

## A study on employees training and development on aspire holidays pvt lmt, Coimbatore

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### Abstract

It is an exploratory study based on literature review, on training programs within the hotel industry. The information gathered and discerned in this paper will explore the training needs of the employees in hotel industry and will give an insight on effectiveness of training and development in hotel industry. Since all employees need training and development no matter what industry they are in, other industries' insights may offer new perspectives to the hotel industry. Another constraint in this paper is the term training to encompass both training and development. Training is the activities that are designed to provide learners with the knowledge and skills needed for their present jobs whereas development is the learning that goes beyond today's job and has a more longterm focus. Although training and development usually go hand in hand, they differ in that training can be done by all staff, whereas development is usually undertaken by the trainee's supervisors or managers. Training also tends to be more specific while development looks more at the long-term professional goals. The trainer will teach specific skills and knowledge to the trainee in order to obtain specific goals for their present position. During the development process, staff will meet with their supervisor and or manager to discuss their strengths and weaknesses, and how to improve work performances to help expand and broaden their current career path.

## INTRODUCTION

Training and development refers to educational activities within a company created to enhance the knowledge and skills of employees while providing information and instruction on how to better perform specific tasks.

Training is a short-term reactive process meant for operatives and process while development is designed continuous pro-active process meant for executives. In training employees' aim is to develop additional skills and in development, it is to develop a total personality.

In training, the initiative is taken by the management with the objective of meeting the present need of an employee. In development, initiative is taken by the individual with the objective to meet the future need of an employee.

### **Purpose of training and development**

The reason why training is absolutely essential for any business is -

#### **Lowers Attrition**

Training is one of the best ways to value your employees. It shows them that you are as invested in their wellbeing and growth as they are in the growth as a company. Employees who are looked after will never want to look elsewhere.

#### **Prepares for upcoming challenges**

Training can be a pre-emptive step to train employees for expected/unexpected changes in the industry. In times like ours when trends change constantly under the influence of online evolution, keeping our teams prepared just makes good sense.

#### **Fosters Leadership**

There is no better way to create future leaders than to train the best bunch. This will also lead to a clear career path for employees preventing attrition and dissatisfaction. proper training and development session held for the employees. Training and development will definitely cause in increase of the employees performance. It is like a root toward a better result or success proper training and development session held for the employees.

#### **Growth of the company**

Any company dedicated to training its workforce will only prosper and move forward. The employees are a major part of a company's assets and taking care of them will mean taking care of the organisation.

### **Benefits of training and development**

- The benefits of training and development are -
- Employee training and development increases job satisfaction and morale among employees
- Reduces employee turnover
- Increases employee motivation
- Increases efficiencies in processes, resulting in financial gain
- Increases capacity to adopt new technologies and methods
- Increases innovation in strategies and products

### **Best practice for training and development of employees**

Some of the best practices for training and development of employees are -

**Align training with management's operating goals** - Management always has operating goals like better performance, productivity, quality, or customer satisfaction, to name a few. Once you know the goals, you can design targeted programs.

**Survey your employees first** - The best source of information about organisational performance and needs are the current employees. They know a lot about what's going on and what, if anything should be changed.

**Consider different learning styles and methods** - While creating learning content and courses for your L&D staff, keep in mind that they'll each have different learning styles and methods too, the same way the rest of the employees do. Make sure you have learning materials available for each type of learning style.

**Measure results** - Successful companies measure outcomes to make sure they continue to get the biggest bang for their buck.

Training constitutes a basic concept in human resource development. It is concerned with developing a particular skill to a desired standard by instruction and practice. Training is a highly useful tool that can bring an employee into a position where they can do their job correctly, effectively, and conscientiously. Training is the act of increasing the knowledge and skill of an employee for doing a particular job. Training is teaching, or developing in oneself or others, any skills and knowledge that relate to specific useful competencies. In addition to the basic training required for a trade, occupation or profession observers of the labor-market recognize as of 2008 the need to continue training beyond initial qualifications: to maintain, upgrade and update skills throughout working life. People within many professions and occupations may refer to this sort of training as professional development.

Employees training and development is one of the major issuing topics now a day because this helps the organization in number of ways. The daily performance of business and day to day maintenance is needed to be done by some workers or employees. And this can only be done when there is proper training and development session held for the employees. Training and development will definitely cause in increase of the employees performance. It is like a root toward a better result or success.

