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A STUDY TO COMPARE THE RELATIONSHIP BETWEEN DEMOGRAPHIC FACTORS AND EFFECTIVENESS OF TRAINING ON EMPLOYEE PERFORMANCE WITH REFERENCE TO FOOD INDUSTRY, CHENNAI CITY

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ABSTRACT

The main aim of this study is to identify the compare the relationship between demographic factors and effectiveness of training on employee performance with reference to food industry, Chennai city

The effectiveness of training and development of the employee performance has been analyzed and studied with the help of Microsoft Excel and SPSS for the data analyzing process. The information is obtained from the various food industry and the training and development program provided by their organization. Microsoft excel is used to perform percentage analysis. The tests performed with the help of SPSS Software for the data analysis are Karl Pearson correlation, Independent T test, ANOVA, Regression and correlation. The null and alternative hypothesis is determined and compared with the statistical tests to obtain the results.

The finding obtained from the study are concluded with the socio-demographic factors such as age, years of service, category of employment of all the respondents and the organizational factors like the opinion of the employee on the training methods and its importance.

I. INTRODUCTION

Human resource management helps in maintaining a good relationship among the management and the company employees, which plays a very important role in running a company without any hindrances. Training and development is one of the important and key features of human resource management. It also brings out good leadership skills among the employees to lead them in the right and effective way. They help in improving the skills of the employees and make them to perform efficiently.

Training and development

Training and Development is a subsystem of an organization which emphasize on the improvement of the performance of individuals and groups. Training is an educational process which involves sharpening skills, concepts, changing of attitude and gaining more knowledge to enhance the performance of the employees. Good and efficient training of employees helps in the skills and knowledge development, which eventually helps a company improve.

Employee performance

Employee performance is the process of involving employees in accomplishing the mission and goals in the organization. Employee performance includes: planning work, setting goals, monitoring performance, developing capacity, reviewing performance and rewarding good work.

According Armstrong and Baron defines employee performance as “a process of which contributes to the effective management of individuals and teams in order to achieve high level of the organizational performance.”

Employment opportunities

Food processing is a branch of food science, which exists from the prehistoric times. Food Processing has certain methods and techniques used to transform raw ingredients into food for the consumption of human and animals.

- *Food technologies* – They have been given the responsibility of determining whether a particular process is being performed in a certain specified way or not in the Food processing sector.
- *Organic Chemists* – They advise on the various methods by which the raw materials have to be converted into processed food.
- *Biochemists* – They usually support and suggest improvements in flavor, texture, storage and quality.
- *Analytical Chemists* – They analyse food products to maintain quality and healthy factor.
- *Home Economists* – They are in way expert for nutrition. They even test the food and recipes according to the directions on the containers.
- *Engineers* – Candidates in the field of Chemical, Mechanical, Industrial, Electrical, Agricultural and Civil engineers are all required for planning, designing, improving and maintaining the processing systems in the food processing sector.
- *Research Scientists* – They take up the task of performing the experiments regarding improvement in yield, flavour, nutritive value and general acceptability of the packaged food.
- *Managers and Accountants* – Managers and Accountants are required for administration and the finances apart from supervising the processing work.

II. OBJECTIVE OF THE STUDY

To compare and find the relationship between demographic factors and effectiveness of training on employee performance with reference to food industry, Chennai city.

III. RESEARCH METHODOLOGY

3.1 Population and sample size

Population of food industry at Chennai city is indefinite. The sample size adopted for this research is 120 and the method of sampling used is convenience sampling.

3.2 Primary and secondary data

In this study, the primary data was collected with the help of a Questionnaire through Google Forms. The secondary data is collected through documents and records available online through websites, e-books, journals and interviews with the Swiggy delivery people.

3.3 Questionnaire development

The questionnaire has been framed in 2 sets. Demographic factors in the first set and the second set of questionnaire consists of opinion on importance of different training and development programs offered by the organization, opinion on training methods, opinion on effectiveness of training program, and opinion on training provided for safety of staffs and customers. The four segments of questions has been framed with the help of review of literature. The four segments of questions has been measured using the likert scale ranging from 1 to 5, 1 to 3, and it also consists yes or no type of analysis. Each segment has neutral option in it.

3.4 Theoretical framework of the study

The dependent factors are those related to the effectiveness of training and employee performance such as opinion on importance of different training and development programs offered by the organization, opinion on training methods, opinion on effectiveness of training program, opinion on training provided for safety of staffs and customers. The independent factors are the demographic factors obtained from the research such as age, gender, years of service, job position and department.

