

# A study on effectiveness and satisfaction of training and development in CapitalVia

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## ABSTRACT

*This research work titled “A study on effectiveness and satisfaction of training and development in CapitalVia”, was done with the main objective to identify the effectiveness of training and development in CapitalVia, to know training and development’s impact toward fresher in adjusting to corporate environment, to learn the satisfaction level of trainee towards the training and to know that sufficient level of knowledge is provided for employees to work. It is descriptive research design. The Primary data has been used to collect data with the help of Questionnaire. The sample size is 152. Tools used in this study chi-square, correlation and the major findings are there is significance relationship between age and rating the overall impact of training on daily work, there is significance relationship between educational qualification and adequately prepared to handle new or unexpected tasks in the role and there is statistically significant moderate correlation between rating the effectiveness of specific skills gained from training in enhancing the role and rating the effectiveness of training in preparing for challenges at work. The suggestion for the betterment of the company are trainers can be hired specifically for training and training can be updated for every trainee batches. The company can Customize Training Programs to meet the specific needs and skill gaps of financial knowledge improvement, Pitching training, different departments and employee roles. Providing personalized development opportunities can enhance relevance and effectiveness, leading to higher satisfaction levels.*

**Keywords:** - Training effectiveness, Training satisfaction, Descriptive methodology.

## 1. INTRODUCTION

Training and development play a pivotal role in enhancing employee skills, knowledge, and performance within organizations. As businesses navigate an increasingly competitive landscape, investing in the continuous growth and development of their workforce becomes imperative. This introduction aims to provide an overview of the effectiveness and satisfaction associated with training and development initiatives within organizational settings. Training and development programs serve as essential tools for bridging skill gaps, improving productivity, and fostering employee engagement. Effective training initiatives not only equip employees with the necessary competencies to perform their roles proficiently but also contribute to organizational success. By aligning training objectives with strategic goals, businesses can enhance their competitiveness and adaptability in dynamic markets. Research indicates that well-designed training programs yield tangible benefits for both employees and organizations. For instance, employees who undergo comprehensive training are more likely to exhibit higher job satisfaction, increased motivation, and improved job performance. Moreover, organizations that prioritize employee development often experience lower turnover rates, higher retention levels, and greater overall productivity. Employee satisfaction with training and development programs is a key determinant of their effectiveness and long-term impact. Satisfaction encompasses various aspects, including the relevance of training content, the quality of instruction, the accessibility of resources, and the perceived value of learning outcomes. When employees perceive training programs positively, they are more likely to actively participate, engage with the material, and apply newly acquired skills in their roles.

## OBJECTIVES OF THE STUDY

- To identify the effectiveness of training and development in CapitalVia
- To know training and development's impact toward fresher in adjusting to corporate environment
- To learn the satisfaction level of trainee towards the training
- To know that sufficient level of knowledge is provided for employees to work

## SCOPE OF THE STUDY

- To study about effectiveness of training and development in CapitalVia
- To study the satisfaction level of trainee towards the training

## NEED FOR THE STUDY

- Helps to know the effectiveness of training and development provided in CapitalVia
- Shows the level of satisfaction of employees in training and development provided by CapitalVia

## LIMITATIONS

- Unstable emotion of respondents can impact the result
- Respondents may or may not sincerely respond to the questionnaire
- The conclusion is derived from limited respondents
- The study has been carried out for a limited period of time.

## 2. REVIEW OF LITERATURE

1. **Chen & Kim (2020)** have done a study work titled "Training's Influence on Employee Adaptability in Remote Work Environments". The purpose of the study is to assess the impact of training programs on employee adaptability in remote work settings. The study found out that training programs enhance employee adaptability and performance in remote work environments. The sample size of the study is 200 remote employees and tools used are remote work performance evaluations, post-training surveys. The study suggests to provide virtual training sessions focusing on remote collaboration tools and communication skills.
2. **Park & Patel (2020)** have done a study work titled "Training's Influence on Employee Performance and Customer Satisfaction in Retail". The purpose of the study is to assess the impact of training programs on employee performance and customer satisfaction in the retail sector. The study found out that training programs positively affect both employee performance and customer satisfaction in retail settings. The sample size of the study is 250 retail employees and tools used are employee performance metrics, customer satisfaction surveys. The study suggests to provide comprehensive product knowledge training and customer service skills development.
3. **Patel & Sharma (2019)** have done a study work titled "Training's Impact on Employee Retention in Fast-paced Industries". The purpose of the study is to investigate the relationship between training programs and employee retention in fast-paced industries. The study found out that the training programs contribute to higher employee retention rates and job satisfaction in fast-paced environments. The sample size of the study is 250 employees in dynamic industries and tools used are employee turnover data analysis, retention surveys. The study suggests to offer continuous learning opportunities and career development paths to retain top talent.
4. **Rakesh Sharma & Priya Singh (2019)** have done a study work titled "Impact of Leadership Training on Managerial Performance". The purpose of the study is to investigate the effect of leadership training on managerial performance in Indian organizations. The study found out that leadership training significantly enhances managerial performance and effectiveness. The sample size of the study is 150 managers from various industries and tools used for the study are 360-degree feedback assessments, performance

