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## Impact of Training and Development on Quality of Work Life

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### ABSTRACT

Training and Development department of the company plays very vital role in every organization in Quality Work Life of employees. It helps in personal skills development and avoids managerial obsolescence. The study focuses on changes training and development program brings to an employee's quality work life. Most organizations meet their needs for learning in an advert hoc and haphazard manner while others set about identifying their learning needs, and then design learning sports in a rational way and in the end assess the consequences of that training session. Descriptive design method is used for completing this research. This can very well be seen that AI is new phase of HR as many new technologies are being used to train employees. This research covers essential aspects which are required and can be used by future researchers.

**Keywords:** Training and Development, Quality Work Life, Career Development.

# INTRODUCTION

Present organizations are facing constant competition, continues change in technologies and environment. Globalization and changing customer requirements have added huge challenges for organizations. In order to overcome these challenges it is important to train and develop employees of each department. In current scenario where employees are very well aware about their rights they focus on their individual career growth and work life balance. Training and development helps in deal with these factors as well along with organization growth. 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 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 and continuous process. Training in an organization can be mainly of two types; Internal and External training sessions. Development in contrast is considered to be more general than training and more oriented to individual needs in addition to organizational needs and it is most often aimed toward management people. Usually the intent of development is to provide knowledge and understanding that will enable people to carry

## OBJECTIVE OF THE STUDY

- To study about the training and development programs for the Employees of Hari Om Sales.
- To study about quality work life of employees.
- To show a significant relationship between training and development and Quality Work Life

out non-technical organizational functions more effectively, such as problem solving, decision making and relating to people.

Quality work life refers to the part of employment that shows level of happiness or dissatisfaction of a person at its work place. The phrase "quality of work-life" refers to a person's perceptions of all aspects of employment, including financial compensation and benefits, job security, working conditions, interpersonal and organizational relationships, and the intrinsic value of the work in the person's life. An employee with high quality of work life is characterized as someone who enjoys their employment, whereas an employee with low quality of work life is characterized as someone who is unhappy at work or whose needs are not met in any other way. The quality work life of an employee is directly related with their performance and productivity. The company who provides regular training and development program to its employees tends to have better productivity among its employees. The people involved in quality work life have a good sense of satisfaction towards their job, and for them work does not feel like a burden. Low quality work life results in absenteeism, occasional sabotage, and low production.

## LITERATURE REVIEW

(Pallavi, 2013) did research on the topic A LITERATURE REVIEW ON TRAINING & DEVELOPMENT AND THE QUALITY OF WORK LIFE. Training and development programs are essential in every firm. These programs promote employee performance at work, refresh employee knowledge and skills, and aid in avoiding managerial obsolescence. The usage of these programs makes it easier for management to analyze work performance and make choices such as employee promotions, incentives, salary, welfare facilities, and so on. These programs also assist managers with succession planning, staff retention, and motivation. It develops Efficient and

Effective individuals inside the organization. The employee's performance shortfall determines the demand for training and development, which is calculated as follows: Training and development requirements = Standard performance minus actual performance Training improves an organization's overall effectiveness in a variety of ways.

**(Tunde, 2020)** This paper investigated the role of HRM factors in achieving Quality of Work Life in the organization. The primary goal of this paper was to identify any significant relationships that exist between HRM factors such as engagement, talent management, compensation, learning and development, and quality of work life on the one hand and quality of work life on the other. To elicit replies from respondents in UBA PLC, the study used a cross-sectional design and a survey as the research approach. The major research instrument in this study was a questionnaire. The hypotheses investigated found that HRM variables are substantially connected to work life balance, and hence HRM factors are primary predictors of organizational quality of life.

**(Anyanwu, 2016)** In the past, managers and employers had a hazy understanding of training and staff development. Employee development and training is a strategy for capturing the growth and development of current management practices. The purpose of this study was to determine the influence of training and staff development on organizational and worker performance. A total of fifty questionnaires were distributed and returned. The data was analyzed using simple percentage approaches, and the assumptions were tested using Regression Analysis. It was discovered that training increases productivity and that worker training and development increases production. Training and staff development may also be seen in the following conditions: high productivity, low waste, low accident rate, low union disputes, and so on. It was determined that the government should invest more funds in staff training and re-training in order to maximize production. Finally, it was suggested that trainees be introduced to varied procedures and equipment and that approaches that were easily comprehended by them be employed. Similarly, all training and staff development should be focused on meeting individual and organizational requirements.

