

**PROJECT REPORT**

**ON**

**“A Study On Training And Development As A Tool For  
Achieving Organization Goals In Hotel Center Point Nagpur”**

**Submitted to**

**G.S College of Commerce & Economics, Nagpur**

**Affiliated to**

**RASHTRASANT TUKDOJI MAHARAJ UNIVERSITY,  
NAGPUR**

In partial fulfillment for the award of the degree of

**BACHELOR OF BUSINESS ADMINISTRATION**

**Submitted by**

**Sejal .S. Patil**

**Under the Guidance of**

**Dr. Farha Hussain**

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**G.S College of Commerce and Economics (Autonomous),  
Nagpur**

**Academic year 2023-24**



**G.S College of Commerce and Economics (Autonomous),  
Nagpur**



**Academic year 2023-24**

**CERTIFICATE**

This is to certify that “**Sejal S. Patil**” has submitted the project report titled “**A Study On Training And Development As A Tool For Achieving Organization Goals In Hotel Center Point Nagpur**”, 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/she has ingeniously completed his/her project as prescribed by **Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur**

**Dr. Farha Hussain**  
**(Project guide)**

**Dr. Afsar Sheikh**  
**(Co-ordinator)**

**Date:**

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**G.S College of Commerce and Economics (Autonomous),  
Nagpur**  
**Academic year 2023-24**



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**DECLARATION**

I hereby declare that the project with title “**A Study On Training And Development As A Tool For Achieving Organization Goals In Hotel Center Point Nagpur**” has been completed by me in partial fulfillment of **BACHELOR OF BUSINESS ADMINISTRATION** degree as prescribed by **Rashtrasant Tukadoji Maharaj 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

**Sejal S. Patil**

**(Research Student)**

**Place: Nagpur, Maharashtra**

**Date:**

**G.S College of Commerce and Economics (Autonomous),  
Nagpur**  
**Academic year 2023-24**



**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 his guideline throughout the project. I tender my sincere regards to Co-ordinator, **Dr. Afsar Sheikh** 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 of the college for their co-operation.

I would like to thank all those who helped me in making this project report complete and successful.

**Sejal .S. Patil**  
**(Research Student)**

**Place: Nagpur**

**Date:**

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**CHAPTER 1**  
**INTRODUCTION**

## **INTRODUCTION**

Training and Development is one of the main functions of the human resource management department. Training refers to a systematic setup where employees are instructed and taught matters of technical knowledge related to their jobs. It focuses on teaching employees how to use particular machines or how to do specific tasks to increase efficiency.

Whereas, Development refers to the overall holistic and educational growth and maturity of people in managerial positions. The process of development is in relation to insights, attitudes, adaptability, leadership and human relations.

Training and development programmes are designed according to the requirements of the organisation, the type and skills of employees being trained, the end goals of the training and the job profile of the employees. These programmes are generally classified into two types: (i) on the job programmes, and (ii) off the job programmes.

Different training is given to employees at different levels. The following training methods are used For the training of skilled workers and operators Specific job training programmes, Technical training at a training with live demos, Internship training, Training via the process of rotation of job.

Training given to people in a supervisory or managerial capacity is – Lectures, Group Discussions, Case studies, Role-playing, Conferences etc.

People in managerial programmes are given this type of training- ManagementGames to develop decision making, Programmes to identify potential executives, Sensitivity training to understand and influence employee behaviour, Simulation and role-playing, Programmes for improving communication, human relations and managerial skills.

In a world where technology is constantly evolving and knowledge is growing, training has a significant role to play in organizational success. Successful organisations invest in employee training and development to improve productivity and morale, thereby generating a positively impact on organisational bottom line.

Today when skills are becoming obsolete quicker than ever before, training and development of human capital is the tool for survival across the business spectrum. From an employee's perspective training and development is practically mandatory to stay up to date and retain or increase one's skills and employability.

A look at the mission and value statement of successful organisation further reinforces the relevance of training human capital in business. The Vision and Mission clearly indicate that successful organisations distinguish themselves from others as they are constantly improving and placing training and development as an essential tool to drive organisational goals.

The current market trends have indicated cuts in training budgets so organisations need to evolve efficient and effective training methods to help employees develop their skills to make new products, generate innovative ideas, and provide high quality of customer satisfaction. So, increasingly efficient methods of training must be adopted, as has happened during the current pandemic situation by placing more trust on online learning.

Training and development is the field concerned with organizational activity aimed at bettering the performance of individuals and groups in organizational settings. It has been known by several names, including employee development, human resource development, learning and development.

An organization which aspires to grow must be in tune with the changing needs of the society. Training become relevant in the context since it is only through training that the gap between performance of the organization and the felt of a changing society can be neutralized.



Training reduces the gap by increasing employee's knowledge, skill, ability and attitude. Training and development are terms which are sometimes used interchangeably.