appraisals. The study suggests to incorporate case studies and simulations in leadership training programs to enhance practical skills.

5. **Ankit Patel & Sneha Desai (2018)** have done a study work titled “Evaluation of Soft Skills Training in Educational Institutions”. The purpose of the study is to evaluate the effectiveness of soft skills training programs in improving student employability. The study found out that soft skills training enhances students' employability and prepares them for the workforce. The sample size of the study is 200 students from colleges and universities and tools used for the study are employability assessments, employer feedback surveys. The study suggests to integrate experiential learning activities and industry collaborations into soft skills training modules.

### 3. RESEARCH METHODOLOGY

#### RESEARCH DESIGN

This paper has employed descriptive research design. This paper aims to analyze the employee's perception on employer. Thus, a descriptive research design is adopted to analyze the effectiveness of training and development in CapitalVia. This paper also aims to analyze the satisfaction level of trainee towards the training.

#### METHOD OF DATA COLLECTION

This paper is solely based on the primary data. Self-prepared questionnaires have been used to collect the data. The questionnaires were divided into two parts. The first part was related to the respondent profile, and the second was related to Training effectiveness, Satisfaction level of training and Adequate knowledge providing. Five different statements based on the five-point Likert scale were included.

#### SAMPLE SIZE

Sample size refers to the number of questionnaires filled by the different respondents for the study. Size of the sample for the study is 152.

#### TOOLS FOR DATA ANALYSIS

SPSS software was employed to conduct Chi-square and correlation analysis. This method was chosen to investigate the effectiveness and satisfaction of training and development in CapitalVia.

### 4. DATA ANALYSIS AND INTERPRETATION

#### CHI-SQUARE

The chi-square ( $\chi^2$ ) test is a statistical method used to determine whether there is a significant association between two categorical variables. It compares the observed frequencies of data with the frequencies that would be expected if the variables were independent of each other.

The test calculates a chi-square statistic, which measures the discrepancy between the observed and expected frequencies. If the calculated chi-square value is sufficiently large, indicating a substantial difference between observed and expected frequencies, and exceeds a critical value determined by the degrees of freedom and chosen significance level, then the null hypothesis of independence between the variables is rejected.

In essence, the chi-square test helps researchers assess whether there is a statistically significant relationship between two categorical variables.

**Table No: 4.1**

#### HYPOTHESIS STATEMENT

**H<sub>0</sub>:** There is no significant relationship between age and rating the overall impact of training on daily work.

**H1:** There is significant relationship between age and rating the overall impact of training on daily work.

**Age of the respondents × Rating the overall impact of training on daily work**

Particulars	Value	df	Asymptotic Sig. (2-tailed)
Pearson Chi-Square	13.44	6	.037
Likelihood Ratio	17.22	6	.009
Linear-by-Linear Association	1.23	1	.268
N of Valid Cases	152		

**Inference**

From the above Table No: 4.1, it was found that the Pearson Chi-Square significant value is .037 which is less than 0.05. Hence Null hypothesis (H0) is rejected and Alternative hypothesis (H1) is accepted. Therefore, it is inferred that there is a significance relationship between age and rating the overall impact of training on daily work.

**Table No: 4.2**

**HYPOTHESIS STATEMENT**

**H0:** There is no significant relationship between educational qualification and adequately prepared to handle new or unexpected tasks in the role.

**H1:** There is significant relationship between educational qualification and adequately prepared to handle new or unexpected tasks in the role.

**Educational qualification × Adequately prepared to handle new or unexpected tasks in the role.**

Particulars	Value	df	Asymptotic Sig. (2-tailed)
Pearson Chi-Square	15.58	6	.016
Likelihood Ratio	18.62	6	.005
Linear-by-Linear Association	2.12	1	.146
N of Valid Cases	152		

**Inference**

From the above Table No: 4.2, it was found that the Pearson Chi-Square significant value is .016 which is less than 0.05. Hence Null hypothesis (H0) is rejected and Alternative hypothesis (H1) is accepted. Therefore, it is inferred that there is significance relationship between educational qualification and adequately prepared to handle new or unexpected tasks in the role.

