

A STUDY ON IMPACT OF TRAINING AND DEVELOPMENT ON EMPLOYEES AND PERFORMANCE IN MRF COMPANY

Submitted in partial fulfillment of the requirements for the award of

MASTER OF BUSINESS ADMINISTRATION

by

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**DEPARTMENT OF BUSINESS ADMINISTRATION
SCHOOL OF MANAGEMENT STUDIES**

SATHYABAMA

**INSTITUTE OF SCIENCE AND TECHNOLOGY
(DEEMED TO BE UNIVERSITY)**

**Accredited with Grade "A++" by NAAC | 12B Status by UGC |
CATEGORY – 1 UNIVERSITY BY UGC | Approved by AICTE
JEPPIAAR NAGAR, RAJIV GANDHI SALAI, CHENNAI - 600 119**

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BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **G.PAVAN KUMAR(42410040)** who carried out the Project Training “**A STUDY ON IMPACT OF TRAINING AND DEVELOPMENT ON EMPLOYEES ENGAGEMENT AND PERFORMANCE IN MRF COMPANY** ” under my supervision from September 2023 to November 2023.

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DECLARATION

I **G.PAVAN KUMAR (42410040)** hereby declare that the Project Report entitled **“A STUDY ON IMPACT OF TRAINING AND DEVELOPMENT ON EMPLOYEES ENGAGEMENT AND PERFORMANCE IN MRF COMPANY ”** done by me under the guidance of **DR.GANANATH KHILLA** is submitted in partial fulfilment of therequirements for the award of Master of Business Administration degree.

DATE:

PLACE:

G.PAVAN KUMAR

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TABLE OF CONTENTS

CHAPTER NO.	TITLE	PAGE NO.
	ABSTRACT	i
	LIST OF TABLES	ii
	LIST OF CHARTS	iii
	INTRODUCTION	
	1.1 Introduction	
	1.2 Need for life insurance	
	1.3 Types of life insurance	
	1.4 Statement of the problem	
	1.5 Needs of the study	
1	1.6 Scope of the study	
	LITERATURE REVIEW	
2	2.1 Review of literature	
	RESEARCH METHODOLOGY	
	3.1 Methodology	
	3.2 Data requirement	
	3.3 Research design	
	3.4 Sample technique	
	3.5 Sample size	
	3.6 Sample location	
3	3.7 Tools for analysis	
	3.8 Hypothesis framed	
	3.9 Limitation of the study	
	DATA ANALYSIS AND INTERPRETATION	
4	4.1 Percentage analysis	
	4.2 Chi-square test	
	4.3 Anova test	
	FINDING, SUGGESTIONS AND CONCLUSION	
	5.1 Findings	
5	5.2 Suggestions	
	5.3 Conclusion	
	REFERENCE	
	ANNEXURE –I QUESTIONNAIRE	
	ANNEXURE – II RESEARCH ARTICLE	

ABSTRACT

Training is a key factor in organizational performance; organizations of any kind cannot survive without good and effective training programs. Since the quality of Human Resource is an asset to any organization and ultimately training is an unavoidable requirement for any organization and therefore every organization has to be faced by every organization.

The amount, and quality of training carried out varies enormously from organization to organization due to factors such As the requirement of the organization to face external challenges like new process , new government policies , internal needs of the employees ,the adaptability of existing workforce and most importantly what the organization needs is very important .

Most organizations meet their needs for training in an ad hoc and haphazard way while others set about identifying their training needs, then design training activities in a rational manner and finally assess the results of training. But this study is carried out to find out whether training and development is done to enhance employee engagement and enrichment to ensure that training and development is not done based on adhoc basis rather it should be done through a process

LIST OF TABLES

TABLE NO.	TITLE	PAGE NO.
4.1.1	Gender of the respondents	
4.1.2	Age of the respondents	
4.1.3	Highest level of education of the respondents	
4.1.4	Current position of the respondents	
4.1.5	Tenure in the current company of the respondents	
4.1.6	The organization invests extremely in improving the levels of competency	
4.1.7	Organization provide ample amount of training to all the workers	
4.1.8	How often do you undergo training	
4.1.9	Training provided to you as a part of the norms of the company	
4.1.10	the training proper and understandable for the employees	
4.1.11	Training panel clarify all the doubts that the workers	
4.1.12	The organization provides support when employees decide to obtain ongoing training of respondents	
4.1.13	Organization provides employees with information on the availability of job opening inside the company	
4.1.14	Do you feel that the training the company provided has made the job easier for working faster	
4.1.15	How relevant were the training you received to your work	
4.1.16	Proper engagement between the workers within the company	
4.1.17	After the training do you feel confident and motivated to work faster and better	
4.1.18	Do you think you are able to generate better results in productivity once after the training	
4.1.19	Develop the engagement and interaction with the other superiors and subordinates in times of productivity	
4.1.20	Do you recommend the other employees to attend the training	
4.2	Chi-square	
4.3	Anova	

LIST OF CHARTS

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4.1.15	How relevant were the training you received to your work	
4.1.16	Proper engagement between the workers within the company	
4.1.17	After the training do you feel confident and motivated to work faster and better	
1.1.18	Do you think you are able to generate better results in productivity once after the training	
4.1.19	Develop the engagement and interaction with the other superiors and subordinates in times of productivity	
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4.2	Chi-square	
4.3	Anova	

CHAPTER – 1

1.1 INTRODUCTION

For an organization to be effective, a lot hinges around a good training and development program. It garners the experience of people in the organization and by adding value to them enhances their personality development, organizing skills, expanding their knowledge and abilities which ultimately brings about better productivity.

Therefore one of the major aims of people involved in human resource department is to build a better workforce so that the employees will be engaged in achieving the work goals in parallel with achieving their individual goals as well. One of the best ways to bring about the above in an organization is having an effective training and development program.

The training and development programs bring about two dimensional benefits to the organization, enhancing the skills of employee on one side which leads to an increase in the level of motivator of the employees which in turn reduces the labor turnover of employees in an organization. Hence employees in an organization should be trained and undergo development programs continuously.

There are two types of training in an organization one is internal training which is conducted in the premises of the organization using senior staff or any staff whose talent has no bounds will be used to train the existing employees.

Training plays a crucial role in the development of employees and has a significant influence on their overall performance, productivity, and job satisfaction. Here are several ways in which training can impact employee development:

Skill Development:

Technical Skills: Training programs are designed to enhance employees' technical skills, ensuring they stay up-to-date with industry trends and technologies.

Soft Skills: Employees often receive training on soft skills such as communication, teamwork, leadership, and time management, which are essential for personal and professional growth.

Increased Productivity:

Well-trained employees are more efficient and productive in their roles. Training provides them with the knowledge and tools to perform tasks more effectively, reducing errors and increasing overall productivity.

Adaptability to Change:

In a rapidly changing business environment, employees need to adapt to new technologies and methodologies. Training equips them with the skills to embrace change and stay competitive in their roles.

Job Satisfaction and Morale:

Employees who receive training are often more satisfied with their jobs. Knowing that their organization is invested in their professional development can boost morale and contribute to a positive work culture.

