Project Report

"A study of Training and Development of Tata Consultancy Services"

Submitted to

G. S. College of Commerce & Economics, Nagpur

Affiliated to

Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur

In partial fulfillment for the award of the degree of

Bachelor of Business Administration

Submitted by

Saurav Ravishankar Shukla

Under the Guidance of

Dr. Farha Hussain

G.S. College Of Commerce & Economics, Nagpur

Academic Year 2023- 24

CERTIFICATE

This is to certify that **"Saurav Ravishankar Shukla "** has submitted the project report titled **"(A**

Study of Training and Development of Tata Consultancy Services)", towards partial fulfillment of

BACHELOR OF BUSINESS ADMINISTRATION degree examination. This has not been submitted for any

other examination and does not form part of any other course undergone by the candidate.

It is further certified that he has ingeniously completed his project as prescribed by Rashtrasant

Tukadoji Maharaj Nagpur University, Nagpur.

Dr. Farha Hussain   **Dr. Afsar sheikh**

(Project Guide)   **(Co-Ordinator)**

Place:Nagpur

Date

DECLARATION

 I here-by declare that the project with title **"A Study of Training and Development of Tata Consultancy Services"** has been completed by me in partial fulfillment of **BACHELOR OF BUSINESS ADMINISTRATION** degree examination as prescribed by Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur and this has not been submitted for any other examination and does not form the part of any other course undertaken by me.

Place: Nagpur   **Saurav Ravishankar Shukla**

 Date

ACKNOWLEDGEMENT

 With immense pride and sense of gratitude, I take this golden opportunity to express my sincere regards to Dr. Praveen Mustoor, Principal, G.S. College of Commerce & Economics, Nagpur.

I am extremely thankful to my Project Guide Dr. Farha Hussain for her guideline throughout the project. I tender my sincere regards to Co-ordinator, Dr. Farha Hussain for giving me outstanding guidance, enthusiastic suggestions and invaluable encouragement which helped me in the completion of the project.

 I will fail in my duty if I do not thank the Non-Teaching staff of the college for their Cooperation.
I would like to thank all those who helped me in making this project complete and successful.

 Place: Nagpur   Saurav Ravishankar Shukla

 Date:

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CHAPTER NO. 1
INTRODUCTION

INTRODUCTION

- **What is training and development?**

Training and Development is the continuous process of improving skills, gaining knowledge, clarifying concepts and changing attitude through structured and planned education by which the productivity and performance of the employees can be enhanced. Training and Development emphasize on the improvement of the performance of individuals as well as groups through a proper system within the organization which focuses on the skills, methodology and content required to achieve the objective. Good & efficient training of employees helps in their skills & knowledge development, which eventually helps a company improve its productivity leading to overall growth.

Training and Development in Human Resource Management is the process of acquiring knowledge, skills, and attitude that helps improve employees' job performance and enables future career growth.

Training refers to acquiring specific knowledge and skills for a particular job or task. It is usually a short-term activity concerned with improving an employee's current job performance. It includes formal training courses, on-the-job training, or coaching sessions.

Development is concerned with the long-term growth of an individual's career. It usually covers acquiring knowledge that goes beyond the requirements of their current job to prepare the employees for their future job role or career advancement opportunities. Development activities include job shadowing, mentoring, attending conferences, or pursuing further education.

Employees can enhance their job performance, career growth, and job satisfaction through training and development. In contrast, organizations can benefit from better employee engagement, retention and higher productivity.

Training is about knowing where you are in the present and after some time where will you reach with your abilities. By training, people can learn new information, new methodology and refresh their existing knowledge and skills. Due to this there is much improvement and adds up the effectiveness at work. The motive behind giving the training is to create an impact that lasts beyond the end time of the training itself and employee gets updated with the new phenomenon. Training can be offered as skill development for individuals and groups.

Definition:

Training and Development involves structured and planned education to improve skills, gain knowledge, clarify concepts, and change attitudes. Its primary goal is to enhance productivity and performance, both at the individual and group levels.

Why is training and development important?

Successful businesses understand that it's more beneficial and cost-effective to develop their existing employees instead of seeking out new talent.

- **Increased productivity**: When employees stay current with new procedures and technologies, they can increase their overall output.

- **Reduced micromanagement**: If workers feel empowered to perform a task, they typically require less oversight and work more independently.[1]

- **Train future leaders**: Organizations must have a solid pipeline of well-trained and innovative potential leaders to grow and adapt over time.

- **Increased job satisfaction and retention**: Well-trained employees gain confidence in their abilities, leading to greater job satisfaction, a reduction in absenteeism and overall employee retention.

- **Attract highly skilled employees**: Top recruits are attracted to firms with an identifiable career path based on consistent training and development.

- **Increased consistency**: Well-organized training ensures that tasks are performed uniformly, resulting in tight quality control that end users can trust.

- **Increased camaraderie**: Training and development helps create a sense of teamwork and collaboration.

- **Bolstered safety**: Continuous training and development helps ensure that employees have the knowledge and skills to perform a task safely.

- **Ability to cross-train**: Providing consistent training creates a knowledgeable team overall where employees can help train or assist each other as needed.

- **Added innovation**: Consistently trained employees can help develop new strategies and products, contributing to the company's bottom line and continued success.

Types of training and development :-

Training programs can be created independently or with a learning administration system, with the goal of employee long-term development. Common training practices include orientations, classroom lectures, case studies, role playing, simulations and computer-based training, including e-learning.

Sometimes referred to as Human Resource Development (HRD), most employee training and development efforts are driven by an organization's HRD function. These efforts are roughly divided into two types of programs:

- **Employee Training and Development**
  A strategic tool for improving business outcomes by implementing internal educational programs that advance employee growth and retention.
- **Management Training and Development**
  The practice of growing employees into managers and managers into effective leaders by the ongoing enhancement of certain knowledge, skills, and abilities.

What Are the Benefits of Employee Training and Development?

Employee training and development can help employees become better at their jobs and overcome performance gaps that are based on lack of knowledge or skills. This can help organizations and teams be more productive and obtain improved business outcomes, leading to a competitive advantage over other companies. Training can help

organizations be more innovative and agile in responding to change and can help with necessary upskilling and reskilling to help organizations ensure that their labor force meets their current needs. Employee training and development also can help with succession planning by helping to identify high-performing employees and then assisting those employees with the development of the knowledge and skills they need to advance into more senior roles.

Employee training and development can be an effective tool for recruiting and retention, since many employees cite a lack of development opportunities at their current job as a primary reason for leaving. Employees who have access to training and development opportunities are more likely to stay at their organizations for a longer period of time and be more engaged while there; in fact, LinkedIn's 2018 Workplace Learning Report found that 93 percent of employees would stay at a company longer if it invested in their careers. Their 2021 Workplace Leaning Report additionally found that companies with high internal mobility retain employees for twice as long.

