

# Impact of Training and Development on Employee Performance a Case Study on MG Enterprises Company in Bengaluru City

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## ABSTRACT

The Study on Impact of training and development on employee performance a case study on MG ENTERPRISES COMPANY IN BENGALURU CITY. The performance of the organization's employees determines whether it succeeds or has problems. Therefore, it is crucial for organisational leaders to understand the role that training and development plays in assessing and improving employee performance. The foundation of the organization's competitive advantage in today's global market is improved in terms of capabilities, knowledge, and skills. Despite the fact that there has been a lot of study done on the topic of training and development and employee performance, it seems that organisational leaders still face gaps and difficulties in this area. This article's objective is to provide brief information regarding the idea of employee training, development and performance. A descriptive research design is formulated to analyse responses of employee using structured questionare and objectives are achieved/ analysed with the aid of percentage analysis and this study suggest that training is compulsory according to employee responses and most of employees specified that training should be dynamically followed and made mandatory.

**Keywords:** Employee Performance, Benefits of Training and Development, Impact on Performance.

## I. INTRODUCTION

MG ENTERPRISES Company Established on 1<sup>st</sup> July 2017 in Bengaluru City Under the name of MG ENTERPRISES. It is Established by DHANAPAL YOGANANDA Who is Proprietor.

The MG Enterprises process is Manufacturer, Trader, Service provider and other. Company highly Known for the Manufacturing purposes that is Petrol Bunks. Petrol Bunk like Shell Petrol Bunk, Nayara Petrol Bunk. These are the trades and services of this Company.

**Employee Training and Development** through uniquely differentiating their programmes, services, capabilities, and products, organisations hope to succeed. However, such components require the vision, development, implementation, and maintenance of skilled persons. Despite the fact that many leaders may find employee training and development to be a difficult undertaking, organisations

**Training and Development Conceptualized** The role of training and development in human resources management is to close the performance gaps between current and desired levels. Training is defined as "A structured activity intended at imparting information and instructions to improve the recipient's performance or to assist him or her acquire a required level of knowledge or ability" by Business Dictionary (training, n.d.). Training is a set of organised, methodical actions meant to raise one's level of expertise and understanding. It is the process of communicating fundamental abilities and programmed behaviour so people are aware of the policies and guidelines to direct their own behaviour to successfully complete their tasks.

**Intentions of Training and Development** Employee development and training take place at many organisational levels and help people in achieving a various goal. People can lessen their

stress or frustration at work with the help of this effort. The person may lose motivation to continue working on a task if it is not completed correctly and the outcomes are not regarded as expected. If they feel unproductive and unsatisfied with their work, those who are unable to execute at the desired level of performance may even decide to leave the company. For this reason, employee training and development acts as a resource that not only improves the skills needed to perform a job, but also offers a way to help people feel more content with their work.

**Benefits of Training and Development** One of the most important motivators used to support people and businesses in attaining their short- and long-term goals and objectives is employee training and development. Along with improving knowledge, skills, and attitudes, training and development also has a number of other advantages. These are common advantages of employee training and development.

- It increases the motivation, self-assurance, and morale of employees.
- As an outcome of people being able to reduce waste, production costs are reduced.
- It encourages a sense of security, which lowers absenteeism and turnover.
- It improves employee participation in the change process by equipping them with the skills needed to adapt to novel and difficult circumstances.
- It provides opportunities for promotion, increased income, and recognition.
- It helps the company increase the quantity and quality of its workforce.

**Employee Performance** For the most part, the training and development department is in charge of employee performance. Performance can be shown by increasing output, being simple to use new technology, or being a highly motivated person. Organizational leaders should set goals and criteria against which performance may be measured as they work to increase employee performance levels.

**Employee Performance Conceptualized** The outcome of people in terms of procedure, outcomes, relevance, and success is known as employee performance. Productivity, efficiency, effectiveness, quality, and attendance at work are the main success indicators. It is the overall success of a certain activity as measured against pre-selected accuracy, cost, and speed requirements; or it is the strategic approach to boosting

organisational effectiveness through employee performance.

### Factors Impacting Performance

- Employee performance may be impacted by a various circumstance, just like any other training and development area. It might be caused by the mindsets, private concerns, roles, responsibilities, norms, and standards of the leaders.
- It is also affected by inadequate tools and skills, a heavy workload, insufficient clerical staffing, key human resource absences, inadequate manager routines, unclear performance standards, inadequate organisational statement, co-worker pressure to give a limited presentation, and an inability to complete more tasks.
- Working circumstances affect employees' ability to perform manual or mental labour because weary workers may damage organisational assets and raise the risk of accidents, low morale, or fatalities. Organizations should therefore offer quiet working spaces, suitable lighting, and comfortable temperatures.