It is extremely important for any kind of business whether it is small based organization having four to five employees or a large scale organization having some number of employees. But the main point is that the training and development is necessary in every organization in order to avoid any misleading activity in future. Remember that quality work can only be produced by the trained worker. If the worker is trained and have exact knowledge about the work he is doing then there will be no problem in working environment.

#### **OBJECTIVES OF THE STUDY**

- To study the evaluation of training program and work life
- To study the training effectiveness on employee overall performance.
- To analyse the types of training that is provided to the employees in the firm.
- To analyse overall performance towards improving training activities.
- To measure employee performance after the training provided.
- To know the opinion about the skills that measure learning from training effectiveness Program.

#### **NEED OF THE STUDY**

Every organization should provide training to all the employees irrespective of their qualifications and skills. Specifically, the need for training arises because of following reasons: Environmental changes, Organizational complexity, Human relations, to match employee specifications with the job requirements and organizational needs. Change in the job assignment.

#### **SCOPE OF THE STUDY**

The study covers specific areas of training in Aspire Holidays Pvt Ltd, Coimbatore. The scope of the study is the number of training programmes provided, training needs done, types of training, faculty efficiency, enhance of skills and the overall effectiveness in the company. In this way some new spheres may be available if this project work is taken up. The study has covered with vital role of employees training and their skills development. This will help the management to know the satisfaction levels of employees and they can take measures to increase productivity.

## **HYPOTHESIS OF THE STUDY**

### **NULL HYPOTHESIS**

HO: There is no significance between take to important the trained process and kinds of training imparted for new recruitment.

### **ALTERNATIVE HYPOTHESIS**

H1: There is significance between take to important the trained process and kinds of training imparted for new recruitment.

## **RESEARCH DESIGN**

The formidable problem that follows the task of defining the research problem is the preparation of the design of the research, popularly known as the “research design”. A research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure. As such the design includes an outline of what the researcher will do from writing the hypothesis and its operational implications to the final analysis of data.

## **RESEARCH METHODOLOGY**

Research methodology is a way to systematically solve the research problem. It may be understood as a science of studying how research is done scientifically. In it we study the various steps that are generally adopted by a researcher in studying his research problem along with the logic behind them. It is necessary for the researcher to know not only the research methods techniques but also the methodology.

## **SAMPLE DESIGN**

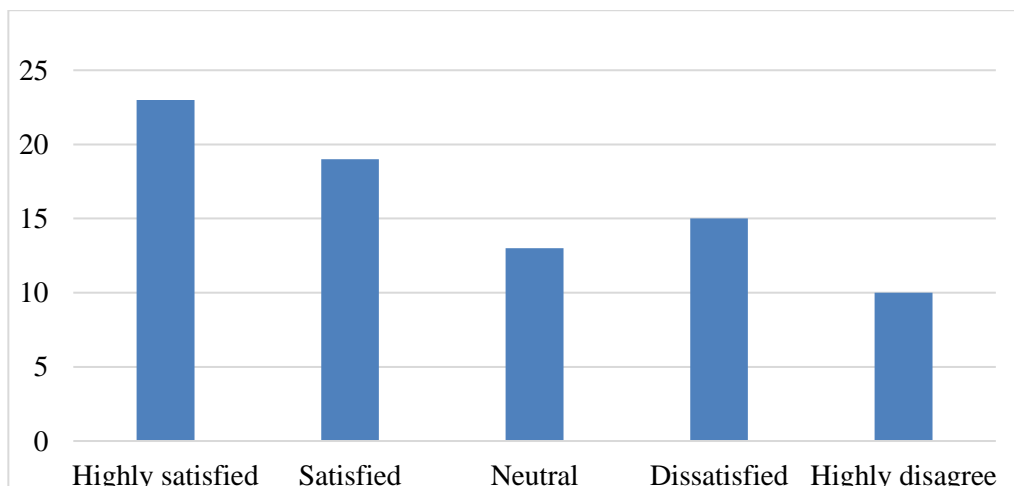
Sampling may be defined as the selection of some part of an aggregate or totality on the basis of which a convenience or interpretation about the aggregate or totality is made. In other words, it is the process of obtaining information about an entire population by examining only a part of it.

