



## IMPACT ASSESSMENT OF TRAINING AND EDUCATION PROGRAMMES ON THE WORKERS QUALITY OF WORK LIFE AND QUALITY OF LIFE

Prof. S. I. Kumbhar<sup>1</sup>, Ph. D. & Chandrasen M Jagtap<sup>2</sup>

<sup>1</sup>Former Dean and Principal, Bharati Vidhyapeeth, Deemed University Social Sciences Centre, Erandwane, Pune. Email- shivaputrakumbhar@gmail.com

<sup>2</sup>Research Scholer, Bharati Vidyapeet, Deemed University Social Sciences Centre, Erandwane Pune. E-Mail:-cmjagtap7@gmail.com

**Paper Received On:** 25 SEPT 2021

**Peer Reviewed On:** 30 SEPT 2021

**Published On:** 1 OCT 2021

### Abstract

*Training and education of workers is the act of increasing the knowledge and work skills for performing a particular job. Training and education programmes help to create positive mindset among workers towards work, organization and society as a whole. Through the training workers learn new habits, refined skills and increase knowledge during the training programmes that helps them in improving their quality of life and quality of work life. Through the present study, an attempt has been made to highlight the factors that have positively impacted due to training and education programmes. The study also focused on the positive impacts of training and education programmes on their work performance. The study also highlighted the changes feelings of the workers towards their job after going through the training sessions, and various benefits that they have achieved due to attending training and education programmes.*

**Key words:** Training and Education, Workers, Quality of Work life, Quality of life, Impact of Training and Education



*Scholarly Research Journal's* is licensed Based on a work at [www.srjis.com](http://www.srjis.com)

### Introduction

Training and education has become more of a perk and less of a competency building instrument in recent years with increased emphasis on cost cutting. Customer service and efficient management of all systems, there is a need for mote 'Training and Education' to achieve these goals, while on one hand the deterioration in training function has been recognized. On the other hand, the need for good training for all workers is being recognized in the environment particularly; the need to train the work force and all workers in addition to

Copyright © 2021, Scholarly Research Journal for Humanity Science & English Language

the managers has also been recognized. Organizations are likely to get higher return on their investments in ‘training and Education’ if they move in the direction of skill development programmes, Group Training and Education programme in organization programmes that lead to action plans and changes for example. Training and Education in Total Quality Management, quality of work life and quality of life of workers, all through the organization and training and education all those involved when a new system is introduced etc. may need to be emphasized.

**Objectives of the study**

1. To understand the impact of training and education on the factors that is concerned with quality of work life.
2. To understand the positive impact of training and education on the work life of the workers.
3. To know the opinions of the workers about the nature of job after going through the T & E programmes
4. To understand the general positive impact of training and education on the quality of work life.
5. To know about the benefits of the training and education in maintaining quality of life.
6. To know about the impact of training and education on the quality of life.

