
A STUDY ON COLLISION OF TRAINING AND IMPROVEMENT FOR DELIVERY EXECUTIVES IN ZOMATO WITH REFERENCE TO CHENNAI

Dr. S . TAMILARASI

Associate Professor, Department of Commerce, Faculty of Science & Humanities, SRM Institute of Science & Technology, Kattankulathur.

ABSTRACT:

Training is justify to be the assent the information of knowledge, along with the capability. Its particular intention to improve their employee knowledge, skills and their competency, participation and work rate of the employees. The main part the work of Human resource to operate Healthy training and growth, It's previously mention that unique Training and Development is help to utilize the employees within limits of the firm. Hence the HR of firm will improve their outcomes and they improve the quality at corporate for this they need to be potential utilization. The present study evaluate the level of satisfaction among the delivery executives associate with their salaries, inducement along with the working surrounds and to identify the extent of the Zomato employees with management and working policies for Zomato delivery aggregators. Hypotheses devised to address the research questions were tested by SPSS. An overall sample of 120 delivery executives has been selected.

Keywords: Training and Development ,Food delivery, Online Food Delivery aggregators, Zomato.

INTRODUCTION

Usual 'Training' is necessary to envelop needed for have a skills of work related, techniques and knowledge, not only that it created a positive gradual perspective to this style of traditional training. Training and development were introduced primarily around which good for employee, instead primarily which make a profit for organizations it create a reason which they work—what's good for people's development is good for organizational performance, quality, customer satisfaction, effective management and control, and therefore profits too. In every organization runs their business successfully with the help of enormously hand on its employee. Now a days many of the companies were investing a more money on their training and development or employees its remains the competitive and accomplished of the organization. Training is very important for employee is super fast developing and organization are using tools to finish with their opponents in the place of market.

Colarelli and Montei (1996), Becker (1993) These discussed from the scholar and professionals point of view that training and developing process have more efficient cause of an intention of organization and employees. More over the scholars recommended that training create an opportunity to increase the employee incomes not only that the other rise their training is as tools which is advantage for employee maintain their job.

The intention of training and development with continued learning process has always been leverage with an organization and now it has become rather an over arching trend of social needs, emphasizing that organizations must inculcate learning culture as a social responsibility. It has been also proved by many studies in the past that there are sound connections between various training and development practices and different measures of organizational performance.

LITERATURE REVIEW:

Training and Development

Stavrou et al.'s (2004) and Apospori, Nikandrou As so as assure that our employees are proper with the right kind of skills, knowledge and abilities to execute their allocated duty, training and development have a role of major play among the development and accomplishment of business. Accordingly selecting the proper style of training, its assure our employees own their right skills for business, along with the same process to be constantly follow the new HR practices. It helps to solve the present and future business pressure, training and development process has assumed its strategic role.

Brewster and Papalexandris's (2008), have secure more significant as these underline the T&D practices in cross-national approach.

Training and organizational performance

Apospori et al. (2008) has concluded that there is a appreciable cause of training among organizational performance. Separately from these studies, Cunha, Morgado and Brewster (2003) are the only ones who could not control the effect of training on organizational performance, and recommended that some other study on evaluate the association was needed.

RESEARCH METHODOLOGY:

OBJECTIVES:

- To know about the employees capability levels as intensify through the training and development executed.
- To analyze how training and development take part to the individual presenting their work and their results.

SOURCE:

For this research primary worked data has been used by distributing questionnaire to collect the information's from the respondents.

TOOLS AND TECHNIQUES:

For the analyses purpose the statistical tools like Chi-square along with Simple Percentage has been used.

SIZE OF SAMPLE:

120 employees were selected for this research to them the questionnaire were distributed.

LIMITATIONS:

- 1.The study was focused only in the location of Chennai city.
- 2.Due to the time constraint only 120 employee were select and many online food delivery are their but the research done only on the Zomato employee.

ANALYSIS AND INTREPRETATION:

Table 1: Profile of the Respondents

Profile of the Respondents		Frequency	Percentage (%)
Age	18-28	47	39.1
	29-38	57	47.5
	39-48	12	10.0
	above 48	4	3.3
Qualification	SSLC	14	11.6
	HSC	21	17.5
	DIPLOMA	43	35.8
	UG	38	31.7
	PG	4	3.3
Working Experience	3-6 months	16	13.3
	7-9 months	57	47.5
	10-12 months	17	17.1
	Above 12 months	30	25.0
Work Time	Part-time	37	30.8
	Full-time	43	35.8

Source: Primary Data

The above table shown the profile of the delivery executives of the Zomato. It is clearly represent that delivery executives in the Zomato are high in the age grouping of 29 - 38 Years with 57 employees. From the 120 employees, 43 delivery executives completed their education in DIPLOMA. 57 delivery executives are in 7-9 months of working experience. Under Work time classification 43 delivery executives are belongs to Full time.

Chi – Square Test

Malhotra, (2009) stated that the purpose of χ^2 test is to show the association or insufficient of associationin between two factors. It helps to used to test the statistical significance of the

noted relationship in a cross tabulation manner. It assists in determining whether a systematic association exists between the two variables. The test is done to evaluate the cell frequencies that would be expected if no relationship were present between the variables, given row and column totals. In present study that association between two variables chi-square has been used. All hypotheses test were tested at 5 per cent level of significance.

Relationship between Qualification and intensify training and development

H₀₁ There is a significant relationship between intensify training and Qualification

Table 2: Relationship between capability of intensify training among Qualification of employees

Chi-Square Tests

Variables	Value	Df	Assump.Sig (2-Sided)
Qualification	62.815 ^a	24	.000

Statistical significance at 5 per cent level

The above table analyses the result of chi-square test. The χ^2 value is 62.815 at 24 degrees of freedom, which is less than the significant value of 0.05 at 95 per cent confidence level. Since, null hypothesis were rejected and hence it can be said that there is a relation between intensify training and Qualification.

Relationship between Communication Skills employee and Age

H₀₂ There is a significant association between Communication skills of employee and age.

Table 3: Association between Communication skills employee and Age

Chi-Square Tests

Variables	Value	df	Assump.Sig (2-Sided)
Age	18.839 ^a	8	.016

Statistical significance at 5 per cent level

The above table analyses the result of chi-square test. The χ^2 value is 18.839 at 8 degrees of freedom, which is less than the significant value of 0.05 at 95 per cent confidence

level. Therefore, null hypothesis is rejected and hence it can be said that there is a association between Communication skills of employee and Age.

MAJOR FINDINGS :

- It is clearly shown that delivery executives in the Zomato are high in the age category of 29 - 38 Years with 57 employees.
- Among 120 employees 43 delivery executives completed their education in DIPLOMA
- 57 delivery executives are in 7-9 months of working experience.
- Under Work time classification 33 delivery executives are preferred to part time job.
- There is a association between Working performance and Qualification
- There is a association between Communication skills employee and Age.

CONCLUSIONS:

For every organization employees are the most precious assets as they took authority for intensify to satisfying the customers along with they provide a proper services and quality product. In short of proper training and development opportunities, they might not be able to successful in their work at their full efficient.

Elnaga& Imran,(2013) suggested that the employees who has a capacity to carry out their work regarding their duty favor to hold their work longer cause to satisfy their job in higher level. Training and development is a necessary part which used to not only improves the execution of employees, not only that it also to help the employees to work more efficiency, production level, satisfying their work, encourage, and new ideas in work environment. In today's competitive market the organization helps the employees to have a proper learning opportunities which they identified.

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