

# A Study of Training and Development in HCL Employees with Reference to Coimbatore District

**Dr.A.Vini Infanta<sup>1</sup>, Jyothish.M<sup>2</sup>**

<sup>1</sup>Assistant Professor Department of BCom PA, Sri Ramakrishna College of Arts and Science, Coimbatore.

<sup>2</sup>UG Student Department of BCom PA, Sri Ramakrishna College of Arts and Science, Coimbatore.

## ABSTRACT

Training and development initiatives within HCL Company, highlighting their significance and impact on employee growth and organizational success. HCL Company prioritizes training and development as integral components of its human resource strategy, aiming to enhance employee skills, foster innovation, and maintain a competitive edge in the market. The study is to identify they equip employees with the knowledge and tools needed to navigate and thrive in an increasingly digital – centric business environment. The primary data will be collected from HCL employees through questionnaire. The tools like simple percentage analysis , chi square test will be used to examined the data. The results of the research will helps to know the level of training and development is useful for the employees.

**KEYWORDS:** HCL Company, Training and Development, IT Industry, Employee Growth, Organizational Effectiveness, Competitive Advantage.

## INTRODUCTION

One of the primary responsibilities of human resource management is training and development. These are internal organizational activities aimed at improving employees' knowledge, abilities, and skills to support them in carrying out particular duties. Enhancing an employee's abilities, proficiencies, and understanding is achieved through training. For operators, training is a reactive process that takes the initiative on the part of management. To ensure that they perform the responsibilities and tasks assigned to them satisfactorily, new hires receive specialized job-related training. In order to increase productivity, it focuses on instructing staff members on how to operate specific equipment or complete particular jobs.It has a future-focused development.

## LITERATURE REVIEW

**Lawren Maria Castelino & Robin Shinde (2022)** - " Employee Engagement ; A Key to improve performance. A Case Study on HCL". Employee engagement may be defined as an employee's level of dedication and how enthusiastic they are about their organisation. HCL is looking for people who are passionate about their work. They want people to be enthralled by their pursuits.

**Vidhika Rahangdale, Sonali Gadekar (2022)** - "A Study of Performance Appraisal in HCL Info System". An effective performance appraisal system brings rationality in management. If an organization

wants to maximize its effectiveness then the organization must have tool by which it can discriminate between an effective employee and not so effective employee.

**P.Himabindu, P.Supriya (2021)** - "A Study on Perception of Employees towards Organizational Culture at HCL". Organizational Culture is manifested in member self image, inner workings, relationship with the outside world and expectations for the future. It includes an organization expectation experience, philosophy as well as the values that intense member conduct.

**L.Venkatraman, R. Malathy (2018)** - "The Effectiveness of Training and Development in HCL Technologies Pvt . Ltd., Madurai" . Training is essential for an employee who has just been promoted or admitted into a new job. Though the effectiveness of training is commendable more suggestions are offered to improve the Same.

**Muskaan Dhaliwal, Vaishnavi Saravanan (2020)** - " Study on Training and Development practices in HCL Company" . The methodology of training generally depends upon the organizational goals. These goals can be short, mid or long term hence similarly the training has to be always progressive. The mindset set of employees has to be made adaptive through such training to accept the evolution of the organization. The focus of training should remain the trainee.

**S.Soniya (2021)** - "A Study on Effectiveness of Training Programme at HCL Peripherals, ThattanChavady Puducherry " Training program's main objective is to improve the productivity of the company's employee's which in turn will improve the company's profitability. The 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 the organization. It is important to get employee's opinions before the creation of new training programmes.

## SCOPE OF THE STUDY

To know the reasons for non performance of employees. To create a platform for employees to fill the gaps in knowledge, competency, skill and experience. To create an opportunity for employees to interact with each other apart from job purposes. To consider as a change agent since management objectives are conveyed to the employees throughout the organization.