Development was seen as an activity associated with managers. In contrast training has immediate concern and has been associated with improving the knowledge and skill of non managerial employees in the present job.

Training which is a vehicle for human resource development is concerned with improving the skills of the employees and enhancing their capacity to cope up with ever changing demands of the work situation. It also makes a positive contribution to the empowerment of the employees.

Every organization needs the services of trained persons for performing the activities in a systematic way. The fast changing technological development makes the knowledge of employees obsolete. They require constant training to cope with the needs of jobs. After selecting the employees, the next task of management is to give them proper training.

Training and development initiatives are educational activities within an organization that are designed to improve the job performance of an individual or group. These programs typically involve advancing a worker's knowledge and skill sets and instilling greater motivation to enhance job performance.

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. The corporate marketplace is quickly changing, and businesses must be flexible and easily adapt to change. Technology is one of the key drivers in this rapid change, with automation

and artificial intelligence (AI) in the forefront. Recent articles and industry surveys suggest that a lot of corporate training may be ineffective. Most training won't be fully retained by learners. Businesses must build a culture of ongoing self-directed, self-motivated learning with focused distance learning programs and mobile "just-in-time" training.

Organizations also have to rethink the larger framework of what skills will be needed in the near future. A recent meta-level IBM study (PDF, 916 KB) predicts that more than 120 million workers in the world's twelve largest economies may need to be retrained in the next three years because of AI-enabled automation. 10 Several insights from the study include:

- **Skilled humans fuel the global economy:** Digital skills remain vital, but soft skills have become more important.
- **Skills availability and quality are in jeopardy:** The half-life of skills continues to shrink, while the time it takes to close a skills gap has ballooned, forcing organizations to find ways to stay ahead of skills relevancy.

- **Intelligent automation is an economic game changer:** Millions of workers will likely require retraining and learning new skills, and most companies and countries are ill-prepared for the task.
- **Organizational cultures are shifting:** The digital era has introduced the need for a new business model, new ways of working and a flexible culture that fosters the development of critical new skills.

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 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.

### **Training and Development Process :**

Training and development is a continuous process as the skills, knowledge and quality of work needs constant improvement. Since businesses are changing rapidly, it is critical that companies focus on training their employees after constantly monitoring them & developing their overall personality.

Steps for training and development processes are:

#### **1. Determine the need of training and development for individuals or teams :**

First of all the need has to be seen for training and development. It has to align with the company's goals and objectives. If a company is trying to start a new department or strengthen existing sales team in new products, then an appropriate training is needed.

#### **2. Establish specific objectives & goals which need to be achieved :**

The goals and objectives of the training and development have to be established. Whether the goal is awareness about new products or even installation is required to be learnt.

#### **3. Select the methods of training :**

Next, methods have to be defined. The training can be done as a :

- a. Classroom Training
- b. Online Self paced courses
- c. Course with certification
- d. Instructor led online training

#### **4. Conduct and implement the programs for employees :**

After the plan and methods are finalized, the training and development programs have to be executed where courses, instructions are taught to the employees, partners or vendors.

#### **5. Evaluate the output and performance post the training and development sessions ;**

Training and Development is incomplete without proper monitoring. Monitoring can be done through evaluation of the instructor as well as attendees. Instructor evaluation can be done through feedback or ratings but attendees can be evaluated through internal or external certifications or scores.

#### **6. Keep monitoring and evaluating the performances and again see if more training is required :**

Based on the evaluation results in the previous step, management needs to ascertain that if the training and development program was sufficient for now or more training and enablement would be required. Also, if future trainings are to be planned.

#### **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.

The top ten benefits of employee training and development programs include:

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

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

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

4. **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.

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

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

7. **Increased camaraderie:** Training and development helps create a sense of team work and collaboration.

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

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

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

# **CHAPTER 2**

# **COMPANY PROFILE**

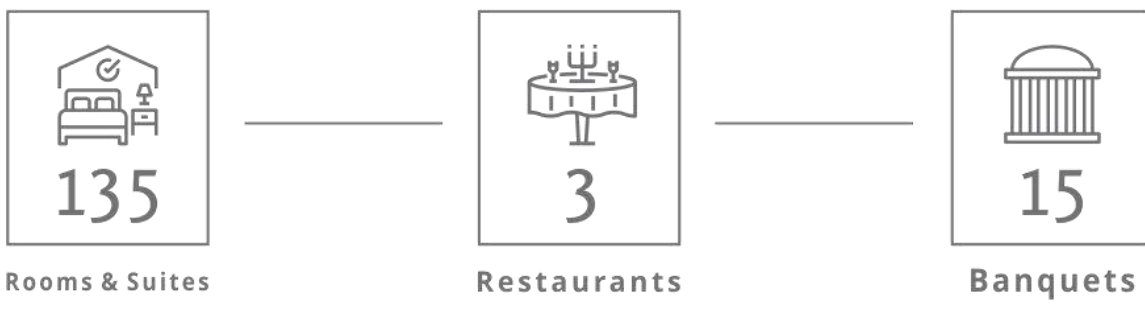
## COMPANY PROFILE

### HOTEL CENTER POINT NAGPUR:

Hotel Centre Point , A unit of Hotel Amarjit Pvt. Ltd., located in the heart of ‘Orange City’ has been a pioneer in the hospitality industry in Central India. Since its inception in 1988, this deluxe hotel has strived for quality products and services thereby enhancing the overall experience of the guest.

