

Impact of Training on Employees Performance With Special Reference to Petrol Bunk Employees, Visakhapatnam, Andhra Pradesh State

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Abstract: The purpose of this article is to identify the impact of training programs on employee performance among Petrol Bunk employees Visakhapatnam. The quantitative method of a primary source was utilized to collect the data from 80 employees. Five Likert scales were used to determine the measure of Training and Development on employee job performance. Statistical packages for social sciences 16 (SPSS) program was used for analysis to the collected data. The study concludes that Training and Development have a positive impact on employees performance in the Petrol Bunk employees Visakhapatnam.

Key words: *Digital Transations, Employee, Impact, Performance, Petrol Bunk, Training.*

I. INTRODUCTION

Training is an essential part of management. The human resource is the most valuable asset for every organization. The success of any organization in the long run depends mainly on the quality of its human resources. Competent employees are the greatest assets of every organization. In order to maintain and develop their competencies, the employees should have an open mind for learning and change. Training enhances knowledge and information about a certain field and also adds advantage to network for efficiency and performance of employees. It also helps management in identifying key skill sets, values required in the employee and the rewards that are needed to be given to the employees show that the organization goals are fulfilled.

1.1 NEED FOR TRAINING

To enable existing employees to update skill and knowledge: Training is needed for the newly recruited staff also even the existing employees require training. Such a training enables them to update their skill and knowledge.

To enable an employee who has been promoted to understand his responsibilities: Training is essential for an employee who has just been promoted to a higher level job. With an elevation in his position in the organization, his responsibilities are also going to multiply. Training, in

the case of such an employee will help to understand the intricacies of his new job.

1.2 GENERAL BENEFITS OF EMPLOYEE TRAINING

1. Increase job satisfaction and morale among employees.
2. Increased employee motivation.
3. Increased efficiencies in processes, resulting in financial gain.
4. Increased capacity to adopt new technologies and methods.
5. Increased innovation in strategies and products.

1.3 IMPORTANCE OF TRAINING

1). Higher Productivity: It is essential to increase productivity and reduce cost of production for meeting competition in the market. Effective training can help increase productivity of workers by imparting the required skills.

2). Quality Improvement: The customers have become quality conscious and their requirements keep on changing to satisfy the customers, quality of products must be continuously improved through training of workers.

3). Reduction of Learning Time: Systematic training through trained instructors is essential to reduce the training period. If the workers learn through trial and

error, they will take a longer time and even may not be able to learn right methods of doing work.

4). Industrial Safety: Trained workers can handle the machines safely. They also know the use of various safety devices in the factory. Thus, they are less prone to industrial accidents.

5). Technology Update: Technology is changing at a fast pace. The workers must learn new techniques to make use of advance technology. Thus, training should be treated as a continuous process to update the employees in the new methods and procedures.

6). Better Performance: Training leads to increase the skill of employee and he performs the job better than before. It improves quality of work. Training also helps in increasing the productivity. So there is an increase in quality and quantity of output.

7). Less Supervision: The trained worker does not commit mistakes; he knows his job well. His work, therefore, requires less supervision. The supervisor can devote his time for more urgent work. A trained worker is self-reliant.

8). Filling Human Resource Requirements: Providing training to the personnel increases the skill, knowledge and talent in them. They can make themselves capable of occupying positions at higher level. Managers identify the capabilities among the current human resources and can promote them to the higher positions. In this way the needs for human resources can be fulfilled from within the organization.

1.4 PROCESS OF TRAINING

1. Identifying the training needs of the staff
2. Establishment of training goals
3. Selecting the right method of training and
4. Making an evaluation these different stages.

1.5 METHODS OF TRAINING

On the Job Training Methods: This is the most common method of training in which a trainee is placed on a specific job and taught the skills and knowledge necessary to perform it. The following are some of the important on the job training methods.

1. Induction training
2. Apprenticeship training
3. Refresher training
4. Job rotation

5. Placement as assistants
6. Vestibule training.
7. Internship training

Off the Job Training Methods: off the job training refers to training given to staff at a place away from the actual work place. The following are some of the important off the job training methods.

1. Lectures and conferences
2. Role playing
3. Case study
4. Management games
5. Brain storming
6. Sensitivity training

As per my observation, almost all Visakhapatnam Petrol Bunks are conducting orientation and job internship training programmes for their employees.

