

Continuous Education, Training and Development

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ABSTRACT

The purpose of this paper is to give a clear view of continuous education of employees, how employees education, training and development is important for the overall growth of the individuals as well as the organisation. The paper also focuses on how training and development develops an individuals and what benefit does it reap in the long run to the organisation. Elements of training and development practices are also focused on. The implementation of continuous development has evolved the individuals to a great extent and hence, acts as a driving and main assets to the organisation. Various techniques and methods followed by the business organisations are also focused on. Questionnaire method is adopted for the collection of data. Though there are innumerable advantages that continuous education reaps to the organisation, but here I'll be focusing on the disadvantages as well.

CHAPTER 1

INTRODUCTION

To run an organisation whether big or small, it will require human resource. Human resource are the main asset to the firm. But hiring the employees is not the only task of any organisation but their retention, motivation and continuous development is also a duty of the firm. Continuous education, training and development of the employees is taken care of by the Human Resource Department. These activities are generally conducted by the department for betterment of the individuals, which would reap the benefits in the long run to the organisation. Continuous education enables the growth of the individuals not only in the short run but also in the long run. Training is given to the employees for its growth in the current business activity performance however, development activities is carried for the overall growth of the individuals in the long run. With the advancement in technology and growth in the market, people have come so closer to each other. There is a continuous need among individuals to grow and learn so as to gain competitive advantage. Through once the employees are hired that necessarily doesn't always lead to their greater performances but one needs to train themselves for better technical capabilities, skills, knowledge and vision for a positive approach towards their work. Here, in this development activity the main focus is on the employees as they are the main driving force to the organisation and their growth would ultimately lead to the growth of the individuals in the long run.

Though the individuals are qualified and educated enough to be appointed in the firm but still they lack technical skills to perform the requisite skills. This is where continuous education, training and development is essential for the firm. These training and development activities not only improve the performances of the employees but also motivates them and make them feel valued towards the organisation. Training programme may not be same for any organisation. It may differ from organisation to organisation depending on a number of factors such as investment made by the firm, external environment, skills of the existing employees and many more. There are a number of steps which must be followed by the firm for the development of the employees.

So as to ensure proper long term standing and competitive advantage in the market, the firm must focus towards employee's satisfaction and retention. Employee development and training is such a critical activity that its proper implementation may lead to the proper achievement of organisational objective.

CONTINUOUS EDUCATION

Continuous education is basically an opportunity given to the employees by the company so as to ensure lifetime learning so as to enhance their skills. This in turn increases the performances of the employees and increases the productivity of the organisation. This continuous education scheme proves to be a win-win situation for both the employers and the employees. This is generally funded by the organisation or at times, incentives are provided by the firm to the employees. There are a number of techniques one can continuously educate themselves. some of them are as follows:

- Online classes
- In house classes.
- Flexi work hours so as to ensure classroom learning.

TRAINING AND DEVELOPMENT PROGRAMME

These programmes are generally conducted to improve employee competencies. These learning experiences are provided through a number of means to the employees of the organisation so as to bring a desired behavioural changes in them. It is also known as employee development. Here, the employees are helped to sharpen their technical knowledge and to improve their general capabilities for better performances in present and future roles.

FEATURES OF TRAINING AND DEVELOPMENT

- It is a continuous and systematic process.
- It is an interdisciplinary approach. It is based on a number of subjects.
- It focuses on both micro and macro level.
- It is an employee oriented approach. Major focus is on employee and their development.
- The main focus is to ensure a lifelong change in attitude and behaviour of the employee.

IMPORTANCE OF CONTINUOUS EDUCATION, TRAINING AND DEVELOPMENT.

- It improves the communication skills of the employees in the organisation. They are in a better position to present their view points and communicate easily.
- Improved employee's capabilities- employee's skills are sharpened and they perform their duties more efficiently and effectively. Training enables them to understand their jobs, responsibilities properly and in turn build up their motivation.
- Satisfaction and motivation level of the employee increases- it makes the employees feel at home. They feel as if they are valued in the organisation and are motivated to work towards the organisation

- Human resource planning and control becomes much easier as the raw data is available.
- Trust and openness develops among the employees which in turn develops rational skills among them.
- Increased productivity- the productivity of the employee is increased and hence, the organisation benefits at the end.
- Since, the employees feel at home, they are much more retained to the organisation
- Due to proper training better coordination and cooperation is developed among the employees, a good teamwork is built among the employees.
- There is a healthy working environment in the organisation.
- Enhanced utilisation of human resource of the organisation

