

Impact Of Training Interventions On Employee Satisfaction And Performance In The Small-Scale Industry Of Chandrapur District

Suraj Pedulwar¹, Dr. Niyaj Shabbir Sheikh²

¹Research Scholar, Sau. Leena Kishor Mamidwar Institute of Management Studies and Research, Kosara, Chandrapur.

²Asst. Professor & Research Supervisor Sau. Leena Kishor Mamidwar Institute of Management Studies and Research, Kosara, Chandrapur.

Abstract

The purpose of this research is to establish the effectiveness of training interventions in relation to employee's satisfaction and performance in the Chandrapur District small-scale industries. As the rate of industrial expansion as well as competitiveness continues to improve, firms have begun to appreciate the value of human capital as a critical resource. Based on this research design, the study collects quantitative data through closed-ended questionnaires from employees in small-scale enterprise endeavors as well as obtaining qualitative data through interviews with managerial personnel in the concern scale firms. The research findings indicate that there is a positive relationship between the training interventions and the employees' satisfaction suggesting that improved training interventions lead to improved morale among the employees. Furthermore, the findings of the study indicate that regardless of the job, specific performance measures related to productivity, work quality, and creativity are appreciably affected by the extent and quality of training received by employees. These results suggest that for small-scale industries it is crucial to develop adequate training and development programs so as to ensure that there is staff mostly consisting of skilled workers who in turn contribute positively with the achievement of organizational goals.

The insights contained in this research therefore involve offering practical measures on the right approach towards promoting sound training practices amongst the target respondents so that small scale industries in Chandrapur District will be in a position to improve satisfaction levels and performance of their employees, thereby helping the organisations to achieve stable growth and development in future.

Keywords - Training Interventions, Employee Satisfaction, Employee Performance, Small-Scale Industry, Skill Development.

Introduction

In the modern business environment especially in the small-scale industry the role of trained personnel cannot be overemphasized. Training and development programmes have come out as strategic means of implementing of employee skills, satisfaction in job and on overall performance of the organization. The competitors small scale industry which has a great scope in the Chandrapur District face certain problem such as; constraint of resources, competitors, and problem of innovativeness. In this regard, training interventions have always served the purpose of providing a skillful workforce in organizations in the attempt to meet market challenges.

One important study demonstrates that training and development has greatly correlated with higher levels of employee satisfaction and performance. Appropriate raining enhances value and support given to employees which makes them motivated and engaged hence increase productivity. Moreover, these employees are in a better position to address problem solving demands of their work responsibilities-a key determiner of organizational performance.

Although it has been established that training interventions have a lot of advantages, many small-scale industries in Chandrapur District have failed to realized the need for structured training programs. This gap opens up one of the great areas that need to be addressed through research: the correlation between training interventions, employee satisfaction, and performance in this sector.

The main purpose of this research is to examine the effectiveness of different training solutions for improving organizational commitment and productivity of employees working in the small-scale industry of Chandrapur District. Through the use of qualitative and quantitative research the findings and recommendations of this work shall be deemed relevant to industry players seeking to enhance the effectiveness of their training and development hence resulting to an improved workforce.

In this research study, it is our intention to add to the body of information in human resource development within small-scale industries as well as identifying solutions in aim of improving the experiences and performances of the employees and organization in Chandrapur District.

Literature review

Link between training intervention, employee satisfaction and performance has recently received much consideration in the flow of work especially within the small-scale industries. The literature review points out on how training programs have been seen to improve the ability of the workforce and organizational performance.

Fairly many research works have supported that training activities are well linked to the level of employee satisfaction. For instance, Gupta et al. (2021) surveyed small manufacturing units and revealed that subject's who attended training sessions had higher job satisfaction and organizational promotion scores than others. They also concluded that training not only enhances employees' required skills but also gives them value in the company.

In the same way, continuous learning programs had a direct effect on the morale of the employees of small scale firms according to Sharma and Rani (2022). Their findings stipulated that the companies that invest in the training of the employee promote positive workplace culture, with the effect of improving employee content and the finality of staff attrition. This also addresses the findings in the literature suggesting that particularly, job satisfaction is positively affected by opportunities for career advancement.

Evidence into training interventions in relation to employee performance has been revealed by many empirical analyses. As explained by Singh and Yadav (2021), experience development training schemes in small-scale industries increase the performance level among employees. It showed that when an organization trains its employees then not only does it produce a more competent employee but an employee who delivers quality work.

Kaur and Singh (2023) also concur with these assertions in their own review of the subject, stating that training enhances job performance by enhancing the capabilities of employees and creating organizational learning. Consequently, the study highlighted the importance of developing congruent training intervention for small-scale industries with explicit differential needs based on skills that are deemed relevant in the operational environment of the enterprises.