**(Bibi, 2018)** This study looked at how support from managers and training and development programs affect employee retention. The current study also explores how the workplace environment modifies the link between employee retention, support from supervisors, and training and development. A survey was conducted to gather information from 250 professors employed by Pakistan's state universities. The data was analyzed using PLS path modelling. The findings showed that employee retention was significantly influenced by training, development, and supervisor support. The findings also showed that the relationship between training and development, supervisor support, and employee retention was moderated by the workplace environment. The implications, restrictions, and suggestions for additional research were then discussed.

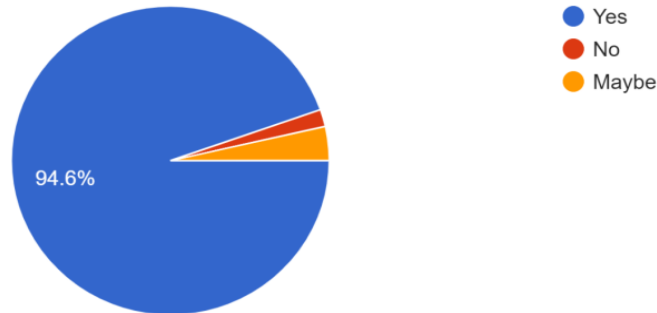
**(SABIR, 2014)** The purpose of this study is to determine how various factors affect employee productivity. The quantitative method of research is being used by the researcher. Employees of Pakistani energy supply firms make up the study's population. The non-probability sampling approach and random sampling are used by the researcher. 150 employees of Pakistani power supply firms are the sample size for this study. The survey method is used by the researcher to collect data using a questionnaire instrument. Results show that there is a favourable association between many variables and employee productivity. Results also show that the Pakistani Electricity Supply Company's personnel are benefiting from the instrument's and variables' dependability.

## RESEARCH METHODOLOGY

This research is aimed towards finding relationship between training and development has on quality work life. The research design used is Descriptive method. Data used for collection is both primary as well as secondary. Major part of data was collected through convenience questioner, which helped to know the opinion of employees about training and development program of their organization.

