



Article Type: Research Paper

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ROLE OF TRAINING AND DEVELOPMENT IN IMPROVING EMPLOYEE PRODUCTIVITY AT PMP CREDIT CO-OPERATIVE SOCIETY LTD

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ABSTRACT

Training has become the buzz word in the dynamic competitive market environment. Human capital differentiates a great organization from a good one. The Success or failure of modern business organizations depends on the quality of their human resources. Well trained and highly developed employees are considered as corner stone for such success. Data for the paper have been collected through primary source that are from questionnaires surveys, one hundred and twenty questionnaires were distributed for the collection of data, The data have been checked through statistical software to find the impact of training and development on employees' performance and productivity. Hence the purpose of the study was to investigate the relationship between, training and development and employees performance and productivity, training and stress, employee development. And to see whether Training and Development has an impact on Employees working in an IT Industry. Findings indicated that training and development were positively correlated and claimed statistically significant relationship with employee performance and productivity. Analysis and interpretations were made at 0.05 level of significance. The study concluded that training and development have important impact on employee performance and productivity. Thus, in order for organizations to achieve optimum returns from their investment, there is imperative need to effectively manage training and development programs.

Keywords: Training and Development, Employee Performance, Organizational Effectiveness.

INTRODUCTION

The survival of any organization in the competitive society lies in its ability to train its human resource to be creative, innovative, inventive who will invariably enhance performance and increase competitive advantage. Training and development are an aspect of human resource and competence capable of improving employees' ability to perform more efficiently. Training and development play a vital role in the effectiveness of an organization. It is one of the most pervasive techniques for improving employees' performance enhancing organization productivity in the work place. Employees are the indispensable asset and key element of gaining competitive advantage of any organization e practices that help in enhancing employees' skills, knowledge,

and training is essential tool for its actualization. The level of competency, skills and ability of the workforces of an organization influences its ability to preserve its obtained positions gain competitive advantage. Meanwhile, employee's competence, skills and pro-activeness is directly proportional to the level at which organization can compete with others. Organizations are confronting with increased competition on resulting from changes in technology, economic environments, globalization etc. Training and development have become one of the necessary functions in most organizations, because they lead to high performance in the same field and are important part of human resource department, it has a significant effect on the success of an organization through improving employee performance.

RESEARCH METHODOLOGY

The analysis is of a Descriptive sort. It attempts to explain the employees' attitudes to the training and development programs and their influence on them, Easy Random Sampling was used to pick the workers for the analysis. The study sample size was 120 IT workers working at various IT companies.

Research Design

The analysis is of a Descriptive sort. It attempts to explain the employees' attitudes to the training and development programs and their influence on them, Easy Random Sampling was used to pick the workers for the analysis. The study sample size was 120 IT workers working at various IT companies.

Sampling Technique

The methodology of Convenience Sampling was used in this analysis. The justification for using the process of convenience sampling was quick and economical. I understand the issue and I also know who I should pose the questions to find the answer for my study.

Sources Of Data

For the purpose of the study two sources of data have been collected.

Primary Data

In order to gather Primary data, a survey will be carried out. It is the evidence that is obtained directly by employees working in IT sectors of different companies and the data are collected on the basis of

- Personal questions
- Questionnaire

Secondary Data

The method of convenient sampling that is, selecting the accessible population from the workers, from whom information can be obtained. The rationale for using the convenience sampling method was fast and expedient, Inexpensive, I understand the problem and I know who I should be posing the problem, questions to find a solution to my studies.

Structure Of Questionnaire

Multiple choice questions and Likert's scale questions.

Sample Size

In this survey the sample size is 150 IT employees working at various IT companies of different age group, employment status, educational criteria and convenience sampling method is being used.

Period Of Study

The period of study was from 20 MAY 2024 TO 20 JULY 2024

Analytical Tools

Percentage Analysis

Percentage Analysis Percentage analysis is the method to represent raw streams of data as a percentage (a part in 100-percent) for better understanding of collected data. Percentage Analysis is applied to create a contingency Chart from the frequency distribution and represent the collected data for better understanding.

Correlation coefficient

The correlation coefficient is a statistical measure of the strength of the relationship between the relative movements of two variables. The value range between -1.0 and 1.0. A correlation of -1.0 shows a perfect negative correlation, while a correlation of 1.0 show a perfect positive correlation.

Anova

It is a collection of statistical models and their associated estimation procedures (such as the variation among and between groups) used to analyze the differences among group means in a sample. ANOVA was developed by statistician and evolutionary biologist Ronald Fisher.

