

EVALUATING EFFECTIVENESS OF TRAINING AND DEVELOPMENT PRACTICES WITH SPECIFIC REFERENCE TO TEAMWARE SOLUTIONS COMPANY

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ABSTRACT

Before joining the training programme, the majority of employees felt training as a combination of learning, developing and exchanging knowledge, and the aims are commonly known to respondents. Maximum number of employees at Team ware Solutions finds that the training atmosphere is good and safe and training programmes were intended to increase employee job capacity. Employees found wastage of time during training sessions, but later they found that since they are connected to their work, the tasks carried out at training sessions are satisfied. After training programmes, most workers felt a relaxed working environment. The training aids used helped increase the overall efficacy of the training programme. Chi square test is used for evaluation of effectiveness of development and training.

Keywords; training, development, employee, teamware, programme, chi square test.

I. INTRODUCTION

To a certain degree, the admirable commodity of companies is the capital of human industries. Achingly, the growth of a corporation relies on the best performance from the human capital of the organization. To achieve optimal outcomes, we need productive and fruitful human resources. In the current scenario, the competition is growing each day.

TRAINING

The training and development programme is concerned with communicating, for a particular reason, the development of specific competences. Training programmes are the act of developing an individual's skills for carrying out a specific job. Teaching is the method of learning a programmed action sequence. In earlier experience, in basic jobs, training programmers concentrated mainly on planning for better performance.

DEVELOPMENT

Management or high-level development are all those actions / activities and programmes that, when understood and disciplined, have a major impact on improving the individual's ability to perform his / her tasks better and to adapt so that everyone is likely to increase his / her capacity for future tasks

NEED AND IMPORTANCE OF STUDY:

- a) Education at all levels of human resources helps organizations to create optimal use of employees who achieve both organizational and employee objectives.
- b) Training and development systems assist organizations to develop the skills and expertise required by workers that eventually develop society and the world.
- c) Training and development encourages employees to improve their efficiency and productivity, helping organizations achieve their long-term goals.
- d) **Team spirit:** Training and growth exercises aid in injecting the spirit of the team, communicating with team members within teams.
- e) **Organization culture:** Training and growth helps to improve the productivity of the company and a healthy community, and also helps to build a learning atmosphere in organizations.
- f) **Organizational climate:** Training and growth helps to generate a favorable view of the company. This helps to keep the community safe internally and externally.
- g) **Quality:** Training and growth allows quality jobs and quality-life changes.
- h) **Morale:** Training and growth tends to raise morale in the workforce.
- i) **Image:** It is possible to build a trained, good corporate image of training and development organizations.
- j) **Profitability:** It is possible to achieve fat profitability and a positive benefit attitude
- k) **Develops leadership skills:** In the work force, better mindset, commitment, inspiration, positivity can be seen.
- l) **Improvement in decision making:** With training and development, better decisions can be made.

COMPANY PROFILE

Company name	: <u>Teamware Solutions</u>
Industries	: <u>Information Technology and Services</u>
Company size	: <u>1001-5000 employees</u>
Headquarters	: <u>Chennai, Tamil Nadu</u>
Type	: <u>Privately Held</u>
Founded	: 2003
Specialties	: <u>IT Services, Staff Augmentation, Managed Services, Professional Services</u>
Website	: <u>http://www.teamwaresolutions.net</u>

II. RESEARCH METHODOLOGY

OBJECTIVES OF THE STUDY:

- a) The research and interpretation of general IT industry training activities in international and national scenarios
- b) To analyze the several methods and procedures of training in the chosen organization.
- c) Evaluation of the efficacy of cultural training and its effects on employee-employer relationships and behavioural changes
- d) To study whether employees are satisfied with the training methods or not
- e) To study the productivity increments after training activities
- f) To research the application of information and problem-solving methods after training programmes in different areas.

