

TRAINING AND DEVELOPMENT IN TPRS ENTERPRISES PRIVATE LIMITED, PONDICHERRY, INDIA-A STUDY

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Abstract

In the field of Human Resources Management, Training and Development is the field concern with organizational activities which are aimed for the betterment of individual and group performances in organizational settings. Training is really developing employees' capacities through learning and practicing. 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 employees can accomplish their work goals in service to customers. The evaluation of training shows that training effectiveness variables found to be related to posttraining attitudes were input indicators such as objectives of the organizations and training need analysis and process indicators such as training methods, size of participants, and periodical training. Moreover the effectiveness is also dependent on individual characteristics like listening capability, nature and self interest of trainee.

INTRODUCTION

Training can be introduced as a process of assisting a person for enhancing his efficiency to a particular work area by getting more knowledge and practices. Also training is important to establish specific skills, 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. Training is different from education; particularly formal education. The education is concerned mainly with enhancement of knowledge, but the aims of training are increasing knowledge while changing attitudes and competences in good manner.

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Training employees not only creates a more positive corporate culture, but also adds value to its key resources. The right employee training, development and education provides big payoffs for the employer in increased productivity, knowledge, loyalty, and contribution to general growth of the firm. Hence the demands for the developed employees are continuously increasing.

SCOPE OF THE STUDY:

The scope of the study is to analyze and evaluate the Training and Development measures adopted in **TPRS ENTERPRISES PRIVATE LIMITED, PONDICHERRY, INDIA**. The study will help to know the expected of executives from management regarding the training programme.

The study carefully analyzed data as the scientific basis for planning. The executive opinion and effectiveness of training programme they have attended.

- ❖ To analyze the satisfaction level of employees for attending training programme.
- ❖ To analyze the behavioral pattern of trained employees.
- ❖ To define what is meant by training in legume why it is critical section for operational today.

OBJECTIVES OF THE STUDY:

- ❖ To understand the types of training programmes.
- ❖ To learn about the steps in training and development programmes.
- ❖ To study about the training and development methods.
- ❖ To discuss about distinguish between training and development.

STATEMENT OF THE PROBLEM:

The success of the training and development is very much depends upon the ability of the firm which in turn depends upon the efficiency of employees. Training and development helps to improve the profitability of the concern. Training is a very essential tool to include team spirit and to work with a common goal. In the study the tendency of the researcher is to find out the effectiveness of the training and development actively provided by training and development in **TPRS ENTERPRISES PRIVATE LIMITED, PONDICHERRY, INDIA**.

RESEARCH METHODOLOGY:

Data has been collected from both the primary and secondary data. The primary data has been collected through questionnaires. The secondary data has been collected from various textbooks, journals, records and website. A sample of 30 employees was selected throughout convenience sampling method.

AREA OF THE STUDY:

The study was undertaken in “TPRS ENTERPRISES PRIVATE LIMITED, PONDICHERRY, INDIA”.

PERIOD OF THE STUDY:

The data were collected for the period of 2019-2020.

TOOLS USED FOR THIS STUDY:

Following steps were taken for data collection and information processing.

- Required data for this analysis were gathered by adopting questionnaire method.
- The collected data summarized using tabulations, charts like bar charts and pie charts.

LIMITATIONS OF THE STUDY:

- The sample size chosen is covered only a small portion of the whole population of TPRS ENTERPRISES PRIVATE LIMITED.
- The study is confined to limited period.
- Accuracy of the study is purely based on the information as given by the respondents.
- Data collected cannot be asserted to be free from cores, as the sample size restricted to the employees.

MEANING OF TRAINING:

Training is a process of learning a sequence of programmed behaviour. It is application of knowledge. It gives people an awareness of the rules and procedures to guide their behaviour. It attempts to improve their performance on the current job or prepare them for an intended job.

After recruiting and placing the employees in the right place the next step is to train and develop the employees selected recently. Training refers to the process of educating and developing selected employees so that they have the knowledge, skills, attitudes and understanding needed to manage in future reposition.

