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INNOVATIVE APPROACHES TO TRAINING AND DEVELOPMENT IN THE MODERN WORKPLACE AT CREAMLINE DAIRY PRODUCTS LIMITED

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ABSTRACT

In today's dynamic business environment, innovative training and development approaches are essential for enhancing employee capabilities and sustaining organizational growth. This study explores modern training practices implemented at Creamline Dairy Products Limited, focusing on digital learning platforms, blended learning models, skill-based workshops, on-the-job training, mentorship programs, and performance-driven development initiatives. The research examines how technology-enabled learning, continuous skill assessment, and competency-based training contribute to workforce adaptability, productivity, and quality standards in the dairy processing industry. Findings indicate that integrating e-learning modules, practical training sessions, and leadership development programs enhances employee engagement, knowledge retention, and operational efficiency. Furthermore, fostering a culture of continuous learning strengthens innovation, teamwork, and organizational competitiveness. The study concludes that adopting innovative and structured training strategies is crucial for building a skilled workforce and ensuring sustainable growth at Creamline Dairy Products Limited.

I. INTRODUCTION

Training and Development is a vital function of Human Resource Management that focuses on improving the knowledge, skills, abilities, and competencies of employees to enhance their performance and productivity. In today's dynamic and competitive business environment, organizations must continuously upgrade the capabilities of their workforce to adapt to technological changes, market demands, and global competition.

Training refers to a systematic process of providing employees with specific skills and knowledge required to perform their current job effectively. It is short-term and job-oriented in nature. Training aims at improving efficiency, reducing errors, increasing productivity, and ensuring quality performance.

Development, on the other hand, is a long-term educational process that prepares employees for future responsibilities and higher positions. It focuses on overall personality growth, leadership skills, decision-making ability, and strategic thinking. Development programs are generally designed for managerial and supervisory staff to prepare them for career advancement.

Effective training and development programs help organizations in:

- Enhancing employee performance and productivity
- Reducing supervision and operational errors
- Increasing job satisfaction and morale
- Improving organizational culture
- Preparing future leaders
- Achieving organizational goals efficiently

In the modern era, organizations adopt various training methods such as on-the-job training, workshops, seminars, role plays, case studies, simulations, and e-learning programs. Continuous learning has become essential for both employees and organizations to sustain growth and maintain a competitive advantage.

Thus, Training and Development plays a crucial role in strengthening human capital, improving organizational effectiveness, and ensuring long-term success.

Scope of the study:

- To examine the existing training and development practices followed in the organization.
- To analyze the effectiveness of various training methods adopted.
- To study the impact of training programs on employee performance and productivity.
- To evaluate employee satisfaction towards training and development initiatives.
- To identify the gaps between required skills and existing competencies of employees.
- To assess the role of training in improving organizational efficiency.
- To study the contribution of development programs in leadership and career growth.
- To suggest improvements for enhancing training effectiveness.

OBJECTIVES OF THE STUDY:

- To study the importance of training and development in the organization.
- To identify the various training methods adopted by the organization.
- To evaluate the effectiveness of training programs on employee performance.
- To analyze the impact of training on employee productivity and efficiency.
- To assess employee satisfaction towards training and development initiatives.
- To examine the role of development programs in career growth and leadership building.
- To identify the gap between required skills and existing competencies of employees.
- To provide suitable suggestions for improving training and development practices.

NEED OF THE STUDY

- To understand the importance of training and development in improving employee performance.
- To identify skill gaps among employees and find ways to bridge them.
- To evaluate the effectiveness of existing training programs in the organization.
- To analyze the impact of training on productivity, efficiency, and quality of work.
- To enhance employee motivation, morale, and job satisfaction.
- To support career growth and leadership development within the organization.
- To reduce employee errors, wastage, and operational costs.
- To provide suggestions for improving training and development practices.

II. RESEARCH METHODOLOGY

1. RESEARCH DESIGNS

There are generally three categories of research based on the type of information required, they are

1. Exploratory research
2. Descriptive research
3. Casual research

The research category used in this project in descriptive research, which is focused on the accurate description of the variable in the problem model. Consumer profile studies, market potential studies, product usage studies, Attitude surveys, sales analysis, media research and prove survey s are the, Examples of this research. Any source of information can be used in this study although most studies of this nature rely heavily on secondary data sources and survey research.

2. Data collection method

Primary data:

It is collected through the questionnaire, a formalized instrument of asking information directly from respondent demographic characteristics, attitude, belief and feelings through personal contracts. Structured and on disguised from of questionnaire is used and consists of multiple choice questions.

