



EMPLOYEE TRAINING AND DEVELOPMENT –A CASE STUDY OF CENTURION SOFTWARE SOLUTIONS PRIVATE LIMITED, HYDERABAD

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Abstract

This study explores employee opinions on "Training and Development Programs" at a Software Solutions Private Ltd. Company located in Hyderabad. Data were gathered through personal interviews using a structured questionnaire with a Five-Point Likert scale. A Simple Random Sampling method was employed for participant selection. The analysis utilized tables, percentage methods, and Chi-square tests to evaluate the data. The findings indicate a positive relationship between Training and Development Programs and both individual and organizational performance.

Keywords: Training and Development, individual performance, organizational performance, employee opinions

INTRODUCTION

In recent years, training and development have become crucial elements of organizational strategy. Business owners increasingly recognize that investing in employee training and development not only boosts employee motivation but also improves both individual and organizational performance. These programs enhance employee performance and offer numerous benefits to the organization, including increased productivity, higher motivation, and reduced attrition. To ensure ongoing employee learning and productivity, as well as to foster organizational development and retention, it is essential that Training and Development Programs are conducted

regularly.

LITERATUREREVIEW

Pallavi Kulkarni (2013): This article highlights how training and development drive both qualitative and quantitative improvements within an organization, particularly at the managerial level. It distinguishes between training, which targets specific areas and objectives, and development, a continuous process focused more on knowledge, values, attitudes, and behavior rather than physical skills.

Herman Aquinis (2009): This article explores the benefits of training and development for individuals, organizations,

and communities from a multidisciplinary,



multi-level, and global perspective. It discusses the use of training assessment and design to identify training needs and maximize outcomes. The article also identifies gaps in current research and offers recommendations for future studies.

Maimuna Muhammad NDA (2013): This review emphasizes how companies invest in human resource training and development to achieve both short-term and long-term benefits. It highlights the importance of training and development for enhancing organizational expertise and efficiency, noting that employees are committed to improving their skills and knowledge.

Lisa A. Burke and Holly M. Hutchins (2007): This study synthesizes empirical research related to the transfer of training across various fields such as management, human resource development (HRD), and adult learning. The article reviews key factors influencing transfer work environment and provides a critique of the existing literature, along with suggestions

for future empirical and theoretical research. Oduwusi Oyewole Oluwaseun (2018): This article reviews literature on employee training and development, considering it a model for enhancing organizational performance and effectiveness. It finds a positive correlation between training and employee performance and effectiveness, which contributes to organizational growth and success. The article recommends increasing employee participation in training and development programs to further enhance performance and service delivery.

ABASIC MODEL OF TRAINING & DEVELOPMENT

RESEARCH METHODOLOGY

Research Design

Research Type	Descriptive Research
Data source	Primary and secondary data
Research instrument	Questionnaire
Type of questionnaire	5 Point Likert Scale
Sampling unit	100 Employees of the company
Sampling method	Simple Random sampling
Location of survey	Hyderabad
Data Analysis	Percentage method & Chi Square Test

OBJECTIVES OF THE STUDY

1. To examine training and development activities
2. To evaluate employee opinions on training and development activities



3. To assess the effectiveness of training and development programs

DATA ANALYSIS AND INTERPRETATION

Table 1: Demographic analysis

Factors		Frequency	%
Gender	Male	31	31
	Female	69	69
Total		100	100
Age	20 –30	97	97
	31 –40	3	3
	41 –50	-	-
	Above 50	-	-
Total		100	100
Education	PUC	6	6
	Diploma	3	3
	Undergraduation	41	41
	Post-Graduation	50	50
Total		100	100

Table 2: Do you agree with training and developmental programs enhances Organizational performance?

Factors	No. of Respondents	%
Strongly Disagree	5	5
Disagree	5	5
Neutral	16	16
Agree	60	60
Strongly Agree	14	14
Total	100	100

(Survey Data)

Table 3: Do you agree with training and developmental activities programmes enhances individual performance?