## **SAMPLING TECHNIQUES**

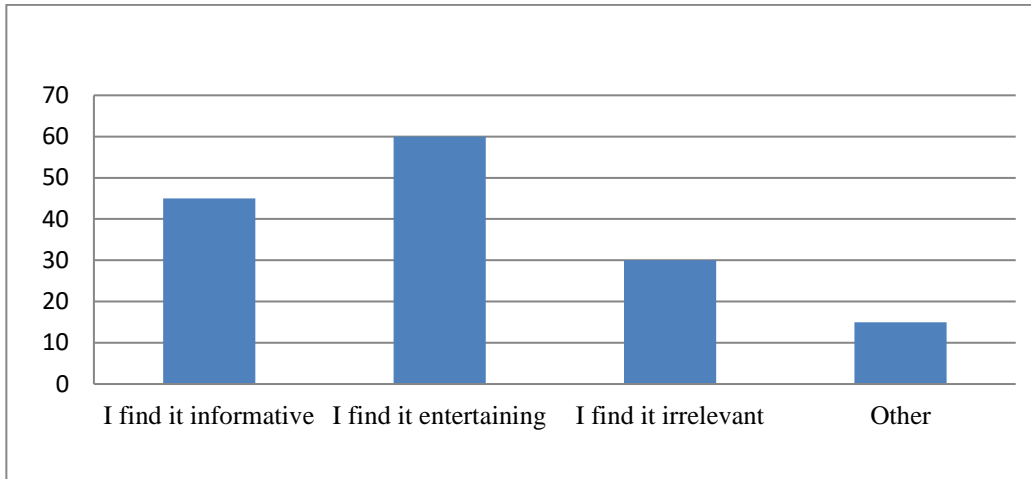
The sampling technique used in this study is “convenience sampling” when the population element for inclusion in the sample is based on the ease of access. It can be called as convenience.

