

IMPACT OF TRAINING AND DEVELOPMENT ON EMPLOYEES PERFORMANCE AND PRODUCTIVITY

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ABSTRACT

This paper fundamental target was to research in the case of preparing and improvement has sway on workers' presentation and efficiency. This paper is quantitative in nature. Information for the paper have been gathered through essential source that are from polls studies. The information have been checked through measurable programming to discover the effect of preparing and advancement on workers' exhibition and profitability. There were two variable Training and Development (Independent) and Employees' presentation and efficiency. Eight joined banks restricted were chosen for the examination. Eighty surveys were circulated for the assortment of information. Unmistakable measurement devices SPSS were applied on the survey to see the unwavering quality and consistency. The objective was to see in the case of Training and Development affects Employees Performance and Productivity. The reason for the examination The fundamental motivation behind this investigation was to explore the effect of preparing and improvement on Employee Performance and Productivity in United Banks Limited (UBL)

The fundamental goal of this exploration to distinguish impression of the workers on how preparing and advancement end up being useful to them to recognize representatives' competency levels as upgraded by the preparation and improvement actualized To inspect how preparing and advancement add to the individual execution. Right now study utilized quantitative methodology. Polls were utilized as the overview instrument. The Quantitative research is what attempts to discover answer to an inquiry through examination of quantitative information.

KEYWORDS: *Training, Development, Employees, Performance and Productivity.*

Introduction

Present organizations face extensive competition, continuously changing technological and business environment. Globalization and ever changing customer needs have added up more challenges on business organizations. so as to satisfy these challenges organizations must train and develop their employees. consistent with current organizations should affect training necessitates linked up with growing cross border movement of the firm, diverse national point of view and a varied workforce. So for this purpose individuals are prepared with the proper kind of aptitudes, information and capabilities to hold out their allocated responsibilities and thus training is taken into account to possess a huge impact on organizational efficiency. it's also noticed that more expense in training has led to more productivity. The presence of organizations during a non-static environment forms a continuing pressure to take care of superiority within the marketplace. This prompts the necessity to constantly upgrade employee skills and knowledge and to enhance positive work-related attitudes the tactic most ordinarily wont to attain these goals is training and development. For the organization, training and development results in improved profitability while cultivating more positive attitudes toward profit orientation. For the individuals, training and development enhances knowledge of job while also helping

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in defining with the goals of the organization Within this context training therefore involves skills acquisition, the method of teaching or learning of skill or job suggested. Training involves an expert working with learning to transfer to them certain areas of data or skill to enhance their current jobs. In support for that made the correct suggestions initially training is any learning activity which is directed towards the acquisition of specific knowledge and skills for the aim of an occupation or task. afterwards: the necessity for training is as a results of demand of the work and demand of the organization do the present job during a thanks to improve organizational performance.

Others like see human resource management because the process that seeks to optimize an organizations usage of its human resource. It requires an integrated approach that addresses multidimensional aspects of employees ranging from enhancing technical and interpersonal skills to creativity and leaderships. Organization with high productivity or performance levels has made manpower development an integral a part of their business culture.

Literature Review

Training and Development basically deals with the acquisition of understanding, knowledge how, techniques and practices. In fact, training and development is one of the most important thing of human resource management as it can improve performance at individual, institutional and organizational levels. As the process of 'increasing one's capacity to do work, organizations are now increasingly becoming updates with organizational learning. Organizational learning, on the other hand, refers to the "process in which answer is interpreted externally and internally in the most efficient way information of a predominantly explicit nature.

According to Easterby-Smith (1999), the emergence of the concept of organizational learning is central on the hitherto concept prior advocacies of learning are attended its commercial significance and are lacking of empirical information on learning processes. Strategically, organizational learning, which makes use of coaching and development together of the several responses, deals with the acquisition of understanding, know-how, techniques and practices. These intellectual intangibles are often translated into an organizational resource through the parents that acquire, infer and utilize such towards the achievement of the organization-wide training and development (Armstrong, 2006). Training and development are planned learning experiences which teach employees the way to perform current and future jobs more effectively. Sims (2002) paid attention that training focuses on present jobs as well as developing employee for possible future jobs. Basically, the target of coaching and development is to contribute to the organization's overall goal.

Closing the talents gap is now a critical area of human resource development for organizations to continuously penetrate the market. Skills gap basically challenges the productivity and competitiveness both inhouse and outhouse levels. This requires that managers, professionals should start the development of the workforce from the initial period. However, this is often tough considering that there are specific works which require customization of skills which not all newly hired employees acquire social skills apart from the essential skills. In responding to the challenges of the skills gap and skills deficiency, HR professionals have to develop programs that will address the problem (Sims, 2006) Building the company hence is an imperative for the existence and survival of contemporary organizations.

Consistently, companies are investing on their internal customers or personnel as a result taking gain of the human capital management. Sense of possession is also vital, requiring HR experts to broaden techniques so as to make certain advanced know-how, talents and experience to settle in the workforce. Learning sports shall positioned capabilities enhancement and development assignments at its center in addition to empowerment and career improvement. This is lifelong getting to know which manual the agencies especially human aid branch to make an ongoing funding with organizational individuals and help them build their talents (Sims, 2006).