## II. REVIEW OF LITERATURE

**Aidah Nassazi (2013)** According to this study "effects of training on employee performance." Employees are major assets of any organization. They play a vital part in a company's success, which cannot be understated. As a result, in order to maximise job performance, it is crucial to equip these special assets through efficient training. **Bhatia et al., (2014)**, Training is a medium to bring continuous improvement in the quality of work performed; Employees would be given the essential knowledge, skill, attitude, and capacities to carry out their jobs. **B.K. Punia, Saurabh Kant (2014)** The authors attempted to highlight the significance of elements influencing training efficacy in relation to managerial ramifications and potential future study areas. The results of this study reveal that a variety of elements, including self-efficacy, basic skills, management and peer support, motivation, attitude, emotional intelligence, and training style and environment, might influence how effective training is. **Ambika Bhatia & Lovleen Kaur (2014)** Employees today are reluctant to join a company where their knowledge and skills are not being updated. Many businesses offer learning opportunities and employ them as retention strategies. Results demonstrate that training and development have a substantial

statistical association with employee effectiveness and performance.

### RESEARCH GAP

This study mainly focuses on impact of Training and Development on employee performance by analysing the satisfaction level of employee about training programs offered by organisation and to understand the contribution of training to employee and retain top talents for organisation.

### OBJECTIVES

1. To analyse the effectiveness of training and development.
2. To analyse the impact of training and development on employee performance.

### STATEMENT OF THE PROBLEM

In this Competitive business environment, the pressure on organization got increased for securing top position in the market. During this research we came to know that HR department should take care of various factors affecting to training and development such as skills, education, ethics, attitudinal changes, decision making and problem-solving skills and to assist the organization, there are multiple things that must be considered for providing training to the potential employees. They include knowing the development and training facilities to employees and also to

know what best has been done by the organization to improvise it so that can be utilized effectively and efficiently by the employees.

### HYPOTHESIS OF THE STUDY

H0: There is no difference between method adopted to deliver T&D and impact of training on employee performance

H1: There is difference between method adopted to deliver T&D and impact of training on employee performance

H0: There is no significant association between type of training and satisfaction level  
H1: There is significant association between type of training and satisfaction level

### RESEARCH DESIGN

This study includes Descriptive research. The primary data for this study was gathered through a structured questionnaire. and also, the secondary data for this study is collected from Websites and Brochures. Random sampling method is applied for the study to select the sample from the population. Sampling unit includes all the employees of MG Enterprises company Bangalore city and Sample size in this study the samples were collected through Google forms, I have sent Google form links to 68 people, but only 60 responses got.

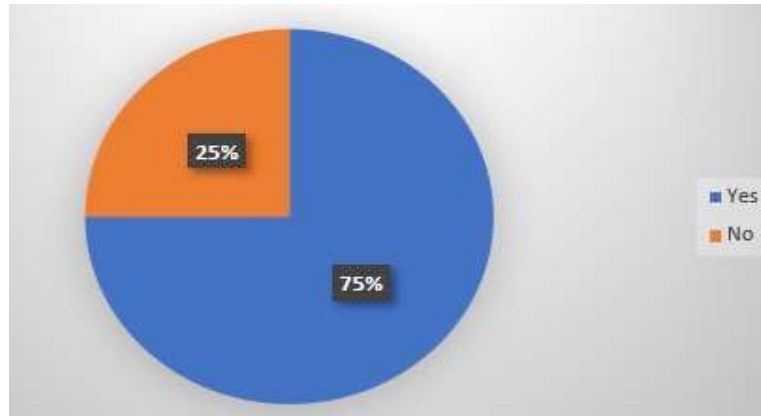
## III. DATA ANALYSIS

Table 1, Does the training enhance organization effectiveness

| Particulars | No of respondents | Percentage |
|-------------|-------------------|------------|
| Yes         | 45                | 75%        |
| No          | 15                | 25%        |
| Total       | 60                | 100%       |

### Analysis:

From the above table it is analysed that 75% of employees agreed that training enhance organization effectiveness and only 25% of employees stated that there is no enhancement in organization effectiveness.



**Interpretation:**

The above graph illustrates that majority of employees agreed that training enhances organization effectiveness and only a smaller

number of employees stated that training does not enhances organization effectiveness. It indicates that training should be compulsory to boost the organization effectiveness.

