



# A STUDY ON EFFECTIVENESS OF TRAINING PROGRAMME AT HCL PERIPHERALS.,ThattanChavady PUDUCHERRY

AUTHOR: S SONIYA  
ASSISTANT PROFESSOR  
DEPARTMENT OF COMMERCE  
KAYPEEYES COLLEGE OF ARTS AND SCIENCE

## ABSTRACT

Training is a learning experience, in that it seeks a relatively permanent change in an individual which will improve his (or) her ability to perform on the job. We typically say training can change the skill, knowledge, attitude and social behavior. It means changing what employees know, how they work, their attitude towards their work or their interaction with their co-workers or their supervisors.

**KEY WORD: Perform, Interaction, Behavior, Leadership**

### COMPANY PROFILE (HCL Technologies – Overview):

While HCL Enterprise has a 30-year history, HCL Technologies is a relatively young company formed, eight years ago, in 1998. During this period, HCL has built unique strengths in IT applications (custom applications for industry solutions and package implementation), IT infrastructure management and business process outsourcing, while maintaining and extending its leadership in product engineering. HCL has also built domain depth through a micro-verticalization strategy in industries such as financial services, hi-tech and manufacturing, retail, media and entertainment, life sciences, and telecom. HCL has created the ability to distribute value across the customer's IT landscape through its well-distributed services portfolio, significant domain strengths, and locally relevant geographic distribution. HCL has the widest service portfolio among Indian IT service providers, with each of its services having attained critical mass, and HCL dominates several emerging areas.

Our five mature lines of business are R&D and Engineering, Custom Applications, Enterprise Applications, IT Infrastructure Management, and BPO Services. In addition, HCL has recently launched its Enterprise Transformation Service Offerings comprising of Business, Technology, Application and Data Transformation – the four broad needs of any enterprise. Our ability to synergistically integrate these service lines across the entire IT landscape creates new zones for value creation. Additionally, HCL has created

unique service leadership in each of these areas through best-of-breed unique propositions. HCL's leadership in these service areas has been recognized by several leading independent analysts. HCL started questioning the linearity of scale-driven business models adopted by service providers (largely in the IT application business). The questioning led us to the belief that the market was rapidly approaching a point of inflection, that is a point where the volume and value proportionality would change, opening up new opportunities for service providers who aspire to focus on value. With this realization, HCL embarked on a transformational journey that will focus on value centricity in customer relationships and on leveraging new market opportunities, while creating a unique employee experience.

## **HISTORY OF COMPANY:**

Shiv Nadar is the founder of HCL. He founded HCL in 1976 in a Delhi "barsaati". In 1978, HCL developed the first indigenous micro-computer at the same time as Apple and 3 years before IBM's PC. In 1980, HCL introduced bit sliced, 16-bit processor based micro-computer. In 1983, HCL Indigenously developed an RDBMS, a Networking OS and a Client Server architecture, at the same time as global IT peers. In 1986, HCL became the largest IT company in India. In 1988, HCL introduced fine grained multi-processor Unix-3 years ahead of "Sun" and "HP". In 1991, HCL entered into a joint venture Hewlett Packard and HCL-Hewlett Packard Ltd. was formed. The joint developed multi-processor Unix for HP and heralded HCL's entry into contract R&D. In 1997, HCL Infosystems was formed. In the same year HCL ventured into software services. In 1999, HCL Technologies Ltd issued an IPO and became a public listed company. In 2001, HCL BPO was incorporated and HCL Infosystems became the largest hardware company. In 2002, software businesses of HCL Infosystems and HCL Technologies were merged. In 2005, HCL set up first Power PC architecture design centre outside of IBM. In the same year HCL Infosystems launched sub Rs.10,000 PC. In 2006, HCL Infosystems became the first company in India to launch the New Generation of High Performance Server Platforms Powered by Intel Dual - Core Xeon 5000 Processor. Today, HCL has a turnover of over US\$4billion.

