

## **Master of Business Administration (Part-Time)**



### **PROJECT REPORT**

**ON**

### **AN ANALYSIS ON EFFECTIVENESS OF TRAINING AND DEVELOPMENT PROCESS AT TECH MAHINDRA LIMITED**

**PROJECT GUIDE:**

**MR. XXXXXXXXXXXX**

**SUBMITTED BY:**

**XXXXXXXXXXXXX**

**ENROLLMENT NO.: XXXXXXXXXXXX**

**MBA 2 YEARS**

## **CERTIFICATE I**

This is to certify that \_\_\_\_\_ a student of Gujarat Technological University has completed Major project work on **“An Analysis on Effectiveness of Training and Development Process at Tech Mahindra Limited”** under my guidance and supervision.

I certify that this is an original work and has not been copied from any source.

**Name of Project Guide:** \_\_\_\_\_

## **CERTIFICATE II**

I, \_\_\_\_\_ certify that the project report entitled “**An Analysis on Effectiveness of Training and Development Process at Tech Mahindra Limited**” is an original one and has not been submitted earlier to Gujarat Technological University or to any other institution for fulfillment of the requirement of a course of management programme (MBA)

**Name:** \_\_\_\_\_

**Enrollment No.:** \_\_\_\_\_

## **ACKNOWLEDGEMENT**

I would like to avail this privilege to put in words, my profound sense of gratitude and indebtedness to “\_\_\_\_\_” for giving me guidance and support during the project work.

It's my privilege to acknowledge each individual those who have given me support and guidance to complete this task & wish to put on records that I am indebted to my Project guide **Ms.** \_\_\_\_\_ (**HR Associate**) for her never ending valuable guidance & direction, through valuable suggestions with enthusiastic encouragement throughout the entire period of my work and preparation of the project

Here I would like to mention that I have made my sincere efforts to present the project scenario and the progress made on it so far. Thus, as a humble student and within my own limited time and capacity, I tried my best to make the project a success, and I wish to add that any shortcomings in this project would be duly excused.

**Name:** \_\_\_\_\_

**ENROLMENT NO:**

**SESSION –**

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## **EXECUTIVE SUMMARY**

Nothing compares to a well-designed training and development program when it comes to increasing productivity at work. Its namesakes over the years have included HRD, learning and development, and others. Instruction should be the cornerstone of any training or development program, followed by learning and advancement. One excellent way to share knowledge is through a training session. Individuals can use this time to consider how they can improve their areas of weakness, learn something new, practice what they already know, or be more productive at work. If the training is effective, people gain new skills and the self-assurance to form habits that will benefit them long after the session is over. The goal of any training program worth its salt is to leave its participants with a lasting impression. Stressing the importance of making specific plans and promises is crucial to ensuring that workers retain and apply their job-related knowledge. Both individuals and groups can enhance their skills through training. Most training programs aim to teach participants new skills and refine existing ones for use in the workplace by presenting and studying relevant material. As with other foundational studies, learning and development are central to this one. The study "An Analysis on Effectiveness of Training and Development Practices at Tech Mahindra" was published. By combining primary and secondary sources, the researcher was able to accomplish all of the study's goals. A significant amount of the information came from surveys. The researcher has conducted interviews with the company's employees.

## **CHAPTER 1: INTRODUCTION**

### **1.1 Purpose of the Study**

(A) Compile a list of all the ways that Tech Mahindra currently trains and develops its employees.

(B) Assess the efficacy of these methods.

(C) Discover the current state of employee opinion regarding Tech Mahindra's training and development programs.

(D) To advise the company on how to improve its training programs

### **1.2 The study's background**

In today's competitive business environment, companies need to create an environment that rewards and encourages creative thinking in order to draw in and keep the best employees. Training and development are human resource practices that give employees a variety of engaging learning opportunities to help them refine their skills. Investing in training and development is essential to any company's success. It is widely used to improve the efficiency and smoothness of workplace operations. One of the best ways a business can use its competitive advantage is to train its employees. Workers are the company's most valuable resource and the secret to its success.