Employee Retention:

Investing in training programs demonstrates a commitment to employees' growth and development. This, in turn, can lead to higher employee retention rates as individuals are more likely to stay with an organization that values their professional advancement.

1.2 OBJECTIVES OF THE STUDY

PRIMARY OBJECTIVE

1.2.1 To study the impact of training on employee's engagement in the company

SECONDARY OBJECTIVE

1.2.2 To study the level of training provided to the employees and also the benefit of it.

1.2.3 To analyze the benefit of the training and also the level of benefits derived by the employees from it.

1.2.4 To identify the various ways that can be implemented in the process that was practiced in the training.

1.2.5 To suggest any changes for development of better interaction between the workers.

1.3 NEEDS OF THE STUDY

- The main need of this study is to understand the ways by which the interaction between the employees.
- To entirely develop a mainstay by which the entire practices in the training can be implemented so that to develop the interaction between the employees.
- This study will help companies to understand the learnings of the employees from the training.
- This study will also help the companies to understand the experience and expectations of the existing employees.

1.4 SCOPE OF THE STUDY

- The company would benefit from having a better grasp of the employees knowledge from the training.
- The study benefits the business by increasing the performance of the employees so to develop the performance of the employees.
- The study also allows the business to focus on the preferences and expectations of the way by which the business can be run.

CHAPTER-2

REVIEW OF LITERATURE

2.1 REVIEW OF LITERATURE

1. **Edward (2023)**, in his work brings out the fact that training and development gives clear cut direction to the organization by giving a sense of purpose and meaning for a collective effort in an organization.
2. **The work of Bartel (2019)** which defines Training and development as the process whereby the training program influences the participators in synchronizing the individual goals with the group goals. A research by Chao also concludes that training and development brings about collaboration of relationships in an organization to bring about a positive change in the results of an organization.
3. **Michael (2021)** also says that Training and development brings about attainment of organization goals by responding to contextual business environmental change through promoting team activities.
4. **Martyn (2022)** is of the view that training and development facilitates individual efforts along with the collective efforts to bring about quick accomplishment organization goals, his study was about how the process of training and development was used to influence the mindset of the people in the team of knowing exactly what needs to be done and how things can be done to bring about effectiveness in the organization.
5. **Hannsom (2019)** is of the view that the attitude of the employee is molded through proper training and development programs to help the employees to achieve better cooperation within an organization. Also he asserted that an employee supportive workplace can be created through well-organized training and development programs by enhancing the quality of work life. The argument in this research is that whether the training has an impact on the performance of the organization.
6. **According to Yukl (2022)** “people in the human resource department should analyze the objectives of the organization, evaluate the strength and weakness of the existing manpower, and design appropriate training and development programs which will impact

the worker. Improving the employee engagement and enrichment is a process in which the organization recognizes their responsibility for excellence of organizational performance as well as employee skills”.

7. **Rowden (2019)**, “quality of workforce is an important recipe for a successful organization. To develop quality workforce is not an easy deal for organizations. It requires perfect recruitment process, selecting intelligent, dynamic workforce and to motivate them consistently. If any lack happens in any of these process, proper training programs helps the organizations to enrich the employees and enable them to engage effectively in the success of the organization”.
8. **According to Maimunah (2022)**, “A high degree of employee engagement and enrichment in the organization results in increased profits, higher productivity and accentuating demands in the market. Improving the employee engagement and enrichment is a continuous and progressive process of the organization. Employee engagement and enrichment concerns with the requirements, needs, working environment and job design of the employees at workplace. The training programs aimed at improving the employee engagement through employee enrichment lead to better quality of work force of the organization”.
9. **According to Jones (2018)**, an effective training and development program will give following benefits in form of balanced work life for the employees. Enhance the psychological aspects of the employees which help in reducing labor absenteeism, increases employee morale thus leading to high productivity through having a satisfied workforce which led to high level of commitment on the part of employees. Also appropriate training programs minimizes the labor conflicts by improving communication at all levels of the management.
10. **According to Mammoria and Mammoria (2022)**, “through vestibule Training an attempt is made to create working condition similar to the actual workshop conditions. After training workers in such condition, the trained workers may be put on similar jobs in the actual workshop. This enables the workers to secure training in the best methods to work and to get rid of initial nervousness. It may also be used as a preliminary to on-the job training. It prevents trainees to commit costly mistakes on the actual work scenario”.
11. **Mammoria (2020)**, “Sensitivity training is about making people understand about themselves and others reasonably. This method deals with the behavioral aspect of the trainee. It helps employees to deal with emotional issues, personal qualities and helps the trainee to behave better”.
12. **Mammoria and Mammoria (2022)**, “role playing helps the trainee to deal with complex

real time issues through appropriate course content”. In this method each trainee takes the role of a person affected by an issue and studies the impacts of the issues on human life and/or the effects of human activities on the world around that person.

13. **According to Rao (2019)**, “for any training program to get the best of it should be conducted in a systematic manner”. The training system involves four stages, namely:
14. **According to Duhigg (2019)**, “the starting point of any training program is to identify the needs of the trainee. What kind of skills and abilities need to acquired or enhanced by the trainee should be assessed by the training program coordinator. The goals of the organization should be kept in perspective. A needs assessment is the process of identifying the gap between performance required and current performance. When a difference exists, it explores the causes and reasons for the gap and methods for closing or eliminating the gap”.
15. **Duhigg (2018)**, goes on to add that “This phase should be able to identify the learning objectives and what the trainee can do after the training program should be predefined”. The training coordinator should outline of how the training will be delivered, materials to be used, instructors to be used.
16. **Duhigg and Dalan (2020)** says that “implementation phase is the phase where actual teaching takes place”. This is also called as delivery phase. If this phase is not executed properly the training and development program cannot accomplish its objectives.
17. **Dayal (2019)** in his study revealed that effectiveness of training depends upon the administrative practices existing in the organization. The conclusion of Dayal’s study is that the inspite of having conducted a proper training by having good trainer, facilities yet the training and development process can be ineffective if the trainee is not receptive to the contents of the training programs.
18. **Nandy (2020)** while assessing the effectiveness of training reveals that measuring the effects of training is almost impossible. He attributes qualitative nature of both the activity and its results.
19. **Ullhas Pagey(12021)** in his study on the assessment of the Effectiveness of Training expresses that most of the organizations are allocating a proper budget for training and development programs. The reason behind this is due to low cost benefit ratio between training and its effect.

