



The effectiveness of software training programs for employees on enhancing performance in Techvolt Software Private Limited

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Abstract: Training and Development is a subsystem of an organization which emphasize on the improvement of the performance of individuals and groups. Training is an educational process which involves the sharpening of skills, concepts, changing of attitude and gaining more knowledge to enhance the performance of the employees. The main objective of this study is to assess and investigate the impact of training on employee's performance. The study will employ a mixed-method approach, combining quantitative data analysis and qualitative feedback from employees. Data will be collected through surveys and interviews. Results show that training needs assessment, training design, training program, employee perception have significant positive effect on employee's performance.

Keywords – Software training, Employees performance.

I INTRODUCTION TO THE TOPIC

INTRODUCTION

Training is a program that helps staff learn or gain certain knowledge, skills and abilities which can make their current performance better. Training involves a new dimension in perspective, skills and information of an individual with the resultant improvement in the behaviour. For training to be effective, it must be a planned activity conducted with a need analysis at varied levels and target at bound competencies, and it ought to be conducted during a learning atmosphere. Training could be a means to make sure that staff has information and right skills to be ready to do their work effectively and aptly.

In this study provides to raise the lack of awareness organizations about the importance of refining their employees' skills and how much can the right human resource management affect their organizational development by raising employees' performance.

OBJECTIVES OF THE STUDY

- 1.To study the impact of training needs assessment with the performance of the employee.
- 2.To study the impact on training programs on employee performance.
3. To analyze the employee perception on company attitudes towards training programs.

SCOPE OF THE STUDY

The study provides to raise the lack of awareness organizations about the importance of refining their employees' skills and how much can the right human resource management affect their organizational development by raising employees' performance. The study to assess the effectiveness of existing training programs in equipping employees with the necessary skills and knowledge to perform their jobs effectively. Identify strengths and weaknesses in training content, delivery methods, and learning outcomes.

NEED OF THE STUDY

Training is the act of increasing the knowledge and skills of an employee for doing a particular job. It utilizes a systematic and organized procedure by which employee learns technical knowledge and skills. Training refers to the teaching and learning activities carried on for the primary purpose of helping members of an organization. To determine the specific areas where employees require training or development to enhance their performance in their roles. This involves assessing current skills, knowledge, and competencies against job requirements and performance expectations. In this study is to examine the performance of the employees.

II REVIEW OF LITERATURE

1. **Essam Deep Al Khawaldeh (2023)** has done a research work titled “The impact of training on improving employee performance: A case study on employees in the directorate of education of Ma'an district”. The aim of this study is to determine the impact of training on improving the performance of workers in Maan’s Directorate of Education. This study will focus on finding a cognitive dimension that contributes to clarifying the concept of training and its dimensions (type of training, training period, trainers) and its impact on the job performance of employees. The study helps the directorate of education of Ma’an District to understand the impact of training on improving employee performance.
2. **S. Kishore and Clayton Michael Fonceca (2023)** have done a research work titled “Impact of Training and Development on Employee Performance and Productivity”. The aim of the study was to explore the impact of training and development on employee performance and productivity. They are concluded from our extensive research that training and development have a favourable influence on employee performance.
3. **Evelyn Grace, Dr. Divya Rose Peter and Rajarajeswary (2023)** have done a research work titled “The Impact of Training and Development on Employee Performance in Malaysia’s Tertiary Education Sector”. This research recognizes the importance of properly providing the impact of training on employee performance. This evidently shows that the type of training provided by organizations influences employees’ commitment to tertiary education achievement.
4. **Martin Flegl, Lucie Depoo and Mayra Alcazar (2022)** have done a research work titled “The Impact of Employees’ Training on Their Performance Improvements”. The objective of this article is to analyse the impact of training programs on employees’ performance in case of 839 analysts in a Mexican public financial institution. The results reveal that low number of training hours, together with excessive training of more than 166 hours per year has limited or no impact on the performance.
5. **Ida Farida and Sopiah (2022)** have done a research work titled “The Influence of Work Training on Employee Performance: Systematic Literature Review”. The purpose of this literature review is to synthesize the published studies related to the effect of job training on employee performance. It was obtained from the results of this study that job training greatly influences employee performance, so that these employees can explore deeper skills and knowledge about the fields that are the focus of positions in the world of work in order to improve their performance.

III RESEARCH METHODOLOGY

RESEARCH DESIGN

Research design refers to the overall strategy utilized to carry out research that defines a succinct and logical plan to tackle established research question through the collection, interpretation, analysis, and discussion of data.

The project study is descriptive research design. Research design is the specification of methods and procedures for acquiring the information needed. It is an overall operational pattern (or) framework of the project that stipulates what information is to be collected from which source and by what procedures.

