

THE IMPACT OF TRAINING AND DEVELOPMENT ON ORGANIZATIONAL PERFORMANCE IN SHIPPING AGENCIES WITH REFERENCE TO THOOTHUKUDI DISTRICT

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ABSTRACT

Training is the process of helping a person increases his efficiency and effectiveness at work by enhancing and updating his professional knowledge, developing his personal skills applicable to his work, and cultivating in him appropriate behavior and attitude towards his work and the people he is working with. Development takes place as a result of training and generally entails growth plus change. Thus, training and development go hand in hand. The main aim is to gain a thorough understanding of the procedure for identifying, utilizing, and developing human capital for the benefit of the person and the organization in today's highly dynamic and cutthroat business environment and examination of how training and development affect organizational performance. This thesis work's topic focuses on how employee training and development affect organizational performance. It was motivated by the observation that some businesses don't seem to care about enhancing employees' abilities but instead frown upon and penalize any flaws they display. Data has been collected from 120 respondents from the study area. Convenience sampling method is used while selecting the samples. The purpose of this paper is to study the impact of training and development on organizational performance in shipping agencies with reference to Thoothukudi district.

Keywords: Training, Professional, Human capital, Business environment and Organizational performance.

INTRODUCTION

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 of employees is a costly activity as it requires a lot quality inputs from trainers as well as employees. But it is essential that the company revises its goals and efficiencies with the changing environment.

STATEMENT OF THE PROBLEM

Now a day's training is the most important factor in the business world because training increases the efficiency and the effectiveness of both employees and the organization. The employee performance depends on various factors. But the most important factor of employee performance is training. The researcher saw conflict in workplaces as a result of employees' low performance in various areas. Some of these individuals' flaws are frequently not properly addressed, leading to punishments, demotions, transfers, or dismissals that instead lead to tense workplace relationships. The researcher develops an interest in learning how seriously businesses take training and the consequences it has on output.

REVIEW OF LITERATURE

- **Noe & Hollenbeck (2019)**, Training is consisting of an organization's planned efforts to help employees acquire job-related knowledge, skills, abilities, and behaviors, with the goal of applying on the job.
- **Prasadi Siriwardena (2019)** Treating the human resource of a company as the most valuable asset is considered as a competitive advantage in the contemporary business environment. Although many organizations provide training opportunities for their employees, it is an issue how considerate the management is in addressing the exact training needs of their workforce, which directly affect the performance of the employees.

OBJECTIVES OF THE STUDY

- To study the demographic profile of the respondents in shipping company.
- To find out the criteria implemented by the Company to Select Employees for Training.
- To analyze the types of training that is provided to the employees.

RESEARCH METHODOLOGY

Research methodology is a way to systematically solve the problem. It is a science of studying how research is done scientifically. Essentially; it is the procedure by which the researcher goes about their work of describing, evaluating and predicting phenomenon. It aims to give the work plan of research. It provides training in choosing methods materials, scientific tools and techniques relevant solution of the problem.

- **COLLECTION OF DATA:**

In special science there are two outstanding research methods

- ✓ **PRIMARY DATA**

The primary data were collected personally by approaching the employees who are working in the shipping company by using questionnaire method.

- ✓ **SECONDARY DATA**

The secondary data has been collected through reports, books, journals, periodicals, newspaper, articles, and websites.

- **SAMPLE SIZE:**

As far as the study concerned, the researcher selected 120 respondents for this research.

- ❖ **SAMPLING TECHNIQUE:**

Convenience sampling method is used while selecting the samples.

ANALYSIS AND INTERPRETATION OF DATA

DEMOGRAPHIC PROFILE OF THE RESPONDENTS:

Demographic factors are personal characteristics which are used to evaluate the data on people in a given population. In this study a set of personal characteristics namely age, gender, marital status, residential area and type of family of the 120 respondents have been presented in this table.