20. **B.R.Viramani(2020)** concludes by saying “this is the phase where the training coordinator realizes whether the trainee has acquired knowledge, skills, aptitude and attitude”. Based on the evaluation phase the training coordinators can decide to make changes in the training and development program in its design, development, and delivery of the training program the next time. This process contributes to improvements and leads to a model program can be replicated at other times and in other places. through an article that although evaluation is an important aspect of any training and development program little or no importance is given by organizations for systematic evaluation.
21. **According to Oatey (2020)**, “Training improves the skill of a person and helps in developing the mentality of an employee which leads to better productivity in the organization and training and development programs are designed to modify the behaviour of the trainees in order to enable them to attain the predefined objectives”.
22. **Adrian Thornhill (2018)** in his study reveals that evaluation of training and development programs should be a part of the culture of the organization through an article affirms that the training efficiency can be improved through conducting deeper evaluation programs, training and development programs lead to improve the overall effectiveness of the organization which will lead to high profitability and this is possible through well trained staff that will make significant contribution.
23. **Baldwin and Johnson (2019)** due to rapid growth in various management practices and increasing demands of the business environment training and development programs plays an important role in enhancing the skills of the employees describes through the study on training and development on how trainees' attributes and attitudes may influence the effectiveness of training.
24. **According to Chris (2018)** training and development programs should be conducted to improve various skills of the employee especially in conceptual skill, technical skill, managerial skill and human skill to foster the growth of the organization. “training and development program should be more strategic in nature keeping always future in perspective. Traditional techniques should be given up and it should be more of need oriented”.
25. **According the studies of Glance et al., (2017)**, well planned training programs improve the commitment of the employees towards the organization. This is possible through having satisfied workforce who contribute much more than the unsatisfied work force. Training

Design and Evaluation concludes that due to time constraints and budget constraints organizations refrain from conducting evaluation of the training and development programs.

26. **Gray et al., (2017)** argues that Quality of trainer is one among the factor which has strong impact on the satisfaction of employee from the training. Trainer's quality varies from trainer to trainer. The presentation skills, atmosphere created during the training and knowledge about the topic are important determinants of trainer's quality.
27. **Seyler, Holton III, Bates, Burnett and Carvalho (2018)** are of the opinion that training and development programs should be a continual process to improve skill, knowledge and behavior of the employees ,it is better to conduct evaluation from pre-training to post-training rather than focusing only on the post training feedback alone.
28. **According to Akinpeju (2019)** training and development programs helps the organizations to attain its objectives, therefore these programs should be organized continually and training and development programs should aim at enabling the staff to perform the duties effectively and this is possible by consistently improving the skills, abilities, aptitude and the attitude of the employees.
29. **According to Isyaku (2020)** training and development program should be used by the employees to gain more knowledge and skills to function effectively in an organization. training and development programs assist the employees to achieve the assigned task effectively through developing their knowledge, skills and attitude.
30. **Hashim, Junaidah (2021)** through the paper Training Evaluation is of the opinion that the evaluation of training and development program is a systematic process where information has to collected, analyzed to guide decision making for future training and development programs.
31. **Ogunu (2022)** through the study conducted in the training and development program in Guinness Nigeria public limited company about the evaluation it was concluded by saying that evaluation of training and development programs is highly relevant in assessing the success of the organizations.
32. **Rowden (2020)** training and development programs bring about changes in the attitude of the employees. This improves the manpower resources of an organization through having a satisfied workforce believe that the investment in training and development is worthy considering the benefits drawn out of a successful training program.

33. **Rautalinko and Lisper (2019)** stated that assessment of the employee strength and weakness is highly important and it should be analyzed even before the commencement of the training and development programs and thereby it will enable the people in the human resource department to find out exactly what kind of impact the training and development program organized by them has brought about.
34. **According to the Edwin B Flippo (2018)**, “Training is the act of increasing knowledge and skills of an employee for doing a particular job.” through a research in training and development and its impact on its investment concludes that significant expenditure is incurred for the process of training programs and most of the organizations are failing to reap the benefits of the training programs and such organizations view training tactically rather than strategically. The research concludes by asserting that the key to getting the best returns on investment from training is to view it strategically rather than tactically.
35. **According to Stavrou et al. (2018)**, the major objective of a training and development program is to add value to the workforce by improving their skills which will ultimately lead to effective attainment of the goals of the organization.
36. **Holton (2019)** claims that training program helps the employees to transfer what they learn to real life work context, therefore training program, should be aimed in such a way to maximize the ability of the trainees to transfer the learning from training to job. So according to Holton on the job learning is the most powerful tool in a training program.
37. **Wang, Greg G, Wilcox, Diane (2018)** through his article articulates the importance of evaluation of a training program. The view expressed through the article is that “Formative evaluation is intended to provide information for the improvement of program design and development while summative evaluation is centered on training outcomes to identify training benefits in the form of learning and enhance on-the-job performance”.
38. **Smits (2016)** through a study on the topic training and development reveals that training and development programs should be highly futuristic oriented where every benefits expected from the training programs pertains to the future of the organization through their study on training found that employees do have after effects after attending training and development programs.
39. **Hollenbeck (2018)** has discussed sensitive issue that impact of training should be on enhancing job satisfaction than aiming directly at enhancing job productivity discussed in their study that training and development programs should give a good learning experience

for the employees in such a way they should learn to acquire new techniques and adopt it in the job. Also they conclude that a successful training and development program leads to high level of job satisfaction which leads to increased commitment to the job.

40. **Stephen and Bowley (2019)**, in their research revealed that training and development programs enhance the performance of the employees through motivating and developing an appropriate workforce who in return builds a good relationship with the organization.
41. **Based on the study of Chih, Li and Lee (2018)** it is clear that training and development programs should focus on perceived learning through training and development program, attitude of the trainer, response of the trainee towards the learning conditions and should lead to increase in the desire levels of the trainee to learn and perform well.
42. **The study of Jones (2019)** showed that there is strong association between training and development program, employee job satisfaction and enhanced performance of the trainee in the workplace. He asserts that investment in training and development program is highly worthy.
43. **According to the study of Hanita (2018)** on the impact of training and development program on the employee and organization confirms that the training and development programs enhances the knowledge of the employees, improves their skills thus helps in avoiding managerial obsolescence. The training and development programs enable the organization to decide on promotions, rewards, compensations, welfare measures, and performance appraisal.
44. **Bo Hansson (2019)** is of the view that training and development programs should majorly aim at improving skill levels of the employees in the middle level and bottom level and developing superior skills for top level employees and this will lead to higher remuneration of the employees through higher profits of the organization.
45. **Ramstad, Elise (2019)** in his article asserts that evaluation framework for training and development is needed in order to increase the validity of innovation and learning networks are of the view that a training and development can be called successful only when the employee is able to transfer the theoretical aspects into the actual work environment.
46. **Violini (2015)** expresses that majority of the employees want to participate in training program to enhance their skills and regard this as a career development prospect.
47. **Kalaiselvan and Naachimuthu (2016)**, “Training cost and business benefits are drawn on

X and Y axis respectively and four quadrants were identified, in first quadrant strategic (Lower training cost and higher business benefits), in second quadrant Payback (Higher training cost and higher business benefits), in third quadrant Think (Lower training cost and lower business benefits) and finally in the fourth quadrant Drop (Higher training cost and higher business benefits)''.

