

A Study of Training and Development Process and its Impact on Employee Performance with Reference to Hexaware Technology 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. This study analyzed the impact of training, development and communication on employee's engagement in Human resource in Nagpur. Different techniques such as personal interview, discussion, findings, research were used for analysis. Results showed a positive impact of training and development and internal communication on engagement. Findings of the study have the potential of practical implication for managers and employees alike where they can increase engagement level in Human resource and tactical communication process and fulfilling the training needs of employees to meet the requirement of current job settings. Hence, practitioners need to understand the value of the participatory factors to compete effectively at the national and global levels through effective implementation in the engagement strategy.*

The primary data was collected by mean of questionnaire and analysis was done on the basis of response received from the Employees. Secondary Data: The purpose of collecting secondary data was to achieve the objective of studying the recent trends and developments taking place in Hexaware Technologies. 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: Employee Absenteeism, productivity, Job Satisfaction

I. INTRODUCTION

TRAINING EDUCATION AND DEVELOPMENT

TRAINING

This activity is both focused upon, and evaluated against, the job that an individual currently holds.

EDUCATION:

This activity focuses upon the jobs that an individual may potentially hold in the future, and is evaluated against those jobs.

DEVELOPMENT:

This activity focuses upon the activities that the organization employing the individual, or that the individual is part of, may partake in the future, and is almost impossible to evaluate.

Human Resource Management (HRM), a relatively new term, that emerged during the 1930s. Many people used to refer it before by its traditional titles, such as Personnel Administration or Personnel Management. But now, the trend is changing. It is now termed as Human Resource Management (HRM). Human Resource Management is a management function that helps an organization select, recruit, train and develops. Scope of HRM without a doubt is vast. All the activities of employee, from the time of his entry into an organization until he leaves, come under the horizon of HRM. The divisions included in HRM are Recruitment, Payroll, Performance Management, Training and Development, Retention, Industrial Relation, etc. Out of all these divisions, one such important division is training and development.

II. TRAINING AND DEVELOPMENT

Is a subsystem of an organization. It ensures that randomness is reduced and learning or behavioral change takes place in structured format.

TRAINING

Training is a short term process utilizing a systematic and organized procedure by which non managerial person acquire technical knowledge and skill for a definite purpose. It refers to instruction in technical and mechanical operation like operation of some machines. It is designed primarily for non- managers, short duration and specific job related purpose.

The Modern approach of training and development is that Indian Organizations have realized the importance of corporate training. Training is now considered as more of retention tool than a cost. The training system in Indian Industry has been changed to create a smarter workforce and yield the best results.

TRAINING DEFINED

It is a learning process that involves the acquisition of knowledge, sharpening of skills, concepts, rules, or changing of attitudes and behaviors to enhance the performance of employees.

Training is activity leading to skilled behavior.

- It's not what you want in life, but it knows how to reach it
- It's not where you want to go, but it knows how to get there

II. OBJECTIVES OF THE STUDY

The main objectives of Present study aimed as:

- To study the Training practices of Hexaware Technologies.
- To study relation between training program & employee Satisfaction level.
- To study relation between training program & employee retention.
- To study relation between training program & employee Performance.

IV. RESEARCH METHODOLOGY

A research method is a systematic plan for conducting research. Sociologists draw on a variety of both qualitative and quantitative research methods, including descriptive, interview, survey, and observation.

Data Sources:

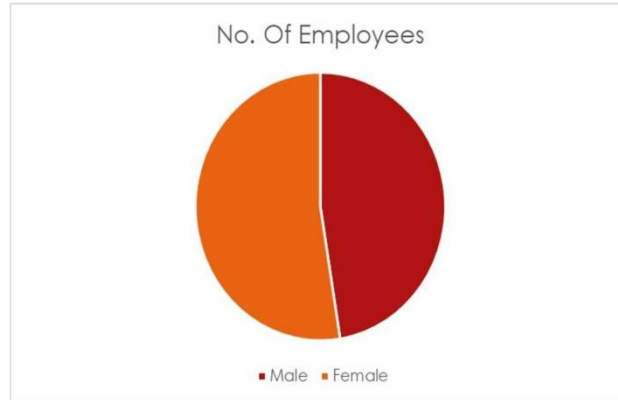
The data collected for the study is mainly through the distribution of questionnaire; to be precise the data collected for study is both primary and secondary sources.

Primary Data: 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 and Magazines. Questionnaire is prepared and distributed to the employees.

Secondary Data: Secondary data needed for conducting research work is collected from company websites, library and search engines.

V. DATA ANALYSIS AND INTERPRETATION:

Q1. Are you aware about the training program of the Organization?

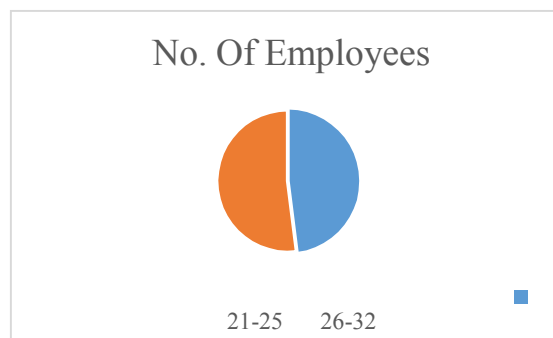


INTERPRETATION:

In my Study there were 47 male employees and 53 female employees.