IV. REVIEW OF LITERATURE

- **Raja Abdul Ghafoor Khan, Furgan Ahmed Khan, Dr. Muhammed Aslam Khan (2011)** determined that “**The Study of Impact of training and development on Organizational Performance**” Training and Development, On the Job Training, Training Design and Delivery style are four of the most important aspects in organizational studies. The focus of current study is to understand the effect of Training and Development, On the Job Training, Training Design and Delivery style on Organizational performance. The back bone of this study is the secondary data comprised of comprehensive literature review. Four Hypotheses are developed to see the Impact of all the independent variables on the overall Organizational Performance. The Hypotheses show that all these have significant effect on Organizational Performance.

- **Research by Hussey (CLMS 1999)** looking at the use of education and training as a strategic driver found that only a third of firms surveyed linked the aims of their management development programmes to the achievement of organisational goals. The majority of firms identified needs through appraisals alone thus there was no explicit connection to the overall direction of the organization strategy or goals. Hussey argued that if training was strategic the focus of training would change as strategic focus changed, however he found that training plans tended to be very stable thus indicating a lack of connectivity with strategic direction. Hussey recommended the closer integration of training with business strategy (CLMS 1999).
- **Ferdinand (1988)** in looking at management training needs analysis focussed on specific management groups and organisational challenges, outlining approaches that may fit the different management groups and organisational scenarios. He highlights that without due consideration to the context in which the training needs analysis is being conducted the form of the process and the outcomes from it may not be acceptable to the organisation or the key stakeholders
- **Mr. Kaung Sam to “Analysis on the Impact of Training and Development on employee productivity in Sabai @ inva restaurant in Yangon, Myanmar”**, which was to identify the Malaysian private organizations employees’ perception towards their job and its influence on their work commitment. The findings of the study concludes that job satisfaction, job involvement, and organizational support have a great influence in the organizational commitment of employees by normative, affective and continuance type commitment are significantly accepted and are positive.
- **Trilok Kumar (2019)** observed the Study on “**Impact of Training and Development on Employee Performance in Retail Sector: A Review Paper**”, that the correlation between employee training and development and its factors and organizational development is high. Primary data was collected from 370 managers using questionnaires and a simple random sampling method was used for the selecting the sample. SPSS 20 was used to analyse the collected information. Training refers to a planned effort by a company to facilitate learning of job- related competencies, knowledge, skills, and behaviors by employees. The goal of training is for employees to master the knowledge, skills and behaviors emphasized in training and apply them to their day-to-day activities. Development is similar to training, except that it tends to be more future-focused

- **Diane Bush, Lyn Paleo, Robin Baker (2005)** theorized the Study “**An assessment of food hygiene among food handlers in a Nigerian university campus**” The study is conducted to find out the relationship between six personal characteristics of employees of Azad University in the province of Arak, Iran. The proposed study distributes questionnaires among 900 employees who are enrolled in educational as well as administration levels and chooses a sample of 269 people for the survey. The results of the survey indicate that marital status is the most influential factor on employee commitment followed by job experience and educational background

V. RESULTS

DEMOGRAPHIC FACTORS

5.1. Age

ROW LABELS	AGE	PERCENTAGE
26-30	20	16.52892562
31-40	3	2.479338843
Above 40	3	2.479338843
Below 25	95	78.51239669

5.2. Gender

ROW LABELS	COUNT OF GENDER	PERCENTAGE
FEMALE	78	64.46280992
MALE	41	33.88429752
PREFER NOT TO SAY	2	1.652892562

5.3. Job Position

Row Labels	Count of JOB POSITION	PERCENTAGE
Low level management	31	25.61983471
Middle level management	69	57.02479339
Top level management	21	17.3553719

5.4. Years of service

Row Labels	Count of YEARS OF SERVICE	PERCENTAGE
2-5 years	32	26.44628099
6-9 years	8	6.611570248
Above 10 years	4	3.305785124
Upto 1 year	77	63.63636364
Grand Total	121	

5.5. Department

Row Labels	Count of DEPARTMENT	PERCENTAGE
Finance	39	32.2314
Marketing	19	15.70248
Others	45	37.19008
Production	15	12.39669
Sales	3	2.479339

INFERENCE

From the above tables and statistical tests, the relationship between demographic factors and effectiveness of training on employee performance with reference to food industry, Chennai city are observed under the following category of respondents.

- The majority of the age group observed in the data is upto 25 years
- Female employees are observed more in the data
- Respondents belong to middle level management
- Respondents hold up to 1 year of experience
- Respondents belong to other type of departments.