48. **According to Karthik R (2017)**, the objectives of training and development should be clearly spelt out since this is highly significant for various stakeholders in the training and development process like the designer, trainer, trainee and evaluator.
49. **According to Mridula and Mishra (2018)**, will help stakeholders, policy makers and management of SME's in developing appropriate and well-articulated HRD practices to improve employee competencies and enhance organizational effectiveness.
50. **Lee and Michele (2018)** concludes that the results of this study challenge the belief that providing learning opportunities improves salesperson performance and organizational commitment. The results indicate that the relationship between continuous learning opportunities and performance, as well as between opportunities and organizational commitment, is statistically non significant. However, the authors did find that providing continuous learning opportunities via strategic leadership because learning increases performance and organizational commitment.

CHAPTER-3

RESEARCH METHODOLOGY

3.1 METHODOLOGY

Research methodology is mainly needed for the purpose of framing the research process and the designs and tools that are to be used for the project purpose. Research methodology helps to find the customer's opinion based on product. In this study, the research methodology is framed for the purpose of identifying the perception of investors towards mutual fund investment.

3.2 DATA REQUIREMENT

- **Primary data**

The present study is based on the primary data which was collected using the questionnaire method using google forms.

- **Secondary data**

Secondary data has been collected mainly from internet, reports, publications, records and websites.

3.3 RESEARCH DESIGN

The entire process involved in research methodology is called research design. Research design is a plan of study made by a researcher before undertaking his/her research work. In this study the researcher has adopted descriptive research design to investigate and study the given problem.

3.4 SAMPLING TECHNIQUE

For the study the sample, study participants are employees present in the MRF company of south Chennai. They were selected and interviewed for present study. The methodology for selecting respondents for this study through convenience sampling method.

3.5 SAMPLE SIZE

In this study 100 employees from MRF company present.

3.6 SAMPLE LOCATION

The research was conducted in south Chennai.

3.7 TOOLS FOR ANALYSIS

In this study, the hypotheses were made and then analyses with the help of statistical techniques of Chi-Square and Anova test for relationship using IBM SPSS software.

Both hypotheses were tested with 95 percent confidence level i.e., at 5 percent significant levels.

3.8 HYPOTHESIS FRAMED

Hypothesis-1

H₀- There is no significant association between the age of the respondents and the educational qualifications of the respondents.

H₁- There is a significant association between the age of the respondents and the educational qualifications of the respondents.

3.9 LIMITATIONS OF THE STUDY

- The geographical area of this study is confined to the opinions expressed by the respondents of south Chennai.
- A few respondents might have furnished the required information from their momentary memory hence the collected data might be subject to bias.

CHAPTER-4

DATA ANALYSIS AND INTERPRETATION

4.1 PERCENTAGE ANALYSIS

Table 4.1.1: Gender of the respondents

Gender	No. of. respondents	percentage
Female	10	10
Male	90	90
Total	100	100

Source: Primary Data

1. Gender of the respondents?

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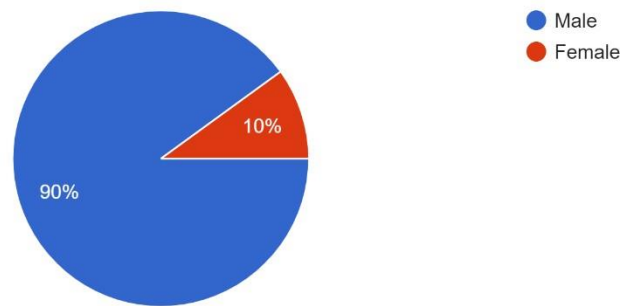


Chart 4.1.1: Gender of the respondents

Interpretation

From the above table it is interpreted that 10% of respondents are in the category of female, 90% respondents are in the category of male.

Inference

90% of the respondents are in the category of male.

Table 4.1.2: Age of the respondents

Age	No. of. respondents	percentage
20-30	15	15
30-40	50	50
40-50	30	30
50 - 60	5	5
60 and above	100	100

Source: Primary Data

2. Age of the respondents?

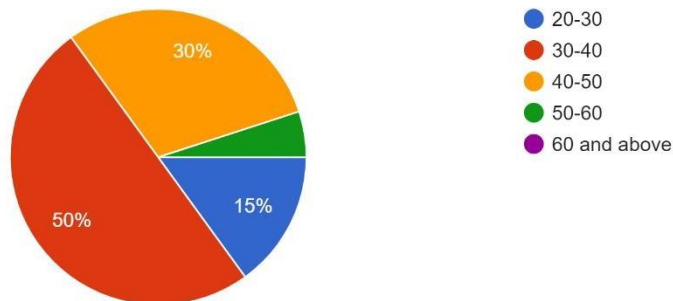


Chart 4.1.2: Age of the respondents

Interpretation

From the above table it is interpreted that 45% of respondents are in the age category of 20- 30 years, 39% respondents are in 31-40 years, 13% respondents are in the age category of 41-50 and 3% of the respondents are above 50 years.

Inference

45% of the respondents are in the age category of 20-30 years.

Table 4.1.3: Highest level of education of the respondents

Education	No. of. respondents	percentage
Primary School	10	10
Secondary School	65	65
Bachelor's Degree	5	5
Masters Degree	20	20

Source: Primary Data

3. Highest level of education?

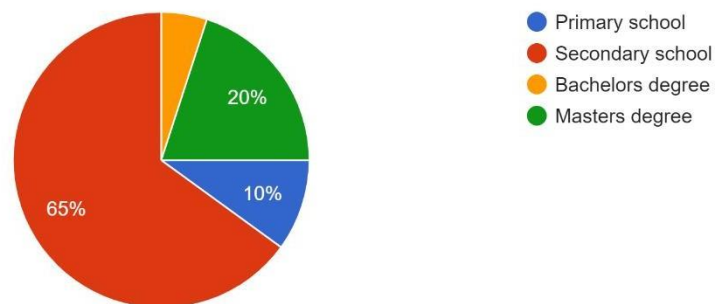


Chart 4.1.3: Highest level of education of the respondents

Interpretation

From the above table it is interpreted that 10% of respondents are primary school, 65% are secondary school, 5% are bachelors and 20% are masters.

Inference

65% of the respondents are secondary school

Table 4.1.4: Current position of the respondents

Current Position	No. of. respondents	percentage
Level 1	10	10
Level – 2	25	25
Head of the department	45	45
Head of the zone	15	15
Zonal manager	5	5

Source: Primary Data

4. Current Position in the company?

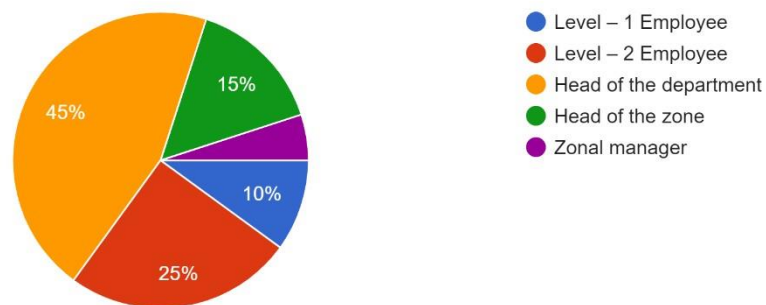


Chart 4.1.4: Current position of the respondents

Interpretation

From the above table it is interpreted that 10% of respondents are level 1, 25% respondents are level 2, 45% of respondents are head of the department, 15% of respondents are head of the zone and 5% are zonal head

Inference

45% of the respondents are head of the department

Table 4.1.5: Tenure in the current company of the respondents

Tenure in the company	No. of. respondents	percentage
Less than a year	5	5
1-3 years	30	30
3-6 years	45	45
6-10 years	20	20
10 years and above	0	0
Total	100	100

Source: Primary Data

5.Tenure in the current company?