HYPOTHESES DEVELOPMENT

The following hypotheses are framed with the available literature

H01: there is no significant Association between gender of employee and impact of training programs on them

H02: there is no significant Association between training given to employees and their employment level

H03: there is no significant Association between type of training method and effectiveness of training method

H04: there is no significant Association between age and motivational level of employee

H05: there is no significant Association between Gender of employee and increment in knowledge of employee after training and development activities

H06: there is no significant Association between age of employees and impact of cultural training given to employees & change in their behavior

SAMPLING TECHNIQUE

The researcher has adopted the Simple Random Sampling Technique

DATA SOURCES

This research is carried out by a branch of Quantum leap consulting at Teamware solutions. Therefore, in this company, the total workforce is 2225. The total population size is 2225. There are about 260 workers in team-ware solutions at the Hyderabad office. Data is obtained from this branch from just 78 employees due to the pandemic situation.

SAMPLE SIZE

The size of the samples is the number of items to be collected from the population to constitute the test sample. A sample of 78 employees was taken for this study. Convenient sampling is the sample collection

SCOPE OF THE STUDY:

- a) To study the training effects on employees
- b) To study the new methods followed in training
- c) To evaluate the strengths and weakness of employees
- d) To analyze the training needs at different levels of the organization.
- e) To study the standards followed by different organizations

STATISTICAL TOOLS USED:

- Chi-Square Test.

III. STATISTICAL ANALYSIS OF DATA**H01: Gender * performance after training and development activities**

H01: there is no significant Association between gender of employee and impact of training programs on them

Chi- square test:**Table 1: represents calculation of chi square test**

O _i	E _i	(o _i -e _i)	(O _i -E _i) ²	[(O _i -E _i) ² /E _i
12	10.962	-1.038	1.077444	0.098288998
29	27.69	-1.31	1.7161	0.061975442
2	5.19	3.19	10.1761	1.960712909
2	2.307	0.307	0.094249	0.040853489
7	8.038	1.038	1.077444	0.134043792
17	20.307	3.307	10.936249	0.538545772
7	3.807	-3.193	10.195249	2.678027055
2	1.6923	-0.3077	0.09467929	0.055947107
0	0	0	0	#DIV/0!
total				5.568394567

Source: calculation of chi square test on excel for the data collected

Test	Calculated value	D.F= (r-1)(c-1)	Table value
Pearson chi square	5.568	4	9.488

Level of significance=5%

Result:

Calculated value is (5.568) < table value (9.488) hence null hypothesis is accepted that there is no significant relationship between gender of employee and impact of training programs on them

H02: level of management * satisfaction with training programs

H02: there is no significant Association between training given to employees and their employment level

Chi- square test:

Table 2: represents calculation of chi square test

O _i	E _i	(o _i -e _i)	(O _i -E _i) ²	[(O _i -E _i) ² /E _i
2	0.487	-1.513	2.289169	4.700552361
0	0.87	0.87	0.7569	0.87
0	0.025	0.025	0.000625	0.025
0	0.025	0.025	0.000625	0.025
0	0.025	0.025	0.000625	0.025
19	12.089	-6.911	47.761921	3.950857887
4	10.025	6.025	36.300625	3.621009975
0	0.2948	0.2948	0.08690704	0.2948
0	0.2948	0.2948	0.08690704	0.2948
0	0.2948	0.2948	0.08690704	0.2948
20	27.85	7.85	61.6225	2.212657092
30	23.102	-6.898	47.582404	2.059666003
1	0.679	-0.321	0.103041	0.15175405
1	0.679	-0.321	0.103041	0.15175405
1	0.679	-0.321	0.103041	0.15175405
total				18.82940547

Source: calculation of chi square test on excel for the data collected

Test	Calculated value	Degree of freedom= (r-1)(c-1)	Table value
Pearson chi square	18.829	8	15.507

Level of significance=5%.

