



A Study on Effectiveness of Skill Development Program Conducted by Hr Consultant in Navaguya Consultancy Service, Puducherry

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ABSTRACT

Navaguya Consultancy Service is a professional consulting firm dedicated to providing comprehensive business solutions for organizations across diverse sectors. The core mission of the consultancy is to empower clients with strategic guidance, innovative problem solving, and customized services tailored to their unique needs. This project explores the structure, operations, and value proposition of Navaguya Consultancy Service. It highlights the firm's expertise in management consulting, financial advisory, human resources, and technology integration, as well as its commitment to client-centric solutions and ethical business practices. Navaguya Consultancy Service is positioned as a dynamic provider of tailored business advisory solutions, designed to bridge the gap between organizational challenges and sustainable growth. The firm's mission centers on empowering clients through expert consulting in areas such as strategic management, financial planning, and technological integration. This project investigates the operational model and transformative approach championed by Navaguya Consultancy Service, with a focus on their commitment to ethical standards, innovative methodologies, and ongoing client engagement. By leveraging skilled professionals and a client-centric philosophy, the consultancy has established itself as a crucial partner for enterprises aiming to navigate complex market environments and foster long-term competitiveness. The study also explores the positive outcomes realized by organizations engaging with Navaguya Consultancy

Service, underscoring its role in driving operational excellence and strategic clarity.

INTRODUCTION

A skill development program refers to a structured initiative aimed at enhancing the abilities, knowledge, and competencies of individuals to make them more effective, productive, and employable. These programs typically focus on bridging skill gaps, improving both technical and soft skills, and preparing participants to meet the evolving demands of the workforce HR consultants play a vital role by conducting needs assessments, customizing training content, and employing modern learning methods. These programs can cover a wide range of topics, including technical skills, leadership, communication, and compliance with industry standards. Ultimately, a skill development program led by an HR consultant enables organizations to adapt to changing market demands and invest in the continued development of their most valuable asset. Navayuga Consultancy Service, a leading HR consultancy in Pondicherry, offers comprehensive skill development programs aimed at enhancing the employability of students and job seekers. In collaboration with national initiatives such as NSDC and PMKVY, these programs provide government-recognized courses and certifications to help participants gain valuable industry-relevant skills. The consultancy not only conducts engaging presentations and interactive training sessions but also offers personalized career counselling, practical workshops, and placement assistance. By focusing on both technical and soft skills, Navayuga ensures that trainees are well-prepared to succeed in today's competitive job market.



OBJECTIVE OF THE STUDY

- To Evaluate the Scope of Services
- To Assess Client-Centric Approach
- To Investigate Impact on Employment and Skill Development
- To Analyze Innovation in Service Delivery
- To Study Organizational Objectives and Vision Alignment
- To Document Contributions to Industry and Community

REVIEW OF LITERATURE

- Human resource training and development Gary PLatham Annual review of psychology 39 (1), 545-582, 1988
Certainly, this was an underlying theme of the chapters written by Campbell (1971), Goldstein (1980), and Wexley (1984). What is puzzling about this theme is that it is equally applicable to the practice of selection and placement, organization behaviour, specifically the exercise of leadership, and organization development. Nevertheless, the intensity with which this theme pervades the previous chapters on training and development is missing from the chapters dealing with these other content domains. One explanation may lie in the number of practitioner-oriented magazines devoted to the subject of training and development as opposed to selection or organization behaviour.
- John P Campbell Annual review of psychology, 1971 Discusses (a) theoretical and conceptual issues relevant to the training and development problem, (b) recent developments in training techniques, and (c) the evaluation problem. Review of the literature is organized around the following topics:(a) models, theories, and the training problem;(b) new developments in technique;(c) evaluation methodology; and (d) empirical research (management development, training the disadvantaged, programmed and computer assisted instruction, and other research areas). (213 ref.) (PsycINFO Database Record (c) 2022 APA, all rights reserved)
- John A Andrew Learner since 1960 Abstracts Training and Development, On the Job Training, Training Design and Delivery style are four of the most important aspects in organizational studies. The focus of current study is to understand the effect of Training and Development, On the Job Training, Training Design and Delivery style on Organizational performance. The back bone of this study is the secondary data comprised of comprehensive literature review. Four Hypotheses are developed to see the Impact of all the independent variables on the overall Organizational Performance. The Hypotheses show that all these have significant effect on Organizational Performance. These Hypotheses came from the literature review and we have also proved them with the help of literature review. Results show that Training and Development, On the Job Training, Training Design and Delivery style have significant effect on Organizational Performance and all these have positively affect the Organizational Performance. It means it increases the overall organizational performance. We also prove our Hypothesis through empirical data. However, results are strongly based on the literature review.
- Rolf P Lynton, Udai Pareek Irwin, 1967 This book is based largely on work done in India, and it is a paperback reprint of a book first published in 1967. Therefore, it is neither " current" nor " American." If that turns you off, I would like to use the rest of this review to turn you back on. There are two reasons for paying close attention, especially if you are early in your training career. First, this is a good solid how to-do-it-book. It's all here in great detail—from strategies and models to goal-setting, from individual motivation to group dynamics, from lectures and discussions to simulations and fieldwork. Second, there is a coherent philosophy of training, which in my opinion is the book's most important theme. Lynton and Pareek both have been trainers and trainees, managers and scholars. They advocate that every training event serves the needs of all four orientations.