### **1.3 This Study's Significance**

This study describes Tech Mahindra's training and development procedure in detail. Analyzing the effectiveness of Tech Mahindra's employee development program is the primary goal of this study. Employee perceptions and comprehension of the various training programs are examined in this study.

#### **14.4 Context of Research Activities**

Training and development initiatives within an organization are the responsibility of human resources. Putting money into the training and development of employees is the best way for a company to use them. Employee skill development leads to more output of higher quality. Additionally, unity and staff morale are promoted. Organizations, businesses, communities, and countries all benefit greatly from training and development initiatives. For example, the advantages of training and development provided by an organization to its employees will include increased employee responsibilities, increased employee acuity in self-management and decision-making, increased employee assiduity in important meetings, and the ability for the employee to cross-train in other roles and duties.

## **CHAPTER 2: COMPANY PROFILE**



**Tech Mahindra**, First among consulting firms, this Mahindra Group subsidiary is valued at an estimated \$15.4 million. It focuses on the telecom industry specifically and emphasizes business transformation and system integration. Tech Mahindra expanded its IT offerings in 2009 when it acquired famous business and IT services provider Mahindra Satyam (formerly Satyam Computer Services). Tech Mahindra is capable of network design and engineering, mobility solutions, security consultation, testing, BSS development and deployment, and operating system (OSS) management. Among the options provided are business process outsourcing (BPO) with infrastructure, services, and consulting. The portfolio also includes product engineering, network and solution integration, infrastructure managed services, consulting, and application development and management. Many of the leading broadband, wireline, and wireless operators in North America, Europe, and Asia have chosen Tech Mahindra as a transformation partner because of its extensive range of services for TSPs, TEMs, and ISVs. With the telecom sector accounting for the majority of its 130 active client engagements, Tech Mahindra has completed sixteen greenfield projects globally. Eight transformation programs have been implemented by the company for incumbent telecom operators.

Tech Mahindra, the leader in the telecom sector, is distinguished by its deep understanding of specialized markets, special technical skills, commitment to research and development, creative delivery methods, and offshore approach. Customers are very happy with the company's solutions because they increase returns on IT investment and reduce total cost of ownership. Numerous forums, clients, and industry analysts have praised Tech Mahindra for its achievements, which have earned it multiple high-profile honors and recognitions. With its 17 sales offices and 15 delivery centers, Tech Mahindra can reach over 31 countries. As evidence of its dedication to

providing value, Tech Mahindra is proud of its assessment status, which is at SEI CMMi Level 5. Our workforce of more than 40,500 employees each brings a unique blend of technical proficiency, subject-matter expertise, and cultural awareness to the table. Its research and development facilities are certified to ISO 9001:2008 and BS7799.

## **CHAPTER 3: LITERATURE REVIEW**

### **Training effectiveness:**

There are new rules in the game of economic competition. Businesses must act carefully and quickly. This is accomplished by satisfying your customers' needs for speed, variety, convenience, quality, and customization. A workforce with technical training is required to meet these new standards. In addition to those who are skilled analysts, problem solvers, team players, and flexible, there will be a high demand for talented individuals who can "change hats" and advance up the corporate ladder.

### **Education Requirement:**

Employees must be trained for their designated responsibilities after being chosen for various roles within a company. It is true that in many organizations, workers receive adequate training before being expected to get along with their coworkers.

- Develops employees' job skills; it bridges the gap between what employers desire and what employees truly possess.
- focuses on the current task; it targets particular areas of subpar performance and is task-specific.

It tries to change employees' knowledge, work habits, attitudes, and interactions with their supervisors and coworkers. It is more individual-centered and more suited to immediate performance concerns.

**The following justifies the importance of training:**

- New hires require training to perform their jobs effectively. With the aid of coaching, direction, and instruction, they can finish tasks quickly and successfully. Training is necessary to prepare current staff for promotion-level roles.