5.6 ANOVA



Descriptives

		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
						Lower Bound	Upper Bound		
Independentvariable	5.00	3	26.3333	12.70171	7.33333	-5.2195	57.8861	19.00	41.00
	6.00	6	22.3333	10.51982	4.29470	11.2935	33.3732	10.00	32.00
	7.00	6	27.6667	3.98330	1.62617	23.4865	31.8469	23.00	35.00
	8.00	12	28.7500	8.61421	2.48671	23.2768	34.2232	18.00	45.00
	9.00	5	28.8000	9.52365	4.25911	16.9748	40.6252	17.00	37.00
	10.00	12	23.4167	5.85364	1.68980	19.6974	27.1359	13.00	32.00
	11.00	24	28.2917	7.98629	1.63019	24.9194	31.6640	10.00	40.00
	12.00	24	25.2083	7.79620	1.59139	21.9163	28.5004	10.00	45.00
	13.00	14	26.9286	9.16905	2.45053	21.6345	32.2226	10.00	45.00
	14.00	11	25.0909	8.41967	2.53863	19.4345	30.7473	10.00	40.00
	15.00	4	23.2500	5.90903	2.95452	13.8474	32.6526	15.00	28.00
	Total		121	26.2727	8.04881	.73171	24.8240	27.7215	10.00
Dependentvariable	5.00	3	26.3333	3.51188	2.02759	17.6093	35.0573	23.00	30.00
	6.00	6	27.5000	3.56371	1.45488	23.7601	31.2399	21.00	30.00
	7.00	6	24.0000	4.89898	2.00000	18.8588	29.1412	18.00	30.00
	8.00	12	26.3333	3.08466	.89047	24.3734	28.2932	21.00	30.00
	9.00	5	20.0000	8.33667	3.72827	9.6487	30.3513	10.00	30.00
	10.00	12	22.3333	4.81160	1.38899	19.2762	25.3905	10.00	30.00
	11.00	24	24.5417	4.61547	.94213	22.5927	26.4906	13.00	30.00
	12.00	24	25.1667	4.54606	.92796	23.2470	27.0863	15.00	30.00
	13.00	14	25.4286	5.51521	1.47400	22.2442	28.6130	15.00	30.00
	14.00	11	24.2727	6.49755	1.95909	19.9076	28.6378	10.00	30.00
	15.00	4	27.5000	3.78594	1.89297	21.4757	33.5243	22.00	30.00
	Total		121	24.7769	4.98746	.45341	23.8791	25.6746	10.00

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
Independentvariable	Between Groups	491.196	10	49.120	.742	.684
	Within Groups	7282.804	110	66.207		
	Total	7774.000	120			
Dependentvariable	Between Groups	313.573	10	31.357	1.291	.244
	Within Groups	2671.402	110	24.285		
	Total	2984.975	120			

INFERENCE:

NULL HYPOTHESIS: There is no significant difference between all demographic factors other than gender and effectiveness of training and employee performance.

ALTERNATIVE HYPOTHESIS: There is significant difference between all demographic factors other than gender and effectiveness of training and employee performance.

EXPECTED LEVEL OF SIGNIFICANCE: 5% (0.05)

INTERPRETATION: In the above Anova table the significance is 0.684 which is much greater than 0.05 which significantly represents, that the alternative hypothesis is rejected and “WE FAIL TO REJECT NULL HYPOTHESIS” and there is no significant difference between all demographic factors other than gender and effectiveness of training and employee performance.

5.7. T-TEST

Group Statistics

	GENDER1	N	Mean	Std. Deviation	Std. Error Mean
Independentvariable	Female	78	24.9615	7.81680	.88508
	Male	41	28.5366	8.13664	1.27073
Dependentvariable	Female	78	25.0769	4.79656	.54310
	Male	41	23.9512	5.30071	.82783

		Levene's Test for Equality of Variances				t-test for Equality of Means		95% Confidence Interval of the Difference		
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	Lower	Upper
Independentvariable	Equal variances assumed	.275	.601	-2.338	117	.021	-3.57505	1.52924	-6.60363	-.54647
	Equal variances not assumed			-2.309	78.613	.024	-3.57505	1.54859	-6.65767	-.49243
Dependentvariable	Equal variances assumed	.538	.465	1.173	117	.243	1.12570	.95962	-.77477	3.02618
	Equal variances not assumed			1.137	74.658	.259	1.12570	.99008	-.84679	3.09820