The functions of studying from the worker perspective are basically to acquire talents and know-how to do the process and to gain promoting and increase profession. In facilitating career changes, schooling and improvement also caters for the private and expert traitsOf the employees. Learning may be described as knowledge received with the aid of self-directed observe, revel in, or each; the art of acquiring information, skills, competencies, attitudes, and thoughts retained and used; or a alternate of

behavior via reveal in (Maycunich 2000). Senge (1990) believes that mastering has little to do with taking in facts; rather it's far a method that complements ability. Learning is ready building the capability to create that which one previously couldn't create.

Regardless of man or woman differences and whether or not a trainee is getting to know a brand new ability of obtaining understanding of a given topic, the character must take delivery of opportunity to practice what is being taught. Practice is likewise crucial after the character has been correctly skilled (Sims 1990). There are elements of practice – energetic exercise and over mastering. Active mastering lets in the trainees to carry out the mission time and again or use the understanding being discovered. Over getting to know occurs while trainees are given the possibility to exercise far beyond the point where the assignment will become '2nd nature' and is stated to be 'over discovered'. The 5th and maximum essential of all as a way to supply life to other four is utility because training is vain except getting to know may be carried out.

Thereby, education and development is beneficial not only for the enterprise itself but additionally to the individual personnel. On the one hand, education and development results in improved profitability and/or greater advantageous attitudes towards profit orientation, improves the activity expertise and abilities in any respect ranges of the agency, improves the morale of the personnel and enables the employees become aware of with organizational desires (Sims, 1990). On the alternative, education and improvement blessings man or woman employees via helping them make better choices and powerful hassle fixing, helping in encouraging and attaining self-development and self-self assurance, supporting an worker a person handle stress, anxiety, frustration, and battle, growing process delight and popularity and shifting the character in the direction of personal goals even as enhancing interplay competencies (Sims, 1990).

Research Methodolgy

- **Research Objective:** To study the impact of training and development on employees performance and productivity.
- **Research Design:** This research study is based on descriptive research design as it includes many questions which are fill by employees of the organisation.

Sample Design

- **Sampling Techniques:** The Sampling Technique used in this research study is convenience sampling.
- **Sample Size:** for ths study the sample size is 162 respondents.
- **Sources for Gathering Data:** This research study based on primary as well as secondary sources. I have gathered the first hand interaction with employee of the organisation and ask question from them .And for secondary data, I have used company website and internet etc.
- **Statistical Tool Used for Analysis Research Study:** Questionnaire was formed with the help of google forms and the response were analysed with the help of SPSS software.

Data Analysis and Intrepretations

Descriptive Statistics- Frequency (Mean/ Standard Deviation)

Table 1

What is your age group?		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		8	5.0	5.0	5.0
	15-30 years	152	94.4	94.4	99.4
	45-65years	1	.6	.6	100.0
Total		161	100.0	100.0	

Interpretation Stated from the above Table

The information stated in the above table determines the age group factor where we see that majority of the respondents are belonging to the age group of 15-30 whereas only 0.6% belong to age from 45-65 years.

Table 2

Your current employment status.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		10	6.2	6.2	6.2
	Business	6	3.7	3.7	9.9
	Employee	15	9.3	9.3	19.3
	Professional	5	3.1	3.1	22.4
	Student	125	77.6	77.6	100.0
	Total	161	100.0	100.0	

Interpretation Stated from the above Table

The information stated in the above table determines the employment status where 77.60% are students, 9.3% respondents are employee and very less number of respondents are either business man and professionals i.e 3.7% & 3.1% respectively.

Table 3

What do you understand by training and development					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		11	6.8	6.8	6.8
	All of the above	67	41.6	41.6	48.4
	Enchantment	5	3.1	3.1	51.6
	Learning	74	46.0	46.0	97.5
	Sharing information	4	2.5	2.5	100.0
	Total	161	100.0	100.0	

Interpretation Stated from the above Table

The information stated in the above table determines what respondents think about training and development which give us the response that majority of them thinks that it is learning process whereas 41.6% thinks that it is combination of learning, sharing information and enchantment. only 3.1% thinks it is an enchantment process whereas 2.5% think it is a process of sharing information.

Table 4

Training must enhance productivity.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		8	5.0	5.0	5.0
	Agree	121	75.2	75.2	80.1
	Disagree	9	5.6	5.6	85.7
	Partially agree	23	14.3	14.3	100.0
	Total	161	100.0	100.0	

Interpretation Stated from the above Table

The information stated in the above table reflects the mind set of respondents regarding whether training should enhance the productivity here 75.20% people agree to this statement whereas 14.30% partially agree & only 5.6% disagree with this statement.