II. REVIEW OF LITERATURE

1). Afshana Sultana et.al (2011): conducted a case study to evaluate the effects of training on employee performance, using the telecommunication sector in Pakistan. The study was based on five (Mobilink, Ufone, Telenor, Warid, Zong) case studies of the biggest telecommunication companies operating in Pakistan. A qualitative research approach of the data collection was adopted using a questionnaire comprising of 360 questions distributed to 400 respondents, based on this sample the results obtained indicate that the training has a clear effect on the performance of employees.

2). Mahabuba Sultana (2013): In her research aims to see the Impact of Training in Pharmaceutical Industry: An Assessment on Square Pharmaceuticals Limited, Bangladesh. A survey of 254 employees via self-administered 188 questionnaires with the help of random sampling technique is conducted. The analysis shows training and development have important impact on employee performance and productivity.

3). Ms. Prasadini N.Gamage, Mr. Lionel Imbulana (2013): Conducted a study for identifying the effectiveness of the training and development of the call center staff of the Sri Lanka Telecom. The performance was measured with the dimensions of employees productivity, absenteeism and the job satisfaction. The statistical analysis of the study revealed that there is a significant

positive relationship between the training and development and the employee performance.

4). The main objective of the study Shouvik Sanyal a, Mohammed Wamique Hisam (2015) was to examine the Impact of Training and Development on the Performance of Employees – A Comparative Study on Select Banks in Sultanate of Oman. The researchers used the descriptive research method using two related dimensions questionnaires which were completed by selected banks in Oman, using simple random sampling technique. The data collected were analyzed using descriptive statistics. The results showed that a strong relationship exists between training and development, employees performance.

5). R. Anitha , Dr. M. Ashok Kumar (2016) Conducted a study, to examine the impact of training on employee performance in private insurance sector, Coimbatore district consisting of Life and Non-Life Insurance companies. The available evidence from descriptive research and the model were tested with a survey sample (n=75). The data was obtained by questionnaire method and random sampling method was used. It is found that there is a high relationship between training & development and employee performance.

Based on the above literature it is hypothesised that

There is a relationship between Training and development, job satisfaction and performance appraisal of employees.



This study will continue basing on the above mentioned framework specially it has been mentioned implication of the Training and Development and Performance of the employees. Independent variable of the study is training and development while the dependent variable is, job satisfaction and employee performance.

RESEARCH HYPOTHESIS

H1: Training has an impact on employee performance

H2: Training has an impact on employee job satisfaction.

III. OBJECTIVES OF THE STUDY

1. To determine the significance of training and development programs on performance of employees in Visakhapatnam Petrol Bunks.
2. To find the relationship between training and development on employees performance.
3. To know the various training programmes and to estimate the effectiveness in Visakhapatnam Petrol Bunks employees.

IV. STATEMENT OF THE PROBLE/NEED FOR THE STUDY

The government of India has started is encouraging digital payments immediately after the sudden announcement of demonetization. In this connection, some major companies and industries made the digital payments as a mandatory one. Among them petrol bunks are very important due to their more money transactions. Employees working in these petrol bunks are playing dual role.

- 1). Filling petrol and diesel to vehicles.
- 2). Collection of appropriate money through digital payments or in other ways.

Most of the employees working in petrol bunks are semi skilled. Hence, the necessary training for digital payments using various methods is very much needed for these semi skilled employees time to time.

With this motivation, in this article, our main aim is to find out the effect of digital payments training on the employee performance.

So, form above discussion the statement got problem of this research can be observed as follows

“Impact of Training on Employees performance with special referance to Petrol Bunk employees, Visakhapatnam, Andhra Pradesh State”

V. METHODOLOGY

Data collection methods:

This study covers both primary and secondary data.

Primary data

The primary data is collected by questionnaire through interview of the petrol bunk employees, Visakhapatnam.

Secondary data

Secondary data is collected from various journals, articles, websites, thesis pertaining to the relevant matters of the subject under study.

Instrument development and measurement:

The instrument used in this study is composed of three dimensions. Namely training and development, job satisfaction and performance appraisal.

Population and sample size

Respondents for the questionnaire were randomly selected 80 employees from 50 petrol bunks for this particular survey.

Study area: Visakhapatnam, Andhra Pradesh.

Tools for analysis: Simple Percentage, ANOVA and Correlation.