## **VISION STATEMENT:**

"Together we create the enterprises of tomorrow"

## **MISSION STATEMENT:**

"To provide world-class information technology solutions and services to enable our customers to serve their customers better"

## **BUSINESS MODEL:**

The HCL Enterprise comprises two companies listed in India, HCL Technologies and HCL Infosystems. HCL Technologies is the IT and BPO services arm focused on global markets, while HCL Infosystems is the IT, Communication, Office Automation Products & System Integration arm focused on the Indian market. Together, these entities have uniquely positioned HCL as an enterprise with service offerings spanning the IT Services and Product spectrum.

## CONCEPT OF TRAINING:

Training is the process of increasing the knowledge and skills for doing a particular job. It is an organized procedure by which people learn knowledge and skill for a definite purpose. The purpose of training is basically to bridge the gap between job requirements and present competence of an employee. Training is aimed at improving the behaviour and performance of a person. It is a never ending or a continuous process. Training is closely related with education and development but needs to be differentiated from these terms.

## OBJECTIVES OF TRAINING:

The main objective of training is to bridge the gap between the existing performance ability and desired performance.

The training objectives are designed in accordance with the company goals and objectives. The general objectives of any training programmer are,

- To inculcate the basic knowledge and skill to the new entrants and to enable them to perform their jobs well.
- To enable the employee to meet the changing requirements of the job and the organization.

## OBJECTIVES

### PRIMARY OBJECTIVE:

- To study the effectiveness of Training Programme of HCL Peripherals.

### SECONDARY OBJECTIVES:

- To know the employees awareness of Training Programme.
- To know the impact of Training Programme on trainees.
- To identify the employees opinion regarding the Training Programme of the company.
- To understand the existing Training Programme conducted at HCL Peripherals.
- To give suggestions based on findings.

## DATA COLLECTION INSTRUMENT:

Data is collected by questionnaire and interview schedule, the questionnaire consists of a list of questions, which are relevant in getting the facts. Questionnaires are likely any scientific experiment. One does not collect data and then see if they are found something interesting. One forms a hypothesis and an experiment that will help prove or disprove the hypothesis. The questionnaire has been constructed on the basis of two types, they are multiple choices and close ended questions

## SAMPLE UNITS:

Sample units consist of employees.