Our professional and well-trained staff are committed to deliver impeccable, detailed and personalized service with a touch of informality keeping in mind the guest’s needs, be it business or pleasure.

Our “Never say no” attitude has helped us garner a loyal list of guests who can vouch for our warmth, comfort and charm. Our homely environment blends with modern technology, ensuring that we meet and exceed our guest’s expectations.



### Vision:

To be the front runners in the hospitality sector which aims at quality service; an organization that is quick to adapt to the changing trends and demands of the guest and craft a multi-skilled workforce that are motivated to translate this vision into reality.



**Mission:**

**Guests:**

"To recognize and appreciate the fact that each guest is unique and participate in their journey of elevating experiences."

**Team:**

"To promote talent and encourage the growth and development of our team. We are dedicated to build a team that shares the same ideals and passion as the organization."

**Out Team:**



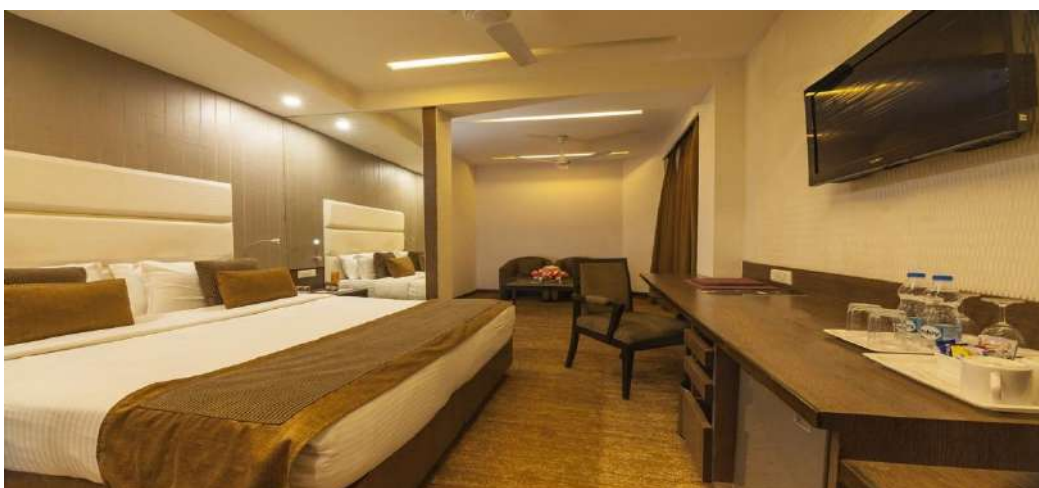
**SUITES & ROOM :**

**EXECUTIVE ROOM :**



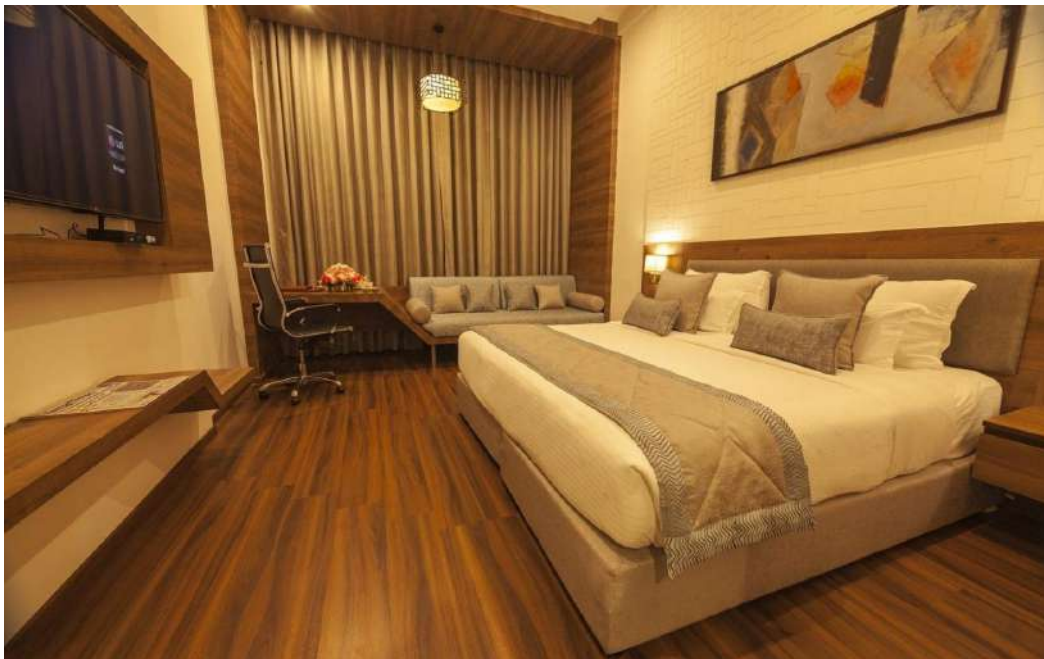
The sleek design and modern convenience of these rooms makes for a comfortable stay for the diligent business travelers. Maximum 2 people.