Training involves the development of skills that are usually necessary to perform a specific job. Its purpose is to achieve a change in the behaviour of those trained and to enable them to do their jobs better. It makes newly appointed workers fully productive in the minimum of time. It is equally important for the old employees due to frequent changes in technology.

NEED FOR TRAINING:

- ❖ Training helps in increasing productivity of workers by imparting the required skills.

- ❖ Trained workers can handle the machines safely. They also know the use of various safety devices in the factory.
- ❖ Training creates a feeling of confidence in the minds of the workers. It gives them a security at workplace. As a result, labour turnover and absenteeism rates are reduced.
- ❖ Newly recruited employees require training so as to perform their tasks effectively. Instructions, guidance and coaching helps them to handle the jobs without any wastage.
- ❖ Existing employees require refresher training so as to keep the latest development in job operations. In the face of rapid technological changes, this is an absolute necessity.

TABLE - 1
CLASSIFICATION ON THE BASIS OF AGE

S.No.	Category	No. of Respondents	Percentage (%)
1	Below-20	5	17%
2	21-30	7	23%
3	31-40	10	33%
4	Above-40	8	27%
	TOTAL	30	100%

Sources: Primary Data

Interpretation:

The above table shows the age of the respondents. 33% of the respondents belong to the age level 31-40 and 17% of the respondents come under group of below-20 age.

TABLE - 2
CLASSIFICATION ON THE BASIS OF GENDER

S.No.	Category	No. of Respondents	Percentage (%)
1	Male	21	70%
2	Female	9	30%
	TOTAL	30	100%

Sources: Primary Data

Interpretation:

The above table shows the gender of the respondents. 70% of the respondents were Male and 30% of the respondents were Female.

TABLE - 3
CLASSIFICATION ON THE BASIS OF MARITAL STATUS

S.No	Category	No. of Respondents	Percentage (%)
1	Married	19	63%

2	Unmarried	11	37%
	TOTAL	30	100%

Sources: Primary Data

Interpretation:

From the above table, it is observed that 63% of the respondents are married and 37% of the respondents are unmarried.

TABLE - 4

CLASSIFICATION ON THE BASIS OF GRADE OF THE EMPLOYEES

S.No	Category	No.of Respondents	Percentage (%)
1	Un-skilled	8	27%
2	Semi-skilled	9	30%
3	Skilled	7	23%
4	Highly skilled	6	20%
	TOTAL	30	100%

Sources: Primary Data

Interpretation:

From the above table, it is observed that 30% of the respondents were Semi-skilled and 20% of the respondents were Highly-skilled.

CLASSIFICATION ON THE BASIS OF EDUCATION OF THE EMPLOYEES

S.No	Category	No.of Respondents	Percentage (%)
1	Under Graduate	7	23%
2	Post Graduate	5	17%
3	Diploma	12	40%
4	Others	6	20%
	TOTAL	30	100%

Sources: Primary Data

Interpretation:

It is inferred from the above table, that 40% of the respondents were Diploma holders and only 17% of the respondents were Post Graduate holders

TABLE - 6

CLASSIFICATION ON THE BASIS OF EXPERIENCE

S.No	Category	No.of Respondents	Percentage (%)
1	1-2 years	10	33%
2	3-5 years	5	17%
3	6-9 years	4	13%
4	Above 10 years	11	37%
	TOTAL	30	100%

Sources: Primary Data

Interpretation:

From the above table, it is observed that 37% of the respondents having experience above 10 years and 13% of the respondents having experience of 6-9 years.

TABLE - 7

CLASSIFICATION ON THE BASIS OF TRAINING PROGRAMME

S.No	Category	No.of Respondents	Percentage (%)
1	On the job training	10	33%
2	Off the job training	14	47%
3	Both	6	20%
	TOTAL	30	100%

Sources: Primary Data

Interpretation:

From the above table, it is understood that 47% of the respondents were undergone off the job training programme and 33% of the respondents were undergone on the job training programme and only 20% of the respondents were undergone both the training programme.