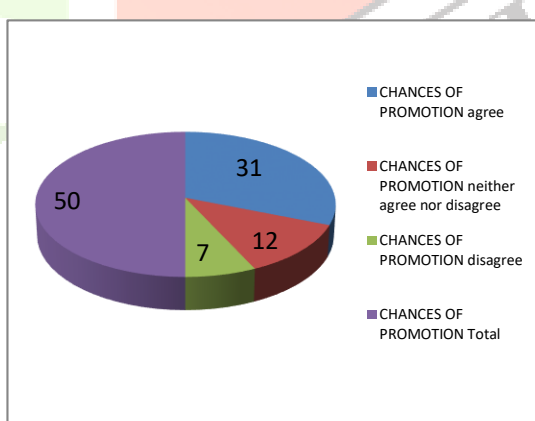
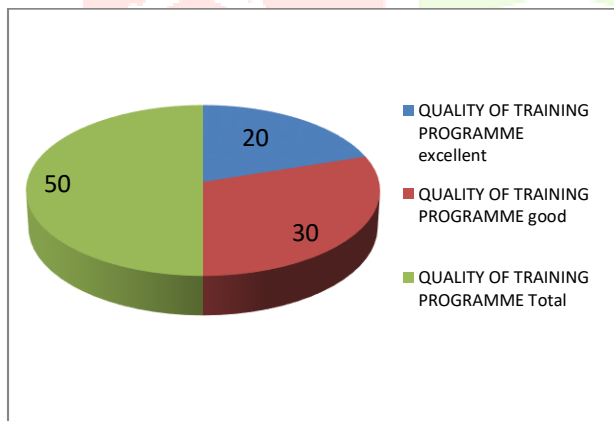
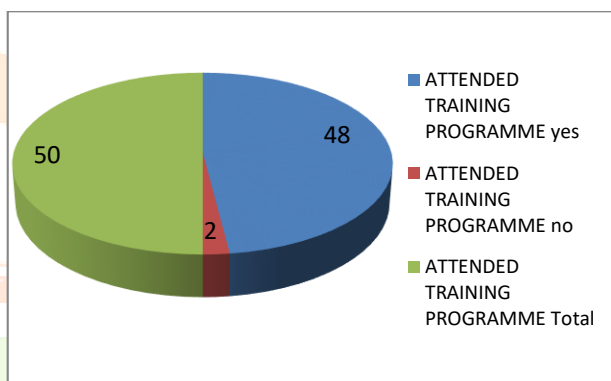
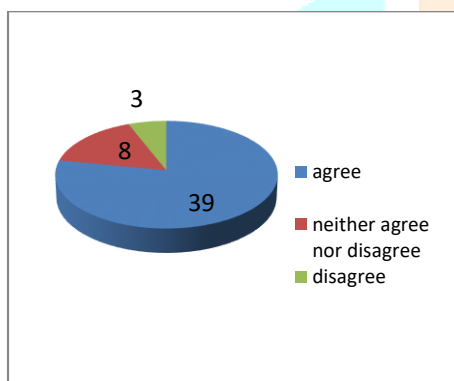
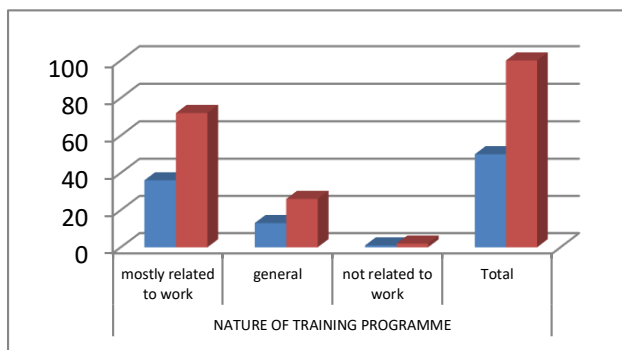
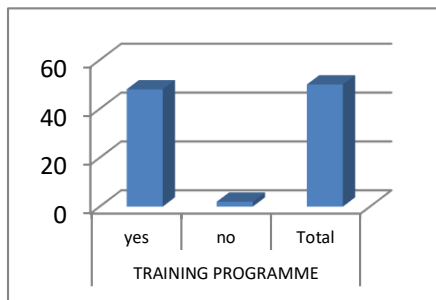
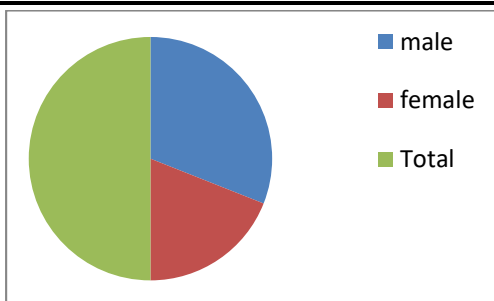
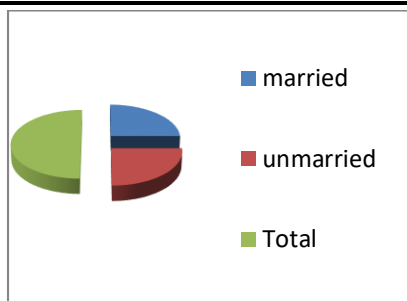
**Sample size:**

The sample size taken for the current study is 50.