**PREMIMUM ROOM :**



The elegant decor combined with the cozy seating makes it ideal for some relaxation. You would want to stay in the room all day and not move an inch

**Club Rooms :**



Feel like a VIP in this spacious room designed specifically for the first-class travelers and long staying guests. Maximum 3 people

**Mini Suite :**



Perfect for romantic getaways or for guests on a family trip, the mini suite offers generous seating coupled with plush modern decor..

**Deluxe Suite :**



Live like a royal in our deluxe suite; an exclusive dining area and sofa seating in the living area makes it a perfect place for meetings and social gatherings. The suite also features a separate bedroom and a powder room

## Celebrations & Events

Business Meetings & Small Conferences person per son person

5 - 25 pax

For Small  
Get-Togethers



**For Medium  
Events & Celebrations**



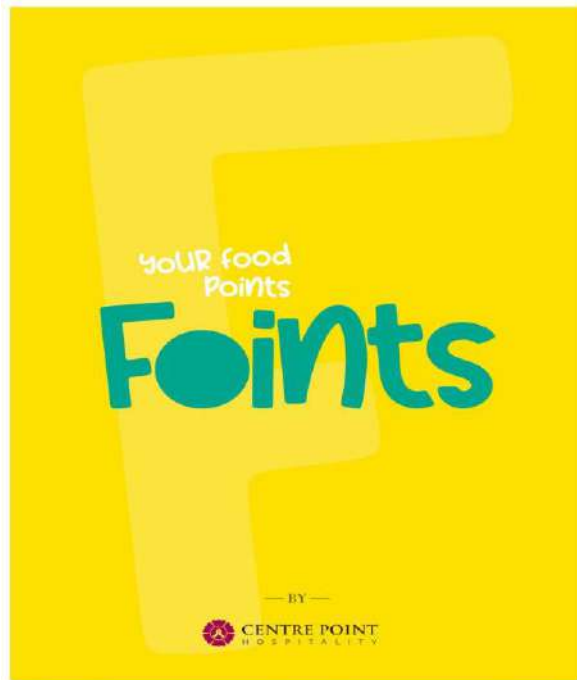
personpersonperson  
**100 - 300 pax**

**For Large  
Events & Celebrations**



Person personperson  
**300+ pax**

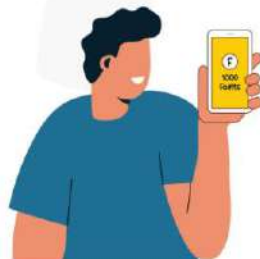
**Foints Because your love Matter :**

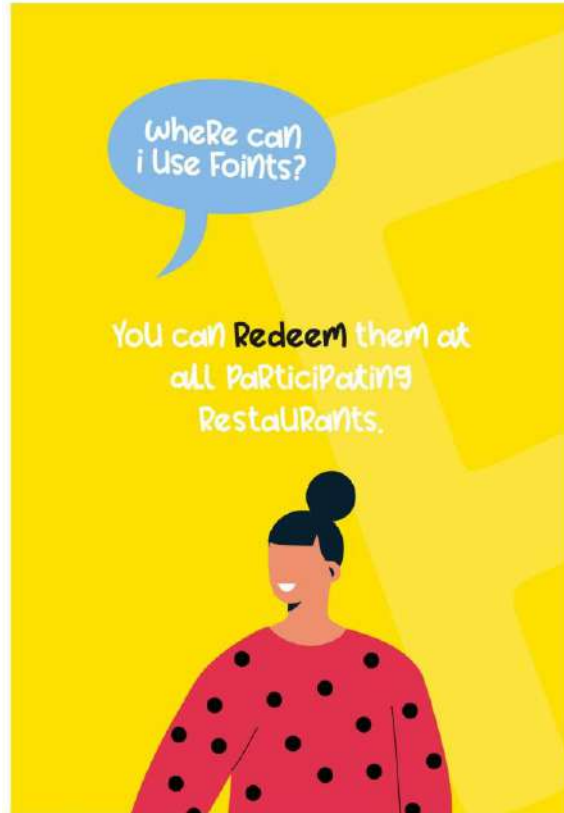


What are Foints?

