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# **A Study on the Impact of Training on Employee Performance and Productivity at HCL Tech-Coimbatore**

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**ABSTRACT:** This study examines the impact of training on workforce performance and productivity in HCL Tech with a focus on the effectiveness of current training interventions and their influence on workforce effectiveness determination. According to survey feedback, employees acknowledge the contribution of training to enhancing skills, career growth, and work performance. Despite this, inefficiencies such as insufficient exposure to hands-on work, inability to adapt learning methods, and time constraints hamper training effectiveness.

Although employees value technical and leadership courses, the effectiveness of HCL Tech's training programs, including e-learning modules and workshops, is mixed. The study identifies a need for continuous learning, transfer of training to the workplace, and encouragement by managers to deliver maximum returns on training. Furthermore, the development of an encouraging learning culture and the motivation of worker achievement contribute to higher involvement and productivity. Enhancing the practice of training and making it business-focused will enhance the performance of employees, culminating in organizational success and maintaining HCL Tech's competitiveness in the IT industry.

## **I. INTRODUCTION**

HCL Tech, a leading global IT services company, has consistently focused on employee development as a key driver of organizational success. The Coimbatore branch, known for its diverse and skilled workforce, implements various training programs to enhance employee productivity and overall job performance. Employee training directly influences job satisfaction, work quality, and overall company performance. While some employees benefit significantly from structured training sessions, others may struggle to apply newly acquired skills in their daily work. Furthermore, organizations often face challenges in identifying the most effective training methods, ensuring employee engagement, and aligning training programs with company objectives. Understanding the relationship between training and employee performance at HCL Tech-Coimbatore is essential for optimizing learning strategies and maximizing workforce potential.

## **II. REVIEW OF LITERATURE**

### **1. Oluwaseun & Adeola (2023)**

Oluwaseun & Adeola (2023) examined the impact of digital literacy training on employee efficiency. Their study found that organizations providing comprehensive training in digital tools and technologies saw a significant increase in work speed and accuracy. The research indicated that employees with strong digital skills were more efficient in managing tasks, reducing manual errors, and optimizing workflow. The authors highlighted that businesses implementing digital training programs observed an increase in overall productivity and innovation. Additionally, the study suggested that companies should continuously update their training programs to keep pace with emerging technologies, ensuring employees remain competitive and adaptable in an evolving digital landscape.

**2. Das & Mehta (2022)**

Das & Mehta (2022) explored how gamification in corporate training impacts employee productivity. Their study found that integrating game-based learning elements, such as rewards, leaderboards, and interactive challenges, increased employee engagement and motivation. The research highlighted that gamified training methods led to higher participation rates and better knowledge retention compared to traditional training approaches. Companies that implemented gamified learning observed improvements in employee focus, problem-solving skills, and task completion efficiency. The study also noted that gamification encouraged healthy competition among employees, fostering a culture of continuous learning. Das & Mehta concluded that gamified training strategies can significantly enhance workforce performance and innovation, making learning more effective and enjoyable.

**OBJECTIVES**

The primary objective of this research is:

1. To investigate the relationship between training and employee performance.
2. To assess the effect of training on employee productivity.
3. To identify the types of training that is most effective in improving employee performance and productivity.
4. To identify the challenges and barriers to effective training.

**SCOPE OF THE STUDY**

The scope of the study on The Impact of Training on Employee Performance and Productivity at HCL Tech-Coimbatore includes the following key aspects:

- Focus Area
- Employee Participation
- Types of Training Programs
- Training Methods
- Employee Performance Metrics

**III. RESEARCH METHODOLOGY**

The research methodology for the project on The Impact of Training on Employee Performance and Productivity at HCL Tech-Coimbatore will involve a combination of both qualitative and quantitative research methods to provide a comprehensive analysis of the impact of training on employee performance and productivity.

**PRIMARY DATA**

Primary data is used for the purpose of collecting responses from the customers through Google form questionnaire.

**SECONDARY DATA**

Secondary data was collected from internet, magazines and journals.

**AREA OF STUDY**

This research “A study on impact of training on employee performance and productivity at HCL - tech” with reference to Coimbatore city.

**SAMPLE SIZE**

The sample size of the study is 150.

**TOOLS AND TECHNIQUES OF ANALYSIS**

The information collected during the study is transferred to the worksheet. The data's relating to the objectives used in the study is classified and the findings are graphically represented after the data's collected.