METHOD OF DATA COLLECTION

Primary data refers to the pure and the fresh data which are collected for first time. The primary data are collected from the Techvolt Software Private Limited. Secondary data refers to the data that are already collected by some researchers in the past and is available in published or unpublished form. The secondary data for this study has been obtained.

SAMPLING SIZE

The sampling size for this study will be 120 employees at Techvolt Software Private Limited.

TOOLS FOR DATA ANALYSIS

The tools for data analysis will involve descriptive statistics and inferential statistics. Descriptive statistics will be used to summarize the data collected, while inferential statistics will be used to test hypothesis and identify significant relationship between variables. The data will be analysed using statistical software SPSS.

Percentage analysis:

Percentage analysis in research methodology refers to a statistical technique used to analyze data and express it in terms of percentages. It involves converting raw data into percentages to facilitate comparison, interpretation, and presentation of data in a more understandable and concise manner.

Chi-Square Test:

Chi Square test of homogeneity is used to determine if two or more independent sample vary by distribution on a single variable. A common use of this test is to compare two or more groups or conditions on a categorical result. Formulation of omnibus test statistic is formed as independence test and homogeneity test.

Correlation:

Correlation refers to a statistical measure that describes the extent to which two variables change together. In simpler terms, it indicates whether and how much two variables are related to each other.

SCALING METHOD

The scaling method for this study will be a likert scale, which will be used to measure the responses of employees to the survey questionnaire. The likert scale is a commonly used scaling method that allows respondents to indicate their level of agreement or disagreement with a statement.

IV DATA ANALYSIS AND INTERPRETATION

Data analysis is the most crucial part of any research. Data analysis summarizes collected data. It involves the interpretation of data gathered through the use of analytical and logical reasoning to determine patterns, relationships or trends. Data analysis is a process of inspecting, cleaning, transforming, and modeling data with the goal of discovering useful information, informing conclusions, and supporting decision-making.

4.1 PERCENTAGE ANALYSIS

The training provided by my organization helped me to improve my job quantity & quality

Table 4.1.1

	Frequency	Percentage (%)
Strongly disagree	4	3.3
Disagree	7	5.8
Neutral	17	14.2
Agree	65	54.2
Strongly agree	27	22.5
Total	120	100

Inference:

From the above Table No: 4.1.1, It was found that 54.2% of the respondents have agree regarding the training provided by my organization helped me to improve my job quantity & quality, 22.5% of the respondents have strongly agree regarding the training provided by my organization helped me to improve my job quantity & quality, 14.2% of the respondents have neutral regarding the training provided by my organization helped me to improve my job quantity & quality, 5.8% of the respondents have disagree regarding the training provided by my organization helped me to improve my job quantity & quality, 3.3% of the respondents have strongly disagree regarding the training provided by my organization helped me to improve my job quantity & quality. Hence the majority of the respondents have agreed regarding the training provided by my organization helped me to improve my job quantity & quality.

4.2 CHI-SQUARE TEST

4.2.1 HYPOTHESIS STATEMENT

H₀ – There is no significance relationship between age and Training needs assessment process incorporate feedback from employees regarding their training needs and preferences

H₁ – There is a significance relationship between age and Training needs assessment process incorporate feedback from employees regarding their training needs and preferences.

Table No: 4.2.1

Age and Training needs assessment process incorporate feedback from employees regarding their training needs and preferences

	Value	df	Asymptotic Sig. (2- tailed)
Pearson Chi-Square	24.35	12	.018
Likelihood Ratio	19.62	12	.075
Linear-by-Linear Association	1.19	1	.275
N of Valid Cases	120		

Inference:

From the above table 4.2.1 we infer that Pearson chi-square significant value is 0.018 which is less than 0.05 (5% significance level). Hence, we reject the null hypothesis (H₀) and accept the alternative hypothesis (H₁). There is significance relationship between age and training needs assessment process incorporate feedback from employees regarding their training needs and preferences.

4.2.2 HYPOTHESIS STATEMENT

H₀ – There is no significance relationship between educational qualification and determination of training needs helps in the attainment of set targets

H₁ – There is a significance relationship between educational qualification and determination of training needs helps in the attainment of set targets

Table No: 4.2.2

Educational qualification and Determination of training needs helps in the attainment of set targets

	Value	df	Asymptotic sig. (2-tailed)
Pearson Chi-Square	36.61	12	.000
Likelihood Ratio	29.36	12	.003
Linear-by-Linear Association	7.171	1	.007
N of Valid Cases	120		

Inference:

From the above table 4.2.2 we infer that Pearson chi-square significant value is 0.000 which is less than 0.01 (1% significance level). Hence, we reject the null hypothesis (H₀) and accept the alternative hypothesis (H₁). There is significance relationship between educational qualification and determination of training needs helps in the attainment of set targets.