Foints are Food Points.  
IT'S a CashBack Loyalty PROGRAM

1 Foint = 1 RUpee









More  
Visits  
=  
More  
CashBack

Means your  
Cash Back is DOUBLED on every  
5th Visit at any outlet  
+  
You Become eligible for  
30 % Cash Back  
on Birthday and anniversary  
Weeks.



- Preference in all our events, festivals and offers
- Exclusive offers through out the year.
- Bonus Points for Referee and new members as well.



# How to Register for Foints?

To Register  
Scan the QR Code



ON Registration  
Earn 2.2x Foints

# **CHAPTER 3**

## **LITERATURE REVIEW**

## **LITERATURE REVIEW:**

Training And Development: According to the Michel Armstrong, “Training is systematic development of the knowledge, skills and attitudes required by an individual to perform adequately a given task or job”. (Source: A Handbook of Human Resource Management Practice, Kogan Page, 8th Ed.,2001) According to the Edwin B Flippo, “Training is the act of increasing knowledge and skills of an employee for doing a particular job.” (Source: Personnel

Management, McGraw Hill; 6th Edition, 1984) The term 'training' indicates the process involved in improving the aptitudes, skills and abilities of the employees to perform specific jobs. Training helps in updating old talents and developing new ones. 'Successful candidates placed on the jobs need training to perform their duties effectively'. The principal objective of training is to make sure the availability of a skilled and willing workforce to the organization.

In addition to that, there are four other objectives: Individual, Organizational, Functional, and Social.

Training and development is a subsystem of an organization that emanate from two independent yet interdependent words training and development. Training is often interpreted as the activity when an expert and learner work together to effectively transfer information from the expert to the learner (to enhance a learner's knowledge, attitudes or skills) so the learner can better perform a current task or job. Training activity is both focused upon, and evaluated against, the job that an individual currently holds (Learner R., 1986). On the other hand development is often viewed as a broad, ongoing multi-faceted set of activities (training activities among them) to bring someone or an organization up to another threshold of performance. This development often includes a wide variety of methods, e.g., orienting about

a role, training in a wide variety of areas, ongoing training on the job, coaching, mentoring and forms of self-development. Some view development as a life-long goal and experience.

Development focuses upon the activities that the organization employing the individual, or that he individual is part of, may partake in the future, and is almost impossible to evaluate (Nadler

Leonard, 1984).

**CHAPTER 4**  
**RESEARCH STUDY**

## **RELEVANCE OF THE STUDY:**

Research is one of its kinds and is a process to acquire knowledge about a certain topic. Research is done so that systematic analysis can be done and problem can be effectively solved. The procedures by which researchers go about their work of describing, explaining and predicting phenomena are called methodology. Methods comprise the procedures used for generating, collecting and evaluating data. Methods are ways of obtaining information useful for assessing explanations.

## **RESEARCH DEFINITION:**

The definition of research given by Creswell is Research is a process of steps used to collect and analyse information to increase our understanding of a topic or issue and it consists of three steps Pose a question, collect data to answer the question, and present an answer to the question.

## **Data Sources:**

The data collected for the study is mainly through the distribution of questionnaire; to be precise the data collected for study is both primary and secondary sources.

## **Primary Data:**

Primary data is the information collected for the first time; there are several methods in which the data is compiled. In this project it is obtained by mean of questionnaires. Questionnaire is prepared and distributed to the employees

## **Secondary Data:**

Secondary data needed for conducting research work is collected from company websites, library and search engines.



**Research Instrument:**

In this study the primary data is collected by survey technique. In this we distributed the questionnaires to the respondents. The researcher structured the questionnaire in the form of:

1. Close Ended Questions
2. Multiple Choice Questions

**Questionnaire:**

A questionnaire is a sheet of paper containing questions relating to contain specific aspect regarding which the researcher collects the data. Because of their flexibility the questionnaire method is by far the most common instrument to collect primary data. The questionnaire is given to the respondent to be filled up.

**Sampling Design:**

Sampling design is to clearly define set of objective, technically called the universe to be studied. Sampling technique used is simple random sampling method.

**NEED OF THE STUDY:**

This study will help us to gain knowledge about discount and offers and its Impact and will help in to understand various topics such as-

Buyers' reaction in the market, understanding consumer needs according to the types of products, psychology of consumer.

This research is conducted to identify the various sales promotion techniques those influence the customer impulse buying decision. The basic purpose of the study is to see the impact of various sales promotion if they work or not.

Do the sales promotion tools (coupons, sample, price discount and buy one get one free) have significant impact on consumer buying behavior (brands switching and customer loyalty)?