Applications of Training Program

While the applications of training and development are as various as the functions and skills required by an organization, several common training applications can be distinguished, including technical training, sales training, clerical training, computer training, communications training, organizational development, career development, supervisory development, and management development.

Technical training describes a broad range of training programs varying greatly in application and difficulty. Technical training utilizes common training methods for instruction of technical concepts, factual information, and procedures, as well as technical processes and principles.

Sales training concentrates on the education and training of individuals to communicate with customers in a persuasive manner. Sales training can enhance the employee's knowledge of the organization's products, improve his or her selling skills, instill positive attitudes, and increase the employee's self-confidence. Employees are taught to distinguish he needs and wants of the customer, and to persuasively communicate the message that the company's products or services can effectively satisfy them.

Clerical training concentrates on the training of clerical and administrative support staffs, which have taken on an expanded role in recent years. With the increasing reliance on computers and computer applications, clerical training must be careful to distinguish basic skills from the everchanging computer applications used to support

these skills. Clerical training increasingly must instill improved decision-making skills in these employees as they take on expanded roles and responsibilities.

Computer training teaches the effective use of the computer and its software applications, and often must address the basic fear of technology that most employees face and identify and minimize any resistance to change that might emerge. Furthermore, computer training must anticipate and overcome the long and steep learning curves that many employees will experience. To do so, such training is usually offered in longer, uninterrupted modules to allow for greater concentration, and structured training is supplemented by hands-on practice. This area of training is commonly cited as vital to the fortunes of most companies, large and small, operating in today's technologically advanced economy.

Communications training concentrates on the improvement of interpersonal communication skills, including writing, oral presentation, listening, and reading. In order to be successful, any form of communications training should be focused on the basic improvement of skills and not just on stylistic considerations. Furthermore, the training should serve to build on present skills rather than rebuilding from the ground up. Communications training can be taught separately or can be effectively integrated into other types of training, since it is fundamentally related to other disciplines.

Organizational development (OD) refers to the use of knowledge and techniques from the behavioral sciences to analyze an existing organizational structure and implement changes in order to improve organizational effectiveness. OD is useful in such varied areas as the alignment of employee goals with those of the organization, communications, team functioning, and decision making. In short, it is a development process with an organizational focus to achieve the same goals as other training and development activities aimed at individuals. OD practitioners commonly practice what has been termed "action research" to effect an orderly change which has been carefully planned to minimize the occurrence of unpredicted or unforeseen events. Action research refers to a systematic analysis of an organization to acquire a better understanding of the nature of problems and forces within it.

Management and supervisory development involves the training of managers and supervisors in basic leadership skills, enabling them to effectively function in their positions. For managers, training initiatives are focused on providing them with the tools to balance the effective management of their employee resources with the strategies

and goals of the organization. Managers learn to develop their employees effectively by helping employees learn and change, as well as by identifying and preparing them for future responsibilities. Management development may also include programs for developing decision-making skills, creating and managing successful work teams, allocating resources effectively, budgeting, business planning, and goal setting.

What is the difference between training and development?

Training is the process of improving and polishing the required Skills to an employee in order to make him/her skilled and perfectionist in the job which he / she does. Training is purely job focused but development is psychology and soft skills oriented.

Previously many authors have defined the difference between training and development, but still there is little confusion in understanding the difference. In fact many organisations are using term "training and development" as one and same. Mostly we hear the term "training" for the purpose of the inducing skills and knowledge among employees. Both training and development are continuous and core tasks of organisation, but employee training will be for the particular job to develop skills in concern particular job for a particular period and will be given periodically whenever updating of skills needed for performing particular job and moreover training is meant for the purpose of development of technicality among employees. Training is mainly provided for making employee aware on how to handle particular job, technology or equipment for doing particular task or function in the organisation. ultimately training of employees will be by way of teaching by the professional in particular job which involves technicality to develop skill.

In many and large organisations even in governmental organisations financial budgeting provides a separate budget for the purpose of employee training as a key overhead which has been not ignored ever. Because employee training is very expensive, especially if we take information technology companies spends large amounts for providing training to their employees and frequency of training is high because change of technology is not constant and updated continuously. Therefore to make aware of new technology and update their skills in accordance with new technology, training of employees is more frequent as that of other industries.

Coming to employee development we don't hear or see as that of employee training program in the organisation. Employee development is psychological oriented mainly provided for people who deals with managerial tasks.

Training

Training is concerned with imparting developing precise skills for a particular purpose. Training is the act of growing the skills of an employees for doing a particular job. Training is the process of learning a succession of programmed behavior. In earlier practice, training programme focused more on preparation for improved performance in particular job. Most of the trainees used to be from working levels like mechanics, machines operators and other kinds of skilled workers. When the problems of supervision enlarged the step were taken to train supervisors for better supervision.

Training is based on following on assumptions:

1. Assuming Learners Will Do What They Are Told and Change Their Behaviour.

The first assumption is if people are not doing what is required and they are told what to do, they will comply. Training courses tend to focus on telling people what to do and how to do it rather than engaging human curiosity through a process of discovery. It is believed to be more cost effective to tell people rather than let them learn their way through to a solution. In reality, the opposite is true.

2. Assuming an Academic Approach is Enough to Develop Practical Skills.

The second assumption is that we can train groups in classrooms to develop practical workplace skills. Training providers have taken an academic approach to the process of skill building, but classrooms don't provide the context and environment to develop practical skills.

3. Assuming Learners Will Remember the Course Content.

The third assumption is that learners will remember and apply the content of the training courses. This false assumption has been roundly contradicted by Dr. Henry L. Roediger of Washington University in St. Louis with his research on the rate of which human beings forget information. This research has profound implications for training design because it now suggests that training should include strategies to interrupt the process of forgetting.

4. Assuming All Learners Are the Same

The fourth assumption is a big contributor to the gap between training and workplace behaviour. We treat learners as if they are all the same. We deliver the same information and concepts to groups of individuals in the same manner, in the same place and in the same timeframe. This suggests strongly that there is an assumption there will be an even uptake of information across the individuals in the group.