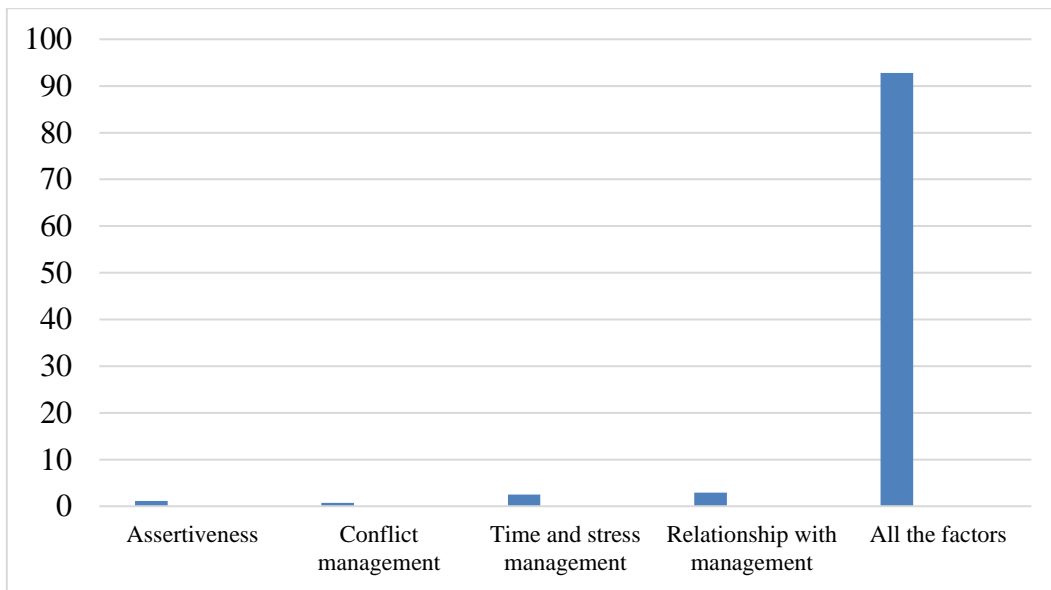
**Research methodology:**

Descriptive research design has been followed for the study purpose, primary information collected from the workers of selected organization for selection of workers, convenient sampling method has been followed in total 276 workers have been selected for study purpose. Required secondary information was collected throw published books, study papers and articles.

**Results and discussion**

**Table No. 01: The factors positively impacted due to training and education programs (opinion of the respondents)**

Sr. No.	Particulars	Frequency	Percentage
01	Assertiveness	03	1.1%
02	Conflict management	02	0.7%
03	Time and stress management	07	2.5%
04	Relationship with management	8	2.9%
05	All the factors	256	92.8%
	Total	276	100%

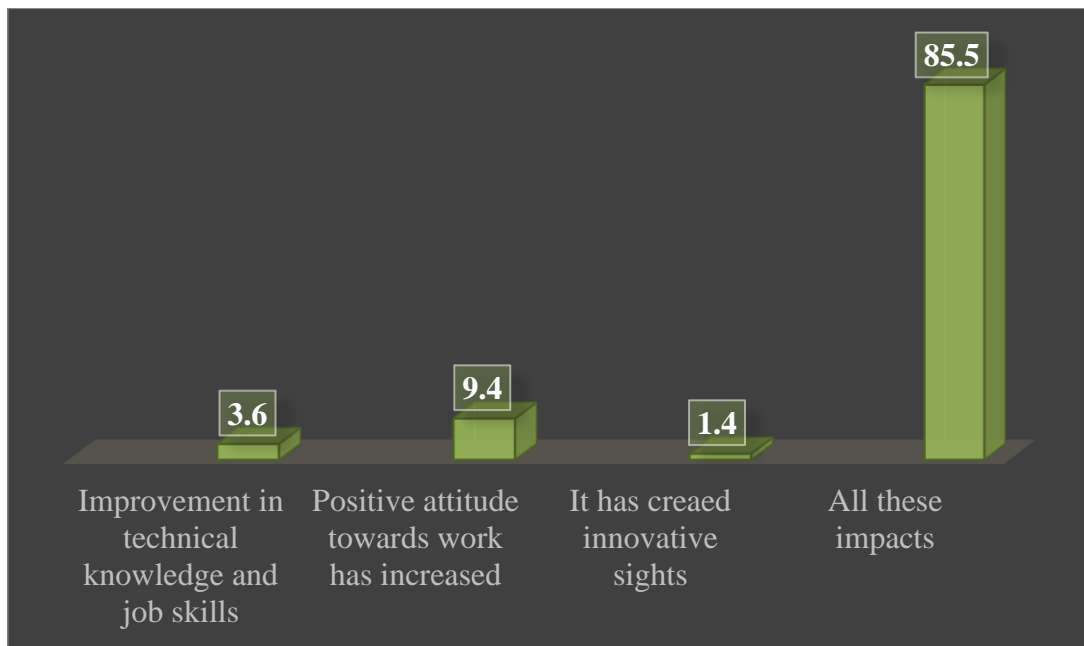


According to the 1.1% respondents, the factor like assertiveness is positively impacted due to training programmes conducted by their organization. Only 0.7% respondents have opined that there is a positive impact on the factor like conflict management technique. There is a positive impact on the factors like time and stress management and relationship with management stated by 2.5% and 2.9% respectively. In opinion of majority of the respondents (92.8%) all the above mentioned factors are positively impacted after going through various training programmes conducted in their organization. It shows that training and education programmes conducted in the selected organizations are very much **influence able** and creates positive impacts on the factors, which are helpful to the employees and organization from the development, growth and improvement point of view.