TABLE - 8

CLASSIFICATION ON THE METHODS OF TRAINING

S.No	Category	No.of Respondents	Percentage (%)
1	Job rotation	8	27%
2	Conference	5	17%
3	Lecture	10	33%
4	Others	7	23%
	TOTAL	30	100%

Sources: Primary Data

Interpretation:

From the above statistical analysis, it is clear that 33% of the respondents need training programme through Lecture and 17% of the respondents need training programme through Conference.

TABLE –9

SATISFIED WITH THE GOOD ENVIRONMENT AND MACHINERIES

S.No	Category	No.of Respondents	Percentage (%)
1	Strongly agree	11	37%
2	Agree	6	20%
3	Neutral	5	17%
4	Disagree	4	13%
5	Strongly disagree	4	13%
	TOTAL	30	100%

Sources: Primary Data

Interpretation:

From the above table, it is clear that 37% of the respondents Strongly-agree with the good environment and machineries and 13% of the respondents Strongly-disagree.

TABLE - 10
CLASSIFICATION BASED ON THE TRAINING REQUIREMENT FOR THE RESPONDENTS

S.No	Category	No.of Respondents	Percentage (%)
1	Concerned department	6	20%
2	HR department	10	33%
3	Top management	9	30%
4	Others	5	17%
	TOTAL	30	100%

Sources: Primary Data

Interpretation:

From the above table, it is understood that 33% of the respondents belong to HR department and 20% of the respondents belong to concerned department.

TABLE - 11
OPINION ABOUT QUALITY OF TRAINING MATERIAL PROVIDED BY THE COMPANY

S.No	Category	No.of Respondents	Percentage (%)
1	Very good	12	40%
2	Good	7	23%
3	Better	5	17%
4	Poor	6	20%
	TOTAL	30	100%

Sources: Primary Data

Interpretation:

The above table shows that 40% of the respondents have opinion about the Quality of training material provided by the organization is Very good and 17% of the respondents have opinion about the quality of training material provided by the organization is Better.

TABLE - 12
CLASSIFICATION OF ORGANIZATION SATISFYING THE TRAINING NEEDS

S.No	Category	No.of Respondents	Percentage (%)
1	Fully	10	33%
2	Partially	15	50%
3	Not Satisfied	5	17%
	TOTAL	30	100%

Sources: Primary Data

Interpretation:

The above table shows that 50% of the respondents were partially satisfied about the training needs and 17% of the respondents were not satisfied about the training needs.

TABLE - 13
CLASSIFICATION OF ORGANIZATION PROVIDING THE SPECIFIC ATTENTION DURING TRAINING PROGRAMME

S.No	Category	No.of Respondents	Percentage (%)
1	Yes	19	63%
2	No	11	37%
	TOTAL	30	100%

Sources: Primary Data

Interpretation:

The above table shows that 63% of the respondents feels that the organization provides specific attention during the training programme and 37% of the respondents feels that the organization do not provide specific attention during the training programme.

TABLE - 14
CLASSIFICATION WITH THE TRAINER'S KNOWLEDGE

S.No	Category	No.of Respondents	Percentage (%)
1	Satisfied	16	53%
2	Partially	8	27%
3	Not Satisfied	6	20%
	TOTAL	30	100%

Sources: Primary Data

Interpretation:

From the above table, it is clear that 53% of the respondents were satisfied with the trainer's knowledge and 27% of the respondents were partially satisfied and only 20% of the respondents were not satisfied with the trainer's knowledge.

TABLE - 15

CLASSIFICATION OF CLARIFYING THE DOUBT IN TRAINING PROGRAMME

S.No	Category	No.of Respondents	Percentage (%)
1	Yes	11	37%
2	Sometimes	6	20%
3	Quite often	9	30%
4	No	4	13%
	TOTAL	30	100%

Sources: Primary Data

Interpretation:

The above table shows that 37% of the respondents agree that the organization clarify the doubt in training programme and 13% of the respondents agree that the organization do not clarify the doubt in training programme.

TABLE - 16 OPINION ABOUT FREQUENCY IN ATTENDING THE TRAINING PROGRAMME

S.No	Category	No.of Respondents	Percentage (%)
1	Always	12	40%
2	Very often	7	23%
3	Sometimes	6	20%
4	Never	5	17%
	TOTAL	30	100%

Sources: Primary Data

Interpretation:

From the above table, 40% of the respondents say that they are frequently attending the training programme and 17% of the respondents say that they never attend the training programme.