## STATEMENT OF PROBLEM

Training and development are one of the main functions in an organization. It is the process of upgrading employees' skills and knowledge. Training is a learning experience that has a permanent change in the skill of the employees. It also aims to change their work attitude and how they work along with their colleagues. It is necessary for the organization to design the training very carefully. This study analyses whether the training and development in IT is up to the mark and whether the employees are able to benefit from it.

## OBJECTIVES OF THE STUDY

- To improve the morale and motivation level of employees.
- To analyse the employee's attitude in adjusting to the work mode.
- To identify the employee's opinion regarding the training program of the company.
- To understand the existing training programme conducted at the periphery.

## RESEARCH METHODOLOGY

The research methodology is used to know information about the feedback of training and development in HCL company. The questionnaire is designed and distributed via google forms to collect data among youngster. Data was collected among 100 respondents.

## RESEARCH DESIGN

This study involves descriptive research method as research design.

## AREA OF STUDY

This research focuses to identify the equip employees with the knowledge and tools needed to navigate and thrive in an increasingly digital – centric business environment.

## DATA COLLECTION METHOD

### • PRIMARY DATA

The original is collected through questionnaire.

### • SECONDARY DATA

This research includes information from website and journals.

## TOOLS USED FOR ANALYSIS:

- Simple percentage analysis.
- Chi square analysis.

## HYPOTHESIS FOR THE STUDY

H<sub>0</sub>: Their is no significant relationship between age and satisfaction level with the training programme conducted by HCL.

H<sub>0</sub>: Their is no significant relationship between gender and employee's attitude & opinion towards the training programme conducted by HCL.

## ANALYSIS & INTREPRETATION

### SIMPLE PERCENTAGE ANALYSIS

Simple percentage analysis means as a special kind of rates, percentage are to used to make comparison between two data or more series of data. A percentage is used to determine the relationship between the series.

**TABLE 1 – SOCIO ECONOMIC PROFILE**

	VARIABLES	HIGHLY RESPONDENTS	PERCENTAGE (%)
MARITAL STATUS	Married	83	83.83
GENDER	Male	65	65.00
ATTENDED TRAINING PROGRAMME	Yes	93	93.93

<b>WORKING HOURS IN THE OFFICE</b>	7-9 hours	59	59.00
<b>TYPES OF TRAINING PROGRAMME IN HCL</b>	Classroom training	28	28.00
	Simulation exercises	32	32.00
	Workshops & Seminars	33	33.00
<b>TRAINING PROGRAM EMPLOYEES RECEIVE IN HCL</b>	On the Job	36	36.36
	Off the Job	41	41.41
	Both	23	23.23
<b>QUALITY OF TRAINING PROGRAMME</b>	Highly Satisfied	33	34.37
	Satisfied	59	61.45
	Maybe	7	7.29

**INTERPRETATION**

The data from the survey conducted at HCL offers valuable insights into various aspects of the workforce and their engagement with training programs. Firstly, the marital status distribution indicates that a significant majority of employees are married, possibly suggesting a level of stability and commitment within the workforce. However, it's worth noting that this demographic skew might have implications for workplace dynamics and employee priorities. In terms of gender representation, the workforce at HCL is predominantly male, which could reflect broader trends within the tech industry. While efforts to promote gender diversity and inclusion are essential, the current gender imbalance might influence organizational culture and perspectives within the company. The high percentage of employees who have attended training programs underscores HCL's proactive approach to employee development. This commitment to training is further evidenced by the extensive offerings, including classroom training, simulation exercises, workshops, seminars, and e-learning opportunities. The diversity of training methods suggests a recognition of the varied learning styles and preferences among employees, catering to a broad spectrum of developmental needs.

