



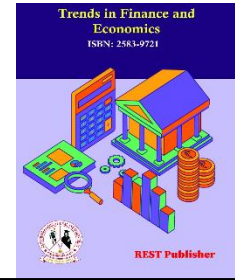
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# A Study on Training and Development with Reference to Lg Electronics

Indrapati Shirisha, Jyothika Sony

Aristotle PG College, Hyderabad, Telangana, India.

Corresponding Author Email: [drkiransoni77@gmail.com](mailto:drkiransoni77@gmail.com)

**Abstract:** Training and Development can help an organization in a number of ways. Ultimately, it is employee knowledge and skill that produce the organization's product or service. Training facilitates the implementation of strategy by providing employees with the capability to perform their jobs in the manner dictated by the strategy. Training also assists in solving immediate business problems, such as when a team of Manager in an action learning program studies a real problem and recommends a solution. Finally to keep ahead in a highly competitive the turbulent environment, it has been suggested that the training function must foster a continuous learning culture and stimulate managers to reinvent their corporation.

**Keywords:** Training and Development, Continuous learning, culture, strategy, employee knowledge

## 1. INTRODUCTION

The success of any organization in the long run depends very much on the quality of human resources. Human resources comprise the aggregate of employee attributes including knowledge, skill and health which are potentially available to an organization for the achievement of its goals. In other words, human resources consist of the value of the productive capacity and considered to be the most vital and valuable amongst the resources namely men machine, money and material. It is the quality of manpower that determines the success of an organization. The importance also stems from the fact that all other resources depreciate in value with the passage of time and use, the human resource appreciate in value through acquisition of greater knowledge through experience and training that reflects an inherent dynamism and the development potential. There has been an increasing realization that the organization success is dependent on the synergy created by its human resources. Growth can only be ensured through appropriate collaboration and amalgamation of various personnel around organization goals or tasks. Tremendous changes in the social science and technology, spheres have brought many complexities to industrial system. The limitation of a machine is restricted to its specification but that of a human being is unlimited provided it is tapped in the right way, hence organization of all kinds seem to be growing increasingly aware of its economic importance as a resource. In a competitive business world the success of an organization depends to a great extent upon the leadership of the manager. If he can lead people effectively and attain organizational objectives the organization will flourish.

## 2. REVIEW OF LITERATURE

According to Henry Ongori (2011), Jennifer ChishamisoNzonzo, training and development has become an issue of strategic importance. Although many scholars have conducted research on training and development practices in organizations in both developing and developed economies, it is worth mentioning that most of the research has concentrated on the benefits of training in general. There is however, limited focus on evaluation of training and development practices in organizations.

1. To find out personal as well as organizational growth and development.
2. To find out contribution of organization as well as senior to make training programs successful.
3. To find out Training Needs Analysis.
4. To know learning outcomes of training program.

Research Methodology: Research can be defined as “a scientific and systematic search for pertinent information in any branch of knowledge’. It is the pursuit of truth with the help of study, observation, comparison and experiment. Research is , thus, an original contribution to the existing stock of knowledge making for its advancement. Objectives of research: · to gain familiarity with a phenomenon or to achieve new insights into it (exploratory or formularize research studies) · to portray accurately the characteristics of a particular individual, situation or a group (descriptive research studies) · to determine the frequency with which something occurs or with which it is associated with something else. (Diagnostic research studies) · to test a hypotheses of a casual relationship between variables (hypothesis testing research studies) · this research is an amalgamation of both formularize as well as descriptive research, as it reflects on the present satisfaction level of the employees at I.g. India regarding the various training and development programmes being conducted here. In the process, it also aims to collect more detailed information on the subject of training and development itself. Data collection methods : Primary data: Data observed or collected directly from first-hand experience. And I was gothrough as interviews and questionnaire. There are many methods of collecting primary data and the main methods include: Questionnaire, Interviews, Focus group interviews, Observation, Case studies, Diaries, portfolios. Secondary data: Publish data and the data collected in the past or other parties is called secondary data.

- Magazine
- HR Manual
- Internet
- Newspaper

Scope of The Study: The present study includes Training and development facilities existing in LG Electronics. On-the-job and off-the-job training facilities of employees. Development facilities, opportunities provided to the management. Both men and women employees at management and non- management category in LG Electronics. Limitations: Best possible efforts have been made to make this study as comprehensive and representative as possible. Actually, where all training programs developed and conducted so I could not take feedback from the top management who are involves in making training programs in L.G. INDIA. Since attitudes are influenced by social background as well, the results may not be reflective of the opinion of the entire organization.