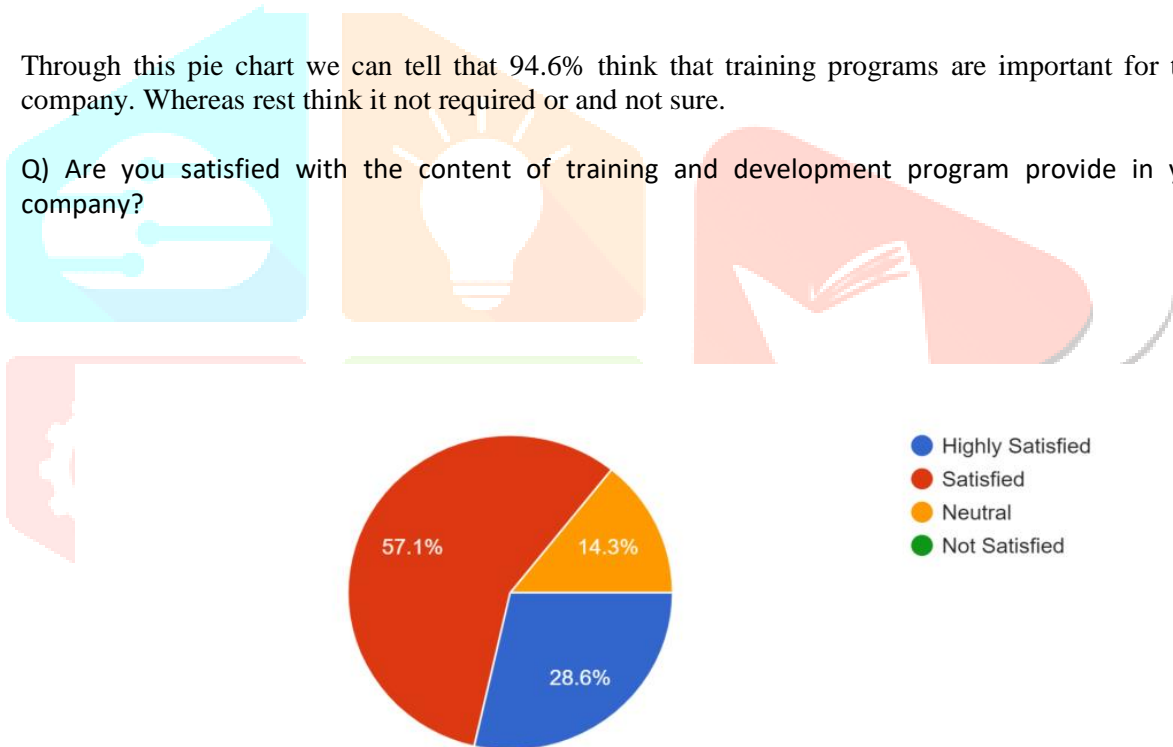
## Data Analysis and Interpretation

Q) Is training and development program important for the company?



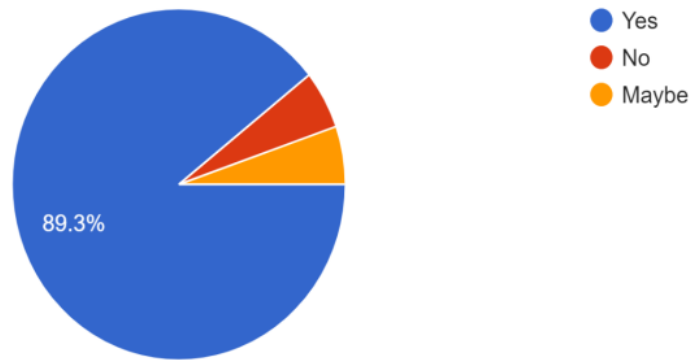
Through this pie chart we can tell that 94.6% think that training programs are important for their company. Whereas rest think it not required or and not sure.

Q) Are you satisfied with the content of training and development program provide in your company?



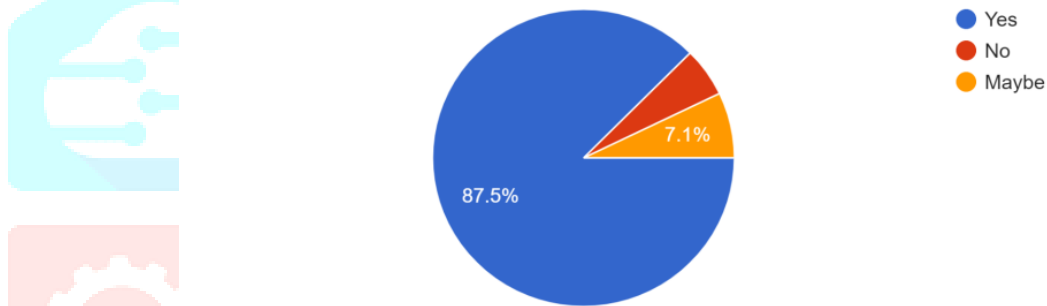
This chart shows the satisfaction level of employees towards the training provided to them by the company. 28.6% of employees are Highly Satisfied with the training program whereas 57.1% and 14.3% of employees are Satisfied and Neutral respectively.

Q) Do you think training and development helps in improving the quality work lifew?