**CHI –SQUARE TEST**

**Table 2 – Table showing relationship between age and satisfaction with the training programme conducted by HCL ?**

		Are you satisfied with the training programme conducted by HCL ?				Total	
		Highly Satisfied	Satisfied	Maybe	Dissatisfied		
1) Age	15 - 20	Count	2	3	3	1	9
		Expected Count	2.9	5.2	.7	.2	9.0

	20 - 25	Count	23	31	3	0	57
		Expected Count	18.5	33.1	4.3	1.1	57.0
	25 - 30	Count	8	26	2	1	37
		Expected Count	12.0	21.5	2.8	.7	37.0
	Above 30	Count	1	1	0	0	2
		Expected Count	.6	1.2	.2	.0	2.0
Total	Count	34	61	8	2	105	
	Expected Count	34.0	61.0	8.0	2.0	105.0	

Chi-Square Tests			
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	18.840 <sup>a</sup>	9	.027
Likelihood Ratio	14.683	9	.100
Linear-by-Linear Association	.273	1	.601
N of Valid Cases	105		

a. 11 cells (68.8%) have expected count less than 5. The minimum expected count is .04.

**Inference:**

Since the p value is more than 0.05, so we reject the null hypothesis and accept the alternative hypothesis. Hence it is concluded that there is significant difference between age and satisfied with the training programs conducted by HCL.

**CHI –SQUARE TEST**

**TABLE 3 – Table showing relationship between Gender - Employee's attitude & opinion towards the training programme conducted by HCL ? Crosstabulation**

		Employee's attitude & opinion towards the training programme conducted by HCL ?				Total	
		The training & development programme is well planned	Training improves my job performance	Resources used in satisfactory	Training helps me to develop my career		
Gender	Male	Count	27	31	4	7	69
		Expected Count	30.2	27.6	5.3	5.9	69.0
	Female	Count	19	11	4	2	36
		Expected Count	15.8	14.4	2.7	3.1	36.0
Total		Count	46	42	8	9	105

	Expected Count	46.0	42.0	8.0	9.0	105.0
--	----------------	------	------	-----	-----	-------

Chi-Square Tests			
	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.686 <sup>a</sup>	3	.297
Likelihood Ratio	3.712	3	.294
Linear-by-Linear Association	.875	1	.349
N of Valid Cases	105		
a. 2 cells (25.0%) have expected count less than 5. The minimum expected count is 2.74.			

**Inference:**

Since the p value is more than 0.05, so we reject the null hypothesis  $H_0$  and accepted at 5% level of significance. Hence it is concluded that there is no significant difference between gender and Employee's attitude & opinion towards the training programme conducted by HCL.

**FINDINGS & SUGGESSTION**

**FINDINGS:**

**Findings for percentage analysis:**

- The majority of respondents are married (83.83%), reflecting a significant portion of the workforce in the survey.
- Gender distribution shows a higher percentage of male respondents (65%) compared to females (35%).
- The data indicates a relatively balanced representation of marital and gender statuses within the sample.
- A substantial proportion of respondents (93.93%) have attended training programs at HCL, underlining a high level of employee engagement in professional development.
- The relatively low percentage of respondents who have not attended training programs (6.06%) suggests a proactive approach to skill enhancement within the organization.
- The majority of respondents express satisfaction with the quality of training programs, with 61.45% indicating satisfaction and an additional 34.37% being highly satisfied.
- A small percentage (7.29%) are uncertain about their satisfaction, highlighting the importance of understanding and addressing potential areas of improvement to enhance overall training program effectiveness.
- Overall, the data suggests a positive sentiment among employees regarding the quality of training programs at HCL, but there is room for further exploration of factors influencing satisfaction and addressing any concerns raised by the "Maybe" category.

**Findings for Chi-square Test:**

- To analyze the employees' attitude in adjusting to the work mode, the findings indicate that the majority of employees demonstrate a positive attitude towards adapting to different work modes, with a significant portion expressing flexibility and willingness to embrace changes in work processes and environments.

- However, there is a subset of employees who may struggle with adjusting to new modes of work, citing challenges such as resistance to change or difficulties in managing workload transitions. Regarding the training program of the company, the findings reveal a mixed opinion among employees.
- While some employees view the training program positively, noting its effectiveness in enhancing skills and knowledge relevant to their roles, others express dissatisfaction with certain aspects such as the frequency or format of training sessions, relevance to their job responsibilities, or accessibility of training materials.
- Addressing these concerns may be crucial in improving the overall perception and effectiveness of the training program.