**The importance**

Training has numerous benefits for both employers and workers. As a result, the employee's value to the business and their work increases. The significance of training can be examined using the following heads:

**Benefits to the business:**

Workers can increase their productivity after receiving training. They use equipment, tools, and supplies appropriately. Waste is significantly reduced as a result.

There will be fewer accidents. Training improves employees' comprehension of how to use tools and machinery. Trained workers don't need close supervision because they know how to do things right.

**Benefits for employees:**

Employees gain value for their organizations as a result of their training. As a result, he should have less difficulty finding work.

Employee productivity and efficiency can be raised through training. They can do more with less work if they combine materials, tools, and equipment strategically.

Key Concepts in Education: The philology of training For one to succeed professionally, training is necessary. Reduced employee turnover, happier workers with greater job security, and increased output with fewer errors are all potential outcomes. Managers who are well-versed in training principles benefit the organization as well as the trainee. To achieve this goal, training must surely adhere to specific learning-based guidelines.

To model is to imitate the actions of another. Modeling is not possible in a classroom that uses passive learning. It would be wise to have video recordings of people engaging in the desired behavior if we wish to influence them. The chosen role model ought to serve as an example of the behavior that others should strive for. By seeing how we affect people, we can discover a lot about them and their behaviors. As they grow up, children develop the habit of observing their parents, and as they get older, it becomes instinctive. The scientific community agrees. Inspiring others and focusing on learning are crucial. "Managers tend to manage in the same way they were managed" How motivated an employee is to perform a task determines how well he can give it his all. One's motivation to learn new

things is influenced by their answer to the question, "How important is my job to me?"

### **Resuming motion**

A behavior is likely to be repeated if it is penalized. Positive reinforcement aims to keep the desired behaviors front and center. The majority of people try to stay away from actions that could land them in legal hot water. If earning a master's degree in finance would improve a bank officer's chances of getting promoted and earning more money, he might be interested in doing so.

### **Return to the flock.**

Positive reinforcement immediately following training helps people retain more information. Every employee at the company is interested in their objectives and advancement. Someone has to assist him in getting back on course if he has strayed. In these situations, the errors need to be fixed right away. Because of the associated rewards, the trainee is more likely to continue acting appropriately after learning the correct behavior. Positive feedback, which demonstrates how to do things correctly, should be used instead of negative feedback, which tells the trainee that he is wrong, if we want him to change his behavior.

## **CHAPTER 4: OBJECTIVE AND SCOPE OF THE STUDY**

### **4.1 Objectives**

(A) To catalog Tech Mahindra's present methods of employee development and training

(B) To assess how well these methods are working

(C) Find out how workers feel about how Tech Mahindra is doing with their training and development programs right now.

(D) To provide the business with recommendations for enhancing its training programs

### **4.2 The Study's Intent**

The training and development process used by Tech Mahindra is described in this study. This study aims to evaluate the effectiveness of Tech Mahindra's training and development initiative. This study looks at how employees view and understand the various training programs.

## **CHAPTER 5: RESEARCH METHODOLOGY**

### **Research Methodology**

**Researcher has used the both primary and secondary data.**

**Data Sources: Primary data** was collected through questionnaire survey.

**Secondary data** was collected through past studies done in same field, online journals, books, magazines and research papers