TABLE 1

DEMOGRAPHIC PROFILE OF THE RESPONDENTS

Category	Options	No of Respondents	Percentage
Age	20-25	73	14
	26-30	17	61
	30-35	10	8
	35-40	10	8
	Above 40	10	8
	Total	120	100
Gender	Male	85	71
	Female	35	29
	Total	120	100
Marital status	Married	42	35
	Unmarried	78	65

	Total	120	100
Monthly Income	Below 10000	13	11
	10000-30000	59	49
	30000-50000	31	26
	Above 50000	17	14
	Total	120	100
Residential area	Urban	34	28
	Rural	86	72
	Total	120	100

Source: Primary Data

From the above table, it shows that, 61 per cent respondents were from the age group 26-30 years, Gender of the respondents indicates that 71 per cent are males. Majority of the respondents were unmarried which constitute 65 per cent of its total. The income of majority (49 per cent) of the respondent's range between 10000-30000 per month. 72 percent of the respondents were belonging to rural area

TABLE 2
CRITERIA USED BY THE COMPANY TO SELECT TRAINEES

S.No	Criteria used by the company to select trainees	Garrett Score	Rank
1	On joining the company	96.61	II
2	Supervisors recommendation	97.01	I
3	Compulsory for all employees	95.72	V
4	Based on competition	96.45	III
5	I don't know	96.18	IV

Source: Primary Data

From the above table shows the Criteria used by the company to select trainees using Garrett scores. The first rank stands for "Supervisors recommendation", since it has the highest score of 97.01, followed by second rank is for "On joining the company", with a score of 96.61. The third criteria were "Based on competition" with a score of 96.45. "I don't know" was ranked fourth with a score of 96.18 and least rank is for "Compulsory for all employees" with a score of 95.72 respectively.

TABLE 3
TYPES OF TRAININGS OFFERED TO EMPLOYEES

S no	Types of training	Garrett Score	Rank
1	Orientation training	53.31	II
2	On boarding training	46.63	VI
3	Technical skills training	49.69	V
4	Soft skills training	45.18	VII
5	Product or service training	54.57	I
6	Compliance training	52.28	III
7	Franchise training	50.32	IV

Source: Primary Data

From the above table shows the types of trainings offered to employees using Garrett scores. The first rank stands for “Product or service training” since it has the highest score of 54.57, followed by second rank is for “Orientation training” with a score of 53.31. The third rank stands for “Compliance training” with a score of 52.28. “Franchise training” was ranked fourth, with a score of 50.32, followed by “Technical skills training” was ranked as fifth with a score of 49.69. Sixth rank is for “On boarding training” with a mean score of 46.63 and least tank is for “Soft skills training” with a mean score of 45.18 respectively.

FINDINGS

After the analysis and interpretation of the data these are the following findings were emerged:

- Most of the respondents were belongs to the age group of 26-30 years.
- Most of the respondents were male
- 65 per cent of the respondents were unmarried
- Most of the respondents have an income level between 10000-30000
- 72 percent of the respondents were belonging to rural area.
- Criteria used by the company to select trainees using Garrett scores. The first rank stands for “Supervisors recommendation”, since it has the highest score of 97.01 and least rank is for “Compulsory for all employees” with a score of 95.72 respectively.
- Types of trainings offered to employees using Garrett scores. The first rank stands for “Product or service training” since it has the highest score of 54.57 and least tank is for “Soft skills training” with a mean score of 45.18 respectively.

SUGGESTIONS

- ✓ The policies on training and development should be straightforward, clear, and objective in order for training to play a beneficial role in the business. They should also be shared with trainees.
- ✓ To increase employee awareness and comprehension of the annual company plan and objectives, the employer should require all employees to participate in training sessions.
- ✓ Employees need to understand the value of training and development initiatives to advance their professional competence.
- ✓ To improve their skills and expertise, staff members should actively and passionately participate in training and development programs.

CONCLUSION

It concluded that employees are the company's most significant asset because they are accountable for improving customer happiness and the standard of the goods and services they provide. They couldn't perform their jobs to the best of their abilities without the right training and growth opportunities. Because they are more satisfied with their work, employees who are completely capable of carrying out their assigned tasks tend to stay in their positions longer. Development and training are essential tools employed to encourage workers to become more effective, productive, satisfied, motivated, and innovative at work as well as to enhance their performance. The firm can improve its competitive position in the current global market by identifying the appropriate learning opportunities for its personnel.

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