TRAINING AND DEVELOPMENT PROCESS

Training process comprises of 5 steps which are as follows:

- Training need analysis- Top management must analyse the need of training in the organisation. There a number of ways through which the training need can be analysed whether it be at strategic level or organisational or individual level.
- Designing the training programme- setting the objective is the first stage in programme development then a proper atmosphere must be build up for imparting training to the employees. Their previous learning must be reinforced and many more.
- Developing the training programme- the training programme must be properly developed. Proper content and materials must be developed hereby. Any another instruments required for training must also be developed.
- Implementing the training programme- there are two methods of providing training to the employees of the organisation and they are on the job and off the job training method. Organisation must choose one as per the need and situation in which the organisation prevails.
- Evaluation- once the training is imparted properly, the final stage is evaluation of the performance of the employees. The organisation can assess the results of the training programme through the behaviour, activity or performance of the employees and reinforce any practice if needed.

METHODS OF TRAINING

There are two methods of training and these are as follows:

- On the job method- on the job method of training are those training programmes which are adopted and provided inside the organisation and that too along with the work without actually hampering the work of the employees. Some of on the job methods of trainings are as follows:

1. Coaching
 2. Job rotation
 3. Orientation
 4. Vestibule training
 5. Apprenticeship training and many more
- Off the job method- off the job training are those trainings which are provided outside the work environment. The employees actually have to leave the work space and get the training done. This method hampers the work of the employees. Some off the job training are as follows:
 1. Lecture
 2. Case study
 3. Role playing
 4. Conferences

HOW TO INCREASE THE EFFECTIVENESS OF TRAINING PROGRAMME?

- There must be a complete support from top level management- without the support of top level management training process can't be successful enough. For the proper implementation and success of training programme, the support of top level management is a must.
- There must be keenness among the employees to develop themselves.
- Better communication among all the levels of management.
- Positive work culture and climate for proper engagement of employees.
- The employees must be motivated and encouraged enough to develop themselves to the best of their capabilities.
- Proper database must be maintained so as to keep a proper check on who needs training and development.
- Proper review and feedback system must be maintained.
- There must be transparency in the training programme and each employee undergoing training must be provided clear information and their progress report.

CHAPTER 2

LITERATURE REVIEW

Training and Development Program and its Benefits to Employee and Organization: A Conceptual Study
-Khawaja Jehanzeb, Dr. Nadeem Ahmed Bashir

This paper focuses on how employee development programmes enables a company to cope up with the growing competition in the market. Components of training and development programs and what benefits does it reap at individual and organisational level is also focused on. Not only implementation of the training program is essential but its proper evaluation and updations is also important.

CONTINUING EDUCATION AND DEVELOPMENT OF EMPLOYEES IN ENTERPRISES

-M. SIRKOVÁ V. ALI TAHA I M. FERENCOVÁ

This paper states forth how continuing education is important for the employees. The various tools, techniques, forms and methods are also focused on. Not only the advantages but its disadvantages are also focused on. Various tools like descriptive and inferential statistical methods – Pearson correlation coefficient and t-tests for the analysis of data. Various methods through which these programmes can be improved are also focused on.

THE IMPACT OF TRAINING AND DEVELOPMENT ON ORGANIZATIONAL PERFORMANCE.

Case study: National Financial Credit Bank Kamba.

-Engetou Enga

This paper focuses on how and what training and development programmes are adopted by a firm for the development of its employee's efficiency. Various training programmes are also emphasised on. It also focuses on how training benefits the employees and its benefit to the organisation.

Role of Training & Development in an Organizational Development

-Vinesh

This paper sets forth the training and development and its benefit to the organisation. The process adopted by the firms for the proper implementation of the training process. It also focuses on the various approaches to training and development.

CHAPTER 3

LIMITATION OF THE STUDY

- The sample size has been restricted to 100. The sample size could have been increased.
- The variable taken is limited. Other variables could also had been taken into consideration.
- Some respondents were reluctant to answer or were somewhere biased with their answers.
- The time span in which the research was conducted was very brief.
- The pandemic in which the research was conducted made it difficult to reach vast section of the society.