### **Collection Methods:**

**For primary data** researcher has conducted the face to face and telephonic interview with the help of questionnaire

**Sampling:** We used the random sampling approach

**Sample Size:** 50

**Target Respondents:** Employees at **Tech Mahindra**

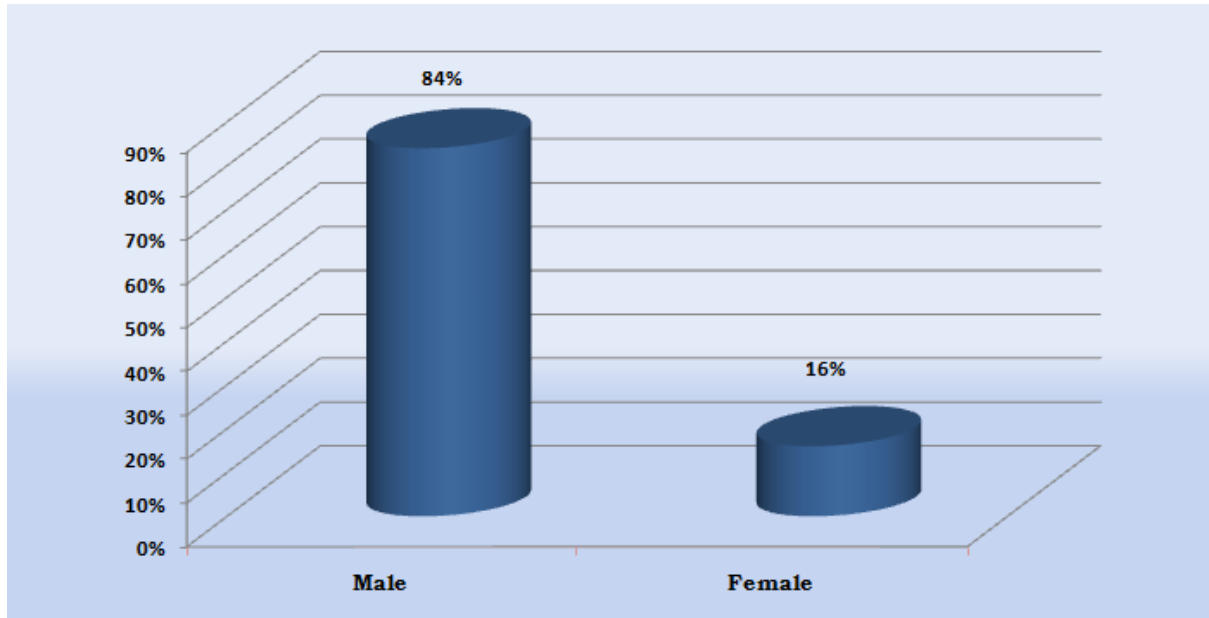
**For secondary data** researcher has used the secondary sources like internet, books, researcher papers and past studies

### **Techniques of Analysis:**

Researcher has analyzed the primary data with the help of Pie chart and Bar chart. Researcher has also done the interpretation of the presented data in Pie and bar charts

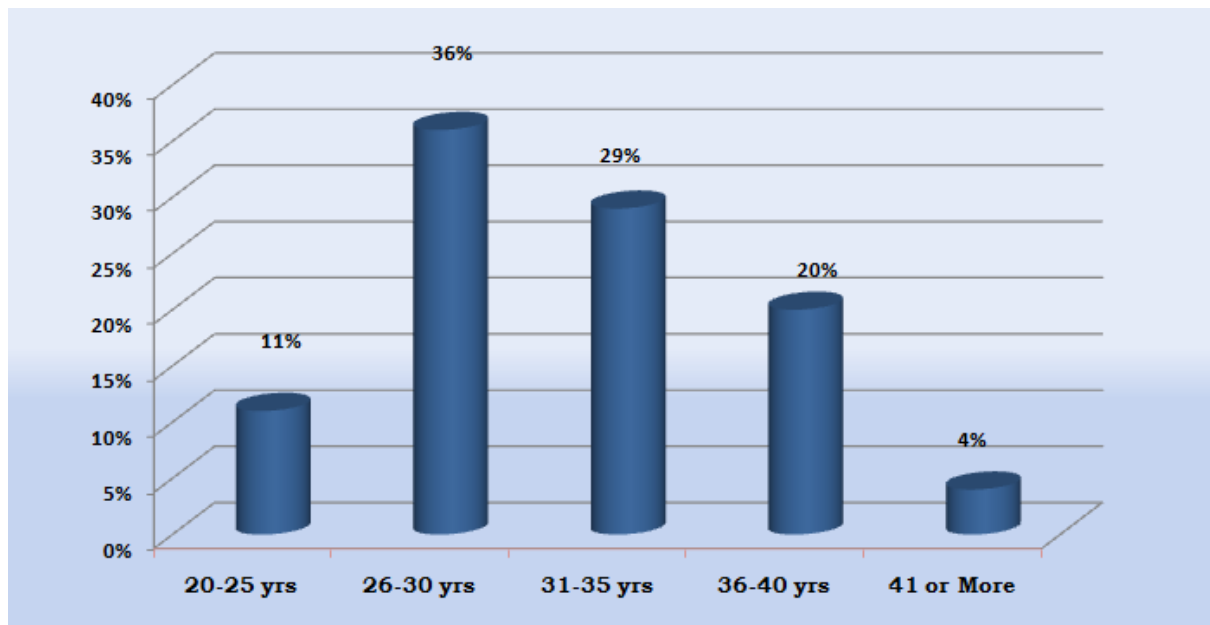
## **CHAPTER 6: DATA ANALYSIS AND FINDINGS**

