

**“A STUDY ON EFFECTIVENESS OF TRAINING AND  
DEVELOPMENT AND ITS IMPACT ON EMPLOYEE  
PERFORMANCE WITH SPECIAL REFERENCE TO MANDОВI  
MOTORS PRIVATE LTD MANGALORE”**

**Submitted by**

Sushmitha

USN: 4AL19MBA76

**Submitted To**



VISVESVARAYA TECHNOLOGICAL UNIVERSITY, BELAGAVI

In partial fulfilment of the requirements for the award of the degree of

**MASTER OF BUSINESS ADMINISTRATION**

Under the guidance of

**INTERNAL GUIDE**

Mr Johnson Fernandes

Assistant Professor of MBA

AIET

**EXTERNAL GUIDE**

Mr Rajesh Bhat

HR Mandovi Motors

Mangalore



PG DEPARTMENT OF BUSINESS ADMINISTRATION

ALVA'S INSTITUTE OF ENGINEERING AND TECHNOLOGY

SHOBHAVANA CAMPUS, MIJAR, MOODBIDRI

2019-2021



## MANDOVI MOTORS PRIVATE LIMITED

(AUTHORISED DEALER FOR MARUTI SUZUKI VEHICLES)

Arvind Building, Dr. Shivarama Karantha Road, Hampankatta, Mangaluru - 575 001.

Ph.: Sales: 0824-2410128, Fax: 0824-2422877, Mob.: 9980180128

Website: www.mandovimotors.in Email: sales@mandovi.net

GST NO: 29AACCM4309H1ZI PAN: AACCM4309H CIN: U34300KA1999PTC024799

MARUTI SUZUKI  
Way of Life!

REF: MANG/HRD/3436/2021-22

DATE: 05/07/2021

### TO WHOMSOEVER IT MAY CONCERN

This is to certify that Ms. **SUSHMITHA**, student of Master of Business Administration, USN – 4AL19MBA76, PG Department Of Business Administration, Alva's Institute of Engineering and Technology, Mijar, Moodbidri. She completed her Internship towards the partial fulfillment of the requirements for the course of Master Of Business Administration [MBA] in our organization.

She has worked as an Intern from **22<sup>nd</sup> February 2021 to 03<sup>rd</sup> April 2021** and submitted report on **"A STUDY ON EFFECTIVENESS OF TRAINING AND DEVELOPMENT AND ITS IMPACT ON EMPLOYEE PERFORMANCE with reference to Mandovi Motors Private Ltd"** Mangalore.

This certificate is issued on request of the student as support document to be furnish along with project report.

We wish her good luck.

For Mandovi Motors Private Limited.,

**FOR MANDOVI MOTORS PRIVATE LIMITED**

  
**RAJESH BHAT M**

**HR MANAGER**

Rajesh Bhat M.  
HR Manager



## ALVA'S INSTITUTE OF ENGINEERING AND TECHNOLOGY

A Unit of Alva's Education Foundation (R)  
( Affiliated to Visvesvaraya Technological University, Belagavi  
Approved by AICTE, New Delhi & Recognised by Government of Karnataka )  
Shobhavana Campus, Mijar, Moodbidri - 574 225, Mangalore, D.K., Karnataka State.  
Phone : 08258-262724 (O), 262725 (P), Telefax:08258-262726  
Email : principalaiet08@gmail.com, Web:www.aiet.org.in

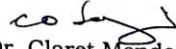
AIET/ MBAID/56

20 July 2021

### CERTIFICATE

This is to certify that **SUSHMITHA** bearing USN **4AL19MBA76**, a bonafide student of PG Department of Business Administration of Alva's Institute of Engineering and Technology, Mijar, affiliated to Visvesvaraya Technological University, Belagavi. The project report titled "**A STUDY ON EFFECTIVENESS OF TRAINING AND DEVELOPMENT AND ITS IMPACT ON EMPLOYEE PERFORMANCE WITH SPECIAL REFERENCE TO MANDОВI MOTORS PVT LTD, MANGALORE**" is prepared by her under the guidance of Mr. Johnson Fernandes, Assistant Professor, PG Department of Business Administration in partial fulfillment of the requirements for the award of the degree of Master of Business Administration of Visvesvaraya Technological University, Belagavi, Karnataka.

