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# A study on Training and Development in Dairy Industry

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ABSTRACT:

 Aim/purpose:  This article aims to investigate the training and development initiatives followed by the company, focusing on understanding the programs implemented and the process of training need assessment. It investigates the usefulness of the training programs in improving employee skills and performance. The main objective of this study is to evaluate training outcomes and the measurement of their impact on organizational goals. Furthermore, it evaluates employee perception and feedback on training programs, detaching light on areas for development and refinement. Through the collection of data from various sources, including surveys, interviews and performance metrics, this study offers essential insights into optimal approaches for designing, implementing and evaluating training and development initiatives within organizations. These efforts can lead to enhanced employee satisfaction and organizational growth and success.

Key words: Training and development, interviews and performance metrics

## 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.

## REVIEW OF LITERATURE:

[1]A skilled workforce is essential for producing high quality construction work, efficiently and effectively. This paper is formulated to improve the understanding and knowledge surrounding the skill shortage currently being faced within the UK, and the significant impact it is having on quality management.  Because employees' positive attitudes and behaviours are important to ensure organizational performance, organizations attempt to carry out human resource practices to shape these attitudes and behaviours[2]. Transformation and involvement from every organizational function are essential in creating a diverse and inclusive workplace. The paper explores the role of training and development (T&D) interventions in building a diverse and inclusive workplace. [2]This study found that there is a moral positive impact of the training and development strategy in achieving excellence in knowledge by applying to the Ministry of Works, Municipal Affairs and Urban Planning of the Kingdom of Bahrain. In a world that is becoming more complex and changing more quickly than ever before, institutions face many challenges that threaten their survival and the continuity of their growth and activities. [3]Teachers' role in improving the quality of the educational system is unquestionable. However, in order for teachers to fully and effectively play their role and help achieve the required educational objectives they have to be well-trained before their induction and the literature provides much evidence of this (Bozkuş, 2021). Hence, teacher pre-service training is a crucial stage in the early development of a teacher. [4]The study is focused on the impact of manpower training on staff development in Nigerian Public Service. The objectives of the study are to examine the relationship between training and organizational development and investigate the influence of training on organizational development. The study adopted survey method.  [5]The purpose of this study is to determine if teacher professional competence may be increased via education and training. A random lottery was employed to choose a sample of 100 instructors for this study. Data analysis and data visualization are provided through summaries and formulations in numerical form since descriptive statistical methods were used to process the data collected through surveys and document studies. [6]The present study explores the primary characteristics of employee training practices by way of analysing the employee training policies of the top two companies with the highest sales revenue in Türkiye. The primary characteristics of employee training practices are examined within the scope of the corporate employee training activities and the practices to cope with the challenges in the organization of employee training.

[7]The study explores enhancing future preschool teachers' training by developing soft skills through information and communication technologies. A proprietary method was devised, incorporating Mentimeter, Kahoot, and other digital tools across three stages. Evaluation employed J. Phillips' model and various coefficients. [8]Through qualitative data from interviews and focus groups, the research seeks to explore subjective challenges, including individual perspectives, governance and structural factors. Various variables affect policy implementation at different levels. On the micro level, actor motivations like personal goals and financial incentives are crucial for policy design. Regional governance levels grapple with coordination difficulties that impact programme implementation. [9] In addition to their competitive position, organizations will benefit from training and development at different levels. They will react effectively to changes and the latest unpredictable external factors in the industry (Beaver & Hutchings, 2005). [10]   Is the systematic development of knowledge, skills and attitudes required by an individual to perform adequately a given task or job. Training and development is defined as a process of systematically developing work-related knowledge and expertise in people for the purpose of improving performance". that achieving The Progress Theory was developed by Teresa Amabile and Steven Kramer. They determined consistent, small wins was the biggest indicator of a rich inner work life. This rich inner work life, in turn, enables people to be more productive, more engaged, and more creative in the work that they do

## OBJECTIVES OF THE STUDY:

1. To know the training and development programs followed by Company.
2. To know the training needs assessment process.
3. To measure the effectiveness of training programs.
4. To find out the opinions of the employees regarding to training   programs.

## NEED OF THE STUDY:

Employee training & development programs are essential to the success of businesses worldwide. Not only do these programs offer opportunities for staff to improve their skills, but also for employers to enhance employee productivity and improve company culture.

 Employee training & development programs are critical for enhancing employee performance. In fact, a 2019 report published in The International Journal of Business and Management Research indicates that 90% of employees surveyed agreed or strongly agreed that training and development programs improved their job performance.

