

# A study on Employee Training and Engagement in Building a strong Workforce at Literact Fin Tech

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## Abstract

This study explores the relationship between employee training and engagement in developing a strong workforce at Literact Fintech, a growing company in the financial technology sector. The research focuses on understanding how training programs enhance skills, productivity, and retention while engagement initiatives improve motivation and satisfaction. Using descriptive and quantitative methods, data was collected from 100 employees across various departments. The findings reveal that effective training and inclusive engagement strategies significantly contribute to workforce performance, morale, and organizational stability.

**Keywords:** Employee Training, Employee Engagement, Workforce Development, Strong Workforce, Training and Development and Organizational Stability.

## Introduction

Employee training and engagement are essential for building a resilient and high-performing workforce. At Literact Fintech, workforce capability directly influences productivity, innovation, and long-term success. Training enhances employee competence, while engagement fosters emotional commitment and satisfaction. In today's dynamic fintech environment, companies must continually invest in development initiatives to adapt to technological change and maintain competitive advantage.

## OBJECTIVES OF THE STUDY:

- Examine how effective the current training programs at Literact Fintech are in improving employee skills and performance.
- Explore how training and engagement relate to growth and retention.

## Review of Literature

Past studies emphasize that employee engagement and training are interlinked with performance and innovation. Sharma (2025) found that digital upskilling improves confidence and innovation adoption in fintech firms. Verma (2025) linked psychological safety in training with greater creativity. Zhou (2025) highlighted leadership training for hybrid teams as a crucial engagement factor. Khan (2024) and Patel (2024) discussed career pathing and ROI-based training evaluation as essential for retention and resource optimization. Collectively, these studies reinforce that structured learning and engagement are strategic imperatives for organizational growth.

## Research Methodology

This study adopts a descriptive research design and quantitative approach. Primary data was collected from 100 employees across departments such as Technology, Operations, HR, and Marketing at Literact Fintech. The data was analyzed using percentage analysis, Chi-square test, ANOVA, and T-test through SPSS. These tools helped identify the relationship between training, engagement, and satisfaction. The research aimed to measure how demographic variables and departmental factors influence training effectiveness and engagement outcomes.

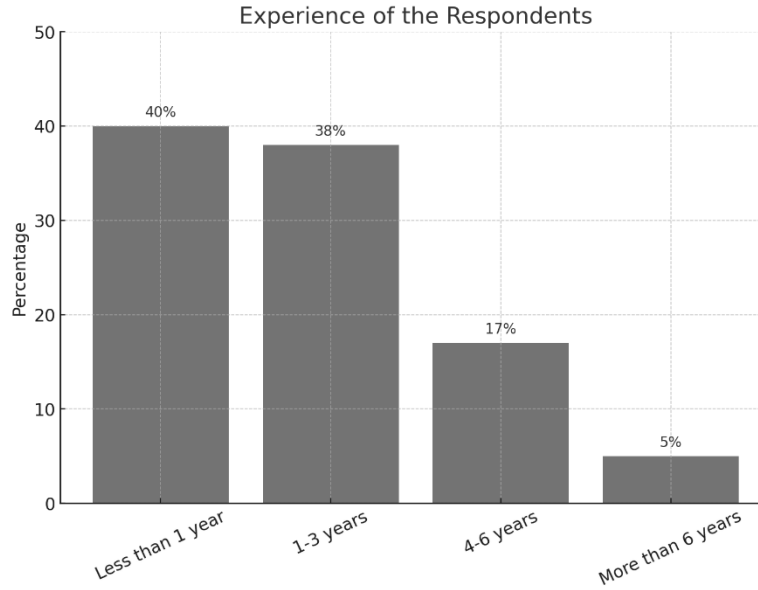
## Data Analysis and Interpretation

The results revealed that gender, age, and department did not significantly affect satisfaction with training quality or engagement levels. Chi-square tests confirmed no relationship between gender and satisfaction, while ANOVA results showed no significant variation across departments. T-tests further validated that both male and female employees perceived training quality similarly. This indicates that Literact Fintech maintains a fair and inclusive environment for workforce development.

**Table showing Experience of the respondents**

| Experience Level  | Count | Percentage |
|-------------------|-------|------------|
| Less than 1 year  | 40    | 40.00%     |
| 1-3 years         | 38    | 38.00%     |
| 4-6 years         | 17    | 17.00%     |
| More than 6 years | 5     | 5.00%      |

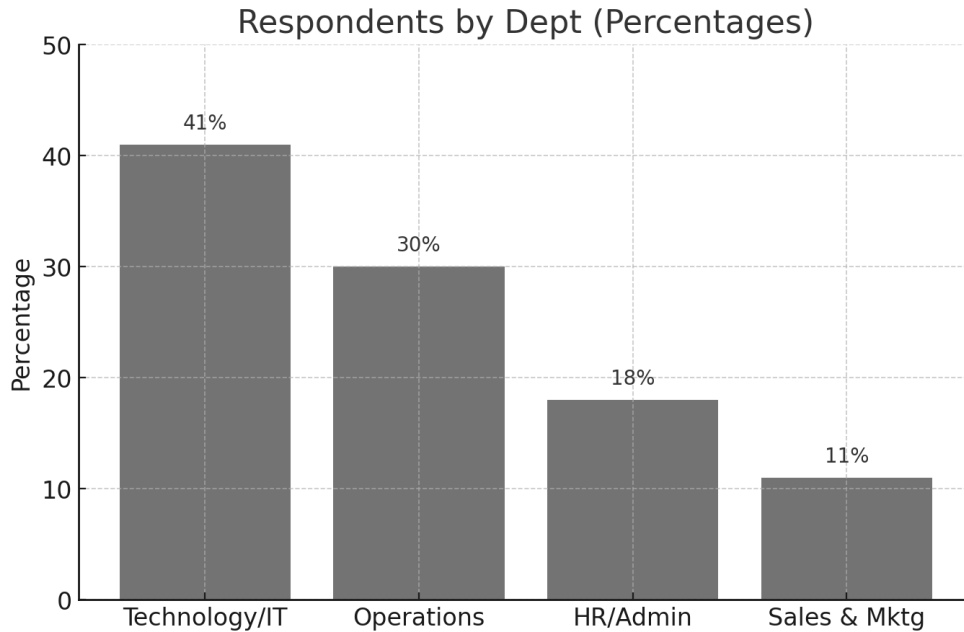
### Chart showing Experience of the respondents