Result:

Here calculated value is (18.829) > table value hence null hypothesis is rejected and alternative hypothesis is accepted that there is significant Association p between training given to employees and their employment level

H03: type of training method * effectiveness of training method

H03: there is no significant Association between type of training method and effectiveness of training method

Chi- square test:

Table 3: represents calculation of chi square test

O _i	E _i	(o _i -e _i)	(O _i -E _i) ²	[(O _i -E _i) ² /E _i
17	15.04	-1.96	3.8416	0.255425532
19	25.5	6.5	42.25	1.656862745
11	7.85	-3.15	9.9225	1.264012739
3	1.962	-1.038	1.077444	0.549155963
1	0.654	-0.346	0.119716	0.183051988
6	7.962	1.962	3.849444	0.483477016
20	13.5	-6.5	42.25	3.12962963
1	4.15	3.15	9.9225	2.390963855
0	1.039	1.039	1.079521	1.039
0	0.35	0.35	0.1225	0.35
total				11.30157947

Source: calculation of chi square test on excel for the data collected

Test	Calculated value	Degree of freedom= (r-1)(c-1)	Table value
Pearson chi square	11.302	4	9.488

Level of significance=5%

Result:

Here calculated value is (11.302) > table value (9.488) hence null hypothesis is rejected and alternative hypothesis is accepted that there is significant Association between type of training method given to employees and its effectiveness

H04: age* motivational levels

H04: there is no significant Association between age and motivational level of employee

Chi- square test:

Table 4: represents calculation of chi square test

O _i	E _i	(o _i -e _i)	(O _i -E _i) ²	[(O _i -E _i) ² /E _i
51	51.64	-0.64	0.4096	0.008031372
1	0.67	-0.33	0.1089	0.162537313
1	0.67	-0.33	0.1089	0.162537313
23	22.41	-0.59	0.3481	0.015533244
0	0.29	0.29	0.0841	0.29
0	0.29	0.29	0.0841	0.29
2	1.948	-0.052	0.002704	0.00138809
0	0.025	0.025	0.000625	0.025
0	0.025	0.025	0.000625	0.025
total				1.142454616

Source: calculation of chi square test on excel for the data collected

Test	Calculated value	Degree of freedom= (r-1)(c-1)	Table value
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Pearson chi square	1.142454616	4	9.488
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Level of significance=5%.

Result:

Here calculated value is (1.142) < table value (9.488) hence null hypothesis is accepted that there is no significant Association between age and motivational level of employees after training activities.

H05: Gender * increment in knowledge

H05: there is no significant Association between Gender of employee and increment in knowledge of employee after training and development activities

Chi- square test:

Table 5: represents calculation of chi square test

O _i	E _i	(o _i -e _i)	(O _i -E _i) ²	[(O _i -E _i) ²]/E _i
13	36.05	-0.95	0.9025	0.025034674
27	32.15	-0.85	0.7225	0.022472784
4	5.84	0.84	0.7056	0.120821918
1	1.94	0.94	0.8836	0.455463918
0	0	0	0	#DIV/0!
11	0.94	0.94	0.8836	0.94
21	0.85	0.85	0.7225	0.85
0	0.154	-0.846	0.715716	4.647506494
0	0.0512	-0.9488	0.90022144	17.58245
total				24.64374979

Source: calculation of chi square test on excel for the data collected

Test	Calculated value	Degree of freedom= (r-1)(c-1)	Table value
Pearson chi square	24.643	4	9.488

Level of significance=5% .