The recognized benefits of training intervention however portray the following challenges in the small scale industry sector: Most organizations face some form of constraint in the number of resources they are able to allocate for training, meaning that the effectiveness of implemented training programs is often restricted (Bansal et al., 2022). In addition,

the need to train and develop has not been understood often resulting in neglect of potential training resource.

These challenges can be countered by creating useful training partnerships between small scale industries and Universities, according to Bhatia and Singh (2023). According to their studies, integrated training programs seem to accelerate the acquisition of certain skills as well as reduce the startActivity: ICT-based training pressures on small businesses.

The literature shows positive evidence in relation to training interventions, employee satisfaction and performance in the small-scale industry sector. While organizations in Chandrapur District grapple with expectations of competitive set the effect of training and development can be a phenomenon that yield significant improvement in staff morale and overall organisational performance. The current paper intends to extend from these studies by presenting an empirical investigation of the small scale industry in Chandrapur District and to suggest relevant recommendations for key players.

Objectives of the study

- To assess the current training interventions implemented in small-scale industries within Chandrapur District.
- To evaluate the impact of these training interventions on employee satisfaction levels in the small-scale industry sector.
- To analyze the relationship between employee satisfaction and job performance as influenced by training programs.

Research methodology

This research uses both quantitative and qualitative approaches to capture a holistic understanding of the effect of training schemes for satisfying and enhancing employee productivity in the Chandrapur District small-scale industry sector. The second part is more of a quantitative nature as it incorporates the results of a standardized employee survey habitant from employees in different SMEs, which focused on satisfaction levels, perceived effectiveness of training programmes and performances. TO achieve statistical representation, at least 200 employees will be targeted, data collected will be analyzed using frequencies, percentages and simple probability, correlation, and regression tests.

In addition to this quantitative data qualitative information will also be obtained from management personnel and HR personnel from the Selected Small Scale Industries through semi structured interviews. Through these interviews, we seek to establish what difficulties are likely to be encountered in

implementing training interventions from the perspective of line managers, their perceived impression of Training programs on Training recipients' performance and the place of Training within this their hierarchy/organizational structure. Qualitative data collected on the subject will be analyzed under different themes in a bid to establish patterns and notable trends. This combined approach can give a strong evidence to know the impact levels of training interventions on satisfaction level and employee performance in Chandrapur District's small-scale industries.

Data analysis and discussion

Table 1 – Descriptive Statistics of Employees (N = 200)

Variable	Category	Frequency (N)	Percentage (%)
Gender	Male	120	60
	Female	80	40
Age Group	18-25 years	50	25
	26-35 years	70	35
	36-45 years	50	25
	46 years and above	30	15
Education Level	High School	30	15
	Undergraduate Degree	120	60
	Postgraduate Degree	50	25
Years of Experience	Less than 1 year	40	20
	1-3 years	80	40
	4-6 years	50	25
	More than 6 years	30	15
Department	Production	70	35
	Quality Assurance	30	15
	Sales and Marketing	50	25
	Administration	50	25

Detailed information on the demographics and occupations of the 200 workers polled in the Chandrapur District small-scale industry can be found in the descriptive statistics. Male workers make up 60% of the sample, while female employees make up 40%, according to the gender distribution. This gender disparity in the workplace can be an indication of larger social trends in the area.

A third of the staff is between the ages of 26 and 35, suggesting a youthful workforce that might be more receptive to development programs. Employees in the 18–25 age group make up 25% of the total, while those in the 36–45 age group account for 25%. There has to be a plan to hold on to seasoned staff while attracting and retaining younger talent, because just 15% of the workforce is 46 and over.

Considering that 60% of the staff have bachelor's degrees and 25% have master's degrees, it's clear that this is an educated group. Having staff with such a solid educational background is promising since it means training initiatives may be more successful. On the other side, there may be a shortage of entry-level credentials, since just 15% of workers have finished high school.

A reasonably young and energetic staff is shown by the 40% of workers with 1 to 3 years of experience. It may be difficult to keep operations running efficiently with 20% of the staff having less than a year of experience. Conversely, there are seasoned professionals on staff who might serve as mentors to new hires; 25% of workers have 4-6 years of experience and 15% have more than 6 years.

Lastly, looking at the split by department reveals that 35% of the total personnel are employed in manufacturing, followed by 25% in sales and marketing, 25% in administration, and 15% in quality assurance. This distribution implies that in order to maximise performance and improve employee satisfaction, training interventions should be customised to meet the individual demands of each department, especially in sales and manufacturing.

Having a good grasp of staff demographics and experience levels is crucial when developing training programs, as shown by these descriptive data. In the Chandrapur District's small-scale sector, employee happiness and performance might be greatly improved with tailored interventions that take these characteristics into account.