VI. RESULTS AND DISCUSSIONS

Table No 1: Frequency distribution for Demographic Variables (n=80)

S. No.	Variable	Options	Frequency	Percentage (%)
1	Gender	Male	40	50
		Female	40	50
		Total	80	100
2	Age (in years)	Below 30	43	53.8
		30 to 40	26	32.5
		40 to 50	07	8.5
		50 and above	04	05
		Total	80	100
3	Education	Primary	10	12.5
		6 to 10 class	51	63.8
		Intermediate	14	17.5
		Bachelor Degree	05	6.2
		Total	80	100
4	Experience (in years)	Less than 5	66	82.5
		5 to 10	12	15
		10 to 15	2	2.5
		15 and above	00	00
		Total	80	100

Source: Primary Data

The frequency distribution and percentages of the respondents' gender, age, education and experience are shown in table 5. Out of the total sample of 80, its evident from the data male and female respondents are equal.

Out of the total sample of 80, the majority of petrol bunk employees, 43 (53.8%) belong to age group of below 30 years, 26 (32.5%) petrol bank employees belong to the age group of 30-40 years. It is also observed that, 7 (8.5%) of petrol bank employees are with age of 40-50 years. Only 04 (5%) bank employees belong to age group 50 and above years.

Out of the total sample of 80, it is observed from the data that a majority of 51 (63.8%) the respondent's

qualification is up to 6 to 10 class holders, while 14 (17.5%) respondents are intermediate holders. Similarly, 10 (12.5%) respondents are upto primary educateds, followed by 5 (6%) respondents come from Graduate background.

The data reveal that a majority 66 (82.5%) of the respondents have accumulated less than 5 years of experience while 12 (15%) respondents are between 5 to 10 years. Remaining 2 (2.5%) respondents have above 15 years of the experience. The graphical representation of these details is presented below.

Figure No. 1

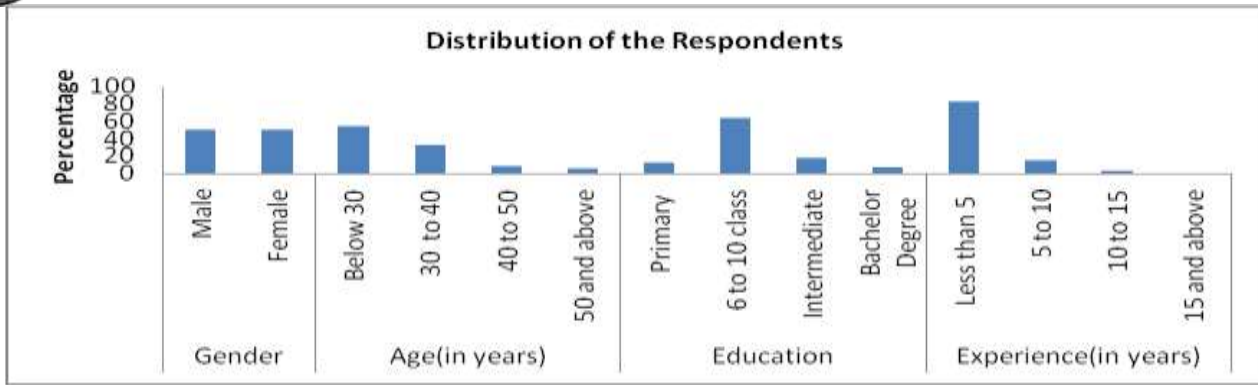


Table No. 2: Overall Opinion of the respondents on the dimension Training and Development

S.No	Statement on Training and Development	Agree	Strongly Agree	No Opinion	Disagree	Strongly Disagree
1	Training is being given adequate importance in your organization	46.2	53.8			
2	the company has a precise training plan	60	40			
3	Adequate planning is done before designing the training programme	76.2		23.8		
4	Do you understand digital payments training classes?	61.2	38.8			
5	Would you like to have another training method rather than a refresh training method?	33.8	66.2			
6	Does your trainer clear your doubts regarding the topic	100				
7	Does your boss take active interest in ensuring that you attend training?	52.5	47.5			
8	you were happy with the facilities in the training centre	100				
9	You took training seriously	53.8	46.2			
10	Employees are for training programmes on the basis of genuine training needs.	52.5	47.5			
11	You are capable to do your job more capably after presence the training programme	100				
12	Organization has all the infrastructure facilities required for the training programme.	45	55			
13	Employees are working efficiently after attending training course	100				
14	Training and development practices have improved knowledge and skills of employees.	51.2	48.2			
15	Training and development practices help to change behavior of Employees.	57.5		42.5		
	Average opinion	65.99	29.52	4.42		

Table 2: Discloses the overall opinion of the respondents on the dimension “training and development”. It is evident from the above table that an average, 95.51 percent respondents positively responded towards the said dimension, while the remaining 4.42 percent have uttered their no opinion with the said dimension.