RESEARCH PROBLEM

- With the advancement in technology, the present manpower is unable to meet the need of the hour.
- Growing anxiety among employees with the growing competitions creates a need for proper technical skills.
- More absenteeism and turnover of the employees made the organisation feel need for proper training and development to make them feel at home and motivated towards their work.

RESEARCH OBJECTIVE

- To understand what is actually training and development,
- To understand the role of training, development and continuous education for employees
- The evaluate the benefits derived from it.
- To figure out ways to improve the training and development in the organisation.

RESEARCH QUESTION

- Do you feel a need of training and development?
- Is adequate training facility provided in your organisation?
- Do you feel any improvement of training in your performance?
- What are the training facilities provided in your organisation?

RESEARCH HYPOTHESIS

- Management support
- Training style
- Attitude of the trainers and trainees.
- Environment and job related factors.

Ha1: management support has a significant impact on training and development of employees

Ho1: management support does not have a significant impact on training and development of employees

Ha2: Training style has a significant impact on training and development of employees

Ho2: Training style does not have a significant impact on training and development of employees

Ha3: Attitude of the trainers and trainees has a significant impact on training and development of employees

Ho3: Attitude of the trainers and trainees does not have a significant impact on training and development of employees.

Ha4: Environment and job related factors has a significant impact on training and development of employees

Ho4: Environment and job related factors does not have a significant impact on training and development of employees.

RESEARCH METHODOLOGY

PRIMARY DATA

Under the primary research, firstly I circulated questionnaire among the respondents. There is no any fixed category among whom the questionnaire is to be circulated. Primary data is first hand data which is basically collected for the particular purpose. It is easier to collect and much more reliable.

QUESTIONNAIRE CONSTRUCTION

The questionnaire is developed after an extensive survey of literature so as to gather information from among the respondents. The questionnaire is developed in 2 parts: the first one describes the demographic structure, the second part deals with training and development and the third part deals with its related affect.

SECONDARY DATA

On the other hand, for the secondary information, I reviewed journals, websites to analyse the behaviour of various industrial firms in response to the training and development of employees, hoe effectively it has been provided by the firms and precautions taken.

SAMPLE DESIGN

Sample is defined as "a subset of the population that is taken to be representative of the population". Proper selection of sample is important for proper generalisation of objective.

For the study we near about proposed 110 questionnaires. Out of all, 100 were fully completed and which were further taken into consideration for the study. The respondents were assured confidentiality of their information.

RESEARCH SETTING

The research has been conducted in natural, unaltered setting. Working people having different qualification were selected randomly and asked to respond to the questionnaire. However, proper confidentiality was maintained as of their name and every other information provided by them

RESPONDENTS PROFILE

Respondents were selected randomly Irrespective of qualification and background. Participants were assured about their privacy and the confidentiality of the information.

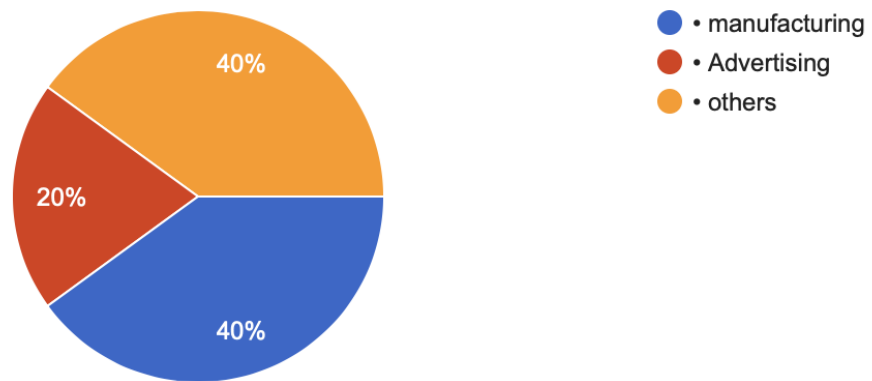
SAMPLING METHOD

A simple random probability sampling method has been adopted. This method will allow me to study random individuals at regular intervals which will help me understand the behaviour of the employees.