Some questions have been asked to the respondents with a view to understand the various training methods followed in the selected organizations and to know whether employees (respondents) are satisfied with the training methods and training materials etc. The following tables provide information in this context. Off-the-job training methods followed in the selected organizations. Training methods are usually classified by the location of instruction. On the job, training is provided when the employees are taught relevant knowledge, skills and abilities at the actual workplace. On the other hand, off-the-job training requires that trainees learn at a location other than the real work spot. In majority of the selected organizations off-the-job training methods are indicated in the following table:

**Table No. 02: Positive impacts of training programmes on the quality of work life of the respondents:**

Sr. No.	Particulars	Frequency	Percentage
01	Improvement in technical knowledge and job skills	10	3.6%
02	Positive attitude towards work has increased	26	9.4%
03	It has created innovative sights	4	1.4%
04	All these impacts	236	85.5%
	Total	276	100%



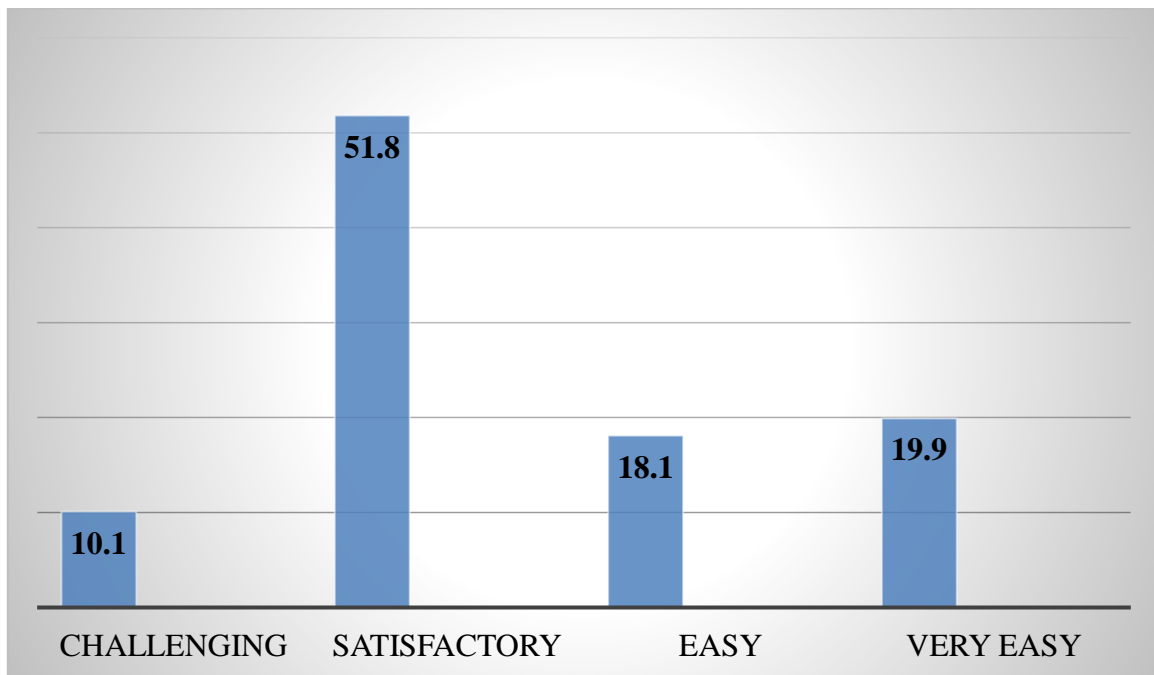
As per the information provided by the respondents 3.6% of them have stated that, there is an improvement in their technical knowledge and job skills. In the opinion of 9.4% respondents, positive attitude towards work has increased due to training programmes. There is a creation of an innovative sights pertaining to work and overall life stated by 1.4% respondents.