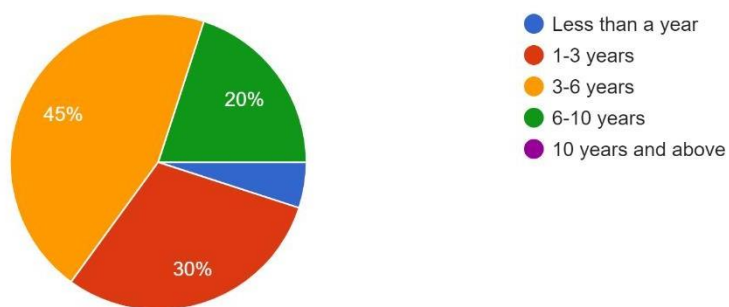


Chart 4.1.5: Tenure in the current company of the respondents

Interpretation

From the above table it is interpreted that 5% are less than a year, 30% respondents in the category 1-3 years, 45% respondents are 3-6 years and 20% of the respondents are 6-10 years

Inference

45% of the respondent's occupation in the category 3-6 years

Table 4.1.6: The organization invests extremely in improving the levels of competency

Competency	No. of. respondents	percentage
Strongly agree	20	20
agree	40	40
neutral	35	35
disagree	5	5
Strongly disagree	0	0

Source: Primary Data

6. The organization invests extremely in improving the levels of competency among the employees?

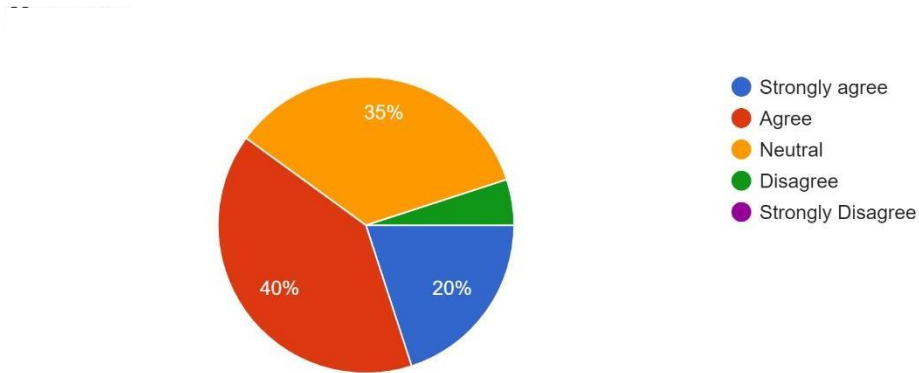


Chart 4.1.6: The organization invests extremely in improving the levels of competency

Interpretation

From the above table it is interpreted that 20% of respondents strongly agree, 40% respondents are in agree, 35% respondents are neutral and 5% of the respondents are in the disagree.

Inference

40% of the respondents are in the agree

Table 4.1.7: organization provide ample amount of training to all the workers

Awareness	No. of. respondents	percentage
Yes	30	30
No	45	45
Maybe	25	25
Total	100	100

Source: Primary Data

7. Did the organization provide ample amount of training to all the workers?

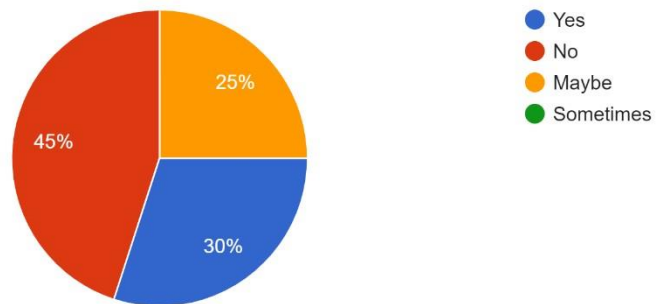


Chart 4.1.7: Organization provide ample amount of training to all the workers

Interpretation

From the above table it is interpreted that 30% of respondents in the category of yes, 45% respondents are no, 25% respondents are maybe

Inference

45% of the respondents in the category of no.

Table 4.1.8: How often do you undergo training

	No. of. respondents	percentage
Quarterly	20	20
Half yearly	55	55
Once in a year	20	20
Evry two years	5	5
Total	100	100

Source: Primary Data

8. How often do you undergo training?

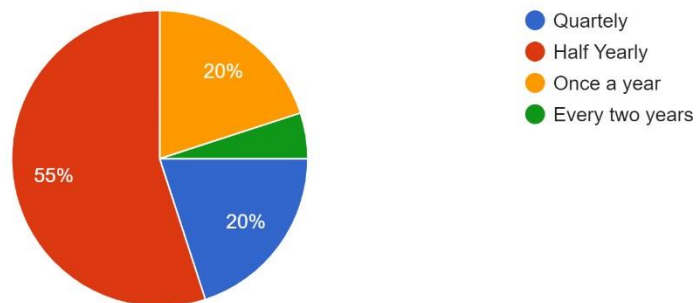


Chart 4.1.8: How often do you undergo training

Interpretation

From the above table it is interpreted that 20% of respondents are quarterly, 55% respondents are half yearly, 20% respondents are once in year and 5% of the respondents are every two years

Inference

55% of the respondents are half

Table 4.1.9: training provided to you as a part of the norms of the company

	No. of. respondents	percentage
Highly satisfied	10	10
Satisfied	70	70
Neutral	20	20
Dis satisfied	0	0
Highly dis satisfied	0	0
Total	100	100

Source: Primary Data

9. Are you satisfied with the training provided to you as a part of the norms of the company?

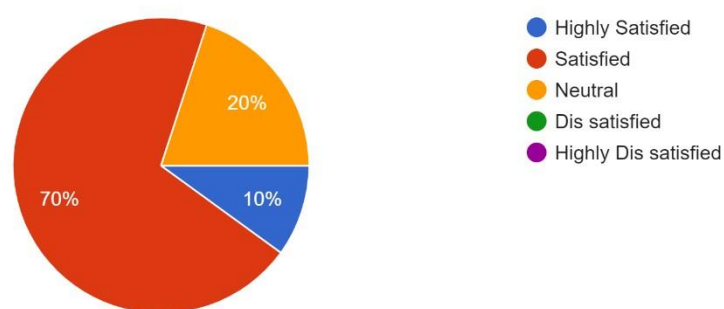


Chart 4.1.9: Training provided to you as a part of the norms of the company

Interpretation

From the above table it is interpreted that 46% of respondents are highly satisfied, 70% respondents are satisfied, 20% respondents are neutral.

