

A STUDY ON ASSESSING THE EFFECTIVENESS OF TRAINING AND DEVELOPMENT IN TAMILNADU HOTEL AT TRICHY

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ABSTRACT

Employee training programs play a crucial role in enhancing work force skills, productivity, and overall organizational performance. This study assesses the effectiveness of training programs in improving employee performance by Examining key factors such as skill development, knowledge retention, job efficiency, and motivation. A mixed- methods approach, incorporating surveys, interviews, and performance evaluations, is used to gather insights from Employees and management across various industries.

INTRODUCTION OF THE STUDY

Training and Development is the framework for helping employees to develop their personal and organizational skills, knowledge, abilities, and attitude. Globalization and liberalization is pushing organizations towards a steep competition. Organizations are trying their level best to sustain in this competitive environment. In such situation the maximum result is the minimum requirement and survival of the fittest employee is the rule of the game. Organizations need the fittest employee who is sharp enough to perform their best for that organization. This calls for high competency and attitude, which may not be readily available in the employees of that organization. This competency gap can be filled with a well-designed training and development program.

STATEMENT OF THE PROBLEM

The purpose of this study is to assess the effectiveness of training programs on employee performance at [Organization Name], with a focus on identifying the impact of training on job knowledge, skills, and behaviors, and determining the return on investment (ROI) of training.

Identify Business Impact: Design and develop your training to meet the company's overall goals. Keeping business goals in focus ensures training and development makes a measurable impact.

Critical Thinking: What must your learners know to perform their jobs well? Distinguish critical knowledge from nice-to-know information to identify what content should be in the course, and what should be in optional resources.

Layer Training Methods: The most effective training programs use layered, sustainable learning activities to create performance improvement over time.

Evaluate Effectiveness and Sustain Gains: Employees' need for training and support don't end when they get back to work. In fact, continued support is required to ensure that initial training sticks. Measurable learning objectives are the foundation for you to evaluate an initiative's impact

Importance of Training and Development Optimum utilization of Human resources

- Development of skills
- To increase the productivity
- To provide the zeal of team spirit
- For improvement of organization culture
- To improve quality, safety

OBJECTIVES OF THE STUDY

- Determine the need of training and development for individuals or teams
- Establish specific objectives & goals which need to be achieved
- Select the methods of training.
- Conduct and implement the programs for employees
- Evaluate the output and performance post the training and development sessions.

SCOPE OF THE STUDY

The study focuses on evaluating the effectiveness of training programs conducted for employees within an organization. It covers various aspects such as the relevance of training content, delivery methods, employee participation, knowledge gained, and the application of skills in the work place. The study is limited to the views and feedback of employees who have undergone training during a specific period. It aims to understand how training influences employee performance, motivation, and job satisfaction. The study also helps in identifying the strengths and weaknesses of existing training practices and provides suggestions for improvement.

RESEARCH METHODOLOGY HYPOTHESES

The study is intended to test following hypotheses:

Selected automobile company adopts systematic approach towards its training activities. Training activities conducted by the selected automobile company prove beneficial to the trainees and help in increasing their effectiveness.

TYPE OF RESEARCH

Post Facto Research methodology is used in this research. This consists of mainly a descriptive style investigation to find out effectiveness of Training & Development system. The present research study is descriptive by nature and therefore, data are collected from both primary and secondary sources. Secondary data were collected through comprehensive literature review and internet. Other secondary sources included previous studies, journals, reports, magazines, newspapers and books. The primary data were collected from field visits of various units carrying out training and development programmes. The present study is also empirical and analytical therefore it relies on observation, interviews and survey.

LIMITATIONS OF THE STUDY

- Training is a costly affair and expensive process.
- Training may result dislocation of work and loss of output because regular office work is likely to be interrupted or delayed because of the time spent in training.
- Sometimes, it is difficult to obtain good training instructors and leaders.
- Self-reliance and capacity for new ideas might be stifled.

SUGGESTIONS

- Employees can be highly motivated to do their job by
- Promotion can be given to the employees based on their performance rating.
- Since motivation leads to employee retention, can give importance in implementing its strategies.
- Suggest taking measure in strengthening the retention policies.
- Make department wise classification and identify where there is a high turnover and take necessary actions

CONCLUSION

Effective managing retention in your organization isn't easy. It takes extensive analysis, a thorough understanding of the many strategies and practices available and the ability to put retention plans into action and learn from their outcomes. But given the increasing difficulty of keeping valued employees on board in the face of major shifts in the talent landscape, it is well worth the effort. To get the most from your retention management plans, you will need to analyze

the nature of turnover in your organization and the extent to which it is a problem.

Understand research findings on the drivers of employee turnover and the ways in which workers make turnover decisions it should affect productivity. Job Design, implements, and evaluates strategies to improve retention in ways that meet your organization's unique needs. This research guidelines, and examples provided in this report will help you tackle this challenging but crucial responsibility.

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