Result

Here calculated value is (24.643) > table value (9.488) hence null hypothesis is rejected that there is no significant Association between Gender of employee and increment in knowledge of employee after training and development activities

H06: age * impact of cultural training

H06: there is no significant Association between age of employees and impact of cultural training given to employees & change in their behavior

Chi- square test:

Table 6: represents calculation of chi square test

O _i	E _i	(o _i -e _i)	(O _i -E _i) ²	[(O _i -E _i) ² /E _i
2	8.205	-5.795	33.222025	4.048990433
51	44.307	-7.693	59.184249	1.34550965
0	2.46	2.46	6.0516	2.46
0	4.92	4.92	24.2064	4.92
0	4.102	4.102	16.826404	4.102
11	1.79	8.21	67.2041	37.54479
8	9.692	1.692	2.8628	.29166
3	0.53	-2.47	6.1009	11.51113208
1	1.076	-0.76	0.5776	0.536802973
0	0.89	0.89	0.7921	0.89
total				55.41959992

Source: calculation of chi square test on excel for the data collected

Test	Calculated value	Degree of freedom= (r-1)(c-1)	Table value
Pearson chi square	55.4196	4	9.488

Level of significance=5%.

Result:

Here calculated value is (55.419) > table value (9.408) hence null hypothesis is rejected and alternative hypothesis is accepted that there is significant Association between age of employees and impact of cultural training given to employees & change in their behavior.

IV. RESULT AND FINDINGS**HYPOTHESIS ANALYSIS AND RESULT CHART**

S NO	HYPOTHESIS	RESULT
1	There is no significant Association between gender of employee and impact of training programs on them	Accepted
2	There is no significant Association between training given to employees and their employment level	Rejected
3	There is no significant Association between type of training method and effectiveness of training method	Rejected
4	There is no significant Association between age and motivational level of employee	Accepted
5	There is no significant Association between Gender of employee and increment in knowledge of employee after training and development activities	Rejected
6	There is no significant Association between age of employees and impact of cultural training given to employees & change in their behavior	Rejected

- a) It has been found that 57.1 % female employees and 42.9 % male employees are participated in the research and given their responses

- b) The survey analysis reveals that 28.6% of employees who participated in this work are belong to 36-45 age group and 57.12% employees belong to 18-35 age group and 14.3% employees belong to 46-60 age group . here it is clear that more number of young employees participated .
- c) The sample analysis reveals that 57.1% of employees those who given their responses are belong to lower level employees, and 28.6 employees belong to middle level employees and 14.3% employees belong to higher level employment.
- d) It has been found that 78.3%employees who participated in responses felt that training means combination of learning, enhancement, sharing information and 13% candidates felt that training is sharing information, 8.7% respondents felt that training is enhancement. From this we can analyze that most of the employees felt that training means everything like learning, enhancement and sharing information.
- e) The survey analysis reveals that 60.09% of total employees felt that training is must for improving performance of the employees, 30.4%employees agreed that training is needed for better performance, 4.35% employees don't have their opinion on training and 4.35%employees strongly disagreed the needs of training
- f) The sample analysis reveals that 85.7% of employees showed interest in attending the training program while 14.3% employees not showed interest in attending the program because they already attend the training sessions. Most of employees those who participated have positive opinion on training sessions want to attend regularly.

V. CONCLUSIONS

Before attending the training programme, the majority of employees felt training as a combination of learning, developing and exchanging knowledge, and the aims are commonly known to respondents. Maximum number of employees at Team ware Solutions found that the training environment is pleasant and safe, and training programmes were intended to increase employee job performance. Lack of interest from the trainee is serving as an obstacle to the progress of the training programme maximum staff said that if they need assistance from the teacher. Employees are pleased with the training and development services offered by employee skills gained through training and development programmes.

VI. SUGGESTIONS

Based on the data collected and interaction with officials of team ware solutions the following recommendations/suggestions are made

- a) For a few technical departments at Team Ware Solutions, some advanced training is required.
- b) Training should be a continuous process i.e., it should be conducted/imparted at regular intervals

- c) The HR department should hold initiatives such as workshops and presentations on key issues to always inspire and enable workers to work.
- d) The organization may consider deputing each employee to attend at least one program in a year
- e) In-house (on-job) training for companies and workers is more successful and profitable, because it allows employees to engage in their official jobs while obtaining training.

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