**STATISTICAL TOOLS USED FOR STUDY**

The following statistical tools have been used to analyse the primary data.

- Simple Percentage analysis
- Chi-square
- Ranking method



- Simple Percentage analysis

**TABLE : EDUCATIONAL QUALIFICATION**

S.NO	EDUCATION	NO OF RESPONDENTS	PERCENTAGE
1	Diploma	2	1.3
2	Bachelor's Degree	65	43.3
3	Master's Degree	82	54.7
4	Others	1	0.7
<b>TOTAL</b>		<b>150</b>	<b>100.0</b>

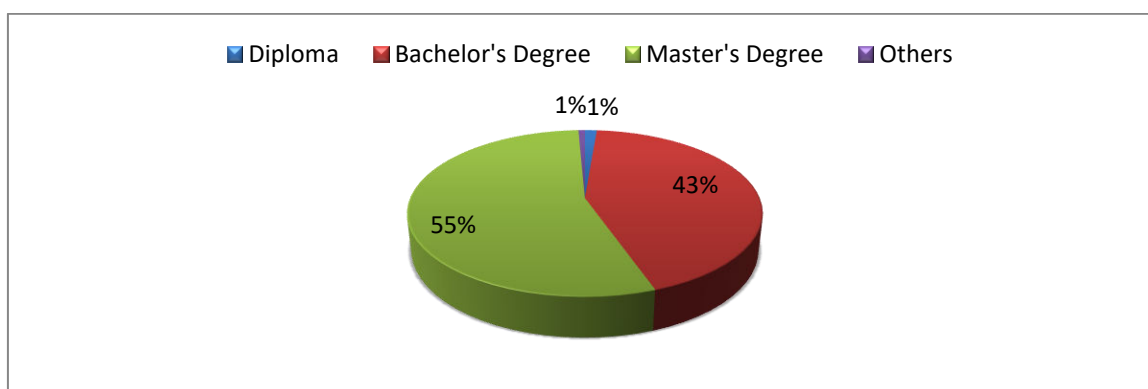
#### INTERPRETATION

The above table reveals the Educational Qualification of the respondents. Out of 150 respondent's highest 54.7% respondents is from Master's Degree, second highest 43.3% respondents are Bachelor's Degree, 1.3% of respondents are Diploma, and 0.7% of the respondents are from Others.

#### INFERENCE

According to this study the majority of the respondents' educational qualification is Master's Degree (54.7%).

**CHART: EDUCATIONAL QUALIFICATION**



- Chi-square

**TABLE: AGE OF THE RESPONDENTS AND PREFERRED MODE OF TRAINING**

**NULL HYPOTHESIS (H<sub>0</sub>):** There is no significant relationship between the "Age of the respondents and preferred mode of training".

CROSS TABULATION

AGE	MODE OF TRAINING			TOTAL
	IN-PERSON WORKSHOPS	ONLINE TRAINING MODULES	ON-THE-JOB TRAINING	
Below 25	9	21	12	42
25-35	11	38	23	72
36-45	10	14	4	28
Above 45	2	1	5	8
TOTAL	32	74	44	150

CHI-SQUARE TEST

	VALUE	DEGREE OF FREEDOM(DF)	ASYMPTOTICSIGNIFICANCE (2-SIDED)
Pearson Chi-Square	11.719 <sup>a</sup>	6	0.069
Likelihood Ratio	12.098	6	0.060
N of Valid Cases	150		

a. 3 cells (25.0%) have expected count less than 5. The minimum expected count is 1.71.

DEGREE OF FREEDOM= (Rows-1) \* (Column-1)  
= (4-1) \* (3-1)  
= DF = 6

TABLE VALUE = 12.59

CALCULATED VALUE = 11.719

INTERPRETATION

Based on Chi-square test calculated table value 11.719 is lesser than the table value (12.59) so the Null Hypothesis is accepted so there is no significant relationship between the “Age of the respondents and preferred mode of training”.

IV. RESULT

Based on this table the Null Hypothesis is accepted.