Development

Management development is all those activities and programme when familiar and controlled have substantial influence in changing the capacity of the individual to perform his assignment better and in going so all likely to enlarge his potential for future assignments. Thus, management development is a mixture of various training programme, through some kind of training is necessary, it is the overall development of the ability of managerial personal in the light of the present requirement as well as the future requirement. Development an activity designed to improve the performance of existing managers and to provide for a intended growth of managers to meet future organizational requirement is management development. Talent development is the process of changing an organization, its employees, its stakeholders, and groups of people within it, using planned and unplanned learning, in order to realize and maintain a competitive advantage for the organization. Rothwell notes that the name may well be a term in search of a meaning, like so much in management, and suggests that it be thought of as selective attention paid to the top 10% of employees, either by potential or performance.

While talent development is aloof for the top management it is becoming more and more clear that career development is necessary for the retention of any employee, no matter what their level in the company. Research has shown that some type of career path is necessary for job satisfaction and hence job retention. Perhaps organizations need to include this area in their overview of employee satisfaction.

The term talent development is becoming more and more popular in several organizations, as companies are now moving from the conventional term training and development. Talent development encompasses a variety of components such as training, career development, career management, and organizational development, and training and development. It is predictable that during the 21st century more companies will begin to use more integrated terms such as talent development.

Development is based on following on assumptions:

• Development is a ongoing process. It is not a one-shot programme but ongoing though out the career of a manager.

• Development is any kind of learning, is based on the assumption that there, always existing a gap between an individual's performance and his spirit for the performance.

• Development rarely takes place in completely peaceful and relaxed atmosphere.

• Management development call for clear settings of goals.

• Development required encourage environment.

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CHAPTER NO. 2
COMPANY PROFILE

<u>COMPANY PROFILE</u>

Tata Consultancy Services Limited

TCS campus at <u>SIPCOT</u>, <u>Chennai</u>

Company type	<u>Public</u>
<u>Traded as</u>	- <u>BSE</u>: <u>532540</u> - <u>NSE</u>: <u>TCS</u> - <u>BSE SENSEX Constituent</u> - <u>NSE NIFTY 50 Constituent</u>
<u>ISIN</u>	<u>INE467B01029</u>
Industry	<u>Information technology</u> <u>Consulting</u> <u>Outsourcing</u>
Founded	1968; 56 years ago
Founder	<u>J. R. D. Tata</u>
Headquarters	<u>Mumbai</u>, India
Area served	Worldwide

Key people	Natarajan Chandrasekaran (Chairman) K. Krithivasan (CEO)
Revenue	₹228,907 crore (US$29 billion)[1] (2023)
Operating income	₹59,259 crore (US$7.4 billion)[1] (2023)
Net income	₹42,147 crore (US$5.3 billion)[1] (2023)
Total assets	₹143,651 crore (US$18 billion)[2] (2023)
Total equity	₹91,206 crore (US$11 billion)[2] (2023)
Number of employees	614,795[3] (March 2023)
Parent	Tata Group
Subsidiaries	• TRDDC
Website	www.tcs.com

Tata Consultancy Services Limited (**TCS**) is an Indian multinational information technology (IT) services and consulting company headquartered in Mumbai. It is a part of the Tata Group and operates in 150 locations across 46 countries. In September 2023, it was reported that TCS had over 616,000 employees worldwide. TCS is the second-largest Indian company by market capitalization, the most valuable IT service brands worldwide, and the top Big Tech (India) company. As of June 2023, it was the world's second-largest user of U.S.

As of 2021, it was ranked seventh on the Fortune India 500 list. In September 2021, TCS recorded a market capitalization of US$200 billion, making it the first Indian IT tech company to do so. In 2016–2017, parent company Tata Sons owned 72.05% of TCS[21] and more than 70% of Tata Sons' dividends were generated by TCS.

History :-

1968–2005

Tata Consultancy Services Limited, initially started as Tata Computer Systems, was founded in 1968 by a division of Tata Sons Limited. Its early contracts included punched card services to sister company TISCO (now Tata Steel), working on an Inter-Branch Reconciliation System for the Central Bank of India, and providing bureau services to Unit Trust of India.

In 1975, TCS delivered an electronic depository and trading system called SECOM for a Swiss company SIS SegaInterSettle; it also developed System X for the Canadian Depository System and automated the Johannesburg Stock Exchange. TCS associated with a Swiss partner, TKS Teknosoft, which it later acquired.

In 1980, TCS established India's first dedicated software research and development center, the Tata Research Development and Design Centre (TRDDC) in Pune. In 1981, it established India's first client-dedicated offshore development centre, set up for clients Tandem.

In anticipation of the Y2K bug and the launch of a unified European currency (Euro), Tata Consultancy Services created the factory model for Y2K conversion and developed software tools which automated the conversion process and enabled third-party developer and client implementation. Towards the end of 1999, TCS decided to offer Decision Support System (DSS) in the domestic market under its Corporate Vice President and Transformation Head Subbu Iyer. The company also registered its first tagline "Beyond the Obvious" in 1999.

2005 to 2016

On 25 August 2004, TCS became a publicly listed company.

In 2005, TCS became the first India-based IT services company to enter the bioinformatics market, and in the same year TCS changed the tagline from "Beyond the Obvious" to "Experience Certainty".In 2006, it designed an ERP system for the Indian Railway Catering and Tourism Corporation. By 2008, its e-business activities were generating over US$500 million in annual revenues.

TCS entered the small and medium enterprises market for the first time in 2011, with cloud-based offerings. On the last trading day of 2011, it overtook RIL to achieve the highest market capitalization of any India-based company. In the 2011–12 fiscal year, TCS achieved annual revenues of over US$10 billion for the first time.

In May 2013, TCS was awarded a six-year contract worth over ₹11 billion (US$140 million) to provide services to the Indian Department of Posts. In 2013, the firm moved from the 13th position to 10th position in the *League of top 10 global IT services companies* and in July 2014, it became the first Indian company with over ₹5 trillion (equivalent to ₹8.0 trillion or US$100 billion in 2023) market capitalization.

In January 2015, TCS ended Reliance Industries Limited's 23-year run as India's most profitable firm.

2017 to 2023

In January 2017, the company announced a partnership with Aurus, a payments technology company, to deliver payment solutions for retailers using TCS OmniStore, a first of its kind unified store commerce platform. In the same year, TCS China was associated as a joint venture with the Chinese government.

In March 2018, Tata Sons sold stocks of TCS worth $1.25 billion in a bulk deal.

TCS received the 2019 American Business Awards from Four Stevies.