Majority of the respondents (85.5%) have stated that all the above-mentioned positive impacts have been made on their quality of work life due to attending training and education programmes conducted in the organizations.

To provide an opportunity to the employees to reflect, plan and to make improvement in their current jobs is the major aim of the training/education and development programmes. A question has been asked to the respondents whether they are agreeing with this or not. The following table indicates respondent's opinion in this context.

**Table No. 03: Feelings of the respondents about nature of job after going through the training programmes**

Sr. No.	Particulars	Frequency	Percentage
01	Challenging	28	10.1%
02	Satisfactory	143	51.8%
03	Easy	50	18.1%
04	Very easy	55	19.9%
	Total	276	100%

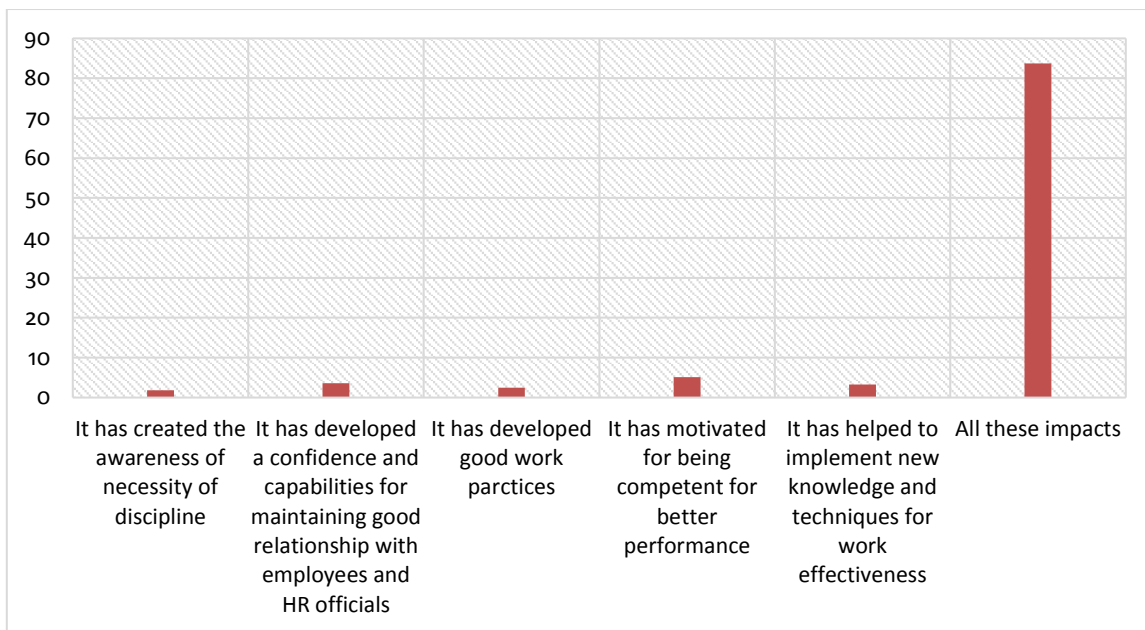


10.1% of the respondents have stated that, after going through the training programmes they feel that their job is challenging. Majority of the respondents have stated that (51.8%) after going through the training and education programmes they feel satisfied towards their current job and its nature. 18.1% have stated that now they feel easy to do their job; and 19.9% of them have stated that they feel very easy to do their current job.

Training and education programmes are not only essential for the quality of work life but also essential for maintaining quality of life. From this point of view, a question has been asked to the respondents to know their opinion about the general positive impacts of training and education programmes on their quality of work life. The following table shows the facts in this regard.