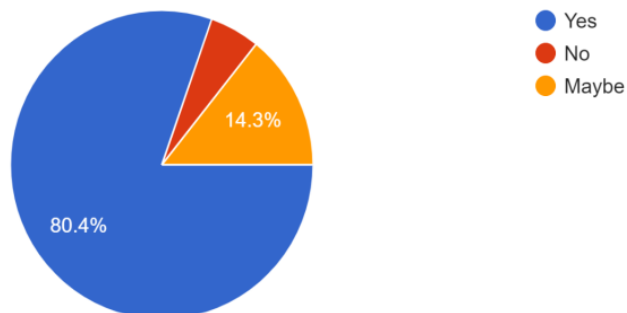
By this chart we get to know that 89.3% of employees believe that training and development is important in improving quality work life. Whereas rest 10.7% are either not sure or don't believe that it helps in improving quality work life.

Q) Does Quality Work Life affect productivity of employees?



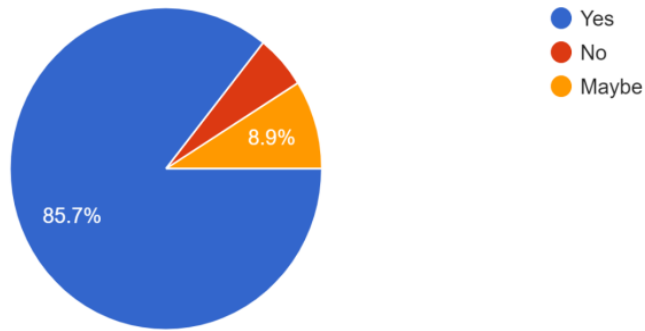
By looking at this chart we can say that 87.5% of the employees believe quality work life can affect their productivity. Whereas 7.1% are not sure and 5.1% don't think it to be affecting their productivity.

Q) Do you think there is any direct relationship between training and development and productivity of employees?



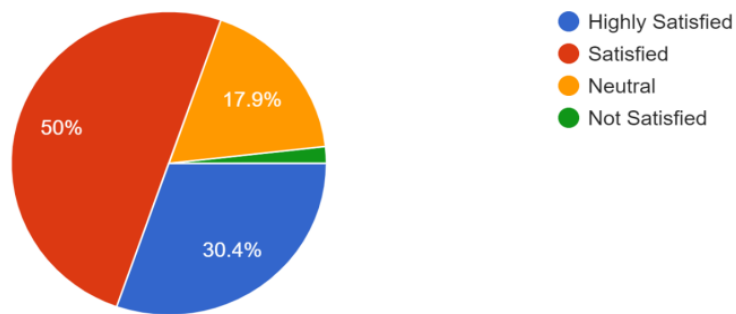
This chart show that 80.4% of employees think training and development directly affects their productivity, on the other hand 14.35 are not sure and rest 5.3% don't find it to be affective.

Q) Are training and development programs provided by your company helpful for your career growth?



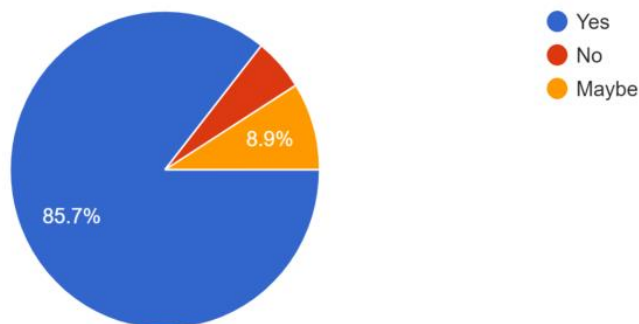
Almost majority of employees i.e. 85.7% think that the training and development program their company provides them is effective in their career growth, whereas 8.9% are not sure and rest 5.4% don't find it helpful in career growth.

Q) How satisfactory the adequacy of time allocated for training and development program of your company is?



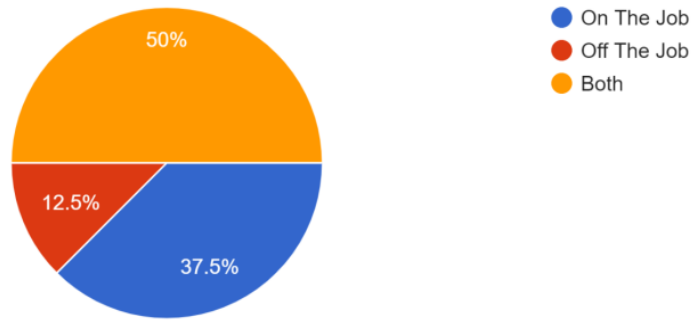
Exactly 50% of the employees are highly satisfied with the time allocated for their training and development by their company. But on the other 30.4% of employees are just satisfied and 17.9% are neutral to the time allocation. The rest 1.7% are not satisfied.