**Tools Used For Analysis:**

- Percentage method
- Chi-square test

	OPINION	NO.OFRESPONDENTS	PERCENTAGE (%)
<b>MARITAL STATUS</b>	married	25	50.0
	unmarried	25	50.0
	<b>Total</b>	<b>50</b>	<b>100.0</b>
<b>GENDER</b>	<b>male</b>	31	62.0
	<b>female</b>	19	38.0
	<b>Total</b>	<b>50</b>	<b>100.0</b>
TRAINING PROGRAMME	<b>yes</b>	48	96.0
	<b>no</b>	2	4.0
	<b>Total</b>	<b>50</b>	<b>100.0</b>
<b>NATURE OF TRAINING PROGRAMME</b>	<b>mostly related to work</b>	36	72.0
	<b>general</b>	13	26.0
	<b>not related to work</b>	1	2.0
	<b>Total</b>	<b>50</b>	<b>100.0</b>
<b>TECHNICAL SKILLS</b>	<b>agree</b>	39	78.0
	<b>neither agree nor disagree</b>	8	16.0
	<b>disagree</b>	3	6.0
	<b>Total</b>	<b>50</b>	<b>100.0</b>
<b>ATTENDED TRAINING PROGRAMME</b>	<b>yes</b>	48	96.0
	<b>no</b>	2	4.0
	<b>Total</b>	<b>50</b>	<b>100.0</b>
<b>QUALITY OF TRAINING PROGRAMME</b>	<b>excellent</b>	20	40.0
	<b>good</b>	30	60.0
	<b>Total</b>	<b>50</b>	<b>100.0</b>
<b>CHANCES OF PROMOTION</b>	<b>agree</b>	31	62.0
	<b>neither agree nor disagree</b>	12	24.0
	<b>disagree</b>	7	14.0
	<b>Total</b>	<b>50</b>	<b>100.0</b>



**ANALYSIS OF OPINION OF RESPONDENTS REGARDING  
QUALITY OF TOPICS COVERED AND SATISFACTORY LEVEL OF  
EMPLOYEES  
[USING CHI SQUARE]**

## TABLE

## QUALITY OF TOPICS COVERED \* SATISFACTORY LEVEL Crosstabulation

Observed Count

		SATISFACTORY LEVEL			Total
		very satisfied	satisfied	neither satisfied nor unsatisfied	
OPINION					
QUALITY OF TOPICS COVERED	excellent	8	8	2	18
	good	12	13	7	32
Total		20	21	9	50

QUALITY OF TOPICS COVERED \* SATISFACTORY LEVEL Crosstabulation

Expected Count

		SATISFACTORY LEVEL			Total
		very satisfied	satisfied	neither satisfied nor unsatisfied	
OPINION					
QUALITY OF TOPICS COVERED	excellent	7.2	7.6	3.2	18.0
	good	12.8	13.4	5.8	32.0
Total		20.0	21.0	9.0	50.0

NULL HYPOTHESIS:

Ho: There is no association between quality of topics covered and satisfactory level of the employees.

ALTERNATE HYPOTHESIS:

H1: There is association between quality of topics covered and satisfactory level of the employees.

## TABLE

## COMPUTATION OF CHI-SQUARE TEST

S.NO	(O)	(E)	(O-E)	(O-E) <sup>2</sup>	(O-E) <sup>2</sup> /E
1	8	7.2	0.8	0.64	0.0889
2	12	12.8	-0.8	0.64	0.05
3	8	7.6	0.4	0.16	0.0210
4	13	13.4	-0.4	0.16	0.0119
5	2	3.2	-1.2	1.44	0.45
6	7	5.8	1.2	1.44	0.2482
<b>TOTAL</b>					0.870

Calculated value=0.870

Degrees of freedom=(R-1)(C-1)= (3-1)(4-1)  
=6

Level of Significance= 5%

Tabulated value=0.920

Calculated value=0.870

**The calculated value is less than tabulated value. Null hypothesis is accepted**

## INFERENCE

There is no association between quality of topics covered in Training Programme and satisfactory level of the employees.

## CONCLUSION

Training programme's main objective is to improve the productivity of the company's employees which in turn will improve the company's profitability. Through training programmes, the employees' skill levels are upgraded which will make the employees more productive.

Training programme is also set up to help employees get used with new roles and responsibilities usually after promotion. When an employee gets promoted from one level to next level, the skills required to do his/her job changes and training programmes are essential in equipping the employee with the new skills.

Training programme is also a way for the company to showcase to its employees that it cares for employees' self development. This plays a big role in increasing the loyalty that an employee feels towards its organization

Employees' feedback on the training programme is essential to understand the effectiveness of training programme. Most times, employees better understand the kind of training programme that would help them. It is important to get employees' opinion before the creation of new training programmes.