On 8 October 2020, TCS surpassed Accenture in market capitalization to become the world's most-valuable IT company with a market capitalization of $144.73 billion. On 25 January 2021, TCS again surpassed Accenture briefly, in market capitalization to become the world's most-valuable IT company with a market cap of $170 billion. The same day, TCS became India's most valuable company, surpassing Reliance Industries with a market capitalization of ₹12.55 trillion (equivalent to ₹14 trillion or US$180 billion in 2023). In 2021 Tata was also one of the largest job provider in India hiring 43,000 individuals in H1 FY22. In October 2021, N Ganapathy Subramaniam, the COO of TCS, stated that its platforms and products business is worth approximately $3 billion. The company's platforms and products business includes TCS' SaaS-based platforms, and according to Subramaniam, between October 2020 and October 2021, 95% of the deals won by TCS have been for its cloud platforms and SaaS platforms. Also, in 2021 TCS got a millennial makeover. Under the leadership of Rajashree R, TCS Chief Marketing Officer (CMO), the company changed the tagline from "Experience Certainty" to "Building on Belief".

In May 2021, alongside consortium partner Neurotechnology, TCS was selected by the Unique Identification Authority of India (UIDAI) to provide biometric technology for the Aadhaar digital ID program. The Aadhaar program has been described by the World Bank Chief Economist Paul Romer as the "most sophisticated ID programme in the world" owing to the existing database of over 1.3 billion citizens.

Operation

As of September 2023, TCS had a total of 51 subsidiary companies and operated in 55 countries.

Locations

TCS has operations in the following locations:

India:

Ahmedabad, Bengaluru, Baroda, Bhubaneswar, Chennai, Coimbatore ,Delhi, Gandhinagar, Goa, Gurugram , Guwahati, Hyderabad, Visakhapatnam,Bhopal, Indore, Jamshedpur, Kalyan, Thane, Kochi, Kolkata, Lucknow, New Delhi, Mumbai, Nagpur, Noida, Nashik, Patna,[98][99] Pune, Thiruvananthapuram, and Varanasi.

Asia (excluding India):

Bahrain, China, Israel, UAE, Hong-Kong, Indonesia, Japan, Malaysia,the Philippines, Saudi Arabia, Singapore, South Korea, Taiwan, Thailand, and Qatar.

Oceania:

Australia

Africa:

South Africa, Morocco (closed)

Europe:

Belgium, Bulgaria, Denmark, Finland, France, Germany, Hungary, Iceland, Republic,Ireland, Italy, Luxembourg,the Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, and the United Kingdom.

North America:

Canada, Mexico, and the United States.

South America:

Argentina, Brazil, Chile, Colombia, Ecuador, Peru, and Uruguay.

Former CEOs of TCS.

- F. C. Kohli, co-founder and first CEO and MD of TCS from 1968 to 1996, known as "Father of Indian IT Industry"
- Subramaniam Ramadorai, CEO and MD of TCS from 1996 to 2009, and Vice - Chairman till 6 October 2014
- Natarajan Chandrasekaran, COO, Executive Director, and CEO of TCS from 2009 to 2017
- Rajesh Gopinathan,CEO and MD of TCS from 2017 to May 2023
- K. Krithivasan, CEO and MD of TCS from June 1 2023

CHAPTER NO. 3
RESEARCH METHODOLOGY

RESEARCH METHODOLOGY

DEFINATION:

Research is a systematic investigation or study undertaken to discover, interpret, or revise facts, theories, applications, or laws in any field of knowledge. It involves gathering information, analysing data, and drawing conclusions to advance understanding or solve problems.

Research is the process of exploring and investigating a particular topic or question using established methodologies and techniques. It involves formulating hypotheses, collecting and analysing data, and drawing conclusions based on evidence. The aim of research is to contribute new knowledge, solve problems, or deepen understanding within a specific field or discipline. It can take various forms, including experimental studies, surveys, case studies, literature reviews, and theoretical analyses.

OBJECTIVES OF STUDY

The objectives of the research are:

- To study the developing skills need for employee for their personal growth.
- To study the performance of employee after providing them training.
- To study the career opportunities after getting training.
- To study how employee get motivated after getting training.

NEEDS OF THE STUDY

The Needs of the research are:

- Skill Enhancement: Training and development programs help employees acquire new skills and knowledge, enabling them to perform their jobs more effectively

- Employee Retention: Providing opportunities for growth and development helps TCS retain its talented employees by showing them that the company values their professional development.

- Adaptation to Technological Advances: TCS operates in a rapidly evolving technology landscape. Training programs ensure that employees stay up-to-date with the latest technologies and tools.

- Increased Productivity: Well-trained employees are more productive, as they have the necessary skills to complete tasks efficiently and effectively.

- Improved Customer Satisfaction: Training programs focus on enhancing customer service skills, leading to improved customer satisfaction and loyalty

SCOPE OF THE STUDY

The Scope of the research are:

- Identification of Training Needs: Determining the skills and knowledge gaps among employees that need to be addressed through training.

- Evaluation of Outcomes: Measuring the impact of training and development on employee performance and the overall success of the organization.

- Enhancing Skills and Knowledge: Training aims to improve employees' skills, abilities, and knowledge related to their roles and responsibilities.

- Performance Improvement: It helps enhance employee performance by increasing their ability to perform tasks effectively.

THE STUDY OF HYPOTHESIS

Null Hypothesis (H0):

- **H0**: There is **no effect** of TCS's training and development programs on employee performance, job satisfaction, or organizational growth.
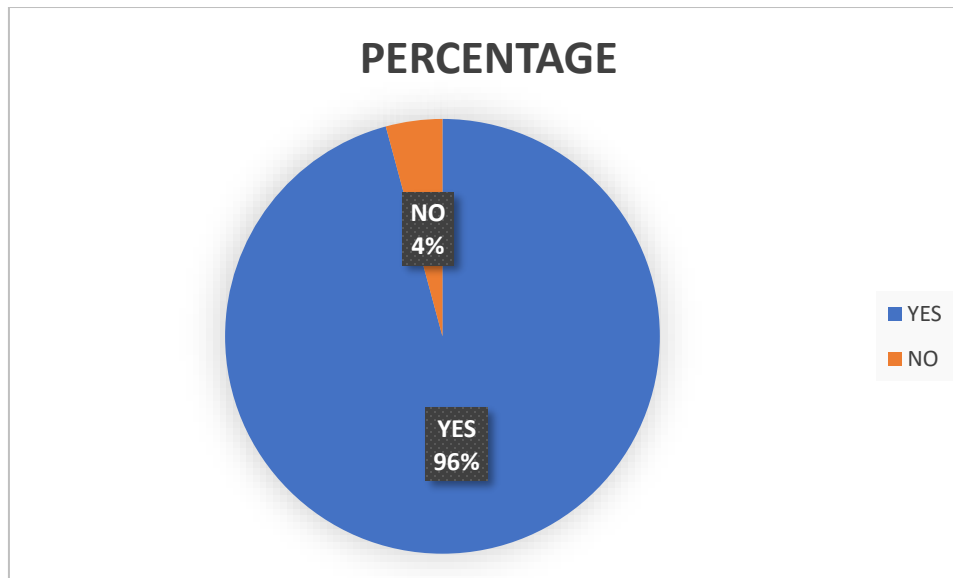
Alternative Hypothesis (Ha):

- **Ha**: There **is an effect** of TCS's training and development programs on employee performance, job satisfaction, or organizational growth.