RESEARCH METHODOLOGY

RESEARCH DESIGN Once their search project is identified and defined clearly, the next stage is to design the research. The research design provides a complete guideline for data collection.



SAMPLING DESIGN

Sampling Unit Sample size : M/s NAVAYUGA CONSULTANCY SERVICE Private Ltd, Puducherry : 157 Sampling technique : Convenience Sampling Convenience Sampling: This consists in the collection of information from any convenient group whose views may be relevant to the subject of inquiry. Its ‘on the spot’ sampling without fixing the group or size earlier. Because of this, errors might be greater.

RESEARCH DESIGN

In this project, a descriptive research design is used. It aims to describe the opinions, behaviors, and attitudes of employees without manipulating any variables. The researcher observes and records the information as if it exists in the natural setting.

DATA COLLECTION METHOD

Data is essential for analysis and interpretation. For this study, information was gathered from two main sources:

Primary data

In this study, the questionnaire method was used to collect primary data from employees of the organization. The questionnaire was carefully designed to ensure accuracy and clarity in responses. It consisted entirely of close-ended questions, including Multiple Choice Questions (MCQs) and Likert scale items (ranging from strong agreement to strong disagreement). This structure allowed respondents to express their opinions easily and enabled the researcher to analyze the results quantitatively.

The questionnaire was structured in a simple and logical sequence to maintain respondent interest and ensure reliable responses. It included:

- Close-ended questions
- Likert scale statements

These were designed to measure employee perceptions, satisfaction levels, and opinions relevant to the research objectives.

Secondary data

For this study, secondary data was gathered from company documents, official reports, HR manuals, published books, journals, and credible online sources. These sources helped the researcher understand the background and policies of the organization.