**OBJECTIVES OF THE STUDY:**

- 1) To increase efficiency: Training and development increases skills for doing a job in better way.
- 2) To Increases Morale: Training and development increases morale of employees. High morale is evidenced by employee enthusiasm.
- 3) Better Human Relations: Training increases the quality of human relations in an organization.
- 4) Reduced Supervision: Trained employees require less supervision. Autonomy and freedom can be given if the employees are trained properly to handle their jobs without the help of supervision

**LIMITATION OF THE STUDY:**

The following are the limitations of the study:

- The sample size was small and hence the results can have a degree of variation.
- The response of the employees in giving information was lukewarm.
- Organization's resistance of share the internal information.
- Questionnaire is subjected to errors.

**CHAPTER 5**  
**RESEARCH METHODOLOGY**

## **RESEARCH METHODOLOGY**

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# **CHAPTER 6**

# **HYPOTHESIS**



## **HYPOTHESIS**

### **HYPOTHESIS-1**

A Hypothesis is a tentative statement about the relationship between two or more variables. It is specific, testable prediction about what we expect to happen in a study. Hypothesis can also be divided as below:

- Null Hypothesis
- Alternative Hypothesis

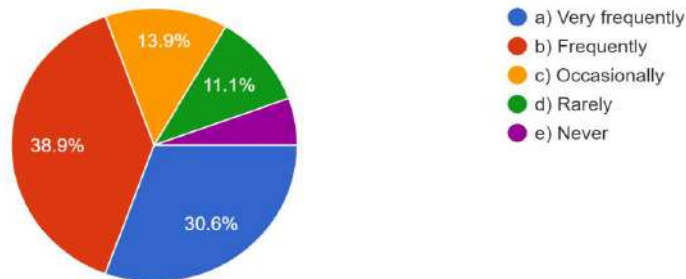
H1: Employees are satisfied with training and development.

H0: Employees are not satisfied with training and development

**CHAPTER 7**  
**DATA ANALYSIS AND INTERPRETATION**

1 How frequently do you encounter challenges or difficulties in performing your job tasks effectively?

SR.NO	PARTICULAR	PERCENTAGE
1	Very frequently	30.6%
2	Frequently	38.9%
3	Occasionally	13.9%
4	Rarely	11.1%
5	Never	5.6%



To interpret the responses:

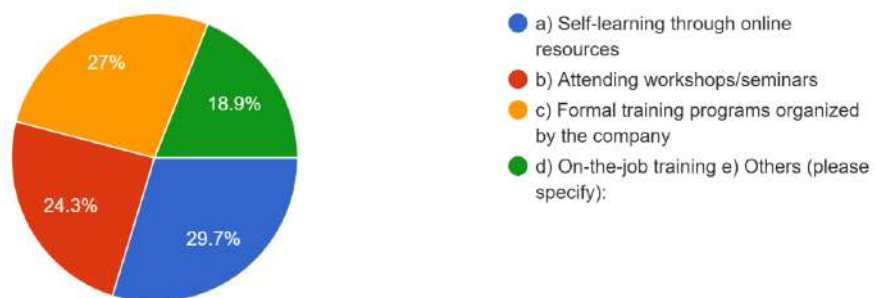
- a) Very frequently: 13.9%
- b) Frequently: 11.1%
- c) Occasionally: 38.9%
- d) Rarely: 30.6%
- e) Never: 5.6%

This suggests that most respondents encounter challenges occasionally (38.9%), followed by rarely (30.6%), frequently (11.1%), very frequently (13.9%), and never (5.6%).

## 2. How do you currently address skill gaps or training needs in your job role?

SR.NO	PARTICULAR	PERCENTAGE
1	Self-learning through online resources	29.7%
2	Attending workshops/seminars	24.3%
3	Formal training programs organized by the company	27%
4	On-the-job training	18.9%

Based on the responses:



- 18.9% address skill gaps through self-learning via online resources, indicating a reliance on independent study and digital tools for skill development.

- 24.3% prefer attending workshops/seminars, suggesting a preference for structured learning environments outside of the workplace.

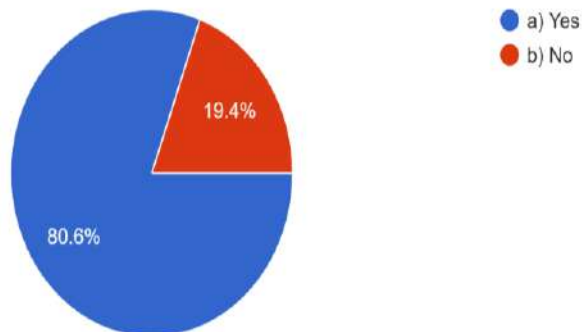
- 29.7% opt for formal training programs organized by the company, highlighting the importance of employer-provided training initiatives in addressing skill gaps.

- 27% utilize other methods not specified in the options provided, indicating a diverse range of approaches tailored to individual needs and preferences.