  
Mr. Johnson Fernandes  
Internal Guide

  
Dr. Claret Mendonca  
HOD

  
Dr. Peter Fernandes  
Principal

Viva-Voce Examination

Date:

Signature of Internal Examiner  
Name & affiliation

Signature of External Examiner  
Name & affiliation

## **DECLARATION**

I, Sushmitha hereby declare that the Project report entitled “ A study on Effectiveness of Training and Development and its impact on Employee Performance” with special reference to Mandovi Motors Private limited Mangalore” prepared by me under the guidance of Assistance Prof. Johnson Fernandes faculty of MBA Department Alva’s Institute of Engineering and Technology and External assistance by Mr. Rajesh Bhat (HR in Mandovi Motors).I also declare that this Project work is towards the partial fulfillment of the University Regulations for the award of degree of Master of Business Administration by Visvesvaraya Technological University, Belgaum.

I have undergone a summer project for a period of 6 weeks. I further declare that this project is based on the original study undertaken by me and has not been submitted for the award of any degree / diploma from any other University /Institution.

Place: Mijar

Date: 10/5/2021



Signature of the student



## ACKNOWLEDGEMENT

Completion of task in an effective and efficient way within the period of given time, the assistance and hard work of many people are complementary. There is a pleasure to acknowledge to those many people are complementary. There is a pleasure to acknowledge to those many people whose timely support went a long way in the completion of project report.

Firstly I thank almighty god for showing his blessings and keeping me in good health throughout the tenure of the project.

I am extremely grateful to my research guide Prof Johnson Fernandes, MBA Department, for his regular supervision and valuable suggestions.

I am thankful to Mr. Rajesh Bhat (HR in Mandovi Motors) for granting permission in this covid pandemic and providing requisite information regarding this project.

It's my privilege to thank our principal Dr. Peter Fernandes for giving me the opportunity to take up this project. At the outset I would like to acknowledge my gratitude to Mrs. Claret Mendonca Dean of Department of Business Administration, Alva's Institute of Engineering and Technology, Mijar, Moodbidri.

Finally there are heart full of thanks to my parents and family members for the continuous encouragement and blessings and also my friends for their support to finish my project successfully.



SUSHMITHA

USN:4AL19MBA76

## TABLE OF CONTENTS

Chapter No	Contents	Page no
	Executive Summary	
01	Introduction	1-16
02	Conceptual background of the study and literature review	17-21
03	Research Design	22-25
04	Analysis and interpretation of data	26-53
05	Findings, conclusion and suggestion	54-57
	Bibliography and Annexure	58-64

## LIST OF TABLES

Table no	Particulars	Page no
4.1	Table showing age group of respondents	27-28
4.2	Table showing respondent gender group	28-29
4.3	Table showing respondents qualifications	29-30
4.4	Table showing designation of the respondents	30-31
4.5	Table showing respondents area	31-32
4.6	Table showing annual income of the respondents	32-33
4.7	Table showing working experience of the respondents	33-34
4.8	Table showing whether organization is conducting training regularly	34-35
4.9	Table showing whether respondents are satisfied with the training material	35-36
4.10	Table showing how many training programmes respondents have attended	36-37
4.11	Table showing whether training programme enhanced the efficiency in respondents	37-38
4.12	Table showing overall period of training session was sufficient for learning new skills	38-39
4.13	Table showing whether training programme will helps to improve motivational levels of respondents	39-40
4.14	Table showing type of training method preferred by Mandovi motors to its employees	40-41
4.15	Table showing whether training helps to control the loss of the organization	41-42
4.16	Table showing whether training is effective in improving workers on job efficiency	42-43
4.17	Table showing number of training programme conducted by organization is sufficient to improve the skills of employees	43-44
4.18	Table showing whether numbers of training organized by company during a year were effective	44-45
4.19	Table showing whether overall training sessions were exciting to learn good skills and knowledge	45-46
4.20	Table showing whether training given were helpful to employees at working place	46-47
4.21	Table showing whether training programme affect the working hours in the company	47-48
4.22	Table showing whether company is using good training material to train the employees	48-49
4.23	Table showing which is the main barrier of training in the organization	49-50
4.24	Table showing whether presentation given during the training were excellent	50-51
4.25	Table showing whether the instructor responses to trainees doubts	51-52