**TABLE 1.** Your organization considers training as a part of organizational strategy for growth.

S. No.	Response Category	No. of respondents	Percentage (%)
(a)	Strongly Agree (5)	28	28
(b)	Agree (4)	54	54
©	Neither agree nor disagree (3)	11	11
(d)	Disagree (2)	6	6
(e)	Strongly disagree (1)	2	2
	Total	100	100

Analysis: From the above graph it is clear that majority of the respondents agree that training is an important factor for growth of organization is most important factor and it plays a major role in growth of both employees as well as organization.

**TABLE 2.** Your organization conducts training and development programs as a regular activity for the growth of employees as well as organization.

S. No.	Response Category	No. of response	Percentage (%)
(a)	Strongly Agree (5)	28	28
(b)	Agree (4)	54	54
©	Neither agree nor disagree (3)	11	11
(d)	Disagree (2)	7	7
(e)	Strongly disagree (1)	0	0
	Total	100	100

Analysis: Form the above graph it may be concluded that Training and Development program is conducted as regular activity at L.G. INDIA. They believe that regular training program keeps the employees updated and upgraded about the knowledge of various hurdles arising during the job process.

**TABLE 3.** Training helps you to acquire technical knowledge and skill for effectively performing your job.

S. No.	Response Category	No. of response	Percentage (%)
(a)	Strongly Agree (5)	32	32
(b)	Agree (4)	62	62
(c)	Neither agree nor disagree (3)	3	3

(d)	Disagree (2)	2	2
(e)	Strongly disagree (1)	1	1
	Total	100	100

Analysis: From the above graph it is clear that majority of respondents accept that training helps in improving their skill and knowledge to execute their job efficiently. Higher level employees gave maximum response and they feel that training has updated them with new skills and knowledge.

**TABLE 4.** Vision and mission of L.G. INDIA is clearly specified by your mentor when nominating for a training program.

S. No.	Response Category	No. of response	Percentage (%)
(a)	Strongly Agree (5)	9	9
(b)	Agree (4)	40	40
©	Neither agree nor disagree (3)	37	37
(d)	Disagree (2)	9	9
(e)	Strongly disagree (1)	5	5
	Total	100	100

Analysis: A trainee has to know the vision and mission of the organization before attending a training program. Thus it is clear from graph that approx 50% of respondents actually know vision and mission of L.G. INDIA. However, lower level employee feel that vision and mission of the organization is not clearly specified by their mentor. Moreover, approx. 50% of top level employees gave neutral response which indicates that they also expect more clarity about the above.

**TABLE 5.** Your seniors motivate you to undergo relevant training programs.

S. No.	Response Category	No. of response	Percentage (%)
(a)	Strongly Agree (5)	13	13
(b)	Agree (4)	47	47
©	Neither agree nor disagree (3)	25	25
(d)	Disagree (2)	10	10
(e)	Strongly disagree (1)	5	5
	Total	100	100

Analysis: Mostly top level employees agreed that they are motivated by their seniors to undergo relevant training programs. But lower level employees feel lack of support and motivation by their seniors even they didn't get that much opportunity to undergo relevant training programs because of work pressure.

**TABLE 6.** You are given adequate time and opportunity to plan and implement improvement in your work.

S. No.	Response Category	No. of response	Percentage (%)
(a)	Strongly Agree (5)	12	12
(b)	Agree (4)	62	62
©	Neither agree nor disagree (3)	17	17
(d)	Disagree (2)	8	8
(e)	Strongly disagree (1)	1	1
	Total	100	100

Analysis: From the graph, majority of the respondents agree that they had been given adequate time and opportunity to implement in their work whatever they learn in training. But lower level totally do not agree stating that they are uploaded by pending works and do not get opportunities to implement their learning in trainings.

**TABLE 7.** Training has increased your commitment towards the organization

S. No.	Response Category	No. of response	Percentage (%)
(a)	Strongly Agree (5)	25	25
(b)	Agree (4)	55	55
(c)	Neither agree nor disagree (3)	16	16
(d)	Disagree (2)	2	2
(e)	Strongly disagree (1)	2	2
	Total	100	100

Analysis: Satisfaction of learning is most important factor in training programme. It plays a major role in employees' growth and development and commitment towards the job. In my study most of the employees agreed that training and development programs make them more loyal and committed towards the organization.

**TABLE 8.** Employees are sponsored for training programmes on the basis of carefully identified Developmental needs.

S. No.	Response Category	No. of response	Percentage (%)
(a)	Strongly Agree (5)	8	8
(b)	Agree (4)	31	31
(c)	Neither agree nor disagree (3)	37	37
(d)	Disagree (2)	18	18
(e)	Strongly disagree (1)	6	6
	Total	100	100

Analysis: From the above graph, it is clear that 1/3<sup>rd</sup> of the respondents feel that employees are not carefully identified for developmental needs and most of the respondents didn't have any view regarding it. But top level employees agree that employees are carefully identified developmental needs.