PERCENTAGE METHOD

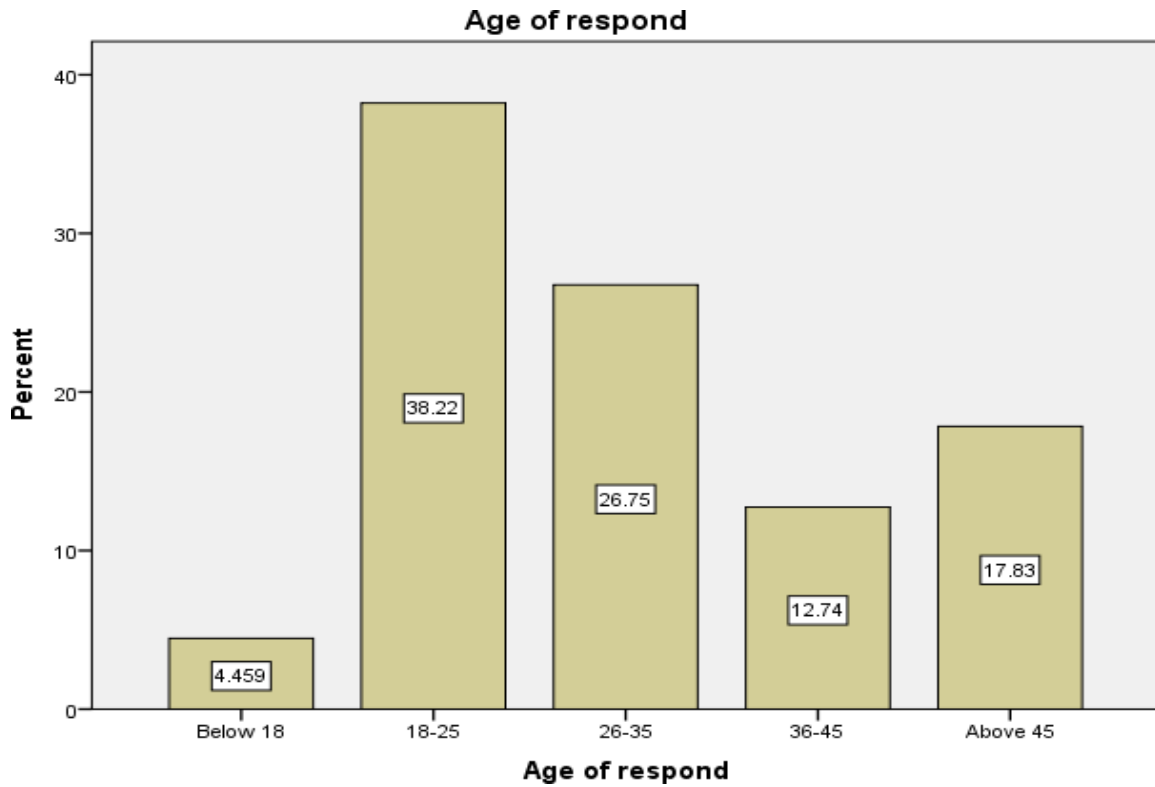
Table No 5.1.2

	Frequency	Percent	Valid Percent	Cumulative Percent
Below 18	7	4.5	4.5	4.5
18-25	60	38.2	38.2	42.7
26-35	42	26.8	26.8	69.4
Valid				
36-45	20	12.7	12.7	82.2
Above 45	28	17.8	17.8	100.0
Total	157	100.0	100.0	

INFERENCE: From the above table it is clear that 69.5% of the respondents are below the age of 35 and the another 30.5% of the respondents are above the age of 35.



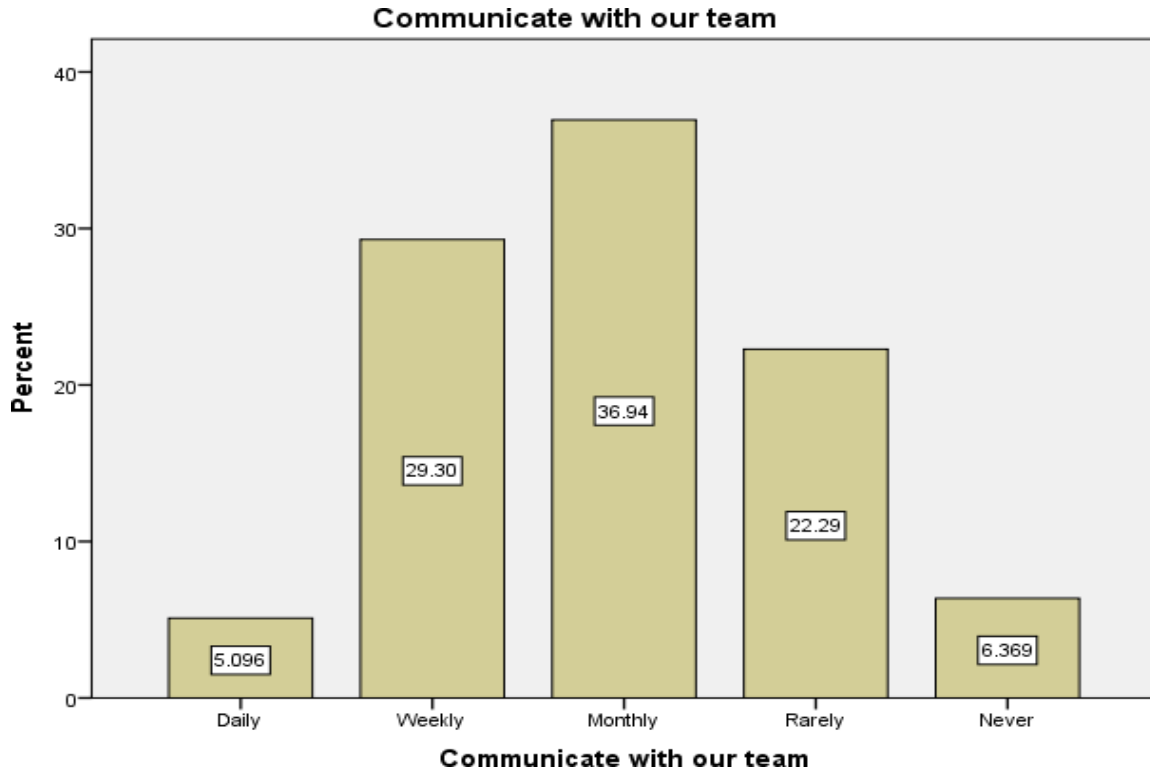
Age of respond



Communicate with our team

	Frequency	Percent	Valid Percent	Cumulative Percent
Daily	8	5.1	5.1	5.1
Weekly	46	29.3	29.3	34.4
Monthly	58	36.9	36.9	71.3
Valid Rarely	35	22.3	22.3	93.6
Never	10	6.4	6.4	100.0
Total	157	100.0	100.0	

INFERENCE: From the above table it is clear that 36.9% as been responded for the monthly and 05.1% as been responded for the daily.