Secondary data:

Internal secondary data about the Creamline Dairy included formal data, which is generated within the organization itself, were obtained through concerned head in the organization

External secondary data generated by source the organization was used such as public available data provided by the reports of the companies. All this information is of great importance and conceptualizes and illuminates the core of the study.

3. SAMPLE DESIGN

a) Sampling unit: the study is directed towards the executive of managerial level.
b) Sample size: sample size of 100 is taken in this study

4) DATA ANALYSES

Simple analysis method is followed for analyzing the data pertaining to different dimensions of employees. Simple statistical data like percentage are used in the interpretation of data pertaining to the study. The results are illustrated by means of bar charts.

LIMITATION OF THE STUDY

- The study is limited to a specific organization and may not be applicable to other organizations.
- The sample size is limited, which may not fully represent the entire workforce.
- The data collected is based on employee responses, which may be biased or influenced by personal opinions.
- Time constraints restricted the depth of analysis and data collection.
- The study mainly focuses on current training practices and does not cover long-term outcomes in detail.
- Limited access to confidential organizational data may affect the comprehensiveness of the study.
- Rapid changes in organizational policies and training methods may impact the relevance of findings over time.

III. REVIEW OF LITERATURE

INTRODUCTION

Training and Development (T&D) is a core function of Human Resource Management that focuses on enhancing employee competencies to achieve organizational effectiveness. In a rapidly evolving business environment characterized by globalization, digital transformation, and intense competition, continuous learning has become a strategic necessity rather than a supportive activity.

Training refers to the systematic process of developing specific job-related skills and knowledge required for immediate performance improvement. Development, on the other hand, is broader in scope and aims at long-term career growth, leadership capability, and personal effectiveness.

The literature strongly suggests that organizations that prioritize training experience higher productivity, stronger employee engagement, and sustainable competitive advantage.

1. Concept of Training and Development

According to **Edwin B. Flippo**, training is the act of increasing the knowledge and skills of an employee for doing a particular job. Development, however, is concerned with the growth of employees in all respects. This distinction highlights that training is job-oriented and short-term, whereas development is career-oriented and long-term.

Gary Dessler emphasized that training plays a crucial role in improving employee performance, reducing errors, and increasing organizational efficiency. He argued that structured training programs help align individual performance with organizational goals.

2. Importance of Training in Organizational Performance

Research by **Raymond A. Noe** suggests that organizations that invest in employee training experience higher productivity, improved quality of work, and enhanced employee retention. Noe highlights that continuous

learning helps organizations adapt to technological advancements and competitive pressures.

Studies have shown that effective training leads to:

- Increased job satisfaction
- Reduced employee turnover
- Improved morale and motivation
- Better teamwork and communication

Training Methods and Effectiveness

Literature identifies various training methods such as on-the-job training, off-the-job training, job rotation, coaching, mentoring, workshops, and e-learning. Research indicates that experiential learning methods like simulations and case studies are more effective in improving practical skills compared to purely theoretical sessions.

E-learning and digital platforms have gained importance in recent years due to flexibility and cost-effectiveness. Organizations increasingly use Learning Management Systems (LMS) to track employee progress and measure training outcomes.

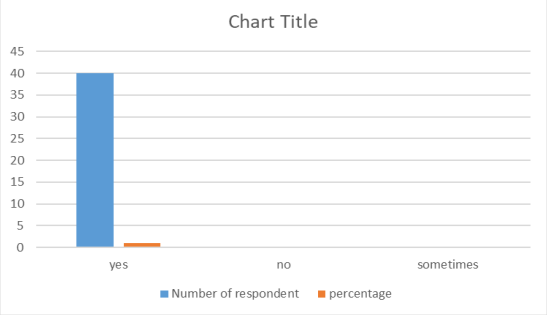
IV. DATA ANALYSIS & INTREPRETATION

1. Your organization offer training for you?

a) Yes b) no

c) sometimes

Category	Number of respondent	percentage
yes	40	100%
no	0	0%
sometimes	0	0%



Interpretation

As per the survey it was found that organization provide training for each employee in the organization