CHAPTER NO. 4

DATA ANALYSIS AND INTERPRETATION

DATA ANALYSIS AND INTERPRETATION

1.Does your organization provide any training program ?

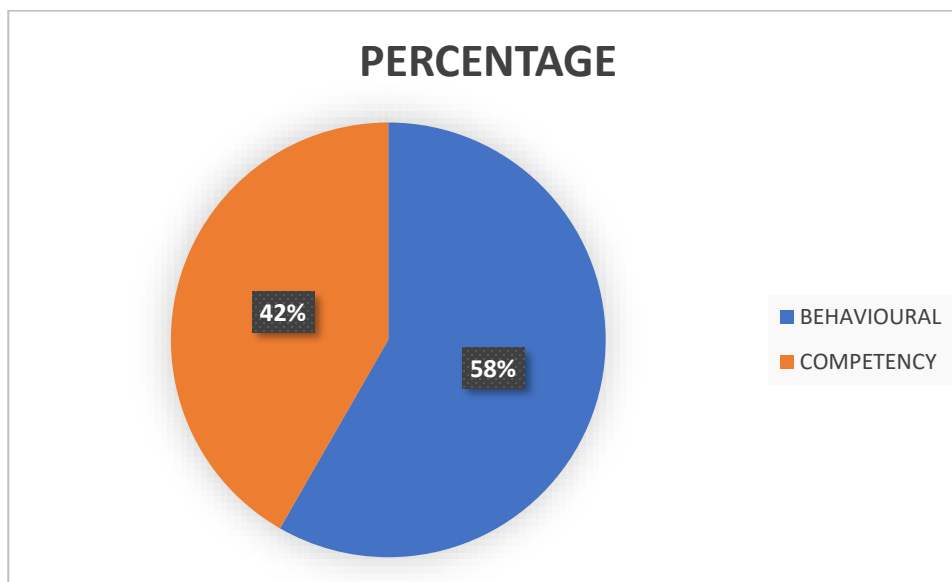| Sr.no	OPTIONS	PERCENTAGE
1	YES	95.8
2	NO	4.2

PERCENTAGE

Interpretation:

From the above table and graph 95.8% of the respondent said yes, that they got training from their organization and 4.2% of the respondent said no.

**2. Type of training that was provide to you in the organization ?**

Sr.no	OPTIONS	PERCENTAGE
1	BEHAVIOURAL	58.3
2	COMPETENCY	41.7

Interpretation:

From the above table and graph 58.3% of the respondent said that they had attended behavioural type of training and 41.7%of respondent said they had attended competency type of training.

3.Which type of problem you face regarding to the training and development program ?

| Sr.no	OPTIONS	PERCENTAGE
1	LONG TERM DURATION	58.3
2	CONTENT WAS NOT OK	20.8
3	TRAINER WAS NOT GOOD	20.8
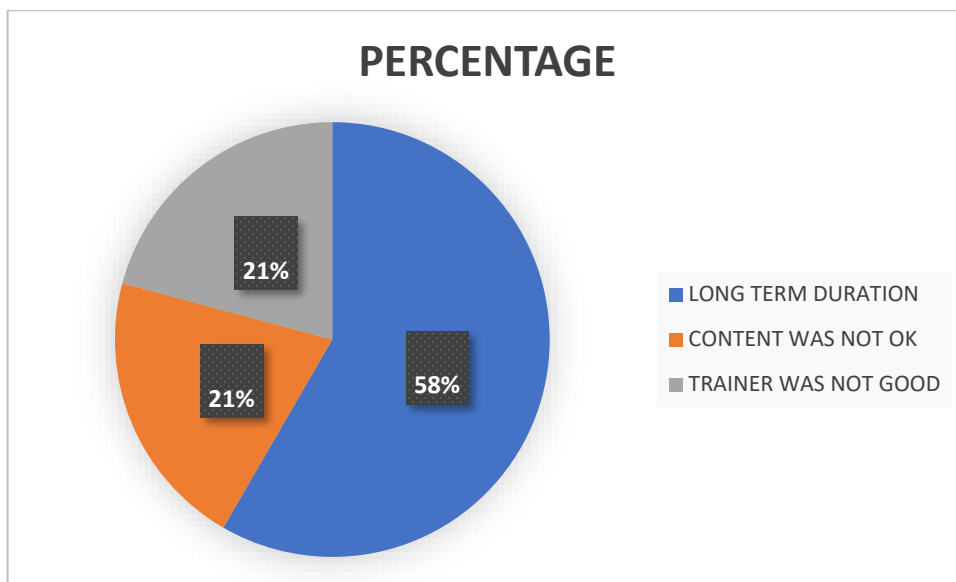
Interpretation:

 from the above table and graph most of the respondent face some problem related to training and development. 58.3% said long term duration, 20.8% said content was not ok and 20.8% said trainer was not good.

4.Are you satisfied with the organization training and development program ?

| Sr.no	OPTIONS	PERCENTAGE
1	SATISFY	62.5
2	AVERAGE	25
3	GOOD	8.3
4	BAD	4.2
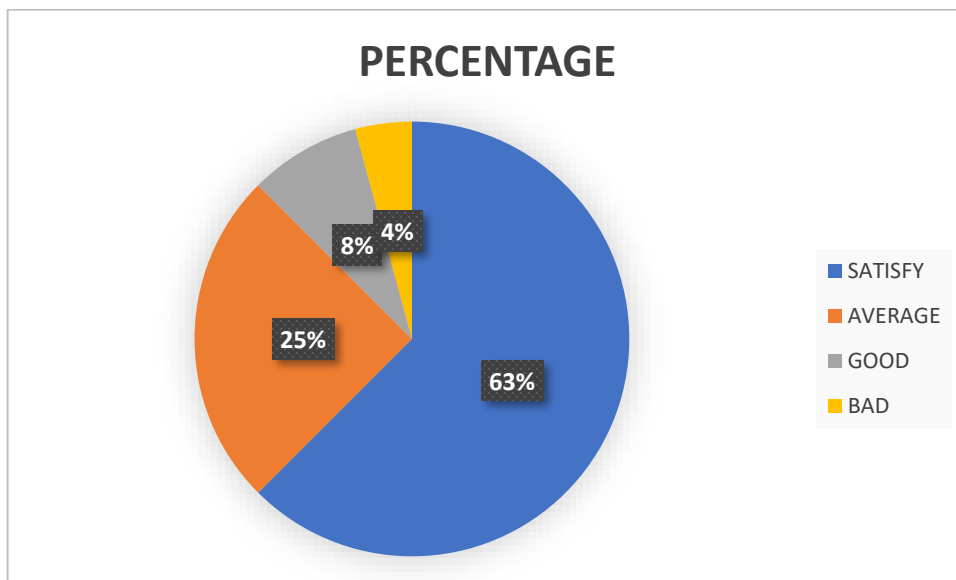
Interpretation:

From the above table and graph 62.5% of the respondent said that they were satisfied with the training program ,25% said Average, 8.3% said it was good and 4.2% said it was Bad.