### Table showing department wise respondent distribution

| Department        | Number of Respondents |
|-------------------|-----------------------|
| Technology/IT     | 41                    |
| Operations        | 30                    |
| HR/Administration | 18                    |
| Sales & Marketing | 11                    |

### Chart showing profit margins of the year 2023-2024



### CHI-SQUARE ANALYSIS

**Table showing Relationship between Gender and Satisfaction with the Quality of Training Sessions**

**Whatisyourgender \* Howsatisfiedareyouwiththequalityoftrainingsessions Crosstabulation**

| Count            |                   | Howsatisfiedareyouwiththequalityoftrainingsessions |           |                   |                | Total |
|------------------|-------------------|--|-----------|-------------------|----------------|-------|
|                  |                   | Dissatisfied                                       | Satisfied | Very dissatisfied | Very satisfied |       |
| Whatisyourgender | Female            | 10   | 15        | 3                 | 23             | 51    |
|                  | Male              | 6  | 17        | 0                 | 25             | 48    |
|                  | Prefer not to say | 1  | 0         | 0                 | 0              | 1     |
| Total            |                   | 17   | 32        | 3                 | 48             | 100   |

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### Chi-Square Tests

|                    | Value              | df | Asymptotic Significance (2-sided) |
|--------------------|--------------------|----|-----------------------------------|
| Pearson Chi-Square | 9.049 <sup>a</sup> | 6  | .171                              |
| Likelihood Ratio   | 8.881              | 6  | .180                              |
| N of Valid Cases   | 100                |    |                                   |

a. 6 cells (50.0%) have expected count less than 5. The minimum expected count is .03.

### Interpretation:

The Chi-Square analysis shows that there is no significant relationship between gender and satisfaction with the quality of training sessions. This means both male and female employees have similar opinions about the training programs provided by the organization.

### ANOVA

**Table showing Relationship between Gender and Satisfaction Level**

#### Descriptives

| satis_code | N   | Mean   | Std. Deviation | Std. Error | 95% Confidence Interval for Mean |             | Minimum | Maximum |
|------------|-----|--------|----------------|------------|----------------------------------|-------------|---------|---------|
|            |     |        |                |            | Lower Bound                      | Upper Bound |         |         |
| 1.00       | 48  | 3.3958 | .70679         | .10202     | 3.1906                           | 3.6011      | 2.00    | 4.00    |
| 2.00       | 51  | 3.1373 | .93850         | .13142     | 2.8733                           | 3.4012      | 1.00    | 4.00    |
| 3.00       | 1   | 2.0000 | .              | .          | .                                | .           | 2.00    | 2.00    |
| Total      | 100 | 3.2500 | .84537         | .08454     | 3.0823                           | 3.4177      | 1.00    | 4.00    |

#### ANOVA

| satis_code     | Sum of Squares | df | Mean Square | F     | Sig. |
|----------------|----------------|----|-------------|-------|------|
| Between Groups | 3.232          | 2  | 1.616       | 2.321 | .104 |
| Within Groups  | 67.518         | 97 | .696        |       |      |
| Total          | 70.750         | 99 |             |       |      |

## Interpretation:

The ANOVA test results indicate that there is no significant difference in satisfaction levels across different departments. This means employees from Technology, Operations, HR, and Sales & Marketing have similar perceptions about the training programs provided by the company.

## Findings

1. Most respondents were aged between 18–25, representing a young and dynamic workforce.
2. Gender distribution was nearly equal, showing inclusivity.
3. Employees reported consistent satisfaction with training quality across all departments.
4. Gender does not influence employee satisfaction with training quality.
5. Male and female employees perceive training programs equally.
6. Employee satisfaction with training is consistent across all departments.
7. Department does not significantly influence training satisfaction levels.
8. Literact Fintech demonstrates strong alignment between HR strategy and organizational goals.

## Suggestions

1. Continue offering equal access to training opportunities for all employees.
2. Introduce personalized learning paths based on job roles and career stages.
3. Enhance digital and hybrid learning formats for flexibility.
4. Foster regular employee feedback to refine HR policies.
5. Implement data-driven training evaluations using analytics.
6. Encourage cross-functional learning and collaboration.
7. Strengthen mental health and wellness programs to prevent burnout.
8. Offer recognition-based engagement initiatives.
9. Provide leadership and communication skill programs.
10. Promote psychological safety and open dialogue culture.

## Conclusion

The study concludes that Literact Fintech maintains an inclusive and effective training ecosystem that equally benefits all employees. Statistical analysis indicated no demographic bias in training satisfaction or engagement levels, highlighting fairness in HR practices. Training programs and engagement strategies together contribute to higher motivation, productivity, and retention. As fintech continues to evolve,

continuous learning, adaptability, and employee well-being remain essential for sustaining organizational success.

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