Table No. 3: Overall opinion of the respondents on the dimension Job Satisfaction

S.No	Statement on Job Satisfaction	Agree	Strongly Agree	No Opinion	Disagree	Strongly Disagree
1	Suitability and Interest in the Job	41.2	58.2			
2	Satisfaction about digital transactions	45		55		
3	Would you use cashless payments if notes comeback into circulation	58.8		41.2		
4	I never thought of leaving the company to work somewhere else			100		
5	Provision of required information for doing the work	56.2	43.8			
6	Leadership in this company is progressive	8.8		91.2		

	and proactive.					
7	My superior gives credit to the team for success rather than projecting it as personal success.			47.5	52.5	
8	Mutual Co operation among people in the organization	53.8	46.2			
9	Does the organization provide satisfactory Salary according to your Work	46.2		21.2	32.5	
10	about working condition in the Organization	51.2	48.8			
11	About organization providing medical facilities?	27.5		50	22.5	
12	Are you satisfied with the welfare facilities provided to the employees by the organization	100				
13	Your Overall Satisfaction as an employee of your Organization?	61.2		38.8		
	Average opinion	40.18	15.15	35	8.26	

Table (3) furnishes the overall opinion of the respondents on the dimension “Job Satisfaction” of Visakhapatnam petrol bunk. It is observed from the data that an average, 55.33 percent respondents of the sample have agree with

the statements of the said dimension while 35 per cent respondents have neutral and 8.26 percent respondents not agreed with the above statements.

Table No. 4: Overall opinion of the respondents on the dimension Performance Appraisal

S.No	Statement on Performance Appraisal	Agree	Strongly Agree	No Opinion	Disagree	Strongly Disagree
1	Is Performance Appraisal helps in the assessment of individual potential?	48.8		52.2		
2	The Performance Appraisal system followed in the organization is rational and fair?	73.8		26.2		
3	Performance appraisal system helps me in identifying my strengths and areas which needs improvement.	48.8	51.2			
4	Does the Advises and suggestions are given to the employees during the appraisal process.	50		50		
5	Are you happy with the current performance appraisal system?	100				
6	Do you believe the present method is effective / better than the previous appraisal system?	43.8		56.2		
7	Do you find any proper response about your performance?			100		
8	Will you save your time, due to Cashless transactions	52.2		47.5		
9	Digital payments enhancing Your Performance?	95		5		
	Average opinion	56.93		5.6	37.45	

From the above Table 4 representation, it is revealed that the overall opinion of the respondents on the dimension performance appraisal system is affirmative as can be

noticed from the majority 56.93 percent positive perception. However, 37.45 percent respondents are negative in their perception to the said dimension.

Table No. 5: CORRELATION MATRIX

	Training and Development	Performance Appraisal	
Training and Development	Pearson Correlation Sig. (2 Tailed) N	1 80	0.000 .0124 80
Pearson Correlation	Pearson Correlation Sig. (2 Tailed) N	0.000 .0124 80	1 80

Significant at 0.01 level

It was found from the above table that the coefficient of correlation between Training and Development, employees performance is 0.0124 at a significance level of

0.01 (2-tailed). Thus it indicates that there exists a strong linear correlation in between the two identified variables and they are closely related.

Table No. 6: Difference in opinion scores of the respondents according to their age on all dimensions.

Dimensions	Age	N	Mean	S.D	F-value	P-value	Decision
Training and Development	Below 30 Yrs	43	1.3926	0.8316	11.263	0.000	S
	30 To 40 Yrs	26	0.9836	0.7311			
	40 To 50 Yrs	07	1.3124	0.7040			
	Above 50 Yrs	04	1.8148	0.8079			
Job Satisfaction	Below 30 Yrs	43	1.3208	0.5532	8.127	0.000	S
	30 To 40 Yrs	26	1.0933	0.6168			
	40 To 50 Yrs	07	1.3265	0.6479			
	Above 50 Yrs	04	1.6786	0.6383			
Performance Appraisal	Below 30 Yrs	43	1.3585	0.7428	11.235	0.000	S
	30 To 40 Yrs	26	0.9668	0.8144			
	40 To 50 Yrs	07	1.2914	0.8189			
	Above 50 Yrs	04	1.8333	0.6409			

Table No. 7: Difference in opinion scores of the respondents according to their education on all dimensions.