Inference

70% of the respondents are preferred satisfied

Table 4.1.10: the training proper and understandable for the employees

	No. of. respondents	percentage
Yes	75	75
No	20	20
Sometimes	5	5
Total	100	100

Source: Primary Data

10. Was the training proper and understandable for the employees ?

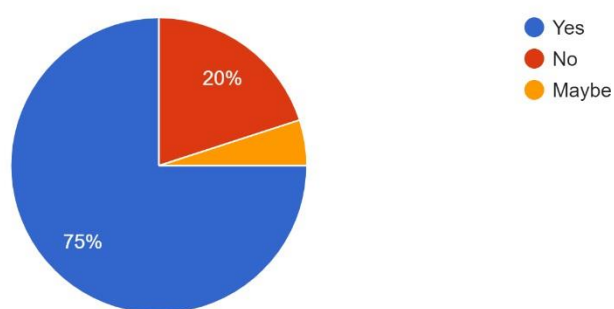


Chart 4.1.10: the training proper and understandable for the employees

Interpretation

From the above table it is interpreted that 75% of respondents are yes, 20% respondents are no, 5% respondents are in the sometimes

Inference

75% of the respondents are in the yes

Table 4.1.11: training panel clarify all the doubts that the workers

	No. of. respondents	percentage
Yes	45	45
No	45	45
Maybe	10	10
Total	100	100

Source: Primary Data

11. Did the training panel clarify all the doubts that the workers had?

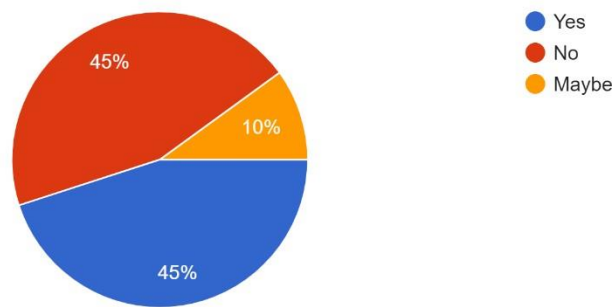


Chart 4.1.11: Training panel clarify all the doubts that the workers

Interpretation

From the above table it is interpreted that 45% of respondents are yes, 45% respondents are no and maybe at 10%.

Inference

45% of the respondents are yes.

Table 4.1.12: The organization provides support when employees decide to obtain ongoing training of respondents

	No. of. respondents	percentage
Strongly agree	40	40
agree	35	35
neutral	15	15
disagree	10	10
Strongly disagree	00	00

Source: Primary Data

12. The organization provides support when employees decide to obtain ongoing training?

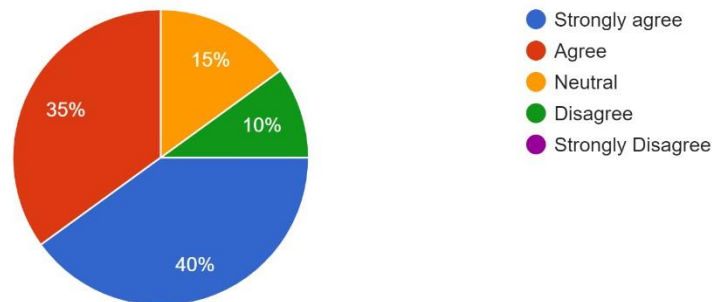


Chart 4.1.12: The organization provides support when employees decide to obtain ongoing training of respondents

Interpretation

From the above table it is interpreted that 40% of respondents strongly agree, 35% respondents are in agree, 15% respondents are neutral and 10% of the respondents are in the disagree.

Inference

40% of respondents are strongly agree

Table 4.1.13: organization provides employees with information on the availability of job opening inside the company

	No. of. respondents	percentage
Yes	70	70
No	25	25
maybe	5	5
Total	100	100

Source: Primary Data

13.Do you feel that the training the company provided has made the job easier for working faster?

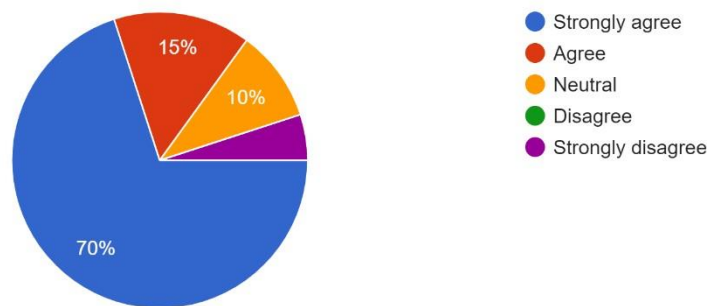


Chart 4.1.13: Organization provides employees with information on the availability of job opening inside the company

Interpretation

From the above table it is interpreted that 70% of respondents are yes,25% respondents are no and maybe at 5%.

Inference

70% of the respondents are yes

Table 4.1.14: Do you feel that the training the company provided has made the job easier for working faster

	No. of. respondents	percentage
Strongly agree	70	70
agree	15	15
neutral	10	10
disagree	0	0
Strongly disagree	5	5

Source: Primary Data

14. Does the organization provides employees with information on the availability of job opening inside the company?

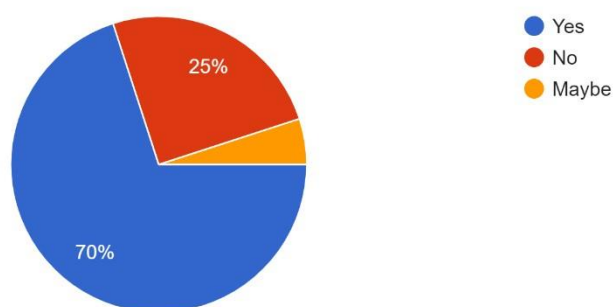


Chart 4.1.14: Do you feel that the training the company provided has made the job easier for working faster

Interpretation

From the above table it is interpreted that 70% of respondents strongly agree, 15% respondents are in agree, 10% respondents are neutral and 5% of the respondents are in the strongly disagree.

Inference

70% of the respondents are strongly agree

Table 4.1.15: How relevant were the training you received to your work

	No. of. respondents	percentage
Very Effective	40	40
Effective	50	50
Neutral	10	10
Not relevant	00	00

Source: Primary Data

15. How relevant were the training you received to your work?

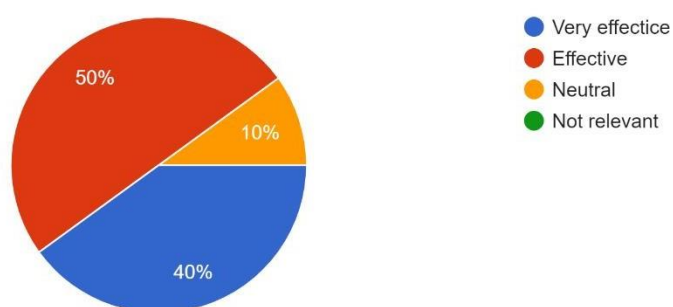


Chart 4.1.15: How relevant were the training you received to your work

Interpretation

From the above table it is interpreted that 40% of respondents are very effective, 50% of respondents are effective, 10% of respondents are neutral/