- Ranking method

TABLE: RATING TOWARDS TECHNICAL SKILLS, PROBLEM SOLVING SKILLS, COMMUNICATION SKILLS, TEAMWORK AND LEADERSHIP (RATINGS 5-HIGHEST 1-LOWEST)

FACTORS/RANK	1	2	3	4	5	TOTAL	AVG	RANK
Technical skills	0	5	32	65	48	606	121.2	3
Problem solving skills	3	0	40	66	41	592	118.4	4
Communication skills	0	2	19	51	78	655	131	1
Teamwork and leadership	0	3	26	57	64	632	126.4	2

### INTERPRETATION

The above table 1.24 reveals the rank of the factors as per the ratings given by the respondents. Communication skills is in the 1<sup>st</sup> rank with total 655, Teamwork and leadership is in the 2<sup>nd</sup> rank with total 632, Technical skills is in the 3<sup>rd</sup> rank with total of 606 and Problem solving skills is in the 4<sup>th</sup> rank with total 592 as per this study.

### INFERENCE

According to this survey Communication skills is in the 1<sup>st</sup> rank with total 655.

### FINDINGS

#### SIMPLE PERCENTAGE:

- The majority of the respondents' educational qualification is Master's Degree (54.7%).
- The maximum number of the respondents works for 1-3 years (35.5%).
- The highest number of the respondents is Analysts (21.3%).
- The majority of the respondents attend Quarterly training programs (57.3%).
- The highest number of the respondents attended training programs for technical skills (50.7%).
- The majority of the respondents find the training programs to be very relevant (54%).
- The majority of the respondents find that the training objectives were communicated earlier (97.3%).
- The highest number of the respondents find online training modules to be more effective (49.3%).
- The majority of the respondents find that the training needs are assessed based on performance reviews (55.3%).
- The majority of the respondents are satisfied with the duration of training session (52.7%).
- The majority of the respondents find that there is inclusion of practical, real-world examples relevant to the role (69.3%).
- The majority of the respondents find that the training environment is inclusive of benefits (94.7%).
- The majority of the respondents find that there are no challenges in applying topics covered in training to their job (81.3%).
- The majority of the respondents find that there is improvement in work performance after undergoing training (96%).
- The majority of the respondents have found significant enhancement in the ability to handle additional responsibilities (57.3%).
- The majority of the respondents find that there is improvement in the ability to meet deadlines and targets (95.3%).
- The majority of the respondents have found significant positive impact of training on organizational productivity (58.7%).
- The majority of the respondents find that there is contribution of training to a positive work culture (96%).
- The majority of the respondents find that there is existence of training areas that can be improved to further enhance employee performance (92%).

- The majority of the respondents find that there is help provided by additional training programs in organizational productivity (94.7%).
- The majority of the respondents find that there can be inclusion of other factors for improving the effectiveness of training programs (88%).

**CHI SQUARE:**

- Null Hypothesis is accepted so there is no significant relationship between the “Age of the respondents and preferred mode of training”.
- Null Hypothesis is accepted so there is no significant relationship between the “Gender of the respondents and motivation towards work after training”.

**RANK:**

The rank of the factors as per the ratings given by the respondents. Communication skills is in the 1<sup>st</sup> rank with total 655, Teamwork and leadership is in the 2<sup>nd</sup> rank with total 632, Technical skills is in the 3<sup>rd</sup> rank with total of 606 and Problem solving skills is in the 4<sup>th</sup> rank with total 592 as per this study.

**SUGGESTIONS**

Training plays a pivotal role in enhancing employee performance and productivity in an organization. At HCL Tech, continuous learning and development initiatives aim to keep employees updated with technological advancements and industry trends.

Based on survey responses and industry best practices, the following recommendations can enhance training effectiveness at HCL Tech:

- Implement training modules that educate employees on maintaining a balance between work and personal life.
- Provide real-time case studies and hands-on project work to improve skill retention.
- Introduce short training sessions to enhance retention without overloading employees.

**V. CONCLUSION**

Training is a key driver of employee performance and productivity at HCL Tech. Well-structured training programs enhance skills, boost confidence, and improve efficiency, leading to better job performance and organizational growth. However, to maximize impact, training should be aligned with employee needs. Based on feedback, HCL Tech can enhance training by incorporating stress management initiatives, flexible work arrangements, and career development opportunities. Providing Employee Assistance Programs, wellness programs, and interactive learning methods will further improve employee engagement and job satisfaction. Recognizing and rewarding training participation can also encourage continuous learning. By refining its training strategies, HCL Tech can create a more skilled, motivated, and productive workforce. Ultimately, investing in training is a strategic move that ensures long-term growth and a competitive edge in the IT industry.

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