Table 5

Do you think that training and development is compulsory					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		8	5.0	5.0	5.0
	Maybe	47	29.2	29.2	34.2
	No	8	5.0	5.0	39.1
	Yes	98	60.9	60.9	100.0
	Total	161	100.0	100.0	

Interpretation Stated from the above Table

The information stated in the above table reflects the mind set of respondents regarding whether training should be made compulsory here majority of respondents were in favour of this whereas 29.2% were not sure and only 5.0% person were against this.

Table 6

Does training helps to improve employees performance					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		9	5.6	5.6	5.6
	No	4	2.5	2.5	8.1
	Yes	148	91.9	91.9	100.0
Total		161	100.0	100.0	

Interpretation Stated from the above Table

The information stated in the above table reflects the mind set of respondents regarding whether training helps in improving performance of employees here majority of respondents were in favour of this whereas only 2.5% person were against this.

Table 7

Does training helps to increase the motivation of employees					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		8	5.0	5.0	5.0
	Maybe	31	19.3	19.3	24.2
	No	9	5.6	5.6	29.8
	Yes	113	70.2	70.2	100.0
	Total	161	100.0	100.0	

Interpretation Stated from the above Table

The information stated in the above table reflects the mind set of respondents regarding whether training helps in improving motivation of employees here majority of respondents were in favour of this whereas 19.3% were not sure and only 5.6% person were against this.

Correlation**Table 8**

Correlations			
		Age	Your
Age	Pearson Correlation	1	.196*
	Sig. (2-tailed)		.016
	N	153	151
Your	Pearson Correlation	.196*	1
	Sig. (2-tailed)	.016	
	N	151	151

*. Correlation is significant at the 0.05 level (2-tailed).

Interpretation from the above Table

The above correlation table indicates that the relationship between age group and employment status is positive correlation i.e 0.196.

Table 9

Correlations			
		Age	current
Age	Pearson Correlation	1	.044
	Sig. (2-tailed)		.596
	N	153	150
current	Pearson Correlation	.044	1
	Sig. (2-tailed)	.596	
	N	150	150

Interpretation from the above Table

The above correlation table indicates that the relationship between age group and employment status is weak positive correlation i.e 0.044.

Regression Analysis

Table 10

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.197 ^a	.039	.025	.081

a. Predictors: (Constant), What do you understand by training and development, Your current employment status.

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	.038	2	.019	2.912	.058 ^b
	Residual	.955	145	.007		
	Total	.993	147			

a. Dependent Variable: what is your age group

b. Predictors: (Constant), What do you understand by training and development, Your current employment status.

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.976	.020		48.997	.000
	Yourcurrentemploymentstatus	.022	.009	.194	2.353	.020
	What do you understand by training and development,	.002	.010	.013	.156	.876

a. Dependent Variable: Age

Interpretation from the above Table

Table of model summary, provides the value of R and R square. The value of R represents the simple correlation and is 0.197, which indicates the moderate degree of correlation. The value of R square indicates how much total variation in the dependent variable, can be explained by the independent variable. In the case, 3.9% can be explained, which is low. The computed value of F is 2.912 at a 5% significance level. The tabulated value for F_{58}^1 at 5% level is 4.02 as our F value is 2.912 and this value is low with respect to tabulated value. The table of Coefficients provides us with the necessary information to predict the customer preferred shops or places for purchase of fasteners.

To represent the Regression equation as:

$$\text{What is your Age group} = 0.976 + 0.022(\text{Yourcurrentemploymentstatus}) + 0.002(\text{What do you understand by training and development}),$$

This means that with increase in one variable, there arise a small increase in other variable too i.e. 0.976.

Findings from the Research Study

- From the research study the major fact revealed is that majority of respondents were young.
- Majority of respondents consider training and development as learning process
- It was observed that majority of customers prefer training and development in improving employee confidence and enhancing performance of employees.
- The research study finds that training helps in motivating the moral of employees.

Recommendations

This look at contributes to the frame of studies on Training and Development in UBL in region Peshawar. There is lots of studies on Training and Development, but those studies have particularly taken area in western countries. This have a look at contributes to a small but developing research literature at the Training and Development in vicinity Peshawar Findings of the take a look at indicated that personnel operating in UBL in region Peshawar considered the Training and Development as a major factor of personnel' overall performance and Productivity and had been in choose of it. This observe discovered that banks' administrations interested by their productivity and performance is left with no other choice than to adopt Training and Development.

Conclusion

As the boom of awareness on administrative management throughout these years, HRM performs a extra crucial function in handling an enterprise, including the outcomes of HRM on innovation, 'new way of operating ideas 'for running relations and enhancing personnel' capability. Training and Development is an critical factor of HRM. It is crucial for organisation to get professional and succesful personnel for better overall performance, and personnel will be than capable after they have the understanding and talent of doing the venture. Training and Development might provide opportunities to the employees to make a better career lifestyles and get better role in business enterprise. In doing so, groups efficiency could be extended. On the opposite hand, personnel are the resources and belongings of an enterprise if they're skilledAnd educated might carry out higher than folks that are unskilled and untrained. Therefore, the motive of this examine turned into to discover the relationship among Training and Development and Employees' overall performance and Productivity.

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