**TABLE 9.** Your feedback is considered for further improvement of the training program you attended.

S. No.	Response Category	No. of response	Percentage (%)
(a)	Strongly Agree (5)	10	10
(b)	Agree (4)	31	31
(c)	Neither agree nor disagree (3)	45	45
(d)	Disagree (2)	12	12
(e)	Strongly disagree (1)	2	2
	Total	100	100

Analysis: From the above graph, it is found that feedback is not taken so much seriously. Higher level employees had given strong reaction on it and were in complete disagreement with the above statement and didn't know much about feedback is implemented for improvement in training programs.

**TABLE 10.** Training actually boosts up your morale.

S. No.	Response Category	No. of response	Percentage (%)
(a)	Strongly Agree (5)	25	25
(b)	Agree (4)	59	59
(c)	Neither agree nor disagree (3)	14	14
(d)	Disagree (2)	2	2
(e)	Strongly disagree (1)	0	0
	Total	100	100

Analysis: From the above graph, it is clear that majority of respondents feel that training actually boosts up their morale. And they become more confident and ready to handle any higher responsibility.

**TABLE 11.** Training helps in increasing your productivity and performance.

S. No.	Response Category	No. of response	Percentage (%)
(a)	Strongly Agree (5)	31	31
(b)	Agree (4)	57	57
(c)	Neither agree nor disagree (3)	10	10
(d)	Disagree (2)	2	2
(e)	Strongly disagree (1)	0	0
	Total	100	100

Analysis: As the result shows majority of employee agree to fact that Training helps them to work effectively and hence increase the productivity. Based on this we can say that, Training program helps the employee to work effectively and hence helps to increase in better performance of their company. It was observed that the top management at thehead quarters is motivated to improve company's performance to achieve the

organizational effectiveness and in particular to make work culture more open. The employees hold positive attitude towards training. Many of those sampled feel: Training is imparting of skills to an employee to increase the proficiency in a particular job. Training seeks to modify employees' behaviour and attitude, induces a sense of belongingness in the employees which benefits the organization at large and improves organizational effectiveness. Training boosts up an employee's morale which leads to better performance and productivity. It enhances the commitment of an employee to the organization and thus decreases attrition rate. Training is a must and should be according to one's job. The trainee has to know vision and mission of the organization. Only 50% of employees are aware about the vision and mission of L.G. INDIA when being selected for training. Training is given to employees by recognizing their area of deficiency. No training is imparted to the employees on the basis of giving promotion upon completion. The Return of investment made on the training and activity are not measured properly. Employees are feeling that the return on investment made for training is more than the expected gain. During the interaction a few sources of dissatisfaction amongst the employee was discovered which is reflected in the light of their suggestions. The major and foremost problem is that there seems to be a missing communication link between the top management and the employees. Hence there is a strong need for creating a conducive work culture characterized by two way communication channels. Training should be need based. Also after training new skills acquired by the employee should be put to appropriate use. There should be a proper feel of all types of training imparted. The training should be given on the basis of the job requirement be it behavioral or job specific. Training should be job oriented and should be at regular intervals. Training should be compulsory and should be on a yearly pattern. Training should be more technical and more work related. Training must be link to individual career development plan. Training evaluation and effectiveness monitoring. Training should be more structured. Feedback should be taken from the trainee. The benefit of the training to the organization to be measured/evaluated. More training on personality development and coping with work pressure should be conducted rather than trainings on theoretical subjects/topics. The identification of training needs and placing right man at right place after training is very much importance. After the training, there should be a test to evaluate the involvement of the trainee during course of the training. 75% training by planned intervention of management required, 25% training by individual choice should be more. Long duration training should be divided into smaller modules of one week each with enough time for practical/labs and implementation. Employees consider maintaining the people trained in specialized field in relevant assignments. Senior employees give their regards to UNNATI PRAYAS and SUPPER UNNATI PRAYAS programs about the career development. Training related to new change of policies should be given time to time as and when new things come. Suitable training to persons performing specific tasks and not just for namesake. Implement online T& D module for maximizing returns on investment made through trainings.

### **3. CONCLUSION**

The detailed analysis of the data in light of findings observations leads us to the following conclusion: • The human resource executives should be exposed to lot of management programs More experienced and senior executive should be involved in training sessions and for experience sharing sessions Support and motivation should be taken by senior for the juniors. Employee feels the lack of adequate upward communication system. Means communication barrier that seems to exist between top level executives and lower level employees. The employees should aware about the criteria for selection and they should aware about the vision and mission of the organization when being selected for training programs. Training should be more relevant to the job and need contribute to trainee's knowledge to the fullest extent. Training also to impart to the employee based on giving promotion, not just only for the employees who are found inefficient. This helps in motivating the employees and maintains the effectiveness of training.

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