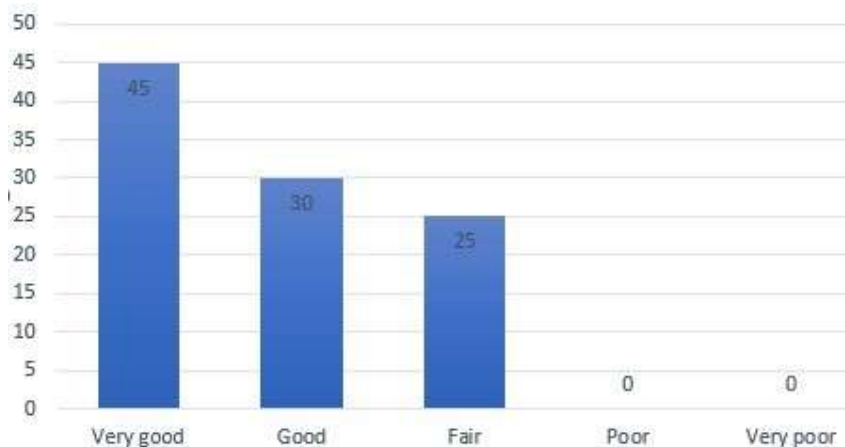
**Table 2, Please rate satisfaction level towards training programme**

| Particulars | No of respondents | Percentage |
|-------------|-------------------|------------|
| Very good   | 27                | 45%        |
| Good        | 18                | 30%        |
| Fair        | 15                | 25%        |
| Poor        | -                 | -          |
| Very poor   | -                 | -          |
| Total       | 60                | 100%       |

**Analysis:**

From the table it is analysed that 45% of employees rated as very good and 30% of respondents rated as

good for satisfaction level towards training programme and only 15% of employees rated as fair.



**Interpretation:**

The above graph illustrates that majority of employees are stated that they are well satisfied

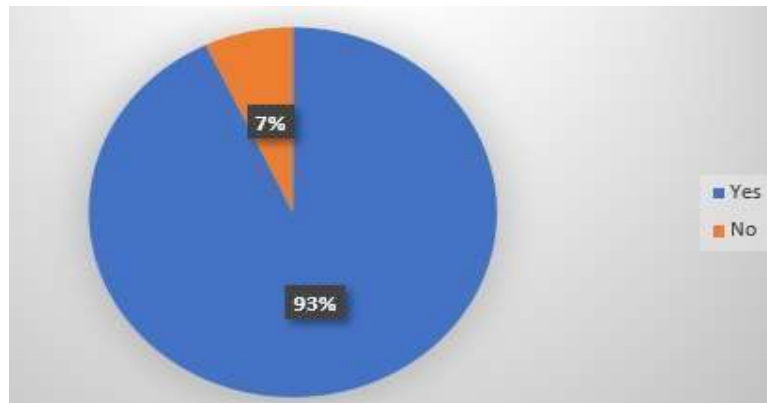
with training programme. it indicates, that the organization is providing best training programs for employees.

**Table 3, Does training improve performance**

| Particulars | No of respondents | Percentage |
|-------------|-------------------|------------|
| Yes         | 56                | 93%        |
| No          | 4                 | 7%         |
| Total       | 60                | 100%       |

**Analysis:**

From the table it is analysed that 93% of employees agreed that training improve performance and 7% of employees stated that there is no improve in performance by training.



**Interpretation:**

From the above graph it is interpreted that majority of employees agreed that training improves performance. It indicates that training should be mandatory and should be delivered in structured format.

**HYPOTHESIS TESTING:**

**H0:** There is no significant association between type of training and satisfaction level  
**H1:** There is significant association between type of training and satisfaction level

**Chi-Square Tests**

|                              | Value               | df | Asymp. Sig. (2-sided) |
|------------------------------|---------------------|----|-----------------------|
| Pearson Chi-Square           | 34.188 <sup>a</sup> | 12 | .001                  |
| Likelihood Ratio             | 39.864              | 12 | .000                  |
| Linear-by-Linear Association | 3.282               | 1  | .070                  |
| N of Valid Cases             | 60                  |    |                       |

a. 17 cells (85.0%) have expected count less than 5. The minimum expected count is .75.

**Interpretation:**

Above table demonstrate that, p value is lesser as compared to level of significance i.e.,

0.001 < 0.6. Therefore, alternative hypothesis is accepted and null hypothesis is rejected. Hence There is

significant association between type of training and satisfaction level

**H0: There is no difference between method adopted to deliver T&D and impact of training**

**on employee performance**

**H1: There is difference between method adopted to deliver T&D and impact of training on employee performance**

**ANOVA**

Employee performance

|                | Sum of Squares | df | Mean Square | F     | Sig. |
|----------------|----------------|----|-------------|-------|------|
| Between Groups | 2.147          | 3  | .716        | 3.270 | .028 |
| Within Groups  | 12.253         | 56 | .219        |       |      |
| Total          | 14.400         | 59 |             |       |      |

**Interpretation:**

The above table illustrate that the level of significance is greater than p value i.e.,  $0.05 > .028$ . therefore, null hypothesis is rejected and alternative hypothesis is accepted. Hence there is difference between method adopted to deliver T&D and impact of training on employee performance

**IV. CONCLUSION**

Training and development programme are major foundation which strengthens the employee performance and productivity. Therefore, it was advised that all workers be given access to efficient training programmes thoroughly thought-out growth plans so they may improve their knowledge and abilities. which strengthens employee performances in turn leads to productivity / efficiency. In order to inculcate the practices of creating positive environment in organisation training and development plays Vital role.

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