**Table No. 04: General Positive impacts of training and education on the quality of life  
 (opinions of the respondents)**

Sr. No.	Particulars	Frequenc y	Percenta ge
01	It has created the awareness of necessity of discipline	5	1.8%
02	It has developed a confidence & capabilities for maintaining good relationship with employees & HR officials	10	3.6%
03	It has developed good work practices	7	2.5%
04	It has motivated for being competent for better performance	14	5.1%
05	It has helped to implement new knowledge and techniques for work effectiveness	9	3.3%
06	All these impacts	231	83.7%
	Total	276	100%



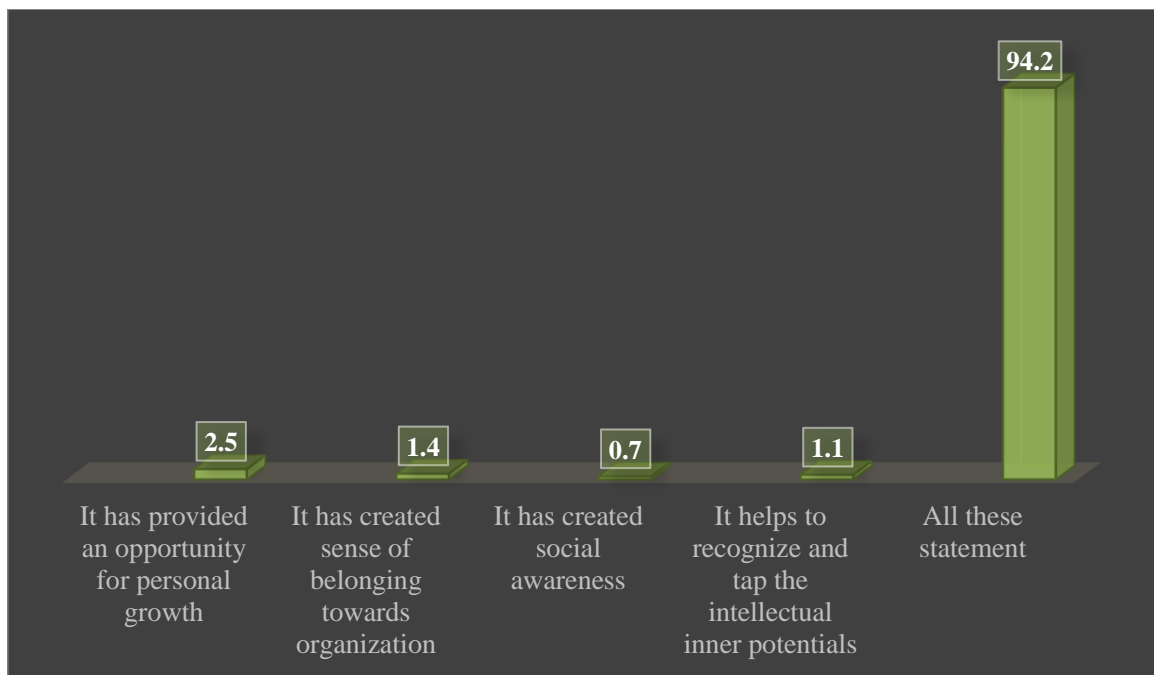
The above table shows the opinions of the respondents about the general positive impacts of training programmes on their quality of life. 1.8% respondents have opined that, training programmes has created the awareness about the necessity and significance of discipline in the life. In the opinion of 3.6% respondents, due to training programme, there is an increase in the confidence and capabilities for maintaining good relations with co-employees and HR officials. 2.5% respondents have stated that training has developed good work practices. According to 5.0% respondents due to training programme they are motivated for being competent for better work performance. 3.2% respondents have stated that, training

programme helped them to implement new knowledge and techniques for work effectiveness. Majority of the respondents (83.6%) have stated that all the above mentioned positive impacts have been made by the training programme conducted by the Dattopant Thengadi National Board of Workers Education & Development (erstwhile CBWE) on behalf of their organization.