## **DATA ANALYSIS AND INTERPRETATION**

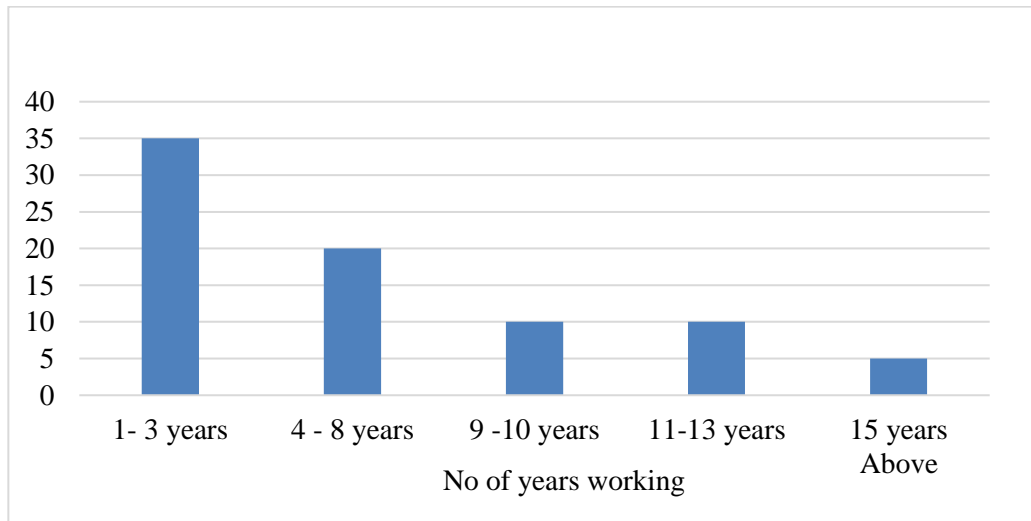
### **RESPONDENTS BY THEIR TRAINING SHOWS ANY DEVELOPMENT:**



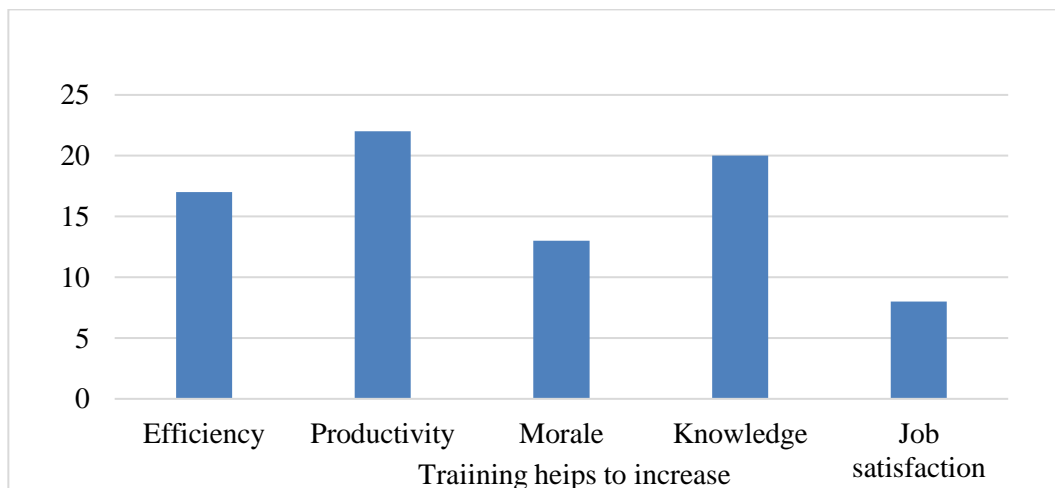
**BUS SHELTER ADVERTISEMENTS:**



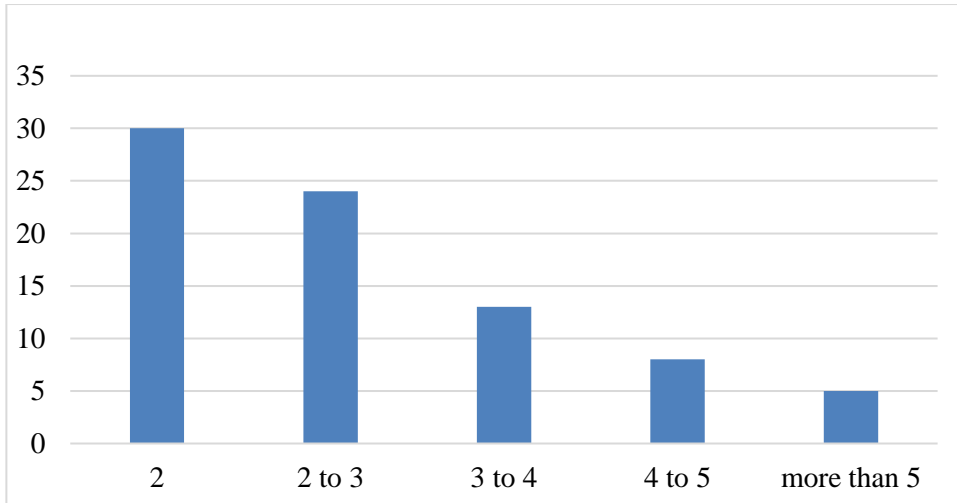
**RESPONDENTS BY THEIR NO OF YEARS WORKING IN THIS ORGANIZATION:**



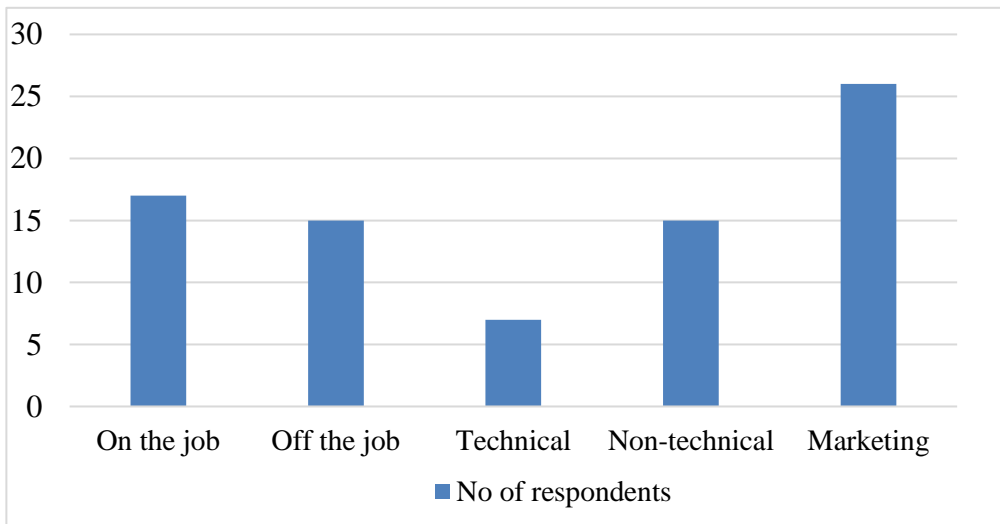
**RESPONDENTS BY THEIR TRAINING HELPS TO INCREASE:**



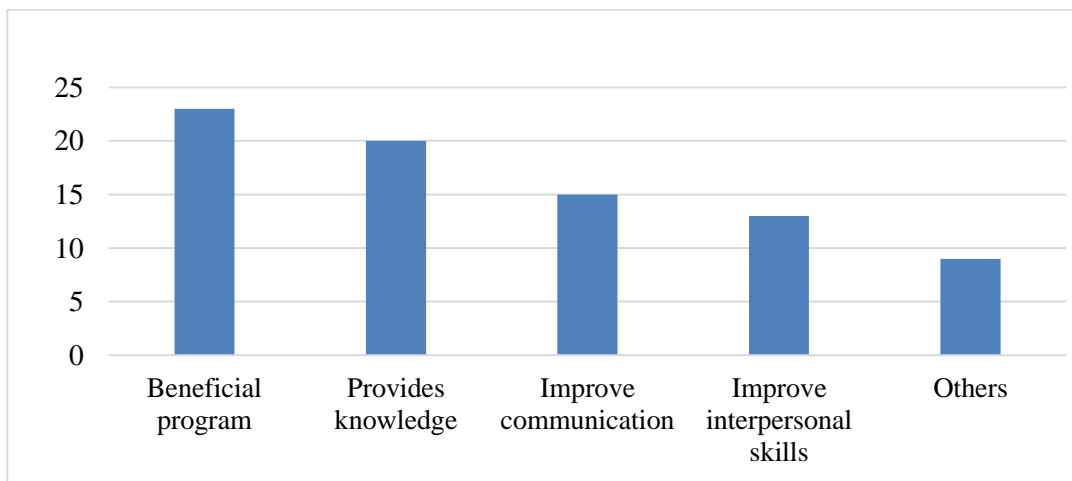
**RESPONDENTS BY THEIR TRAINING PROGRAMMES ARE CONDUCTED IN A YEAR:**



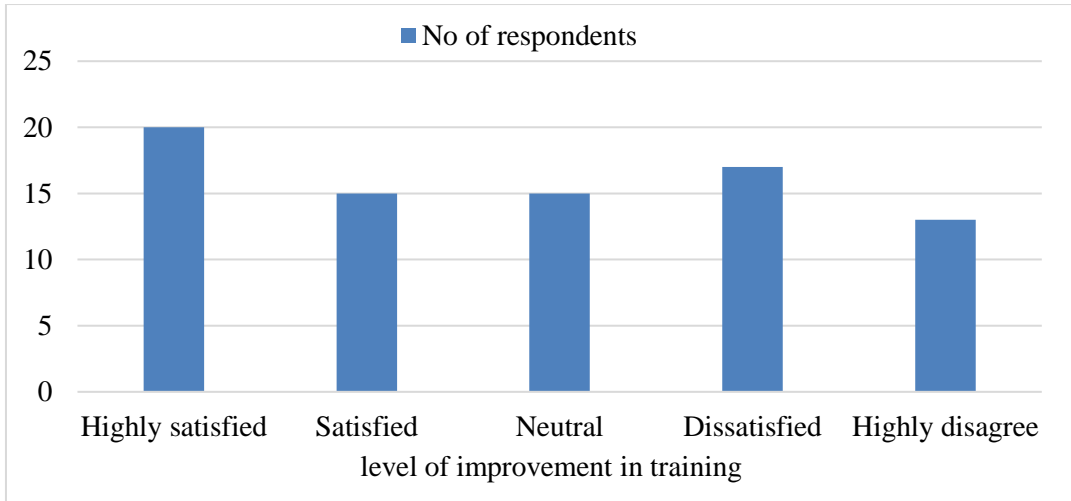
**RESPONDENTS BY THEIR TYPE OF TRAINING IS PROVIDED**



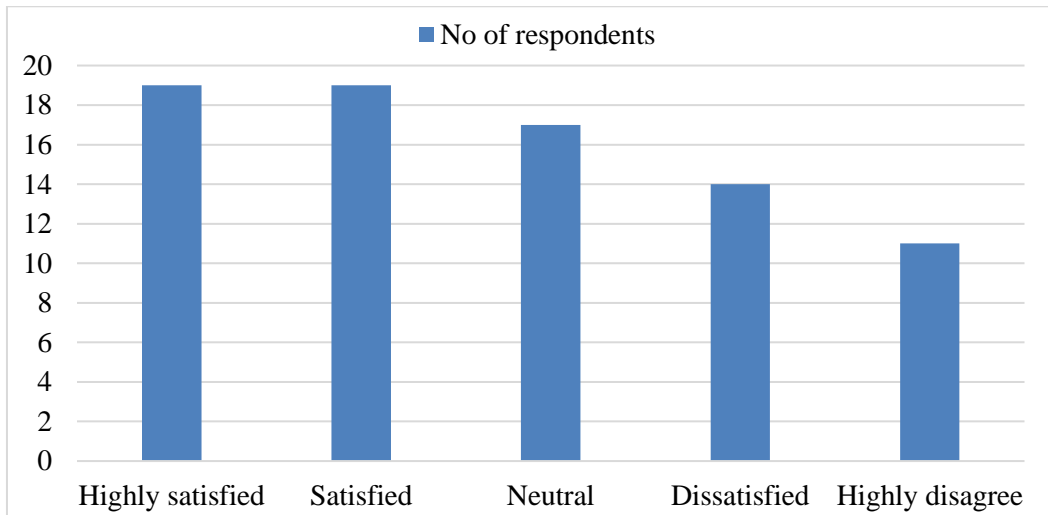
**RESPONDENTS BY THEIR OPINION ABOUT THE TRAINING**



**RESPONDENTS BY THEIR LEVEL OF IMPROVEMENT IN TRAINING**



**RESPONDENTS BY THEIR TRAINING HELP IN MOTIVATING EMPLOYEES**



**SUGGESTIONS**

- Training Evaluation has to be conducted. The company has to implement modern training methods to help in boosting the self-morale of the employee at work place.
- Most of the employees feel that Training is related to weak areas, so the management has to get awareness among the employees regarding Training & Development.
- The satisfaction level of the employees is not that much satisfactory. So, new changes in training have to bring to improve the satisfaction level of employees. Specific Training Programs has to be given to the selected personal.