Factors	No. of Respondents	%
Strongly Disagree	4	4
Disagree	4	4
Neutral	11	11
Agree	71	71
Strongly Agree	10	10
Total	100	100

(Survey Data)

Table 4: Mode of training is effective?

Factors	No. of Respondents	%
Strongly Disagree	4	4
Disagree	2	1.6
Neutral	18	18.4
Agree	58	57.6
Strongly Agree	18	16.4
Total	100	100

(Survey Data)

H01: There is no significant relation between gender and need to adopt training for new roles.

H11: There is significant relation between gender and need to adopt training for new roles. Training is needed to adopt new roles?

Gender	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total
Male	1	3	6	26	10	46
Female	3	2	22	45	7	79



Total	4	5	28	71	17	Total	5	4	13	65	13	100
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Chi-SquareTest

O	E	(O-E) ²	(O-E) ² /E
1	1.472	0.223	0.151
3	1.84	0.223	0.121
6	10.304	0.223	0.022
26	26.128	0.223	0.009
10	6.256	0.223	0.036
3	2.528	0.223	0.088
2	3.16	0.223	0.071
22	17.696	0.223	0.013
45	44.872	0.223	0.005
7	10.744	0.223	0.021
	0.535		

DegreeofFreedom=(r-1)(c-1)=(2-1)(5-1)=4

CalculatedValue0.535PTableValue=9.488
AstheCalculatedvalueislessthanPtablevalue.
Hence,thenullhypothesisstatementisaccepted

H02: Thereisnosignificantrelationbetween
derandthetrainingprogramhelptoprove
work efficiency.

H12: Thereissignificantrelationbetween
derandthetrainingprogramhelptoprove
work efficiency.

**Trainingprogramshelptoprove
work efficiency.**

Gender	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total
Male	2	0	4	23	6	35
Female	3	4	9	42	7	65

Chi-SquareTest

O	E	(O-E) ²	(O-E) ² /E
1	1.76	0.578	0.328
0	1.76	3.097	1.760
4	5	1	0.203
33	31	4	0.129
6	5	1	0.219
4	3	4	1.235
5	3	4	1.235
10	9	1	0.110
55	57	4	0.070
7	8	1	0.119
			5.407

DegreeofFreedom=(r-1)(c-1)=4

CalculatedValue=5.407PTableValue=9.488
AstheCalculatedvalueislessthanPtablevalue.
Hence,thenullhypothesisstatementisaccepted

H03: Thereisnosignificantrelationbetween
derandtraininganddevelopmentactivities
enhancingindividual performance.

**H13: Thereissignificantrelationbetween
derandtraininganddevelopmentactivities
enhancingindividual performance.**

Doyouagreewithtraininganddevelopmental
activitiesprogramsenhancesindividual
performance?

Gender	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total



Male	1	0	4	26	4	35
Female	3	3	8	45	6	65
Total	4	3	12	71	10	100

Chi-Square Test

O	E	(O-E) ²	(O-E) ² /E
1	2.02	1.02	0.506
1	2.02	1.02	0.506
3	6.38	3.38	0.529
24	22.51	1.49	0.066
13	9.07	3.93	0.433
5	3.98	1.02	0.256
5	3.98	1.02	0.256
16	12.62	3.38	0.268
43	44.49	1.49	0.033
14	17.93	3.93	0.219
			3.073

Degree of Freedom $DOF = (r-1)(c-1) = 4$
 Calculated Value = 5.407 P Table Value = 9.488
 As the Calculated value is less than P table value.
 Hence, the null hypothesis statement is accepted.

SUGGESTIONS

Although the organization offers robust Training and Development Programs, it is essential to periodically review employees' training needs in alignment with evolving organizational strategies and career development goals. The company should ensure that feedback is collected after each training session and that the learning outcomes are documented.

CONCLUSION

The study concludes that the organization has an effective training and development system in place. Employees hold positive views regarding the training and development activities conducted within the organization.

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