CHAPTER 4 FINDINGS

1. What type of company are you engaged with?

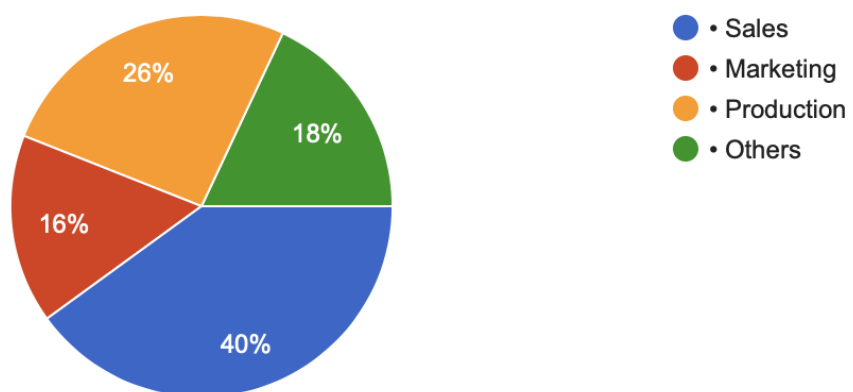
50 responses



40% of the respondents are from manufacturing sector, 20% are from advertising sector while the rest are from other sectors.

2. Which department do you work for?

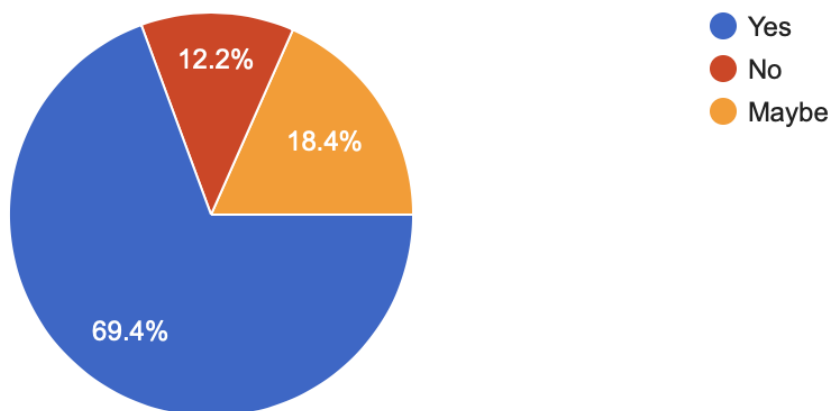
50 responses



Maximum respondents i.e. 40% are from sales department, 26% are from production department, 16% is from marketing department while the remaining respondents of 18% are from other departments.

3. Are you satisfied with your job?

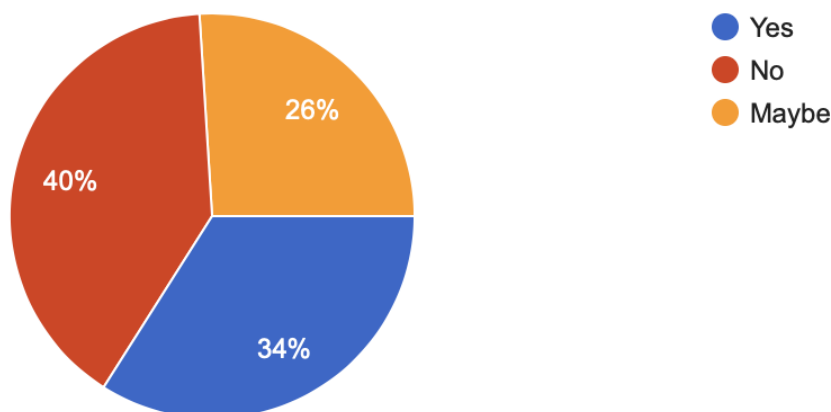
49 responses



69.9% of the respondents are satisfied from their jobs, 12.2% respondents are not satisfied with their jobs while the remaining respondents are unsure whether or not their job gives them satisfaction or not.