4.26	Table showing whether training increase the performance of employees	52-53
------	--	-------

## LIST OF CHARTS

Chart no	Particulars	Page no
4.1	Chart showing age group of respondents	27-28
4.2	Chart showing respondent gender group	28-29
4.3	Chart showing respondents qualifications	29-30
4.4	Chart showing designation of the respondents	30-31
4.5	Chart showing respondents area	31-32
4.6	Chart showing annual income of the respondents	32-33
4.7	Chart showing working experience of the respondents	33-34
4.8	Chart showing whether organization is conducting training regularly	34-35
4.9	Chart showing respondents satisfaction with the training material	35-36
4.10	Chart showing training programme respondents have attended	36-37
4.11	Chart showing training programme efficiency among respondents	37-38
4.12	Chart showing period of training session was sufficient for learning new skills	38-39
4.13	Chart showing whether training programme will helps to improve motivational levels of respondents	39-40
4.14	Chart showing type of training method preferred by Mandovi motors to its employees	40-41
4.15	Chart showing whether training helps to control the loss of the organization	41-42
4.16	Chart showing whether training is effective in improving workers on job efficiency	42-43
4.17	Chart showing number of training programme conducted by organization is sufficient to improve the skills of employees	43-44
4.18	Chart showing whether numbers of training organized by company during a year were effective	44-45
4.19	Chart showing whether overall training sessions were exciting to learn good skills and knowledge	45-46
4.20	Chart showing whether training given were helpful to employees at working place	46-47
4.21	Chart showing whether training programme affect the working hours in the company	47-48
4.22	Chart showing whether company is using good training material to train the employees	48-49
4.23	Chart showing which is the main barrier of training in the	49-50



	organization	
4.24	Chart showing whether presentation given during the training were excellent	50-51
4.25	Chart showing whether the instructor responses to trainees doubts	51-52
4.26	Chart showing training leads to increase the performance of employees	52-53

## **EXECUTIVE SUMMARY**

A project report titled “A study on Effectiveness of Training and Development and its impact on Employee performance with special reference to Mandovi Motors Private limited Mangalore”, This study’s main intention is to understand the training and development and its impact on employee’s personal growth, employee’s at work place and growth of an organization. The primary information was obtained from questionnaire which consists of open end questions and close end questions and company’s proof are used as a resource of secondary data. This study used the simple analytical methods like pie charts, bar charts are used to examine the data collected.

The organization tries to train and develop employees in their performance growth at the work place and the organizational growth by providing the technical training prove all types of services it will helpful to the company as well as employees. This is not only for the training but try to progress the talent of the mutual employees and the company. If the capacity of the employees and the organization develop than they can face struggle easily.

In this study it was found that Training Measures are provided by the organization is successfully satisfied by their employees. In this study, methods were used that Training Measures are provided by the organization are good, quality, duration, training plan based on these dimensions questionnaires are prepared. In this analysis it is found that employees are well satisfied by these measures and that leads to preserve the employees in the organization for upcoming.

It includes chapter 1 Introduction of study on topics, Promoters, vision, mission and quality policy. Mandovi motors Private Ltd company profile, companies infrastructure facilities, information with regard to competitors, Strength weakness opportunities and threats of the company is analysed, and financial performance of the company is studied. Chapter 2: It includes Theoretical concepts of the study, review of literature done by researcher along with research gap. Chapter 3: Here it includes Statement of the problem, purpose for examination, examination objectives, investigation scope, research system, limitations. Chapter 4: In this chapter data collected from questionnaire is presented in a tabular format and it is Analysed and interpreted based on the data collected. Chapter 5: In the last chapter it includes detail Summary of findings which have been seen during the study, from the findings necessary suggestions are given and from overall findings and suggestions a final conclusion is drawn.