### **Q1. Gender**



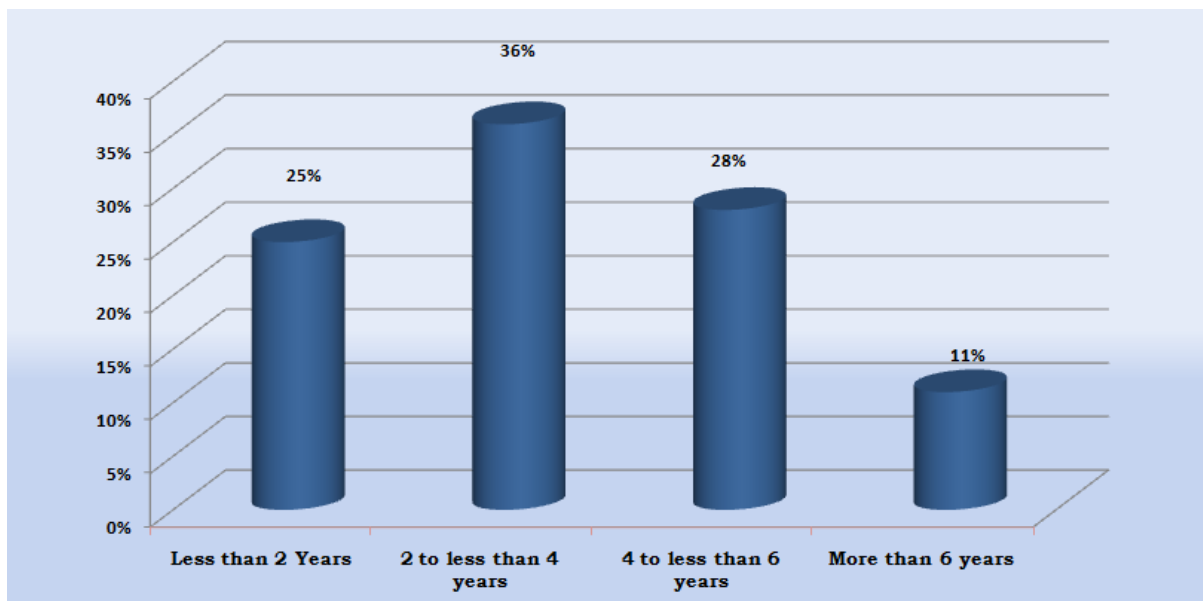
The above graph shows that 84% respondents were male and 16% respondents were female