5. Does the training program help you in doing your work effectively and efficiently?

| Sr.no	OPTIONS	PERCENTAGE
1	YES	91.70%
2	NO	8.30%
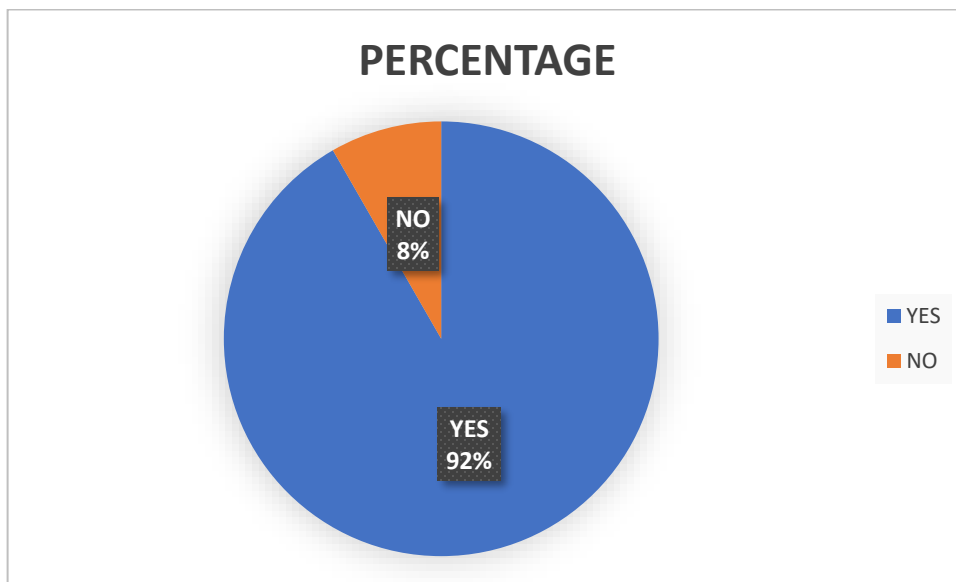
Interpretation:

From the above table and graph 91.7% of the respondent said yes that training helped them to do their work effectively and efficiently and 8.3% of the respondent said no.

6.Do you agree that the trainig program help you to acquire knowledge and skills ?

Sr.no	OPTIONS	PERCENTAGE
1	AGREE	54.20%
2	STRONGLY AGREE	29.20%
3	STRONGLY DISAGREE	4.20%
4	NEUTRAL	12.50%
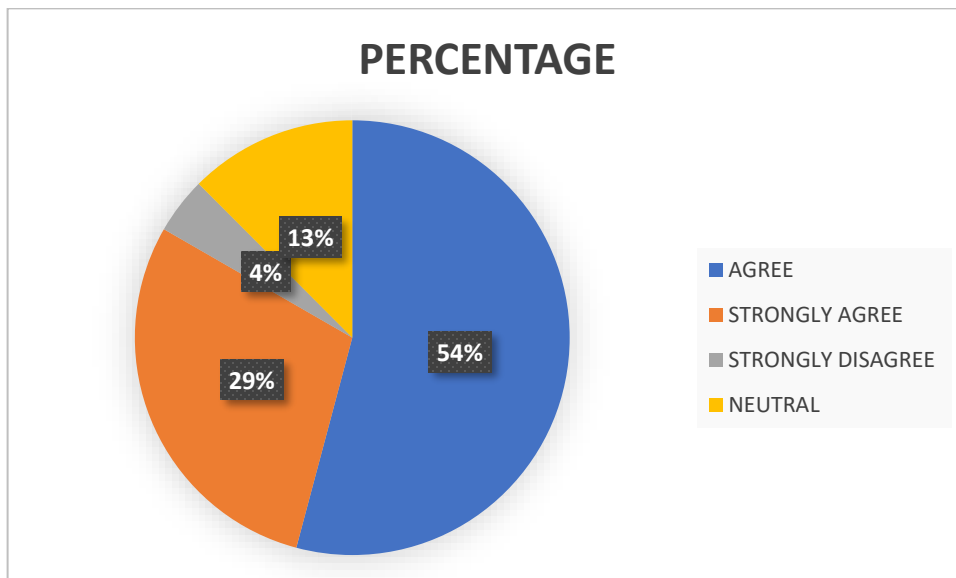
Interpretation:

From the above table and graph 54.2% of the respondent aggress that training provides them skills and knowledge and 29.2% of the respondent said that they are strongly agree and 12.5 % respondents were neutral , and 4.2% didn't agree with the statement.

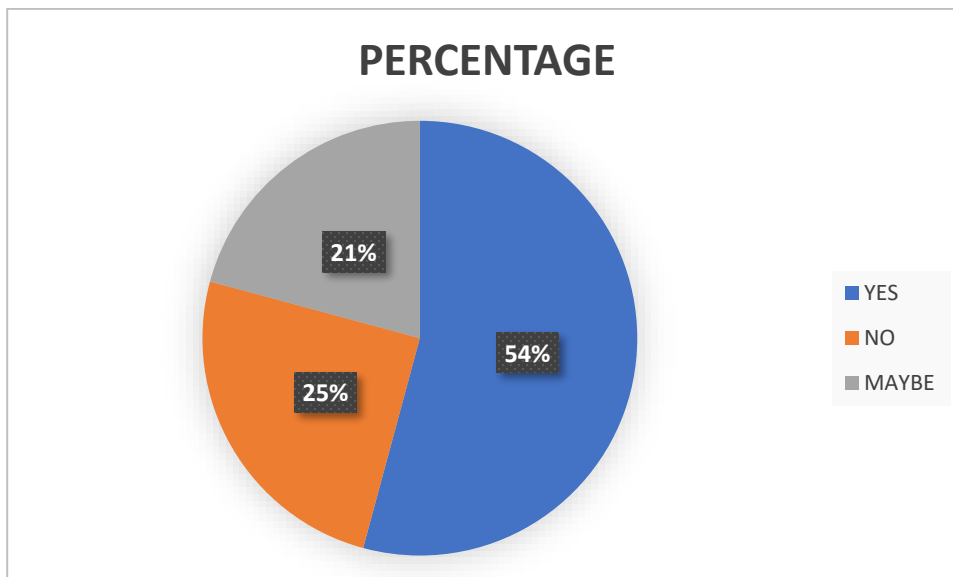**7.Would you like to include anything in training program ?**