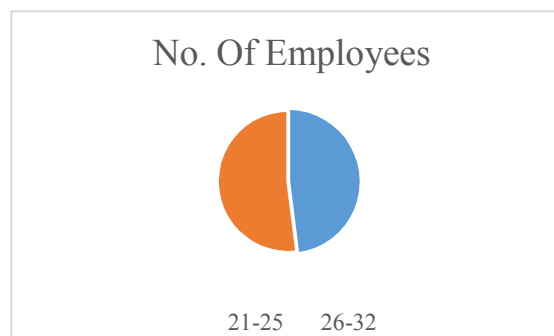
Q2: Age Group?

Sr. No	Age Group	No. Of Employees	Percentage
1	21-25	48	48%
2	26-32	52	52%



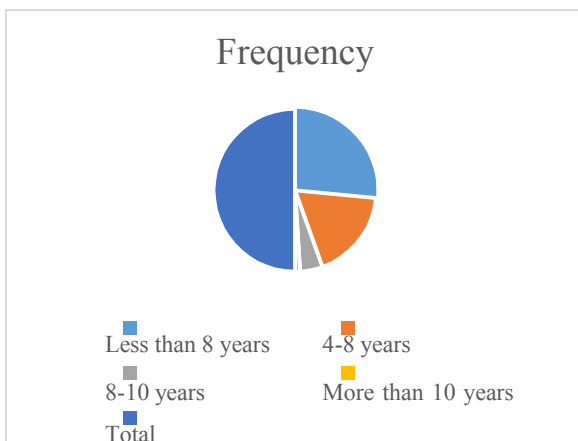
INTERPRETATION:

In my Study there were 48% employees from age group of 21-25 & 52 % employees from age group 26-32.



Q3: How long have you been employed in Hexaware Technologies?

	Frequency	Percentage
Less than 8 years	53	53.0
4-8 years	36	36.0
8-10 years	9	9.0
More than 10 years	2	2.0
Total	100	100.0

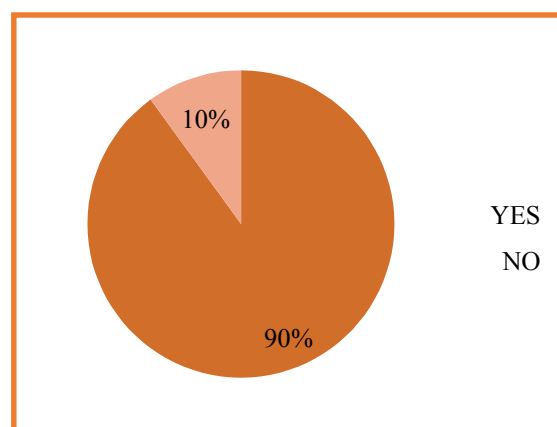


INTERPRETATION:

According to table no. 4, 53% of employees have worked for less than 8 years in the organization. It means they are quite new to the organization and highly need training. 36% of employees have worked for 4-8 years, which indicates that employees are retained and loyal to the organization

Q4. Are you aware about the training program of the Organization?

PARTICULAR	PERCENTAGE
YES	90%
NO	10%



INTERPRETATION:

90% of the employees are aware about the training and 10% of the employees are not aware of the training program in their organization

VI. CONCLUSION

Private sector occupies a pivotal position in the Indian economy. It is considered as a pacesetter for the rest of the economy. It has expanded enormously and contributed a lot towards the economic growth of country by adding a major share in the net national product generating gainful employment & growth of every organization depends on the quality of the man power, & its people improvement & utilization in suitable challenging jobs. Training and development is an important aspect of professionalization of our executive cadre.

There is no doubt that training and development can do lot for development of its personnel. Training and Development can do lot for its personnel. Training and Development is an integral part of the Human Resource Development HRD. It is an important tool for the organization. To sharpen executive knowledge with the object of strengthening & profit maximization of the organization. The employee attended training programme of the company the were also benefited by it in terms that their performance increased, also almost 70% of the employees also found changes in terms of productivity i.e. they gained more professional knowledge also almost all of them can discuss their needs with their superiors.

We can therefore say that training programs discuss their needs with their superiors. We can therefore say that training programs are not only beneficial for the company but also Beneficial for the employees working and personal life. Therefore training programs should be implemented in every organization for the survival in the world and achievement of the objectives.

VII. SUGGESTIONS

- Training and development programme should be based on specific needs of the organization and its employees.
- Selection of participants should be made on the basis of the needs of the employees & objectives of the programme.
- New technology and methods of training should be used to make it interesting for the employees.
- The programmed should be frequently revised so as to be in tune with the ever changing business and economic environment.
- Both in company & external agencies programmes should be evaluated properly for measuring effectiveness.

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