- Employees have to expose to the new environment than they will enhance the knowledge. In ASPIRE HOLIDAYS Pvt Ltd, there should be a smooth relationship between the workers and the managements. The management provides all welfare measures to the employees.
- Proper training program and their updating from time, help the individuals to develop their skills and knowledge and their by contribute positively towards the achievement of organization goals.
- Organization has to plan its training activities, and prepare a training calendar to suit its need and make it a more effective program.
- Overall, the result confirms that the training program facilities are moderately satisfied of the employees. The company should maintain and focus training program facilities. However, follow up and impact study of such training is still to be evaluated in future.

- The training should be practical and theoretical based to improve their skills. Company should make provision for workers training and development in the form of counselling or mentoring.
- Company should provide a favourable training like every trainee has to feel satisfied with this training.
- The respondents feel that the duration of the training program should be short duration which should more efficient and effective.

## **CONCLUSION**

This study is aimed to analyse the training and development in the company. Course content, trainer, facilities, development and employee efficiency are considered to evaluate the training and development in the company. The result of the study found that influence course content and development on employee efficiency. The findings of the clearly highlighted that the there is no influence of facilities and trainer on employee efficiency in the company. Hence, it is concluded that the company should focus the factors simple training material, understandable of the course material and training materials supported the objectives. The company should focus while selecting trainer, ways to acquire new knowledge, ways of delivery tee training, paper designing, taking quizzes and how to enhance relations with employees etc. thus all this effect the behaviours of trainee in the long run. However, follow up and impact study of such training is still to be evaluated in future.

T&D Programs organisation were able to retail the entire workforce. Finally it determines that the training programmes gives satisfaction to the employees. So the company should follow the same patterns by providing well experienced trainers to retain the same level of satisfaction among the employees. So it leads the company's better performance in all the activities.

## **Acknowledgement**

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