2. In which areas training is provided to you?

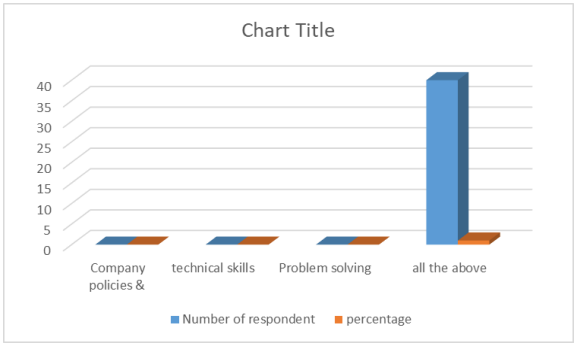
a) Company policies & procedure

b) technical skills

c) Problem solving capabilities

d) all the above

Category	Number of respondent	percentage
Company policies &	0	0%
technical skills	0	0%
Problem solving	0	0%
all the above	40	100%



Interpretation

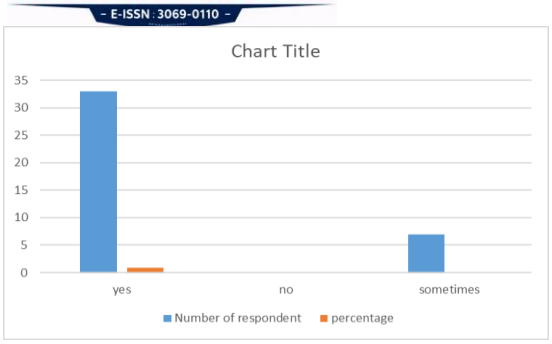
As per the survey it was found that the organization provides training for employee in all areas

3. Do you think increase your performance, commitment & motivation?

a) Yes b) no

c) sometimes

Category	Number of respondent	percentage
yes	33	82.5%
no	0	0%
sometimes	7	17.5%



Interpretation

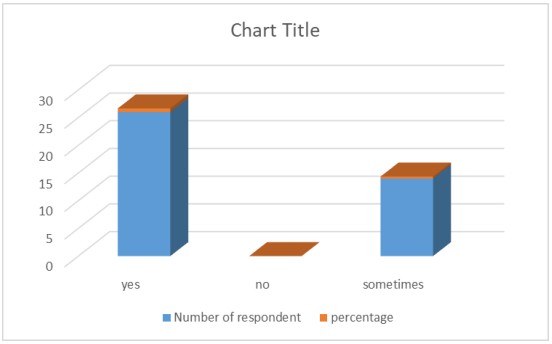
As per the survey it was found that 82.5% of the employee feels that training programmes increase the performance, commitment & motivation, and 17.5% feels sometimes

4. do you think that, you are acquired some new skills & knowledge from training programmes?

a) Yes **b) no**

c) sometimes

Category	Number of respondent	percentage
yes	29	72.5%
no	0	0%
sometimes	11	27.5%



Interpretation

As per the survey it was found that 65% of the employee feels that they acquire some skills & knowledge from training programmes, and 35% feel sometime.

V. FINDINGS, SUGGESTIONS, CONCLUSION

FINDINGS

Training programmes provided by Creamline Dairy is almost good.

- Training will be very useful to employees in their present job.
- Training program helps employees to take new challenges in their present job.
- Most of the employees are using new skills in their present job.
- According to the training program employees to take new roles in the organization.
- With the help of training program employees will increase their productivity.
- After this Training program they are doing their job more confidently.
- Training program brought positive impact on employee behavior.

SUGGESTIONS

1. Along with training programmes organization should provide some other motivational programmes
2. Implement training institutions at near the organizations
3. Evaluate cost of training and its result of training.
4. Frame the training programes chart and proper care should be taken while conducting the training.
5. A proper performance appraisal system should be adopted.
6. In my opinion if the above suggestions are followed total training programme.
7. Feedback must be collected from the entire trainer
8. Organization should provide immediate supervisor solving employee's problem

CONCLUSION

- The report in training and development in **Creamline Dairy Products Limited (CDPL)**has brought into light the total picture of the employee's attitude towards training and development.
- Most of the respondents have expressed that they are interested in the on- the- job method.

- Most respondents expressed that feedback is collected from all the participants in the program.
- The employee in the organization are well participated in the training program.
- The training is being given to the employees at regular interval.
- Most of the employees are very much satisfied about the selection of the candidates for training.
- Most of the employees are expressed that the training programmed is imparting the latest technology in the market.
- Most of the employees agree with the training programmed meet pre-specified objectives.
- Most of the employees are respond positive with the training programmed conducted in the organization.
- It is found that some of the employees are not aware or the training policy in **Creamline Dairy Products Limited (CDPL)**. Hence they are made to be aware.
- Most of the employees agree with the training help you to upgrade soft skills like communication skills, leadership, team building etc.
- Most of the employees agree with the organization provide training for both present and new employees.

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