Dimensions	Education	N	Mean	S.D	F-value	P-value	Decision
Training And Development	Below Primary School	44	1.2914	0.8189	11.235	0.000	S
	6 To 10 Class	19	0.9668	0.8144			
	Intermediate	12	1.3585	0.7428			
	Bachelor Degree	05	1.8333	0.6409			
Job Satisfaction	Below Primary School	44	1.4439	0.7436	12.439	0.000	S
	6 To 10 Class	19	0.7598	0.8553			
	Intermediate	12	1.3076	0.8675			
	Bachelor Degree	05	1.4225	0.8708			
Performance Appraisal	Below Primary School	44	1.3979	0.8446	11.472	0.000	S
	6 To 10 Class	19	1.4346	0.9077			
	Intermediate	12	0.8676	0.7319			
	Bachelor Degree	05	1.4893	0.7174			

Table No. 8: Difference in opinion scores of the respondents according to their Experience on three dimensions

Dimensions	Experience (in years)	N	Mean	S.D	F-value	P-value	Decision
Training and Development	Up To 5	66	1.3123	0.7040	11.264	0.000	S
	5 To 10	12	0.9836	0.7311			
	10 To 15	02	1.3926	0.8315			
	Above 15						
Job Satisfaction	Up To 5	66	1.3488	0.6685	7.128	0.000	S
	5 To 10	12	1.4202	0.7103			
	10 To 15	02	1.0194	0.6135			
	Above 15						
Performance Appraisal	Up To 5	66	1.3362	0.7204	13.064	0.000	S
	5 To 10	12	0.8692	0.8552			
	10 To 15	02	1.3001	0.8386			
	Above 15						

ANOVA INTERPRETATION

From the above three Tables (6,7,8) ANOVA output it was found that the demographic variable age, education, experience of petrol bunk employees, as significance value

has come 0.000 which is less than p value (0.05) at 5% level of significance. For this, null hypothesis has proved that there exists a significance relationship between

Training and development programmes and employees' performance.

VII. FINDINGS

1. 53.8% of respondents are strongly agree, remaining 46.2% of respondents are agree with the organization adequate importance of training programs.
2. Petrol filling stations precise training plan is good, especially 60% of respondents are agree, remaining 40% respondents opinion are strongly agree.
3. All employees want to another training method rather than refresh training method.
4. Majority of the respondents understanding with the petrol bunk managements conducting digital transaction training programs.
5. All petrol bunk trainers are clear their employees doubts regarding the training topic.
6. After training, employees more capable, efficiently and happy to do their job.
7. After the training, the employees are working happily and efficiently.
8. Employees are seriously considered training programs.
9. All the patrol bulls are conducting genuine training programs.
10. Training classes improving knowledge, skills of employees regarding their job.
11. Many employees are working to satisfy their job and digital transactions.
12. Mutual Co operation among people in the fuel filling stations is good.
13. Half of employees do not getting satisfactory salary
14. All the petrol bunks working conditions are good.
15. Welfare facilities are good in all Visakhapatnam petrol bunks.
16. Performance appraisal helps in the assessment of individual potential.
17. Performance appraisal system helps to the identify employee's weakness which needs improvements.
18. All employees are agreeing with the current performance system.

19. All petrol bunks are providing normal medical facilities to their employees.
20. Digital transactions enhancing employee's performance.

VIII. SUGGESTIONS

1. Other training methods should be implementing rather than refresh training as per the wishes of employees.
2. Employees need to know about digital transactions.
3. Employees not satisfied about they getting salary, need to some increase salary.
4. To improve medical facilities to the employees.

IX. CONCLUSION

This study is conducted to identify the affect of certain factors on the employee's performance. The study found that there are two factors influencing employee's performance that are training and job satisfaction. The relationship of independent variables with dependent variables is positive. Two factors found to be positively related with performance of employees. Finally the study concludes that Training and Development have a positive impact on employees performance in the Petrol Bunk employees Visakhapatnam.

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