TABLE - 17 CLASSIFICATION OF FEEDBACK AFTER THE TRAINING AND DEVELOPMENT PROGRAMME

S.No	Category	No.of Respondents	Percentage (%)
1	Yes	22	73%
2	No	8	27%
	TOTAL	30	100%

Sources: Primary Data

Interpretation:

The above table shows that 73% of the respondents feel that the organization get feedback after the training and development programme and 27% of the respondents feel that the organization do not get feedback after the training and development programme.

TABLE - 18

CLASSIFICATION OF ENCOURAGING EMPLOYEES SUGGESTION REGARDING THE TRAINING PROGRAMME

S.No	Category	No.of Respondents	Percentage (%)
1	Yes	24	80%
2	No	6	20%
	TOTAL	30	100%

Sources: Primary Data

Interpretation:

The above table shows that 80% of the respondents agree that the organization encourages employees suggestion regarding the training programme and 20% of the respondents agree that the organization do not encourage employees suggestion regarding the training programme.

TABLE - 19

CLASSIFICATION OF CHANGING THE SYSTEM OF TRAINING AND DEVELOPMENT EMPLOYEES

S.No	Category	No.of Respondents	Percentage (%)
1	Yes	25	83%
2	No	5	17%
	TOTAL	30	100%

Sources: Primary Data

Interpretation:

The above table shows that 83% of the respondents agree that the organization change the system of training and development employees and 17% of the respondents agree that the organization do not change the system of training and development employees.

TABLE - 20

OPINION OF TRAINING ENHANCE ORGANIZATION EFFECTIVENESS

S.No	Category	No.of Respondents	Percentage (%)
1	Yes	14	47%
2	At times	12	40%
3	No	4	13%
	TOTAL	30	100%

Sources: Primary Data

Interpretation:

The above table shows that 47% of the respondents agree that the training enhance organization effectiveness and 13% of the respondents agree that the training do not enhance organization effectiveness.

TABLE - 21

CLASSIFICATION OF PROVIDING STUDY MATERIAL BEFORE THE TRAINING PROGRAMME

S.No	Category	No.of Respondents	Percentage (%)
1	Sometimes	10	33%
2	Often	14	47%
3	Never	6	20%
	TOTAL	30	100%

Sources: Primary Data

Interpretation:

From the above table, it is clear that 47% of the respondents agree that the organization Often providing study material before the training programme and 20% of the respondents agree that the organization never provide study material before the training programme.

TABLE - 22

CLASSIFICATION OF COMPLAINTS ABOUT THE TRAINING AND DEVELOPOMENT PROGRAMME

S.No	Category	No.of Respondents	Percentage (%)
1	Takes too much time of the employees	11	37%
2	Too many gaps between employees	6	20%
3	Training session are unplanned	9	30%
4	Boring and not useful	4	13%
	TOTAL	30	100%

Sources: Primary Data

Interpretation:

From the above table, it is understood that 37% of the respondents say that the training and development programme takes too much time of the employees and 13% of the respondents say that training and development programme is boring and not useful.

TABLE - 23

OPINION ABOUT SATISFACTION WITH THE EFFECTIVENESS OF

TRAINING AND DEVELOPMENT PROGRAMME

S.No	Category	No.of Respondents	Percentage (%)
1	Excellent	7	23%
2	Very good	5	17%
3	Average	12	40%
4	Poor	6	20%
	TOTAL	30	100%

Sources: Primary Data

Interpretation:

The above table shows that 40% of the respondents feels that the effectiveness of training programme is Average and 17% of the respondents feels that the effectiveness of training programme is Very good only 20% of the respondents feels that the effectiveness of training programme is Poor.

TABLE - 24
CLASSIFICATION OF IDEAL TIME TO EVALUATE TRAINING

S.No	Category	No.of Respondents	Percentage (%)
1	Immediate training	7	23%
2	15 days	6	20%
3	1 month	12	40%
4	None of these	5	17%
	TOTAL	30	100%

Sources: Primary Data

Interpretation:

From the above table, 40% of the respondents say that the ideal time to evaluate training is 1 month and 20% of the respondents say that the ideal time to evaluate training is 15 days.