4. Do you face any difficult in performing your job?

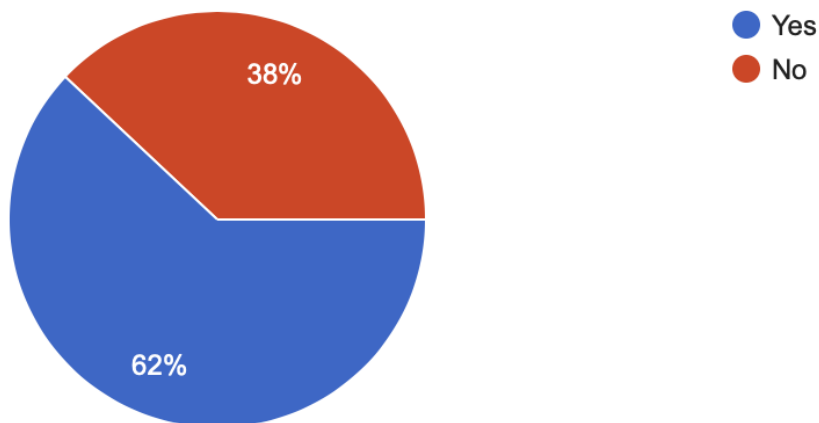
50 responses



40% i.e. majority of the respondents do not face any difficulty while performing the job, 34% of the respondents do face some kind of difficulty while performing the job and remaining are unsure about the same.

5. Do you require any assistance in performing your job?

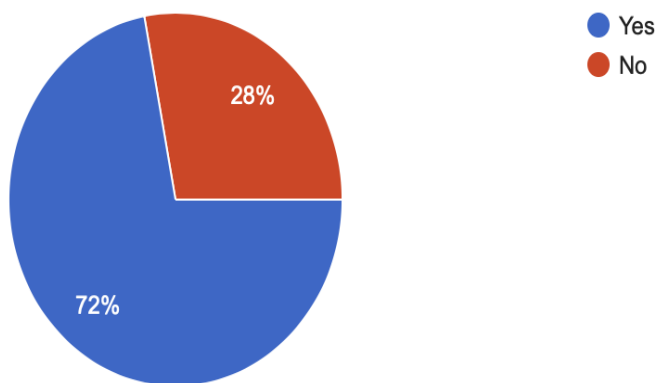
50 responses



62% i.e majority of the respondents require assistance while while performing the job while the rest do not require any assistance while performing their job.

6. Does your organisation focus on training and development needs of the employees?

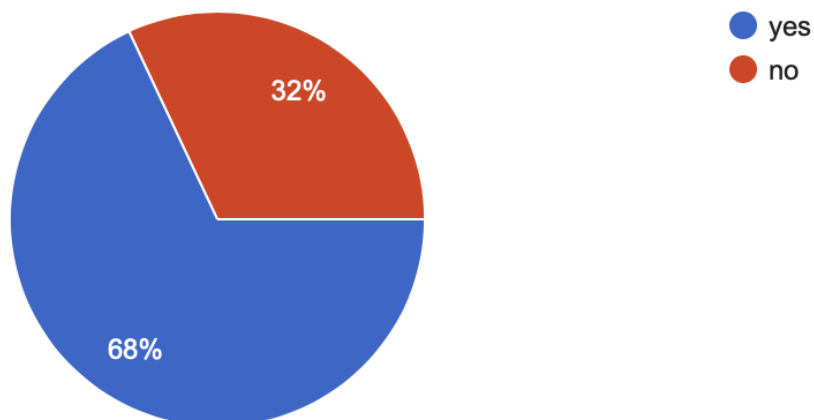
50 responses



72% of the respondents feel that their organisation focus on their training and development needs while 28% respondents feel that their training needs are ignored.

7. Is training needs of the employees identified

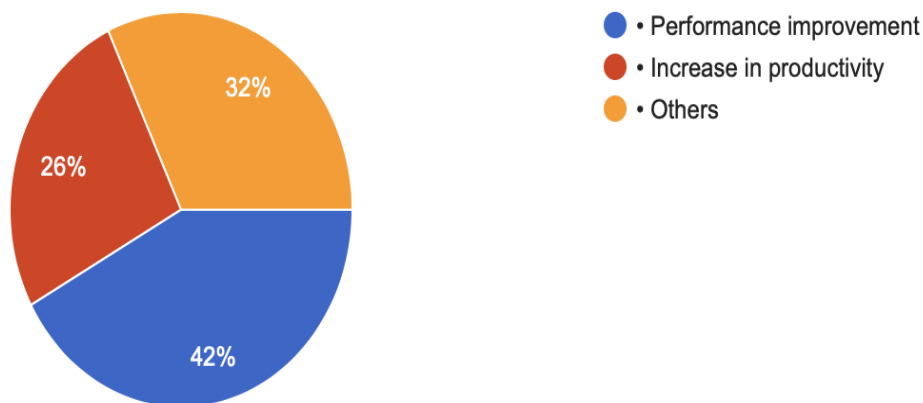
50 responses



68% respondents feel that their training needs are identified.