## SCOPE OF THE STUDY:

Training plays a vital role in determines the efficiency of the establishment increase in productivity is possible only when there is an increase in quality of output. It applies not only to new employees but also for experienced people as well as. It can help employees to increase their levels of performance on their present job assignment

## RESEARCH METHODOLOGY AND DESIGN:

In this study of the 'Employee training & development', the Sampling technique is 'Simple random sampling'.

A Simple random sampling is a randomly selected 120 of a population . In this sampling method , each member of the population has an equal chance of being selected

**Data Sources:**

A data source is the origin or location from which data is collected or obtained for a specific purpose or study. It is the location where data is kept, created, or made available for use.

 I collected the data in two ways.

**Primary Data**: I collected the Primary data is within the organization which is provided by the workers in that organization and this information is also known as "First-hand information".  I conducted the questionnaire and interview to the people.

**Secondary**                                                                                                                                                                           **Data:**

      collected the information about the employee training & development levels in that organization through the various methods like, newspaper and magazines. This   data can be also known as "Second hand information".

**Statement of the Problem:**

    The study is conducted to assess the Employee training &development needs of the employees in the organization. There is a significant rise in remote work culture and training problems will get worse if fail to innovate training strategies. Employee disengagement, frustration, and productivity hamper are training issues that might be occurred.

**statistical tools:**

The Statistical method I used in Employee training & development is "PERCENTAGE METHOD".

**Percentage Method:**

Research questions are always answered with a descriptive statistic: generally, either percentage or mean. Percentage is appropriate when it is important to know how many of the participants gave a particular answer.

Formula:

                    No of respondents

Percentage = --------------------------------------------- x 100

             Total No of respondents

## DATA ANALYSIS AND INTERPRETATIONS:

1. **Is the training and development program followed by the company?**

Employee Training and development is an ongoing process where companies help or train their employees acquire the knowledge and skills needed to perform better at their job roles as well as reach their full potential and give their best performance.

**Table:** Distribution of respondents based on the training and development program followed by the company

| options | Respondents | Percentage(%) |
|---------|-------------|---------------|
| Yes | 100 | 83.33% |
| No | 20 | 16.66% |
| Total | 120 | 100% |

**Graphical representation of Distribution of respondents based on the training and development program followed by the company**



**Interpretation:**

From the above graphical representation, it represents the dairy training and development program followed by the company Here, in this survey they are 120 respondents included and the most of the respondents 100 (83.33%) are given their responses as positively, 20(16.66%) of the respondents are their responses as negatively.

**Inference:** The out 120 respondents included and the most of the respondents 100 (83.33%) are given their responses as positively with regarding the training and development is followed by company

2. **Where you received the training and development program?**

The training and development program you received can potentially be from various sources such as universities, colleges, professional organizations, online platforms or even self-directed. Without more specific information, it is difficult to accurately determine where you received the program. If you could provide additional details, I would be happy to assist further.

**Table: Distribution of respondents based on the received the training and development     program**

| Options | Respondents | Percentage(%) |
|---------|-------------|---------------|
| On-the-job | 50 | 41.66% |
| Off-the-job | 50 | 41.66% |
| Both | 20 | 16.66% |
| Total | 120 | 100% |

**Graphical representation of Distribution of respondents based on received the training and development program**

**Interpretation:**    From the above graphical representation, it shows that the 120 respondents are receiving training and development. 50 (41.66%) of the respondents are receiving training and development in the method of on-the-job. As well as 50 (41.66%) of the respondents are receiving training and development in the both methods the method of off-the job.

**Inference**: The out 120 respondents are receiving training and development in 50 (41.66%) of the respondents are receiving training and development in the method of on-the-job. As well as 50 (41.66%) of the respondents are receiving training and development in the both methods the method of off-the job.

3.    **Have you held any job before joining in this organization?**

The opportunity for growth and advancement. Employees are eager to learn new skills and take on new challenges. It leads to taking of responsible for a work of an organization.

**Table: Distribution of respondents based on the held any job before joining in this organization**

| options | respondents | Percentage(%) |
|---|---|---|
| Yes | 71 | 59.1% |
| No | 49 | 40.83% |
| Total | 120 | 100% |

**Graphical representation of Distribution of respondents based on held any job before joining in this organization?**



**Interpretation:**

From the above graphical representation, it descripts about having the work experience of an employees it before joining in this company. 71 (59.1%) of the respondents having the work experience before of the joining in this company. The 49 (40.83%) of respondents having no experience at before joining in this organization.