FINDINGS

- ❖ Maximum (33%) of the respondents belong to the age group of above 40years.
- ❖ Majority (70%) of the respondents weremale.
- ❖ Mostly (63%) of the respondents weremarried.
- ❖ Maximum (30%) of the respondents weresemi-skilled.
- ❖ Majority(40%)oftherespondentseducationalqualificationwasDiplomacourses.
- ❖ Mostly (37%) of the respondents have above 10 years of experience in the organization.

- ❖ Maximum (47%) of the respondents has undergone the training programme were satisfied with the off the job training.
- ❖ Majority (33%) of the respondents need training programme through lecture.
- ❖ Mostly (37%) of the respondents strongly agree that they have good environment and machineries.
- ❖ Maximum (33%) of the respondents say that HR Department is responsible for identifying the training requirement.
- ❖ Majority (40%) of the respondents say that the quality of the training material provided by the organization is very good.
- ❖ Mostly (50%) of the respondents are partially satisfied with the training needs.
- ❖ Maximum (63%) of the respondents say that the organization provides the specific attention during the training programme.
- ❖ Majority (53%) of the respondents were satisfied with the trainer's knowledge.
- ❖ Mostly (37%) of the respondents accept that the organization clarify the doubt in training programme.
- ❖ Maximum (40%) of the respondents say that they are frequently attending the training programme.
- ❖ Majority (73%) of the respondents agree that the organization get feedback after the training programme.
- ❖ Mostly (80%) of the respondents agreed that the organization encourages employee's suggestion regarding the training programme.
- ❖ Maximum (83%) of the respondents agreed that the organization change the system of training and development employees.
- ❖ Mostly (47%) of the respondents agreed that the training enhance organization effectiveness.
- ❖ Maximum (47%) of the respondents agreed that the organization often providing study material before the training programme.
- ❖ Majority (37%) of the respondents say that the training and development programme takes too much time of the employees.
- ❖ Mostly (40%) of the respondents are satisfied with the effectiveness of training programme.
- ❖ Maximum (40%) of the respondents say that the ideal time to evaluate training is 1 month.

SUGGESTIONS

- Provide adequate training program to each and every person arranged accordingly. The result of the training program also should be analysed and training should be arranged.
- Company has to introduce effective training in every department of the firm so as it help to learn more knowledge in the subject.
- Give computer based training to the employees once in every three months.

- Provide employees motivation programs and other training programs for the development towards profitmaking.
- Onthejobtrainingandoffthejobtrainingisequallyimportant.Provideboththe training continuously to theemployees.
- The evaluation procedure must be implemented concerning trainer, trainee and subject.

- Post training has to be continuous and should be taken from line manager / superior and from peers to find out the effectiveness and valuation of training.
- It is found that the average group of trainees are in their twenties or early thirties which signifies that the consumer durable need more of young blood as enthusiasm is an integral part of the industry.
- The maximum emphasis is to be given to job instruction methods where the trainee are made to understand their job thoroughly and the role they are going to play in performing their job.
- Lecture as well as the presentation is the major part of imparting the education and training them.
- The training objectives are in keeping with skills, needs and abilities of the trainee and it is that provides to be the major reason for success of the training as a whole.
- The trainee fill the feedback form and from time to time test are conducted to know the gauge the effectiveness of training to employee to check their memory if they retain anything or not.

CONCLUSION

Training is one of the sub-processes of manufacturing industry and prevalently, one depending on the other. The appropriate training method provides results considerably. Training plays an important role in the realization of goals. All manufacturing companies have to, therefore, without resting on their past laurels, find ways of surging ahead of the competition by providing adequate and appropriate training which is essential for the development and implementation of effective quality management systems.

The evaluation of training shows that training effectiveness variables found to be related to post training attitudes were input indicators such as objectives of the organizations and training need analysis and process indicators such as training methods, size of participants, and periodical training. Moreover the effectiveness is also dependent on individual characteristics like listening capability, nature and self interest of trainee.

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