The following table shows the opinions of the respondents on increase of production in terms of quantity and quality due to attending training programmes:

**Table No. 05: Benefits achieved by training and education programmes**

Sr. No.	Particulars	Frequency	Percentage
01	It has provided an opportunity for personal growth	07	2.5%
02	It has created sense of belonging towards organization	04	1.4%
03	It has created social awareness	02	0.7%
04	It helps to recognize and tap the intellectual inner potentials	3	1.1%
05	All these statement	260	94.2%
	Total	276	100%



2.5% of the respondents have stated that training and education programmes provided them an opportunity for personal growth and development. In the opinion of 1.4% respondents, due to attending of training programmes there is a creation of sense of belonging on our mind towards organization, which is helpful to them for increasing positive thinking towards the

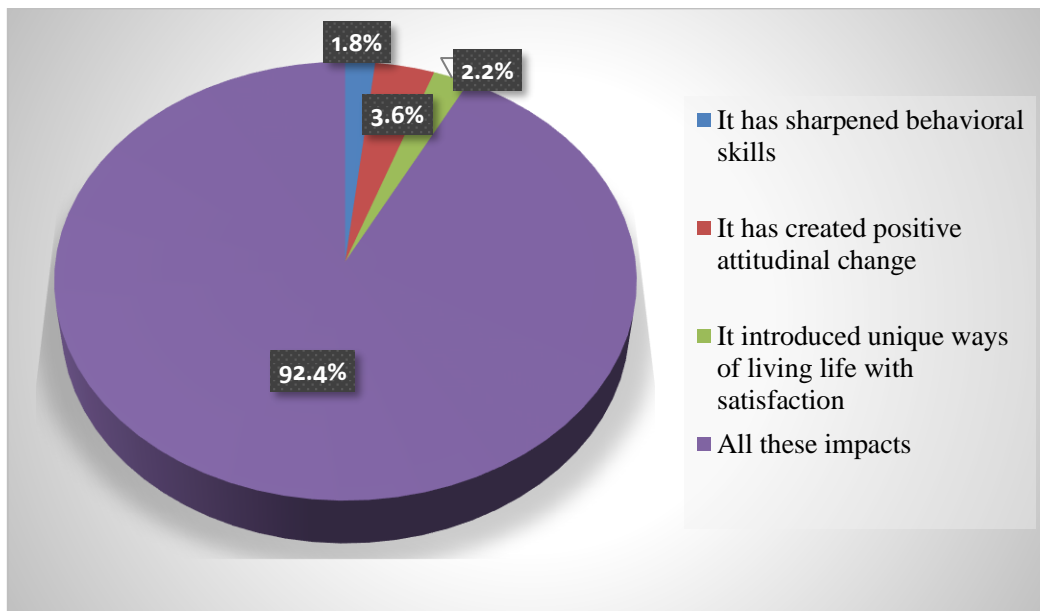
*Copyright © 2021, Scholarly Research Journal for Humanity Science & English Language*

work and also organization. Only 0.7% of the respondents have stated that training programmes created social awareness in our mind, which give the awareness of responsibility towards family, towards organization and towards society. According to 1.1% respondents, training programme helps them to recognize and tap the intellectual ability and inner potentials, which are proved very helpful to them for improving their quality of life. Majority of the respondents (94.2%) have stated that the training and education programmes helped them in all the ways which are mentioned above.

A question has been asked to the respondents with a view to know their opinions whether training programmes created awareness about the bad effects of social evils bad habits, addiction etc. or not. The following table indicates the respondents opinions in this regard.

**Table No. 06: General positive impacts of training programmes on the life style**

Sr. No.	Particulars	Frequency	Percentage
01	It has sharpened behavioral skills	5	1.8%
02	It has created positive attitudinal change	10	3.6%
03	It introduced unique ways of living life with satisfaction	06	2.2%
04	All these impacts	255	92.4%
	Total	276	100%



1.8% respondents have stated that, due to training and education programmes, their behavioral skill has been sharpened. Training has created positive attitudinal change, stated by 3.6% respondents. 2.2% respondents have stated that through the training programme they have introduced with the unique ways of living life with satisfaction, whereas majority of the respondents (92.4%) have stated that, training and education programmes made all the above

*Copyright © 2021, Scholarly Research Journal for Humanity Science & English Language*



mentioned positive impacts on their life style and their life style has been improved in various ways.