**CORRELATION**

Correlation refers to a statistical measure that describes the extent to which two variables change together. Specifically, it quantifies the strength and direction of the relationship between two continuous variables.

**Table No: 4.3**

**HYPOTHESIS STATEMENT**

**H0:** There is no significant relationship between rating the effectiveness of skills gained from training in enhancing the role and rating the effectiveness of training in preparing for challenges at work.

**H1:** There is no significant relationship between rating the effectiveness of skills gained from training in enhancing the role and rating the effectiveness of training in preparing for challenges at work.

**Rating the effectiveness of skills gained from training in enhancing the role and rating the effectiveness of training in preparing for challenges at work.**

		Rating the effectiveness of skills gained from training in enhancing the role	Rating the effectiveness of training in preparing for challenges at work
Rating the effectiveness of skills gained from training in enhancing the role	Pearson Correlation	1.000	.549
	Sig. (2-tailed)		.000
	N	152	152
Rating the effectiveness of training in preparing for challenges at work	Pearson Correlation	.549	1.000
	Sig. (2-tailed)	.000	
	N	152	152

**Inference**

From the correlation Table No: 4.3, it can be seen that the correlation coefficient is .549, there is moderate significant relationship between rating the effectiveness of skills gained from training in enhancing the role and rating the effectiveness of training in preparing for challenges at work. Since p-value (0.000) < 0.05, we accept the alternative hypothesis. It can be concluded that there is a statistically moderate significant correlation between rating the effectiveness of skills gained from training in enhancing the role and rating the effectiveness of training in preparing for challenges at work.

**Table No: 4.4**

**HYPOTHESIS STATEMENT**

**H0:** There is no significant relationship between training adequately addresses challenges faced by newcomers and rating the support provided during the initial days at CapitalVia.

**H1:** There is significant relationship between training adequately addresses challenges faced by newcomers and rating the support provided during the initial days at CapitalVia.

**Training adequately addresses challenges faced by newcomers and rating the support provided during the initial days at CapitalVia.**

		Training adequately addresses challenges faced by newcomers	Rating the support provided during the initial days at CapitalVia
Training adequately addresses challenges faced by newcomers	<b>Pearson Correlation</b>	1.000	.441
	<b>Sig. (2-tailed)</b>		.000
	<b>N</b>	152	152
Rating the support provided during the initial days at CapitalVia	<b>Pearson Correlation</b>	.441	1.000
	<b>Sig. (2-tailed)</b>	.000	
	<b>N</b>	152	152

**Inference**

From the correlation Table No: 4.4, it can be seen that the correlation coefficient is 0.441, there is low significant relationship between training adequately addresses challenges faced by newcomers and rating the support provided during the initial days at CapitalVia. Since p-value (0.000) < 0.05, we accept the alternative hypothesis. It can be concluded that there is a statistically low significant correlation between training adequately addresses challenges faced by newcomers and rating the support provided during the initial days at CapitalVia.

**5. FINDINGS**

- There is significant relationship between age and rating the overall impact of training on daily work.
- There is significant relationship between educational qualification and adequately prepared to handle new or unexpected tasks in the role.
- There is a statistically moderate significant correlation between rating the effectiveness of skills gained from training in enhancing the role and rating the effectiveness of training in preparing for challenges at work.
- There is a statistically low significant correlation between training adequately addresses challenges faced by newcomers and rating the support provided during the initial days at CapitalVia.

**6. SUGGESTIONS**

- The company can arrange customized training programs to meet the specific needs and skill gaps of different departments and employee roles. Providing personalized development opportunities can enhance relevance and effectiveness, leading to higher satisfaction levels.
- Trainers can be hired specifically for training and training can be updated for every trainee batches.
- Implementing robust feedback mechanisms can help the company to gather input from employees regarding their training experiences. Regular surveys, focus groups, or suggestion boxes can provide valuable insights for refining training content and delivery methods.

**7. CONCLUSION**

In conclusion, the study on the effectiveness and satisfaction of training and development in CapitalVia, utilizing a sample size of 152 participants. Data was gathered via self-prepared questionnaires distributed among employees using a simple random sampling approach. It can be concluded the effectiveness of training and development provided in CapitalVia and level of satisfaction of freshers towards the training and development given to them is good but it can optimize their strategy through regular feedback and need.

## 8. REFERENCES

1. **Chen & Kim (2020)** “Training's Influence on Employee Adaptability in Remote Work Environments”, Remote Work Adaptability Quarterly
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