8. What are the objectives of the training and development in your organisation?

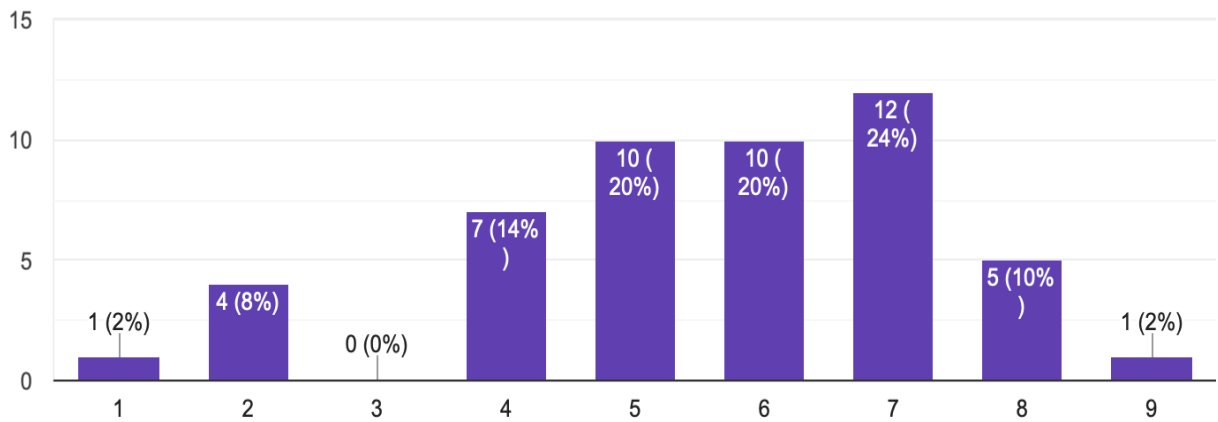
50 responses



42% of the respondents feel that training and development is with the objective of performance improvement, 26% feel it's for increasing productivity and 32% feel that their objectives are different.

9. effect of training on the organisational efficiency?

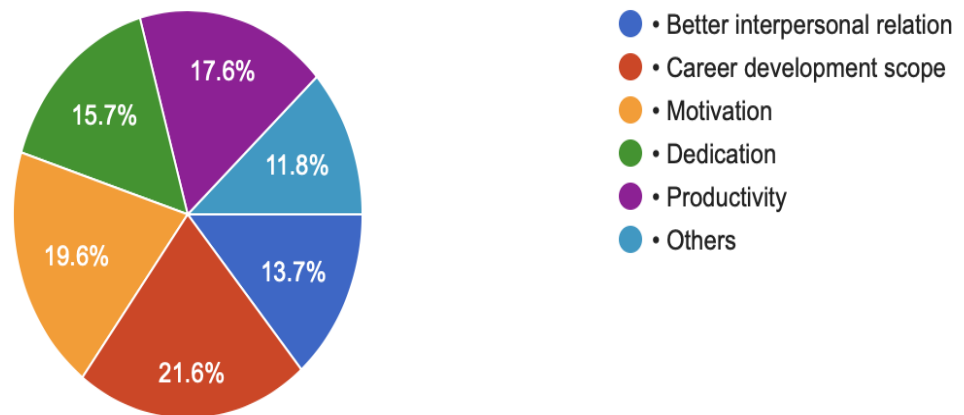
50 responses



Effect of training is majorly between average to moderate high is recognised by major portion.

10. What are the effects of training in your organisation?

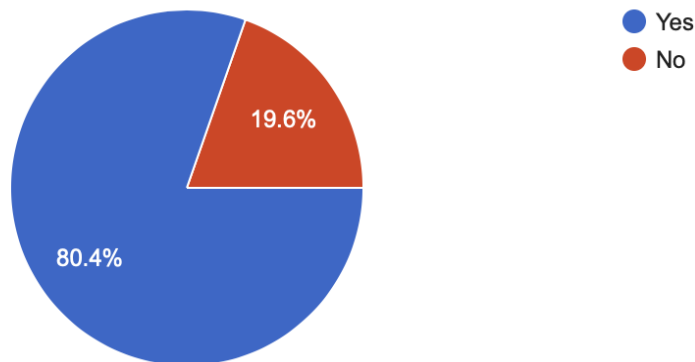
51 responses



21.6% of the respondents feel that training has given them career development scope, 19.6 being motivation, 17.6% being productivity, 15.7% for dedication, 13.7 for interpersonal relation and the remaining with other different purpose.