Q) Do you think training and development helps in team building as well?



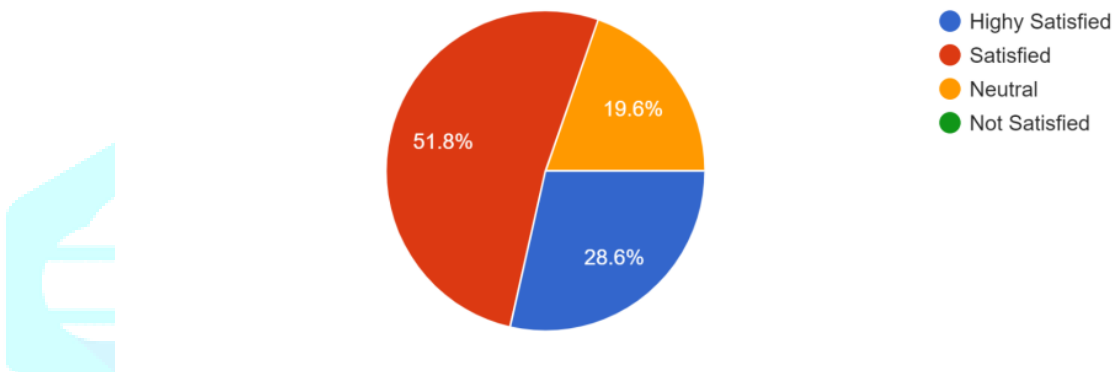
Almost 85.7% of respondents believe that training and development has helped in team building. Whereas 8.95% are not sure and rest 5.4% disagree.

Q) Which training method you feel is more helpful?



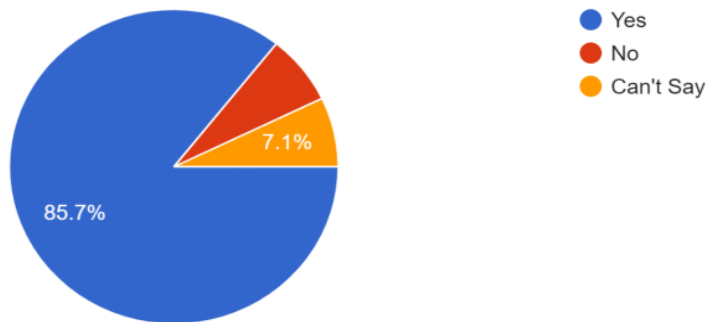
In chart we can see that 37.5% believe that one the job training is more useful and 12.5% believe off the job to be more helpful, but majority of 50% respondents believe both to be equally effective.

Q) Are you satisfied with the working conditions provided by your company?



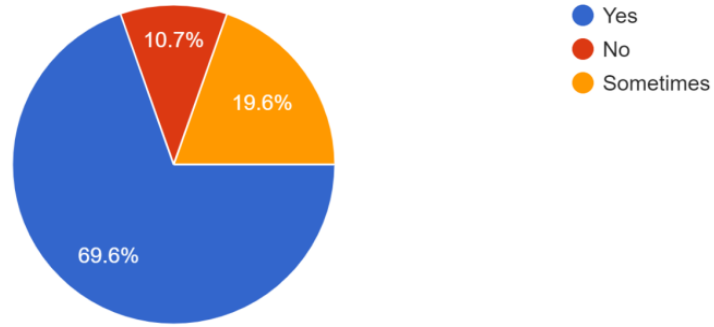
Around 28.6% of employees are highly satisfied and 19.6% are neutral towards their working conditions provided by the company. A majority of 51.8% of employees are satisfied with the condition.

Q) Do the training program helps in improving relationship with other departments as well?