Inference

50% of the respondents are effective

Table 4.1.16: Is there proper engagement between the workers within the company? (Rate on a scale of 1 to 5)

	No. of. respondents	percentage
1	30	30
2	35	35
3	30	30
4	5	5
5	0	0

Source: Primary Data

16. Is there proper engagement between the workers within the company? (Rate on a scale of 1 to 5)

3

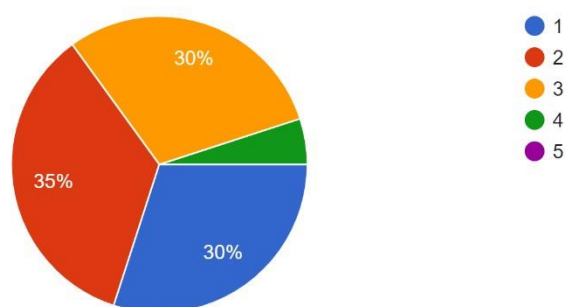


Chart 4.1.16: Proper engagement between the workers within the company

Interpretation

From the above table it is interpreted that 30% of respondents are selecting 1, 35% of respondents are selecting 2, 30% of respondents are selecting 3, 5% of respondents are selecting 4.

Inference

35% of respondents are selecting 2.

Table 4.1.17: After the training do you feel confident and motivated to work faster and better

	No. of. respondents	percentage
Strongly agree	35	35
agree	45	45
neutral	20	20
disagree	0	0
Strongly disagree	0	0

Source: Primary Data

17. After the training do you feel confident and motivated to work faster and better?

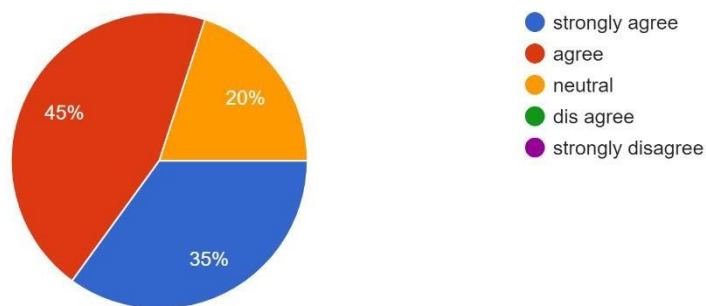


Chart 4.1.17: After the training do you feel confident and motivated to work faster and better

Interpretation

From the above table it is interpreted that 35% of respondents strongly agree, 45% respondents are in agree, 20% respondents are neutral and 0% of the respondents are in the strongly disagree.

Inference

45% of respondents are agree

Table 4.1.18: Do you think you are able to generate better results in productivity once after the training

	No. of. respondents	percentage
Yes	75	75
No	25	25
Maybe	0	0
Sometimes	0	0
Total	100	100

Source: Primary Data

18. 1. Do you think you are able to generate better results in productivity once after the training?

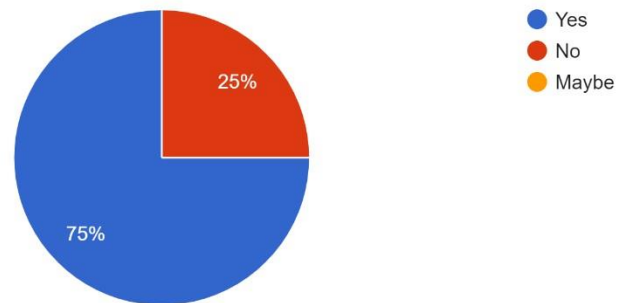


Chart 4.1.18: Do you think you are able to generate better results in productivity once after the training

Interpretation

From the above table it is interpreted that 75% of respondents are yes, 25% respondents are no and maybe at 0%.

Inference

75% of respondents are yes.

Table 4.1.19: Develop the engagement and interaction with the other superiors and subordinates in times of productivity

	No. of. respondents	percentage
Strongly Agree	80	80
Agree	10	10
Neutral	10	10
Dis agree	0	0

Source: Primary Data

19. 1. Did it also develop the engagement and interaction with the other superiors and subordinates in times of productivity?

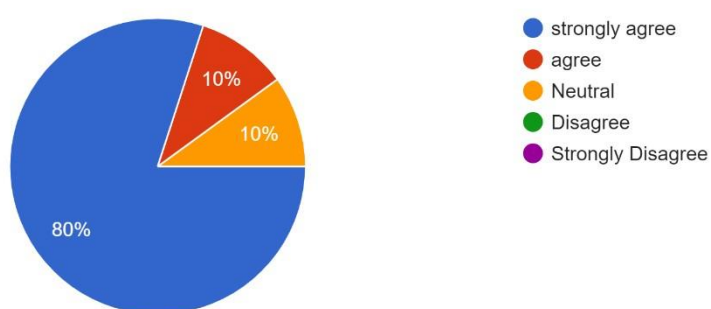


Chart 4.1.19: Develop the engagement and interaction with the other superiors and subordinates in times of productivity

Interpretation

From the above table it is interpreted that 80% of respondents strongly agree, 10% respondents are in agree, 10% respondents are neutral and 0% of the respondents are in the strongly disagree.

Inference

80% of respondents strongly agree.

Table 4.1.20: Do you recommend the other employees to attend the training

	No. of. respondents	percentage
Surely Yes	60	60
Yes	40	40
Neutral	0	0
No	0	0

Source: Primary Data

20. Do you recommend to attend the training?

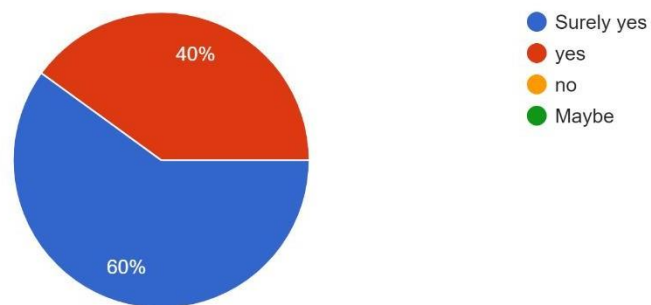


Chart 4.1.20: Do you recommend the other employees to attend the training

Interpretation

From the above table it is interpreted that 60% of respondents are surely yes, 40% respondents are yes and maybe at 0%.

Inference

60% of respondents are surely yes.

HYPOTHESIS – 1

H₀- There is no significant association between the of the respondents andthe educational qualifications of the respondents.

H₁- There is a significant association between the age of the respondents andthe educational qualifications of the respondents.

CHI- SQUARE - 1

Case Processing Summary

	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Age of the respondents? *	100	100.0%	0	0.0%	100	100.0%
Highest level of education?						

Age of the respondents? * Highest level of education? Crosstabulation

Count

		Highest level of education?				Total
		Primary school	Secondary school	Bachelors degree	Masters degree	
Age of the respondents?	20-30	0	5	5	5	15
	30-40	5	40	5	0	50
	40-50	5	10	10	5	30
	50-60	0	0	0	5	5
Total		10	55	20	15	100

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	58.106 ^a	9	.001
Likelihood Ratio	56.464	9	.000
Linear-by-Linear Association	2.277	1	.131
N of Valid Cases	100		

a. 9 cells (56.3%) have expected count less than 5. The minimum expected count is .50.