T-Test

A t-test is a statistical test that is used to compare the means of two groups. It is often used in hypothesis testing to determine whether a process or treatment actually has an effect on the population of interest, or whether two groups are different from one another.

RESULT AND DISCUSSION

Percentage Analysis

Table 1 Showing respondents in age

AGE	NO OF RESPONDENTS	PERCENTAG %
Above 20 years	62	51.7%
Between 30-40	41	34.2%
Above 40 years	17	14.2%
TOTAL	120	100

Source: Primary Data

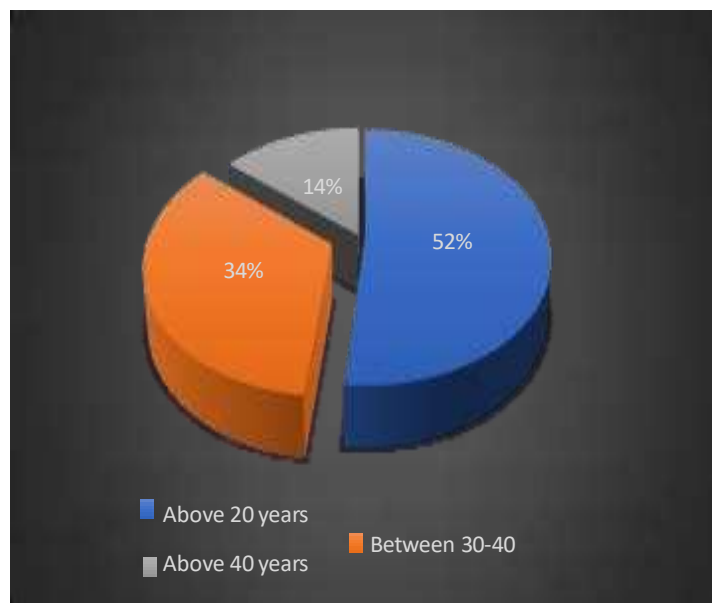


Figure 4 Showing respondent's age

Inference

From the above Chart it is interpreted that 52% of respondents are above 20 years, 34% of respondents are between 30-40 years and 14% of respondents are above 40 years

Table 2 Showing respondents in gender

GENDER	NO OF RESPONDENTS	PERCENTAGE %
Male	64	53.3%
Female	56	46.7%
Total	120	100

Source: Primary Data

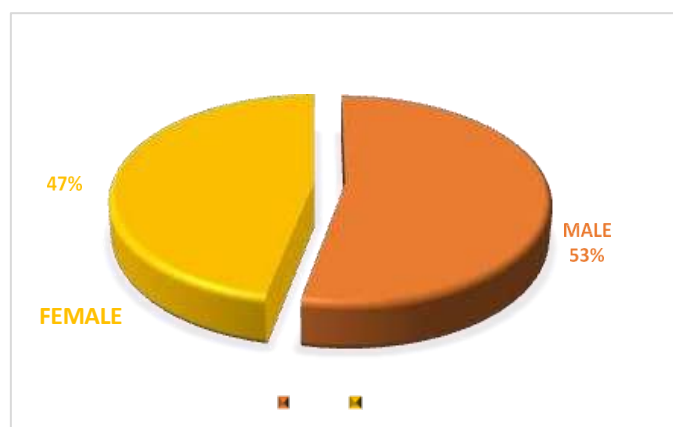


Figure 2 showing respondent's gender

Inference

From the above Chart it is interpreted that 53% of respondents are male and 47% of respondents are female.

Table 3 Showing respondents Marital status

MARITAL STATUS	NO. RESPONDENTS	PERCENTAGE
Single	64	53.3%
Married	48	40%
Prefer not to say	8	6.7%
Total	120	100