3. Do you believe that there are sufficient training programs available to address the skill gaps in your job role?

SR.NO	PARTICULAR	PERCENTAGE
1	Yes	80.6%
2	No	19.4

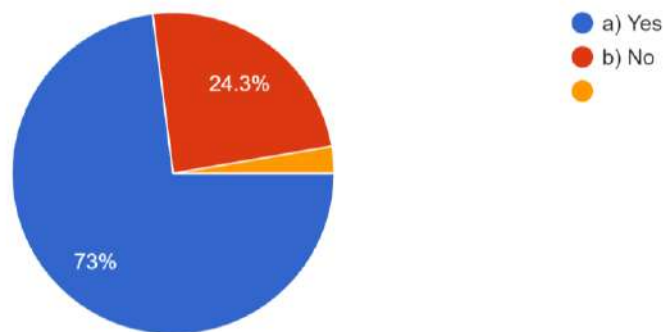
FIGURE 10



Based on the responses, it appears that a majority of 80.6% believe that there are not sufficient training programs available to address the skill gaps in their job role, while 19.4% think otherwise. This suggests that there might be a perceived lack of adequate training resources for certain job roles.

4. Have you participated in any training programs organized by the company in the past year?

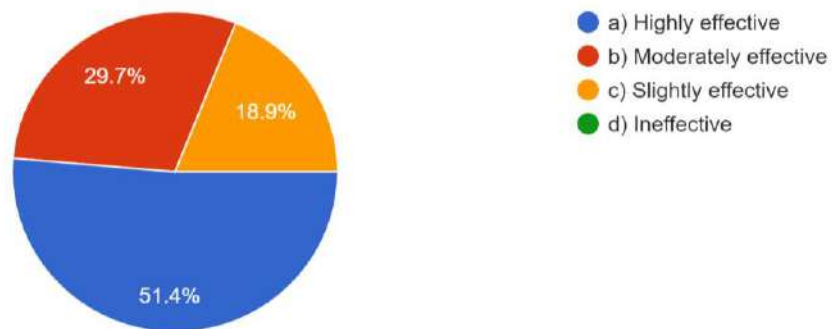
SR.NO	PARTICULAR	PERCENTAGE
1	Yes	73%
2	No	24.3%



Based on the responses provided, approximately 24.3% of participants have indicated that they have participated in training programs organized by the company in the past year.

5. How would you rate the effectiveness of the training programs you have attended in terms of improving your job performance?

SR.NO	PARTICULAR	PERCENTAGE
1	Highly effective	51.4%
2	Moderately effective	29.7%
3	Slightly effective	18.9%
4	Ineffective	0



Based on the responses:

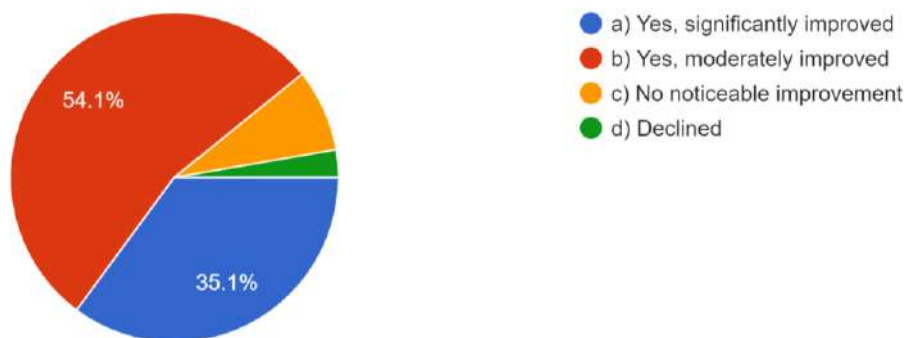
- \*Highly effective (a)\*: 29.7%
- \*Moderately effective (b)\*: 51.4%
- \*Slightly effective (c)\*: 18.9%
- \*Ineffective (d)\*: Not specified

Interpretation:- The majority, 51.4%, found the training programs to be moderately effective. This suggests that while the programs had some impact on job performance, there is room for improvement.

- A significant portion, 29.7%, rated the programs as highly effective, indicating that they felt the training had a substantial positive impact on their job performance.
- However, 18.9% found the programs to be only slightly effective, implying that they may not have met expectations or provided significant benefits.
- Without specific data on the "ineffective" category, it's unclear how many participants felt the training had no impact on their job performance.

6. Have you noticed any changes in your job performance, job satisfaction, or retention after participating in the training programs?

SR.NO	PARTICULAR	PERCENTAGE
1	Yes, significantly improved	35.1%
2	Yes, moderately improved	54.1%
3	No noticeable improvement	0
4	Declined	0

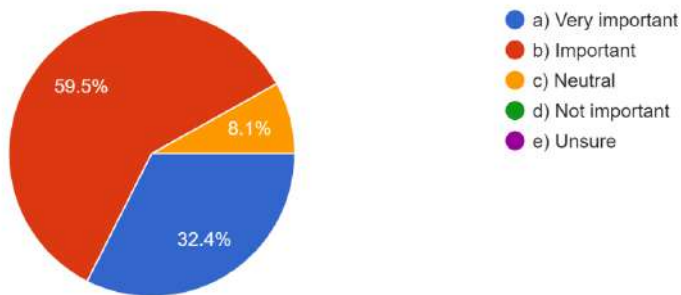


As an AI, I don't undergo training programs or experience job performance, satisfaction, or retention. However, based on the responses you provided, it seems that the majority experienced some level of improvement, with options a) and b) indicating positive changes, while option c) suggests no significant change, and option d) indicates a decline in performance or satisfaction. This could imply that training programs generally have a positive impact, but individual experiences may vary.