Sr.no	OPTIONS	PERCENTAGE
1	YES	62.50%
2	NO	37.50%
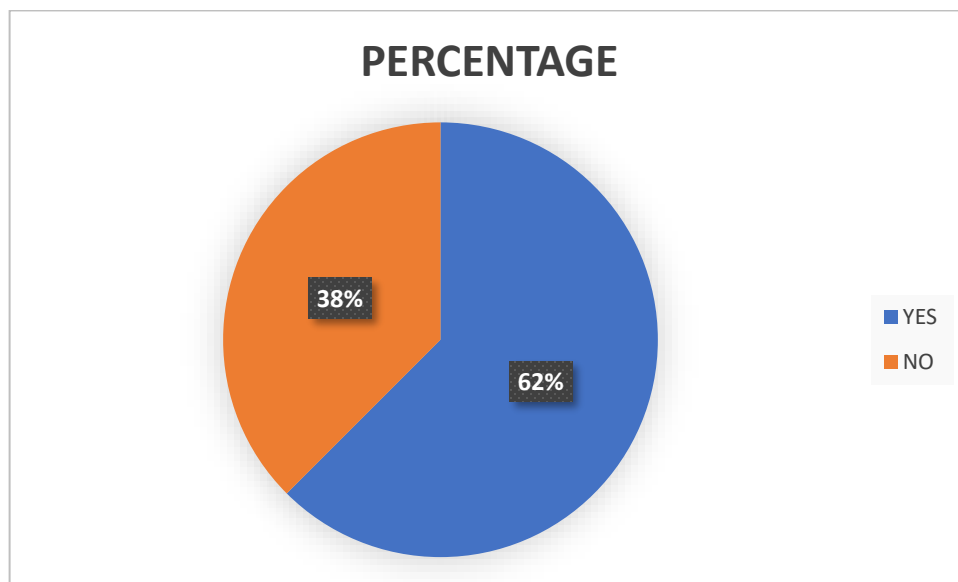
Interpretation:

From the above table and graph 62.5% of the respondent said they want to include something more in the training program and 37.5% of the respondent said that they don't want to include anything in the training program.

8.Do you think that employee apply the new concept taught at the training program ?

Sr.no	OPTIONS	PERCENTAGE
1	YES	54.20%
2	NO	25%
3	MAYBE	20.80%

PERCENTAGE

21%

54%

25%

- YES
- NO
- MAYBE

Interpretation:

From the following table and graph 54.2 % of the respondent said yes that they apply the new concept taught in the training program to their job and 25% of the respondent said no to this statement and 20.8% of the respondent did not said anything related to the statement.

9.Does your management take feedback ?

Sr.no	OPTIONS	PERCENTAGE
1	YES	87.50%
2	NO	12.50%
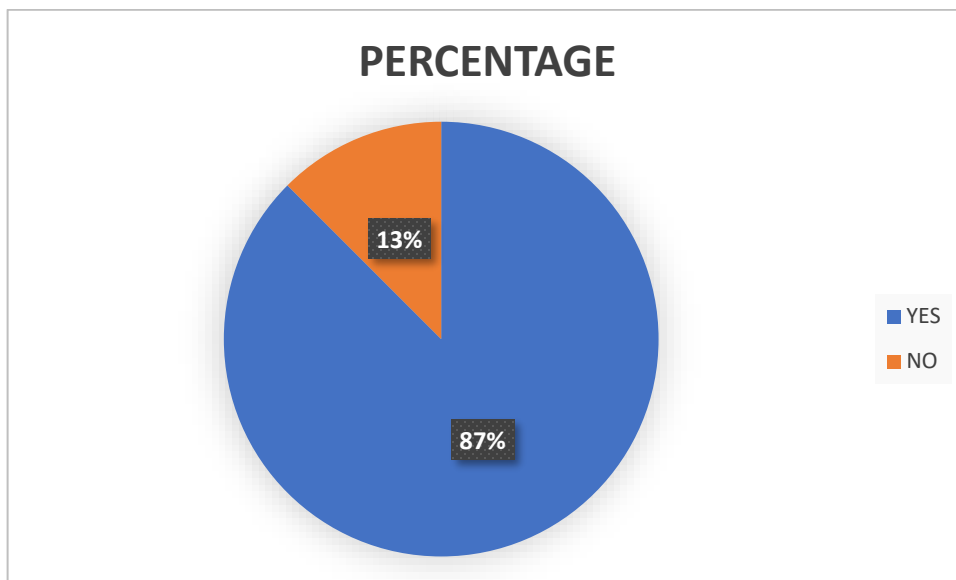
Interpretation:

From the above table and graph 87.5% of the respondent said yes that their top management take feedback in the organization and 12.5% of the respondent does not take feedback.

10. When did you attend the last training program ?

Sr.no	OPTIONS	PERCENTAGE
1	BEFORE 1 MONTH	37.50%
2	BEFORE 4 MONTH	41.70%
3	BEFORE 1 YEAR	20.80%
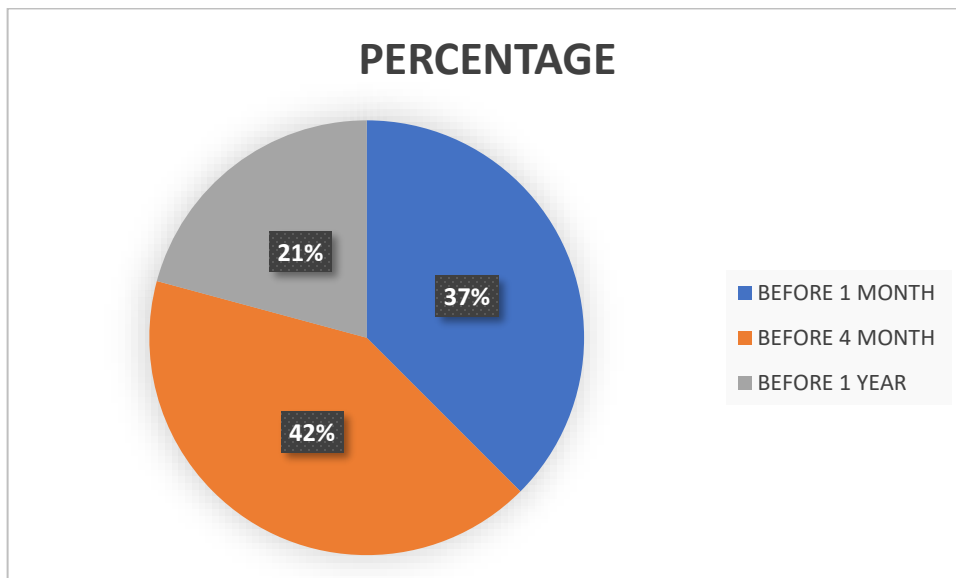
Interpretation;