Source: Primary Data

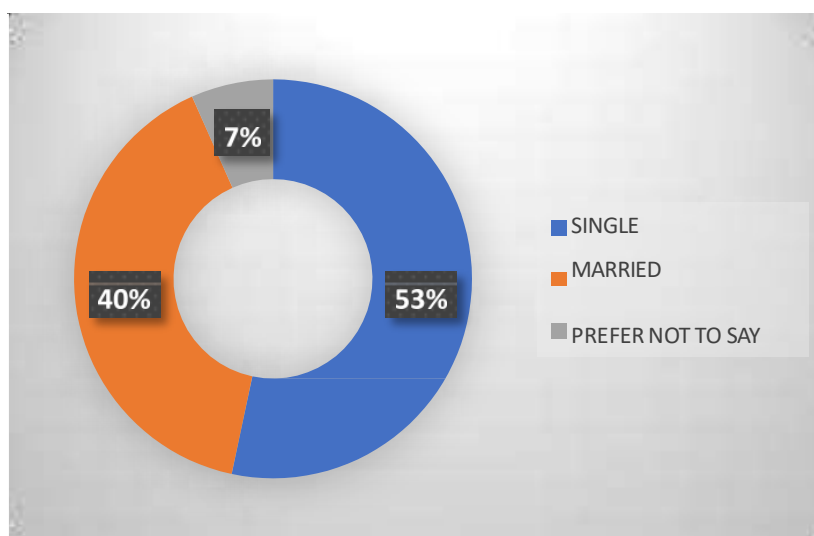


Figure 3 Showing respondents Marital status

Inference

From the above Chart it is interpreted that 53% of respondents are Unmarried, 40% of respondents are married and 7% of respondents prefer not to say.

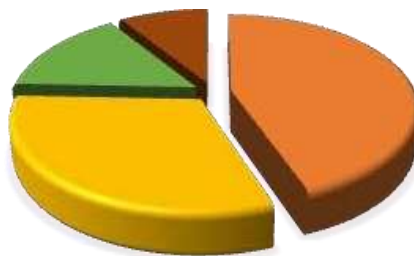
Table 5 showing respondents in qualification

QUALIFICATION	NO OF RESPONDENTS	PERCENTAGE %
UG	53	45%
PG	37	31%
Professional courses	18	15%
Diploma	11	9
Total	120	100

Source: Primary Data

- UG
- PG
- Professional Courses
- Diploma

Diploma 9%



Professional Courses 15%

UG 45%

PG 31%

Figure 3 showing respondents qualification

Inference

From the above Chart it is interpreted that 45% of the respondent are under graduate, 31% of respondent are post graduate, 15% of the respondents have Professional courses and 9% of the respondents have diploma.

Table 5 showing respondents in Designation

DESIGNATION	NO OF RESPONDENTS	PERCENTAGE
Programmer	18	16%
Android/IOS developer	15	13%
Web developer	33	29 %
Technical support	23	20%
Data analyst	9	8%
Computer system analyst	16	14%
Functional consultant	6	16%
Total	120	100

Source: Primary Data

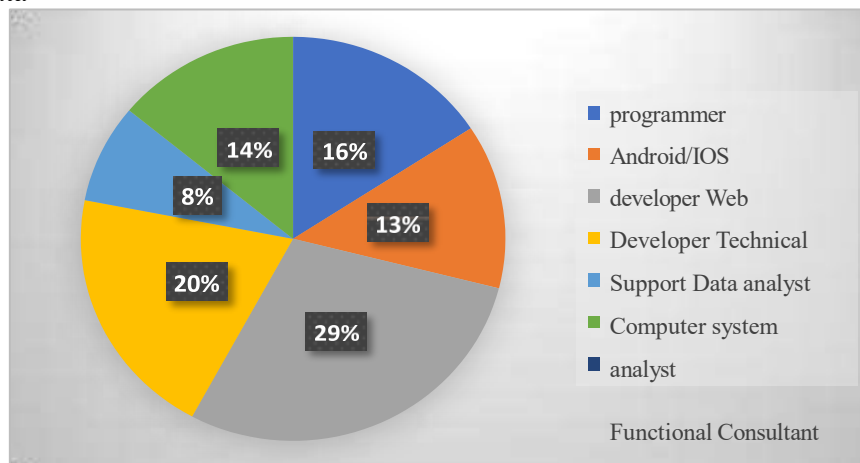


Figure 6 showing respondents in qualification

Inference

From the above Chart it is interpreted that 29% of respondents are web developer, 20% of respondent are technical support, 16% of respondents are programmer, 14% of respondents are computer system analyst, , 13% of respondents are Android/IOS developer and 8% respondents are Data analyst.

CONCLUSION

The study concludes that training and development play a significant role in enhancing employee performance, productivity, and overall organizational effectiveness. The findings indicate that employees perceive training programs as beneficial for improving work efficiency, competency levels, personal growth, and job performance. Most respondents agreed that training and development reduce workplace stress, increase employee confidence, and contribute to better organizational outcomes. Statistical analysis also revealed a positive relationship between training initiatives and employee productivity. Therefore, PMP Credit Co-Operative Society Ltd. should continue investing in well-structured training and development programs to strengthen employee skills, improve performance, and achieve long-term organizational growth and success.

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