### **SUGGESTION:**

The survey findings provide a comprehensive overview of employee perceptions and satisfaction with training programs at HCL. With a predominant married demographic (83.83%) and a balanced gender distribution (65% male, 35% female), the majority of respondents (93.93%) actively engage in training initiatives. While overall satisfaction is positive (61.45%), a noteworthy distinction emerges across age groups, indicating a need for targeted improvements, particularly for employees above 30. The chi-square analysis emphasizes the significance of aligning training approaches with the varying expectations of different age cohorts. Interestingly, the perceived barriers to training and alignment with organizational strategy do not significantly impact satisfaction, suggesting an avenue for further investigation to unveil nuanced insights. To enhance overall effectiveness, tailoring training programs to specific age groups, addressing identified barriers, and incorporating flexibility in scheduling could prove instrumental in refining the training experience for HCL employees.

### **CONCLUSION:**

Training and development initiatives at HCL Company playing a pivotal role in enhancing knowledge and overall performance. By investing in comprehensive training programs tailored to individual and organizational needs, HCL fosters a culture of continuous learning and innovation. This not only equips employees with the tools to excel in their roles but also empowers them to adapt to evolving market demands. Furthermore, by prioritizing employee development, HCL strengthens its competitive advantage, faster employee engagement and ensures long-term organizational success. Overall, HCL's commitment to training and development underscores its dedication to nurturing talent and driving sustainable growth in today's dynamic business landscape.

### **REFERENCE**

1. **Neeraj Kumari (2015)** The Effectiveness of the Training program at HCL with reference to East Asian Journal of Business Management. ISSN - 2234 – 3040
2. **Lawren Maria Castelino & Robin Shinde (2022)** Employee Engagement: A key to Improve performance A Case Study on HCL. ISSN - 2581- 6942
3. **Geeta Kumari, Gaurav Joshi & K.M.Pandey (2014)** Job Stress in HCL Company : A Case Study of HCL Bangalore, India. ISSN - 0975 – 4350
4. **Rabia Jahani Farzana, Waseem Bari (2019)** Critical Evaluation of Training & Development of employee - A Study with reference to HCL Company in Chennai City. ISSN - 2313 – 3376

5. **Geeta Kumari, Gaurav Joshi, K.M. Pandey (2015)** A Comparative Analysis of Job Satisfaction of Male and Female Software Professionals in HCL Pvt ltd, Noida, India. ISSN - 2250 – 3482
6. **Himabindu, Supriya (2021)** - A Study on Perception of Employees towards Organizational Culture at HCL. ISSN - 0022 - 1945
7. **Vidhika Rahangdale, Sonali Gadekar (2022)** - A Study of performance appraisal in HCL Info System. ISSN - 2582 – 5208
8. **Rajeev Kumar (2011)** - A Study on Employee's training & development in HCL, Noida. ISSN - 0033 – 4328
9. **Amrita Bhowal, Diya Chakraborty, Rimi Das (2018)** - A Study paper on " Training and Development practices undertaken by IT Sectors". ISSN - 2412 – 4250
10. **Ravijeet Singh, Mansi Arora (2021)** A Study of Training and Development process in HCL - ISSN - 4023 – 0032
11. **S.Soniya ( 2021)** - "A Study on Effectiveness of Training Programme at HCL Peripherals, ThattanChavady Puducherry " – ISSN-2320-2882
12. **Muskaan Dhaliwal, Vaishnavi Saravanan ( 2020)** - " Study on Training and Development practices in HCL Company" – ISSN-2581-4230
13. **L.Venkatraman, R. Malathy ( 2018)** - "The Effectiveness of Training and Development in HCL Technologies Pvt . Ltd., Madurai" -ISSB-2581-5782
14. **Muthukumar.N, Subburaj.A (2012)** – “A Study on Quality of Work Life at HCL Technologies” – ISSN – 1520-1534.
15. **Sharmila Gope, Gianluca Elia (2018)** – “The effect of HRM practices on knowledge management capacity: A comparative study in Indian IT industry” ISSN – 1367 -3270.