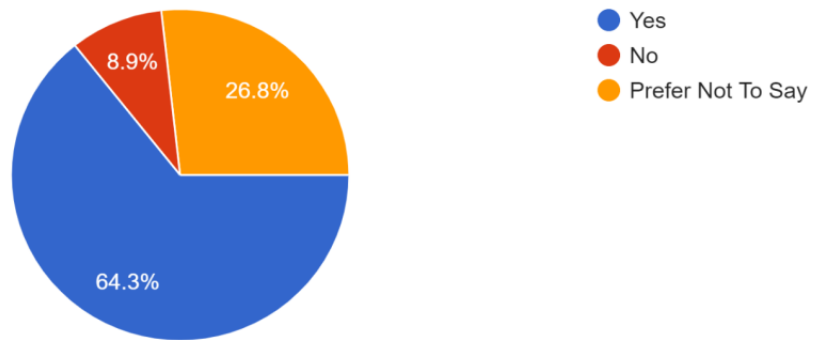
A majority of 85.7% of employees believe that training and development programs has helped them in improving them their relationship with other departments. 7.1% are not sure and 7.1% disagree.

Q) Can you easily communicate with your superiors about your issues related to Quality work life?



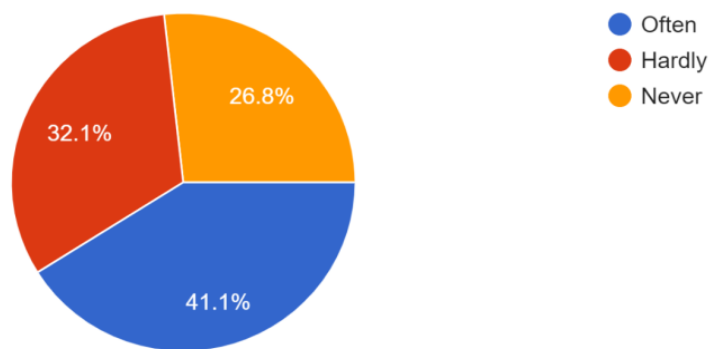
Around 69.6% of employees find it easier to communicate with their superiors about any issue they are facing, whereas 19.6% can't always communicate and 10.7% of employees don't find it easy to communicate with their superiors.

Q) Are you given adequate and fair compensation for the work you do?



Around 64.3% of employees believe that the compensation they are getting is adequate but on the other hand 8.9 % don't find it adequate and rest 26.8% prefer not to say.

Q) Do you get burn out with your work?



Out of all the respondents around 41.1% of employees often get burn out with their work and 32.1% hardly get burns out. On the other hand 26.8% don't get burn out from their work.



## Limitation of Study

The limitation of this study was that the responses gathered were only gathered from one company and not more than that so its hard to say the conclusion will be accurate for all other firms. Also one limitation is that it is only limited to one type of Industry.

## Conclusion

After analysing the data we can conclude that Training is an important part of every employee's career. It helps them to be better equipped to do their jobs and to be more productive. There are many benefits to having a good training program in place. One of the most important benefits is that it can help to improve the quality of work life for employees.

When employees are properly trained, they are more likely to be able to do their jobs well. This can lead to fewer mistakes being made and a higher level of productivity. In turn, this can lead to a better work/life balance for employees. They will feel more fulfilled in their roles and will be less likely to experience burnout.

A good training program can also help to improve morale among employees. When they feel like they are being properly prepared for their roles, they are more likely to be positive about their jobs. This can lead to a more positive work environment and a decrease in turnover.

Overall, it is clear that there are many benefits to having a good training program in place. Training can help to improve the quality of work life for employees, and it can also lead to a number of other benefits. For businesses, it is important to invest in a good training program to ensure that employees are able to perform at their best.

## Suggestions

- The employees of Hari Om sales have already a large number of employees who are aware of training program conducted by the company, but if rest

of the employees are also brought to the attention towards the benefit of training it can further improve their quality work life.

- There are still times where the employees can't freely communicate with superiors regarding their issues, improving this will increase the participation and reduce grievance.

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