### **Major Findings**

- 01) There are various factors that are responsible for the effective quality of work life in the organization. On the basis of information provided by the respondents, it was found that majority of the respondents were having good awareness about the factors that are responsible for the effective quality of work life, that is organizational environment, monetary compensation, training and development programmes etc.
- 02) It was observed that, after going through the training and development programmes of Dattopant Thengadi National Board of Workers Education & Development (erstwhile CBWE) there were creation of an innovative sights pertaining to work and overall life of the employees in the selected organizations. These positive impacts are in the form of improvement in the job skills, technical knowledge, sense of belonging towards organization etc.
- 03) Due to attending training programmes conducted by Dattopant Thengadi National Board of Workers Education & Development (erstwhile CBWE) majority of the respondents feels that their job is challenging and they are able to face these challenges. Majority of them are very satisfied towards their current job and its nature.
- 04) It was found that, there were positive impacts on quality of life of the respondents in form of increased confidence, increased capability for maintaining cordial and good relations with other employees, and also developing good work practices. Majority of the respondents have stated that, training and development programmes helped them in implementation of innovative knowledge and techniques for work effectiveness and positively impacted on the production capacity in terms of quality and quantity.
- 05) It was observed that, almost all the selected employees has taken the benefits of training facility provided to them for raising their work efficiency, creation of positive mind set cooperativeness, team work, removing negative approach towards work and co-employees, growth in mental perception and mental health etc.
- 06) It was also observed, that due to attending training and development programmes, almost all the employees have improved their behavioral skills and they were well aware about the unique ways of living life with satisfaction and peace. Training and development programmes have created self-discipline among the employees and also

enable them to keep pursuing their goals, through tough times and helped them to stay professional in their work. Therefore, it is concluded that training and development programmes conducted in the selected organizations have made positive impacts on the life style of the workers.

### **Suggestion**

- 01) In order to achieve all the possible benefits every training and development programmes should be, implemented whole-heartedly instead of just paying nominal attention. The training practices must effectively target attainment of organizational goals.
- 02) Assessment of training needs and review should form as important element of training and development programmes and should receive priority. It should be made rigorously. Apart from these, there should be periodical surveys about employee's satisfaction.
- 03) In considering the training impact on awareness and organization performance, it can be suggested that the training programmes should spread across all categories of employees in various departments of the organization.
- 04) Group discussion method should be followed so that the trainee employees can share their ideas with each other based on the training inputs. In the group discussion process, trainer can play an important role in developing involvement among the group members.
- 05) Now a days, every industrial and service sector organizations are under constant pressure to reduce cost and increase productivity and this is possible only through increase in efficiency of workers. In doing so industrial and service sector organizations should not only motivate employees but also plan strategically to build, develop and retain workers with a view to achieve organizational goals.

### **References**

- B. Vyas and C. K. Mistry, (2015), "A study of effectiveness of training and development in cement industry," *International Journal of Business and Management Invention*, Vol. 4, No. 6,
- J. Hafiz, (2003), "A study of the workers education schemes sponsored by the Central Board for Workers Education and their impact on industrial peace," study submitted to the Aligarh Muslim University.
- S. Vijayasamundeshwari, (2013), "Effectiveness of training and development in Indian industries," *Journal of Business and Management*, Vol. 6, No. 5.
- W. Younous and K. Faisal, (2018), "The impact of training and development on employee performance," *Journal of Business and Management*, Vol. 20, No. 7.
- Sheeba Joseph, (2016), "A Study on the impact of training and development on employee performance,"
- A. Sudhir, (2008), "Human Resources Management," Tata McGraw Hill Publications.