Inference

Since p value is 0.001 is lesser than 0.05. We accept alternative hypothesis and reject null hypothesis so there is significant difference between age and Current position of the respondents.

ANOVA – 1

HYPOTHESIS – 2

H₀- There is no significant association between the age of the respondents and the educational qualifications of the respondents.

H₁- There is a significant association between the age of the respondents and the educational qualifications of the respondents.

Descriptives

Age of the respondents?

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
Primary school	10	2.50	.527	.167	2.12	2.88	2	3
Secondary school	55	2.09	.519	.070	1.95	2.23	1	3
Bachelors degree	20	2.25	.851	.190	1.85	2.65	1	3
Masters degree	15	2.67	1.291	.333	1.95	3.38	1	4
Total	100	2.25	.770	.077	2.10	2.40	1	4

ANOVA

Age of the respondents?

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	4.621	3	1.540	2.732	.048
Within Groups	54.129	96	.564		
Total	58.750	99			

Inference

Since p value is 0.048 is greater than 0.05. We reject alternative hypothesis and accept null hypothesis so there is no significant difference between age and needs and educational requirement of the respondents.

CHAPTER-5

FINDINGS, SUGGESTIONS AND CONCLUSION

5.1 FINDINGS OF YOUR STUDY

- 90% of the respondents are in the category of male.
- 45% of the respondents are in the age category of 20-30 years.
- 65% of the respondents are secondary school
- 45% of the respondents are head of the department
- 45% of the respondent's occupation in the category 3-6 years
- 40% of the respondents are in the agree
- 45% of the respondents in the category of no.
- 55% of the respondents are half
- 70% of the respondents are preferred satisfied
- 75% of the respondents are in the yes
- 45% of the respondents are yes.
- 40% of respondents are strongly agree
- 70% of the respondents are yes
- 70% of the respondents are strongly agree
- 50% of the respondents are effective
- 35% of respondents are selecting 2.
- 45% of respondents are agree
- 75% of respondents are yes.
- 80% of respondents strongly agree.
- 60% of respondents are surely yes.

5.2 SUGGESTIONS

MRF should try to bring their new product to the attention of potential early adopters.

- Due to the intense competition in the market the company should make sure that there is always proper training for the employees as it is helpful in the advancement of the job.
- Superiors should be assigned to a set of workers to make sure that they report to them and to regularly check their working and also to monitor their progress of their and also their development.
- Keeping the cost, quality and return on investment in tact is necessary in order to tackle the competition.
- The company should make that the employees are always working in a well environment and also there is proper interaction within other workers.
- The company should make sure that they always motivate the employees to work harder for better positions, hike and bonus so that they work very efficiently and also in better practical manner.
- They should make sure that the employees exhibit the skills that they understand from the training and make all their doubts clear by working practically .

5.3 CONCLUSION

In conclusion, the impact of training and development on employee engagement and performance is profound and multifaceted. MRF Organizations that invest in the continuous learning and growth of their workforce stand to benefit across various dimensions.

Training not only enhances employees' skills and knowledge but also fosters a positive work environment by promoting a culture of learning and improvement. Engaged employees, equipped with the tools and confidence gained through training, are more likely to contribute to organizational success in numerous ways.

From increased productivity and job satisfaction to improved adaptability and teamwork, the influence of training resonates throughout the workplace. The alignment of training programs with organizational goals and individual aspirations creates a sense of purpose, empowering employees to actively contribute to the achievement of broader objectives.

Moreover, the impact extends to areas such as talent retention, reduced turnover, and the cultivation of leadership skills. Employees who feel valued and supported in their professional development are more likely to stay with the organization and take on leadership roles, contributing to long-term success.

By providing opportunities for continuous learning, organizations not only enhance the performance of their employees but also create a dynamic and innovative work culture. This, in turn, positively influences customer satisfaction, as well-trained and engaged employees are more likely to deliver high-quality service.

In essence, the impact of training and development on employee engagement and performance is a strategic investment that pays dividends in the form of a skilled, motivated, and adaptable workforce, ultimately driving organizational success in a competitive and ever-evolving business landscape.

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ANNEXURE –I QUESTIONNAIRE

Name_____

1. Gender Of The Respondents?

- **Male**
- **Female**

2. Age of the Respondents?

- **20-30**
- **30-40**
- **40-50**
- **50-60**
- **60 & Above**

3. Highest level of Education?

- **Primary School**
- **Secondary School**
- **Bachelor's Degree**
- **Master's Degree**

4. Current Position in the company?

- **Level – 1 Employee**
- **Level – 2 Employee**
- **Head of the Department**
- **Head of the Division**
- **Zonal Manager**

5. Tenure in the current company?

- **Less than a year**
- **1-3 Years**
- **3- 6 Years**
- **6-10 Years**
- **More than 10 Years**

6. The organization invests extremely in improving the levels of competency among the employees?

- **Strongly agree**
- **Agree**

- Neutral
- Disagree
- Strongly Disagree

7. Did the organization provide ample amount of training to all the workers?

- Yes
- No
- Sometimes
- Cant comment

8. How often do you undergo training?

- Quartely
- Half yearly
- Once a year
- Every two years

9. Are you satisfied with the training provided to you as a part of the norms of the company?

- Highly satisfied
- Satisfied
- Neutral
- Dis satisfied
- Highly dis satisfied

10. Was the training proper and understandable for the employees ?

- Yes
- No
- Sometimes

11. Did the training panel clarify all the doubts that the workers had?

- Yes
- No
- Maybe
- Sometimes

12. The organization provides support when employees decide to obtain ongoing training?

- Strongly agree
- Agree
- Neutral
- Disagree

- Strongly disagree

13. Does the organization provides employees with information on the availability of job opening inside the company?

- Yes
- No
- Maybe
- Cant Comment

14. Do you feel that the training the company provided has made the job easier for working faster?

- Strongly agree
- Agree
- Neutral
- Dis agree
- Strongly Disagree

15. How relevant were the training you received to your work?

- Very Effective
- Effective
- Neutral
- Not relevant
- Not relevant at all.

16. Is there proper engagement between the workers within the company? (Rate on a scale of 1 to 5)

- 1
- 2
- 3
- 4
- 5

17. After the training do you feel confident and motivated to work faster and better?

- Strongly agree
- Agree
- Neutral
- Dis agree
- Strongly Disagree

18. Do you think you are able to generate better results in productivity once after the training?

- Yes

- **No**
- **Maybe**
- **Sometimes**

19. Did it also develop the engagement and interaction with the other superiors and subordinates in times of productivity?

- **Strongly Agree**
- **Agree**
- **Neutral**
- **Dis agree**
- **Strongly Disagree**

20. Do you recommend the other employees to attend the training?

- **Surely Yes**
- **Yes**
- **Neutral**
- **No**
- **Not at all**

