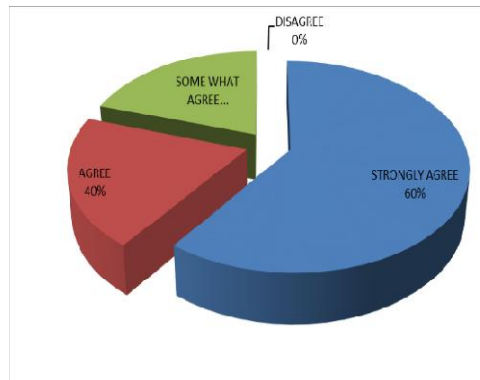
RESPONSE	NO. OF RESPONDENT	PERCENTAGE
SENIOR STAFF	2	4
JUNIOR STAFF	10	20
NEW STAFF	12	24
BASED ON REQUIRTMENT	26	52
TOTAL	50	100



The above chart shows indicates that 52 percent training is provided on the basis of requirement. For companies that have a sufficient number of employees or have specific needs, that offer in-company training. These trainings are customized, based on the needs of each company, for whom we adapt the content of the different types of training programs.

**QUES 4): Do you think training program helps to improve your skills, knowledge, and attitude?**

RESPONSE	NO. OF RESPONDENT	PERCENTAGE
STRONGLY AGREE	30	60
AGREE	20	40
SOME WHAT AGREE	10	20
DISAGREE	0	0
TOTAL	50	100



From this chart it is clear that among 60 percent respondent are strongly agreed with the statement while 40 percent are only agree. On the other hand 20 percent are somewhat agree. So it can be said that training has high influential impact on employee performance.

**IV. CONCLUSION**

In order to improve the efficiency of employee in the present job and prepare himself for the higher level job, the effective training programs are necessary. It is also needed to Tata Motors company policies, new technology and the changing environments. Training is now considered as more of retention tool than a cost.

The training system in Tata Motors Company has been changed to create a smarter workforce and yield the best results. Training programs helps to remove performance deficiencies in employees and also they are esteemed resource of the Tata Motors company and success of the Tata Motors company operation relay on the performance of employees. Hence, Effective employee training program are having Positive impact on productivity of Tata Motors. Timely evaluation of the success of employees’ training and development programs are most important for the Tata Motors Company.

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