From the above table and graph majority of the respondent attebd the training program. Those employees who attended training 1 month before were 37.5%, 4 month before were 41.7%, and before 1 year were 20.8 %

CHAPTER NO. 5

FINDING

FINDINGS

1. Majority (95.8%) of the respondent said that they got the training from their organization.

2. Majority (58.3%) of the respondent said that they got behavioural training and 42%got competency training from their organization.

3. Mjority of respondent face some problem related to training and development. 58.3% said long term duration, 20.8% said content was not ok and 20.8% said trainer was not good.

4. Majority 62.5% of respondent said were satisfied with the training program 25% said Average 8.3% said it was good and 4.2% said it was Bad.

5. Majority 91.7% of the respondent said yes that training helped them to do their work effectively and efficiently. 8.3% said no.

6. Majority 54.2% of the respondent aggress that training provides us skills and knowledge. 29.2% said strongly agree and 12.5 % respondents were neutral , 4.2% didn't agree with the statement.

7. Majority 62.5% of the respondent said they want to include something more in the training program. 37.5% respondent said that they don't want to include anything in the training program.

8. Majority 54.2 % of the respondent said yes they apply the new concept taught in the training program to their job, 25% said no to this statement, 20.8% did not said anything related to the statement.

9. Majority 87.5% of the respondent said yes the top management take feedback in the organization 12.5% respondent does not take feedback.

10. Majority of the respondent attended the training program. Those employees who attended training 1 month before were 37.5%, 4 month before were 41.7%, and before 1 year were 20.8 %.

CHAPTER NO.7
CONCLUSION

CONCLUSION

1. **Training Source**: An overwhelming **95.8%** of respondents received training from their organization, highlighting the organization's commitment to employee development.

2. **Training Types**: **58.3%** of respondents underwent behavioral training, while **42%** participated in competency-based training. This dual focus suggests a comprehensive approach to skill enhancement.

3. **Challenges Faced**: Respondents encountered challenges during training. **58.3%** cited long duration as an issue, **20.8%** expressed dissatisfaction with content quality, and another **20.8%** found trainers lacking.

4. **Satisfaction Levels**: Encouragingly, **62.5%** of respondents reported satisfaction with the training program. However, **25%** rated it as average, **8.3%** deemed it good, and **4.2%** considered it subpar.

5. **Effectiveness**: An impressive **91.7%** affirmed that training positively impacted their work efficiency. Only **8.3%** disagreed.

6. **Skills and Knowledge**: **54.2%** agreed that training imparted valuable skills and knowledge. Among them, **29.2%** strongly agreed, while **12.5%** remained neutral, and **4.2%** disagreed.

7. **Desire for Enhancement**: A majority (**62.5%**) expressed interest in augmenting the training program, emphasizing the need for continuous improvement. Conversely, **37.5%** felt no additional elements were necessary.

8. **Application of Concepts**: **54.2%** of respondents actively applied newly acquired concepts to their jobs. However, **25%** did not, and **20.8%** remained silent on this matter.

9. **Top Management Feedback**: Reassuringly, **87.5%** acknowledged that top management actively sought feedback, fostering a culture of openness. Only **12.5%** reported otherwise.

10. **Training Timing**: Attendance patterns varied: **37.5%** attended training within the past month, **41.7%** four months ago, and **20.8%** over a year ago.

CHAPTER NO.8

SUGGESTIONS

SUGGESTIONS

1. **Training Duration and Content**:

   Consider **shortening the training duration** to address the concern raised by 58.3% of respondents. Long-term training programs might lead to reduced engagement and retention.

   Review the training content to ensure it aligns with participants' needs. The 20.8% who found the content unsatisfactory could benefit from more relevant and engaging material.

2. **Trainer Quality**:

   Address the issue raised by 20.8% of respondents who felt the trainer was not effective. **Invest in trainer development** to enhance their facilitation skills and subject matter expertise.

3. **Participant Satisfaction**:

   While 62.5% expressed satisfaction, there's room for improvement. **Collect detailed feedback** from participants to identify specific areas for enhancement.

   Explore ways to make the training experience more enjoyable and impactful.

4. **Application of Learning**:

   Encourage participants to **actively apply new concepts** learned during training to their job roles. This can reinforce learning and improve performance.

   Provide practical examples and case studies to demonstrate real-world application.

5. **Top Management Involvement**:

   Leverage the positive response (87.5%) regarding top management feedback. **Continue soliciting input** from leadership to enhance training effectiveness.

   Consider involving top management in training sessions or discussions.

6. **Skills and Knowledge Transfer**:

   Reinforce the idea that training provides valuable **skills and knowledge**. Emphasize practical application and real-world relevance.

Encourage participants to share their learning with colleagues, fostering a culture of continuous improvement.

7. **Timeliness of Training**:

Recognize the varying attendance patterns (1 month, 4 months, and 1 year). **Offer refresher sessions** periodically to reinforce learning and adapt to changing needs.

CHAPTER NO. 9

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<u>BIBLIOGRAPHY</u>

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CHAPTER NO. 10

ANNEXTURE

ANNEXTURE

1.Does your organization provide any training program ?

- YES
- NO

2.Type of training that was provided to you in the organizations ?

- Behavioural
- Competancy

3. Which type of problem do you face regarding to the training and development program ?

- Long term duration
- Content was not ok
- Trainer was not Good

4. Are you satisfied with the organizations training and development program ?

- Satisfy
- Average
- Good
- Bad

5. Does the training program help you in doing your work effectively and efficiently ?

- Yes
- No

6. Do you agree that the training program help you to acquire knowledge and skills ?

- Agree
- Disagree
- Strongly Agree
- Strongly disagree

- Neutral

7. Would you like to include anything in training program?

- Yes
- No

8. Do you think that employees apply the new concept taught at the training program?

- Yes
- No
- Maybe

9. Does your management take feedback ?

- Yes
- No

10. When did you attend the last training program ?

- Before 1 month
- Before 4 month
- Before 1 year