7. In your opinion, how important is it for organizations to measure the return on investment (ROI) of training programs?

SR.NO	PARTICULAR	PERCENTAGE
1	a) Very important	32.4%
2	b) Important	59.5%
3	c) Neutral	8.1%
4	d) Not important	0
5	e) Unsure	0



In my opinion, it's crucial for organizations to measure the ROI of training programs. This ensures resources are effectively allocated, skills are developed efficiently, and the organization stays competitive.

# **CHAPTER 8**

# **HYPOTHESIS TESTING**

## **HYPOTHESIS TESTING**

A Hypothesis is a tentative statement about the relationship between two or more variables. It is specific, testable prediction about what we expect to happen in a study. Hypothesis can also be divided as below:

- Null Hypothesis
- Alternative Hypothesis

H1: Employees are satisfied with training and development.

H0: Employees are not satisfied with training and development.

# **CHAPTER 9**

## **FINDING**

## **FINDING**

The major findings of the project are enumerated as follows:

- Training is considered as a positive step towards augmentation of the knowledge base by the respondents.
- The objectives of the training programmes were broadly known to the respondents prior to attending them.
- The training programmes were adequately designed to cater to the developmental needs of the respondents.
- Some of the respondents suggested that the time period of the training programmes were less and thus need to be increased.
- Some of respondents also suggested that use of latest training methods will enhance the effectiveness of the training programmes

**CHAPTER 10**  
**CONCLUSION**

**CONCLUSION:**

Top management feels that training is the essential part of the organization, since it is the key for the attitudinal change and the behavioural and their work in the employees. It should be imparted at least one to every employee.

- Both managers and workers feel that the training should be imparted by both external and internal faculty. Technical and behavioural training, both are important for the development of the organization. Training and development programs are increasing the output of organization.
- Finally, to make any training program successful the cooperation of the management and the employees are essential.

# CHAPTER 11 SUGGESTION



### **SUGGESTIONS:**

Suggestion is drawn from the analysis and observation. Few suggestions are given as under: Recognizing the need of an organized approach to worker training and development of an equitable basis for all workers in the company regardless of the unit/department, the company is committed to the support and production of activities and finding to achieve this goal.

- As there is an active participation of employees in decision making but rarely the suggestion given by them are drawn in action. Hence the confidence of employees gets demotivated.
- So, to motivate the employee's management can into consideration some proper suggestion given by the employees.
- Different type of behavioural training programmed should be organized in a effective on their work.
- Provide appropriate training to enhance the potential effectiveness of the employee at work place.

## CHAPTER 12 BIBLIOGRAPHY

## **BIBLIOGRAPHY**

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# **ANNEXURE**

**ANNEXURE**

Name: -----

Your Occupation: -----

Age: -----

E-mail: -----

**Ques. 1. Does the training improve skill of human force?**

a) Yes:

b) No:

**Ques. 2. Does the training help to boost every employee in the organization.**

a) Yes:

b) No:

**Ques. 3. Do you experience faithful changes in yourself after training?**

a) Yes

b) No

**Ques. 4. Which place the most effective role in boosting Employee's performance?**

a) Training

b) Development

c) Training and Development

**Ques.5.** The programmes objectives were known to you before attending it.

- a. Strongly Agree d. Moderately Disagree
- b. Moderately Agree e. Strongly Disagree
- c. Can't Say

**Ques.6.** The training programme was relevant to your development needs

- a. Strongly Agree d. Moderately Disagree
- b. Moderately Agree e. Strongly Disagree
- c. Can't Say

**Ques.7.** The period of training session was sufficient for learning.

- a. Strongly Agree d. Moderately Disagree
- b. Moderately Agree e. Strongly Disagree
- c. Can't Say

**Ques.8.** The training methods used during the training were effective for understanding the subject.

- a. Strongly Agree d. Moderately Disagree
- b. Moderately Agree e. Strongly Disagree
- c. Can't Say

**Ques.9.** The training sessions were exciting and a good learning experience

- a. Strongly Agree d. Moderately Disagree
- b. Moderately Agree e. Strongly Disagree
- c. Can't Say

**Ques.10.** The training aids used were helpful in improving in improving the overall effectiveness of the programme.

- a. Strongly Agree d. Moderately Disagree
- b. Moderately Agree e. Strongly Disagree
- c. Can't Say