4.3 CORRELATION

4.3.1 HYPOTHESIS STATEMENT

H0 – There is no significance relationship between Training needs assessment process contributes to creating a culture of continuous learning and development within the organization and My company has a mechanism to adjust and review training programs according to the need of training

H1 – There is a significance relationship between Training needs assessment process contributes to creating a culture of continuous learning and development within the organization and My company has a mechanism to adjust and review training programs according to the need of training

Table No: 4.3.1

Training needs assessment process contributes to creating a culture of continuous learning and development within the organization and My company has a mechanism to adjust and review training programs according to the need of training

		Training needs assessment process contributes to creating a culture of continuous learning and development within the organization	My company has a mechanism to adjust and review training programs according to the need of training
Training needs assessment process contributes to creating a culture of continuous learning and development within the organization	Pearson Correlation	1.000	0.405
	Sig. (2-tailed)		0.000
My company has a mechanism to adjust and review training programs according to the need of training	Pearson Correlation	0.405	1.000
	Sig. (2-tailed)	0.000	

Inference:

From the correlation table 4.3.1, it can be seen that the correlation coefficient (i.e.) value of r is 0.405, there is positive low significant relationship between training needs assessment process contributes to creating a culture of continuous learning and development within the organization and my company has a mechanism to adjust and review training programs according to the need of training. Since p -value (0.000) < 0.01, we accept the hypothesis (H1). It can be concluded that there is statistically significant low correlation between training needs assessment process contributes to creating a culture of continuous learning and development within the organization and my company has a mechanism to adjust and review training programs according to the need of training.

4.3.2 HYPOTHESIS STATEMENT

H0 – There is no significance relationship between Determination of training needs helps in the attainment of set targets and a positive impact on my performance since participating in the training.

H1 – There is a significance relationship between Determination of training needs helps in the attainment of set targets and a positive impact on my performance since participating in the training.

Table No: 4.3.2

Determination of training needs helps in the attainment of set targets and a positive impact on my performance since participating in the training

		Determination of training needs helps in the attainment of set targets	A positive impact on my performance since participating in the training
Determination of training needs helps in the attainment of set targets	Pearson Correlation	1.000	0.330
	Sig. (2-tailed)		0.000
A positive impact on my performance since participating in the training	Pearson Correlation	0.330	1.000
	Sig. (2-tailed)	0.000	

Inference:

From the correlation table 4.3.2, it can be seen that the correlation coefficient (i.e.) value of r is 0.330, there is positive low significant relationship between Determination of training needs helps in the attainment of set targets and a positive impact on my performance since participating in the training. Since p -value (0.000) < 0.01, we accept the hypothesis (H1). It can be concluded that there is statistically significant low correlation between Determination of training needs helps in the attainment of set targets and a positive impact on my performance since participating in the training.

V FINDINGS

1. The majority of the respondents have agreed regarding the training provided by my organization helped me to improve my job quantity & quality.
2. There is significance relationship between age and training needs assessment process incorporate feedback from employees regarding their training needs and preferences.
3. There is significance relationship between educational qualification and determination of training needs helps in the attainment of set targets.
4. There is statistically significant low correlation between training needs assessment process contributes to creating a culture of continuous learning and development within the organization and my company has a mechanism to adjust and review training programs according to the need of training.
5. There is statistically significant low correlation between determination of training needs helps in the attainment of set targets and a positive impact on my performance since participating in the training.

VI SUGGESTIONS

Conduct regular assessments to evaluate employees' progress and identify areas that need further improvement. To provide constructive feedback to employees to help them understand their strengths and weaknesses. Integrate training programs with project workflows to ensure that newly acquired skills are immediately put into practice. This helps employees see the direct impact of their training on project performance. Implement metrics to measure the effectiveness of training programs.

VII CONCLUSION

The primary objective of this study was to assess the effectiveness of software training on employee performance. The study is successful in accomplishing the four research objectives. Thus, based on the findings of the study, the training dimensions (training needs assessment, design, delivery style and evaluation) have a significant positive effect on the performance. Trainers should be selected based on their effectiveness and suitability, with a focus on delivering training in line with adult learning principles and utilizing various learning styles. Evaluation of training programs is essential to gauge reaction, behavior change, skill and knowledge acquisition, and overall benefits to the organization, informing future training decisions. Therefore, it can be concluded training will be positively impact employee performance in the workplace.

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