2CHI-SQUARE

ASSOCIATED WITH SERVICE Vs COMMUNICATE WITH OUR TEAM

HYPOTHESIS:

Null Hypothesis (Ho): There is no significant association between the Associated with service and the experience of the respondents.

Alternate Hypothesis (H1): There is significant association between the Associated with service and experience.

Associated with service * Communicate with our team Crosstabulation

		Communicate with our team				
		Daily	Weekly	Monthly	Rarely	Never
Associated with service	Less than 6 months	1	6	4	3	2
	6-12 months	1	14	17	8	3
	1-3 years	3	12	15	9	4
	3-5 years	3	11	13	9	1
	More than 5 years	0	3	9	6	0
Total		8	46	58	35	10



Chi-Square Tests

	Value	df	Asymp. Sig. (2- sided)
Pearson Chi-Square	10.625 ^a	16	.832
Likelihood Ratio	12.687	16	.696
Linear-by-Linear Association	.072	1	.788
N of Valid Cases	157		

Calculation:

Calculation value is : 10.625

Degree of freedom is : 16

Tabulated value is : .832

INFERENCE:

From the above SPSS tool, it is referred that significant value .832 is higher than 0.05, (H₀) is accepted and (H₁) is accepted. Hence there is significant difference between the Associated with service VS Communicate with our team.

5.3 CORRELATION

HYPOTHESIS:

Null Hypothesis (H₀): There is no significant relationship between professional growth VS Innovative practices

Alternate Hypothesis (H₁): There is significant relationship between professional growth VS Innovative practices
Positively impacted my professional growth

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly agree	6	3.8	3.8	3.8
Agree	52	33.1	33.1	36.9
Neutral	27	17.2	17.2	54.1
Disagree	34	21.7	21.7	75.8
Strongly disagree	38	24.2	24.2	100.0
Total	157	100.0	100.0	



Regularly introduces innovative practices

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly agree	26	16.6	16.6	16.6
Agree	35	22.3	22.3	38.9
Neutral	30	19.1	19.1	58.0
Valid Disagree	33	21.0	21.0	79.0
Strongly disagree	33	21.0	21.0	100.0
Total	157	100.0	100.0	

Correlations

	Positively impacted my professional growth	Regularly introduces innovative practices
Positively impacted my professional growth	1	.060
	Sig. (2-tailed)	.455
	N	157
Regularly introduces innovative practices	.060	1
	Sig. (2-tailed)	.455
	N	157

Calculation:

Professional growth is : 1
 Innovative practices is : .060

FINDINGS OF THE STUDY

- The majority of the respondent are between the age of 18-25 Is 42.7%
- The researcher finds that majority of the respondents 52.9% are female.
- From the study it is identified that 45.4% of respondents are the UG
- Most of the monthly income between the 10,000 – 20,000 is 40.1%
- It is identifying the respondent have been associated with our service between the 6- 12 months and 1-3 years is 27.4% as same.
- Some of the respondent as agree for the range of the service requirement is 22.3%.
- Majority of the respondent has been selected for NO is 52.2%



- Most of the respondent has responded for SUPPORT is 34.4%
- Some of the respondent has responded for AGREE is 30.6%

SUGGESTIONS AND RECOMMENDATIONS

- Navaguya Consultancy should strengthen its online visibility through a professional website and active social media profiles. This will help attract more clients and improve brand recognition. Regularly posting client success stories, service details, and expert advice can build trust and credibility.
- Maintaining strong relationships with clients is essential for long-term growth. The firm can introduce feedback forms, follow-up calls, and personalized service approaches. Using CRM software can help manage client data efficiently and improve satisfaction levels. This approach will lead to higher client retention and more referrals.
- Navaguya Consultancy can diversify into related areas such as financial planning, tax consulting, or digital business support. Offering package deals or customized consultancy plans can attract different types of clients. This expansion can increase revenue and create competitive advantages. Continuous market analysis will help identify new service opportunities.

CONCLUSION

The study concludes that the organization maintains a generally positive work environment with strong interpersonal relationships and good communication among employees. However, areas such as compensation, promotion opportunities, and managerial guidance need significant improvement to enhance employee satisfaction.

While employees feel connected and supported by peers, their concerns regarding fair pay and limited career progression indicate a need for policy restructuring. The results confirm that interpersonal relationships play the most influential role in shaping the quality of work life, followed by work-life balance and compensation satisfaction.

The researcher thus concludes that the overall perception of Quality of Work Life in the company is moderately positive, and the organization can further improve by addressing financial and developmental concerns. Implementing the suggested measures will strengthen employee motivation, reduce attrition, and foster a balanced, growth-oriented workplace culture.

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