## Q2. Age



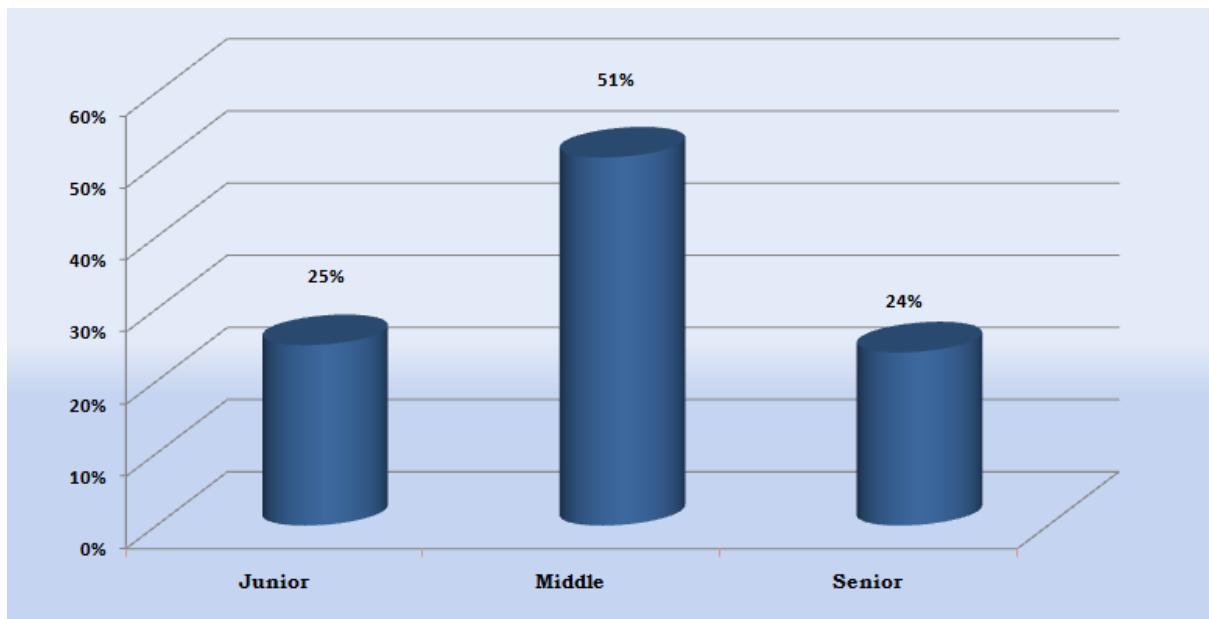
36% respondents were from 26-30 years age group however 20% respondents were from 36-40 years age group

### **Q3. From how many years you have been working in Tech Mahindra?**



While a quarter of respondents have been with the company for less than two years, almost one-third have been there for two to four years.

### **Q4. What is your job level at Tech Mahindra?**



While 51% of respondents were in the middle management tier, 25% were in the junior level.

## **CHAPTER 7: CONCLUSION AND SUGGESTIONS**

### **7.1 Conclusion**

Training is essential to keeping a business afloat. Effective performance must be guaranteed, employees' knowledge must be expanded to develop their creative and problem-solving skills, and their ability to adjust to the demanding and ever-changing business environment must be strengthened.

On the other hand, maximizing employees' skills and knowledge requires prompt and adequate training. The rationale is that, as the results show, training and development affects both individual performance and the overall effectiveness of the company.

When combined, the findings proved that the theories being studied were correct. People must therefore actively improve their professional and creative abilities in order to have a greater impact. In order to establish training policies that benefit all employees and create a training environment that encourages learning, employers and decision-makers should work together. Each employee's training needs should be considered by management, and appropriate action should be taken.

### **7.2 Suggestions**

- When creating their training programs, Tech Mahindra might adopt a more objective or subjective approach.
- Every employee at Tech Mahindra should be required to finish a single training course each year.
- In-house training programs benefit the company and its employees by allowing them to continue working according to their regular schedules while receiving instruction.

- Tech Mahindra can also set up in-office training programs for shorter periods of time (no more than a few days) to guarantee that regular operations are not disrupted.
- Tech Mahindra is able to adapt its training programs to each division's specific needs.

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