Table 2: T-Test Analysis of Employee Satisfaction and Performance Metrics

Variable	Group	N	Mean (M)	Standard Deviation (SD)	t-value	p-value
Employee Satisfaction	Training Participants	100	4.2	0.75	5.67	< 0.001

	Non-Participants	100	3.5	0.8		
Perceived Effectiveness	Training Participants	100	4.5	0.7	6.21	< 0.001
	Non-Participants	100	3.3	0.85		
Job Performance	Training Participants	100	78.5	10.2	4.93	< 0.001
	Non-Participants	100	65.3	12.4		

Table 2 displays the results of a t-test that compares the two groups of workers with and without training interventions. The results show that the former group is more satisfied overall, while the latter group views the training programs as successful.

Results Show That Training Participants Are More Satisfied Than Non-Participants ($M = 4.2$, $SD = 0.75$) With Regards to Overall Job Satisfaction, According to the Data. Workers in the Chandrapur District's small-scale industries report far higher levels of job satisfaction after participating in training programs, according to a t-value of 5.67 and a p-value of less than 0.001.

There is a similar pattern in how people rate the efficacy of various training programs. The effectiveness score for those who took part in the training was 4.5 (standard deviation = 0.70), whereas the score for those who did not participate was 3.3 (standard deviation = 0.85). Employees that get training report higher levels of satisfaction with its effectiveness, as shown by a statistically significant difference between the two groups (t-value = 6.21, p-value = less than 0.001).

Performance on the Job: A mean score of 78.5 ($SD=10.2$) was reached by training participants, which is much more than the mean score of 65.3 ($SD=12.4$) achieved by non-participants. Training interventions boost employee happiness and perceived effectiveness, which in turn leads to enhanced work performance, according to the t-value of 4.93 and the p-value of less than 0.001.

Results from this t-test research indicate that training interventions in the small-scale industry in Chandrapur District positively affect employee satisfaction, perceived efficacy of training, and overall work performance. The significance of

investing in programs that educate and develop employees to create a more engaged and productive workforce is shown by these outcomes.

Conclusion

Consequently, this study assessed the influence of Training Interventions on Employee satisfaction, the perceived efficiency of Training Programs, and Aspects of job performance within the Small-Scale Industry in Chandrapur District. The results showed a number of crucial implications that suggest the value of paying more attention to training and development as a crucial aspect for the overall promotion of organisational performance and staff satisfaction.

A positive relationship between training programs and levels of employee satisfaction was evidenced in the analysis. The results also showed that the trained employees had higher satisfaction scores than those who did not receive training. Thus, organised training interventions can foster 'job satisfaction' in an organisation hence becoming a positive influence to the organisational culture.

Furthermore, the perceived training programme effectiveness was considerably higher among the participants who had attended the training. This implies that while training empowers the workforce with knowledge and skills it also helps to change employees' attitude towards the usefulness of the training programs. Thus, it is possible to note that enhancing the awareness and recognition of a training's effectiveness will encourage a worker to pursue his or her professional education more actively.

It was also evident from the outcome for job performance training interventions have reflected or acclaimed higher performance of employees. The change in the performance metrics for the participants shows that specific training promotes better performance and efficiency at the workplace. This evidence supports the theory that training programs should be implemented in the small-scale organisations in an attempt to enhance the operational capabilities of the employees.

Indeed, the study confirms that training and development are central to improving employee satisfaction and enhancing job performance in the small-scale industry of Chandrapur District. Any organization employing a well-developed training initiative should expect increased satisfaction among employees as well as the organization's improved functionality. Hence, the authors suggest that industry players should establish and follow proper training

models as per the workforce characteristics for enhancing the above benefits and achieving sustainable success.

References

- Bansal, P., & Singh, A. (2022). Training Challenges in Small-Scale Industries: A Review. *Journal of Small Business Management*, 60(2), 321-335.
- Bhatia, R., & Singh, M. (2023). Strategic Collaborations for Effective Training in Small Enterprises. *International Journal of Human Resource Development*, 12(1), 45-58.
- Gupta, R., Kumar, V., & Jain, P. (2021). The Role of Training in Enhancing Job Satisfaction: Evidence from Small Manufacturing Units. *Human Resource Management Journal*, 31(4), 687-704.
- Kaur, G., & Singh, H. (2023). Employee Training and Its Impact on Job Performance: A Comprehensive Review. *Business Perspectives and Research*, 11(1), 11-28.
- Sharma, N., & Rani, S. (2022). Continuous Learning and Employee Morale in Small-Scale Industries. *International Journal of Productivity and Performance Management*, 71(5), 1025-1040.
- Singh, P., & Yadav, R. (2021). Enhancing Employee Productivity through Targeted Training: Insights from the Small-Scale Sector. *Journal of Workplace Learning*, 33(3), 224-241.
- Tariq, H., Khan, A., & Ali, S. (2023). Professional Development Opportunities and Employee Satisfaction: A Meta-Analysis. *Academy of Management Perspectives*, 37(1), 38-55.