11. Have you ever felt the need of continuous education to improve your performance?

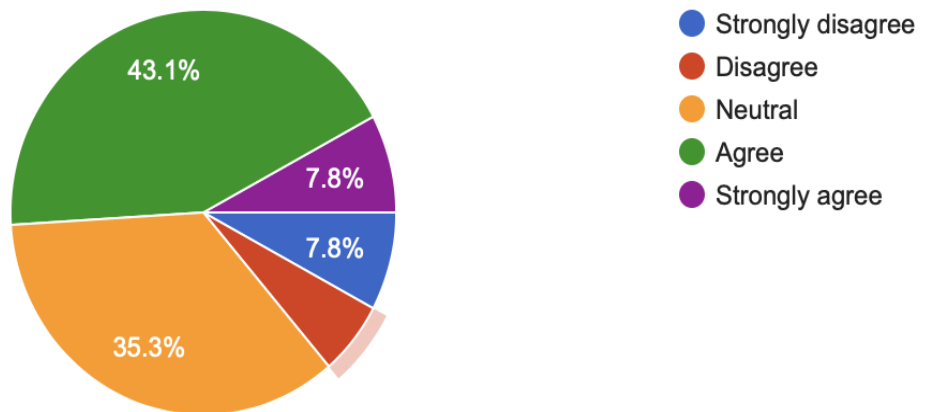
51 responses



Majorly 80.4% respondents have felt the need for continuous education so as to improve the performance in the organisation.

12. Is employee engagement necessary for proper continuous education?

51 responses



43.1% respondents feel that employee engagement is necessary for continuous education, 35.3 are neutral, 7.8% strongly agrees and disagrees for the same.

ANALYSIS

On the basis of above findings one can see that :

- Majorly 40% of the respondents are from manufacturing sector while the rest of the respondents belong to sales and different sectors.
- Focusing on the department was much important so that one can clearly know which department encourages training and development of the workers. Here, 40% respondents are engaged in sales department while the rest is occupied by marketing, production and others
- Almost 70% of the respondents are completely satisfied from their job whereas the rest are not satisfied rather unsure about the same.
- 34% of the respondents do face some kind of difficulty while performing their job which properly ascertains that they do need some kind of training and development.
- Almost 70% of the respondents feel that training must be provided and their needs are ascertained by the organisation because these days the employees are more concerned about their rights and realised the importance of training.
- Respondents gave felt that the effect of training is modally high as it has increased their productivity, morale, dedication, better inter personal relation and many more.
- People have also realised the importance of continuous education these days and the importance of employee engagement. Employees education is very much important to meet their expectations and requirements.

RECOMMENDATIONS

After studying the importance of training, development and continuous education, I have a few recommendations for the business firm which they can actually apply to the firm for the better development of the organisation, employees and the nation as a whole:

- Providing proper training and development to the employees in a fixed tenure.
- Ensuring the engagement of the employees in the training and development programme and its implementation so as to develop a sense of belongingness towards the organisation.
- In house programmes must be provided for continuous education as to ensure no stoppage in the work of the organisation as well as development of the individuals.

FUTURE SCOPE OF THE STUDY

- One can create new investigations in the field using newer techniques.
- The sample size can be further increased to make the generalisation much more relevant.
- Different statistical tools can be used to make the study more relevant.

CONCLUSION

Keeping other things aside, people have actually realised the importance of training and development in today's world. It plays a very important and drastic role in one's development and future growth. Training and development provided in the organisation not only help the individual in the performance of the job or improving the productivity but it also helps the individual in building proper inter personal relationship inside and outside the organisation which is important for his moral development. Continuous education plays a very vital role. As training is provided at one point to impart some extra skill for his technical and mechanical development or imparting a new skill to the individual but continuous education ensures that with the advancement of technology and growing dynamic environment as everything keeps on changing one can keep up with the pace and keep himself or herself updated.

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