**Inference:** The out 120 respondents' majority 71 (59.1%) of the respondents are having the work experience of an employees it before joining in this company.
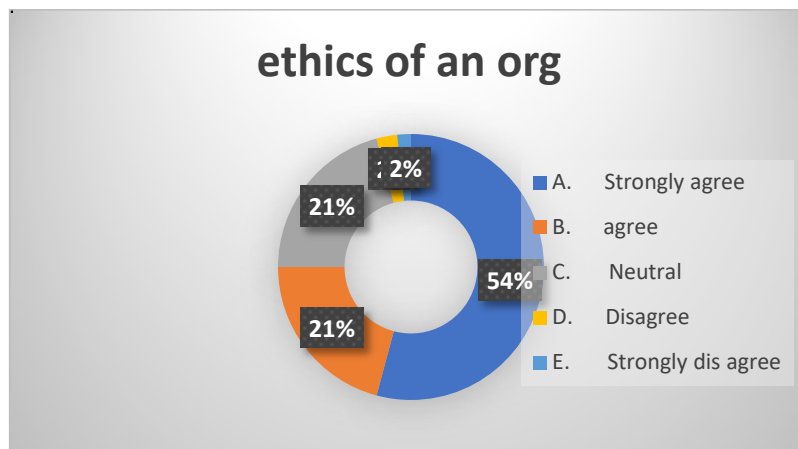
4.    **Training and development programs are the part of organizational ethics do you agree?**

Training and development programs are an important part of organizational ethics and are designed to help employees learn and grow professionally while also benefiting the company. These programs typically involve ongoing education, skills development, and online courses that help employees build the knowledge and skills they need to succeed in their roles and advance their careers.

**Table: Distribution of respondents based on the training and development programs are the part of organizational ethics**

| options | Respondents | Percentage (%) |
|---|---|---|
| Strongly agree | 65 | 54.1% |
| agree | 25 | 20.8% |
| Neutral | 25 | 20.8% |
| Disagree | 3 | 2.5% |
| Strongly dis agree | 2 | 1.66% |
| Total | 120 | 100% |

**Graphical representation of training and development programs are the part of organizational ethics.**



**Interpretation:**

From the above graphical representation, it descripts about the Training and development programs are the part of organizational ethics. Here in this survey, they are 120 respondents are included. The most 90(78.1%)of the respondents are given their responses as satisfied, 25(20.5%) of the respondents are satisfied, as well as the 5(4.1%) of the respondents are dissatisfied.

**Inference**: The out of 120 respondents the most 90(78.1%) of the respondents are given their responses as satisfied

**5.    Did you attend any training program provided by the organization?**

A training program is a structured plan designed to help individuals acquire new skills or knowledge. It typically involves a series of sessions or modules that cover specific topics and provide opportunities for practice and feedback. Training programs can be offered in various settings, such as schools, universities, workplaces, or community centers.

**Table: Distribution of respondents based on the attend any training program provided by the organization**

| Options | Respondents | Percentage (%) |
|---|---|---|
| Yes | 89 | 74.1% |
| No | 31 | 25.8% |
| Total | 120 | 100% |

**Graphical representation of Distribution of respondents based on the attend any training program provided by the organization**

**Interpretation:**

From the above Graphical representation, it descripts about the employees are attend any training program provided by the organization. Here they are 120 respondents are included in this survey and this survey about the training program is conducted by the company or not the most 89(74.1%) of the respondents are given their responses they attending the training program. 31(25.8%) of the respondents are not attend the training program.

**Inference**: the out 120 respondents the most 89(74.1%) of the respondents are given their responses they attending the training program

**Findings:**

The analysis shows that 50% of respondent's income level is between 10000-15000 per month.

From the findings it is inferred that majority of respondents are enhanced their skills and to accomplish the objective of the company.

Majority of the respondents are satisfied with rules and regulations of the company

Most of the respondents agreed that their supervisors give useful feedback to improve employee performances.

The analysis shows that majority of the respondent's main aspect is salary.

**SUGGESTION:**

It is suggested to take steps to develop the advanced training methods to the employees for good performance. It will help to improve the Employee talent and acquisition.

The organization should improve medical and welfare facilities.

**CONCLUSION:**

After completing the study. It is clear organization consider the training and development level of their employees. However, if the management focuses more on the areas like training structure and decentralization, the organization can set the best standards to the employees in human resource practices in the industry.

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