Independent Samples Test

		Levene's Test for Equality of Variances				t-test for Equality of Means		95% Confidence Interval of the Difference		
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	Lower	Upper
Independentvariable	Equal variances assumed	.275	.601	-2.338	117	.021	-3.57505	1.52924	-6.60363	-.54647
	Equal variances not assumed			-2.309	78.613	.024	-3.57505	1.54859	-6.65767	-.49243
Dependentvariable	Equal variances assumed	.538	.465	1.173	117	.243	1.12570	.95962	-.77477	3.02618
	Equal variances not assumed			1.137	74.658	.259	1.12570	.99008	-.84679	3.09820

INFERENCE:

NULL HYPOTHESIS: There is no significant difference between gender of the employee and effectiveness of training and employee performance

ALTERNATIVE HYPOTHESIS: There is significant difference between gender of the employee and effectiveness of training and employee performance

EXPECTED LEVEL OF SIGNIFICANCE: 5% (0.05)

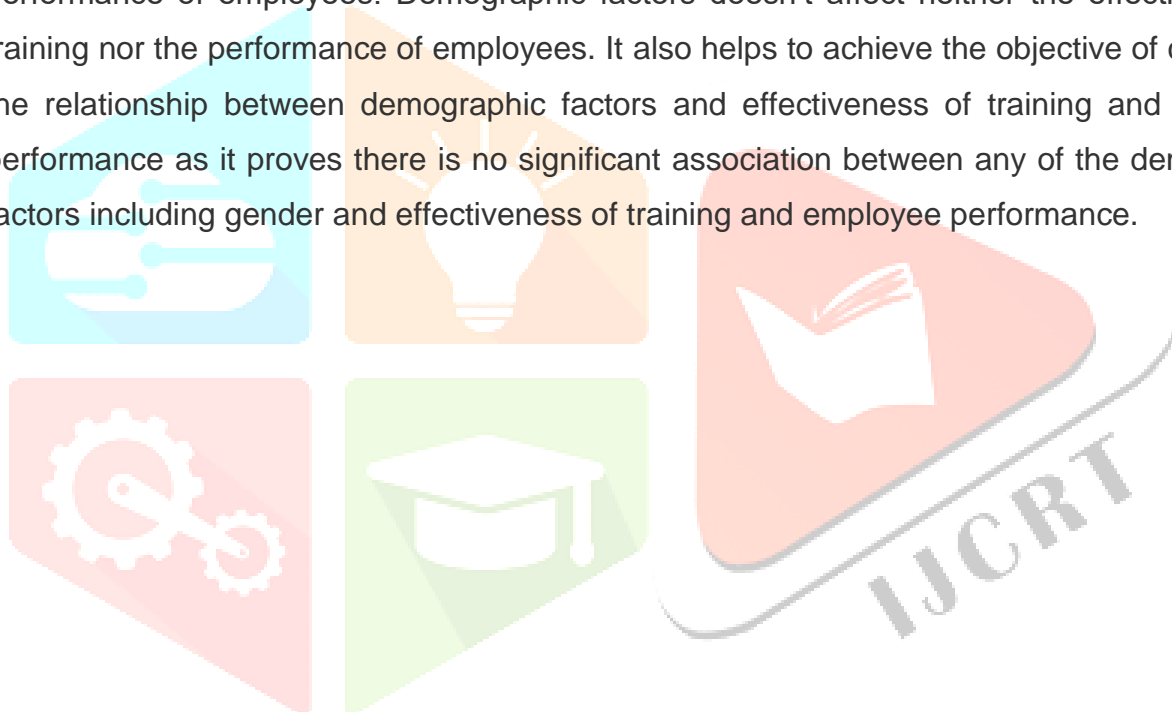
In the above T-test table the significance is 0.601 which is much greater than 0.05 which significantly represents, that the alternative hypothesis is rejected and

“WE FAIL TO REJECT NULL HYPOTHESIS” and there is no significant difference between gender of the employee and effectiveness of training and employee performance.

VI. CONCLUSION

According to this report most of the employees felt training and development as a very useful in their job and future career, it helps to understand way better about their job nature and being in update of their job. Training and development program of the organisation alone cannot judge the effectiveness of performance of the employees. It requires further factors to achieve the desired employee performance such as providing a good working environment, refreshments, rewards etc. The welfare of the employees must be properly maintained to achieve the required amount of effectiveness on employee performance.

Through the results obtained we could conclude that there is no relationship between the demographic factors such as age, gender, job position and effectiveness of training and performance of employees. Demographic factors doesn't affect neither the effectiveness of training nor the performance of employees. It also helps to achieve the objective of comparing the relationship between demographic factors and effectiveness of training and employee performance as it proves there is no significant association between any of the demographic factors including gender and effectiveness of training and employee performance.



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