
Training an Effective Way of Organization Growth and Employee Development

A STUDY IN E. S. COMPANY LTD, Chennai

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ABSTRACT

Employee training is the process whereby people learn the skills, knowledge, attitude and behaviours needed in order to perform their job effectively. No big industrial organization can long ignore the training and development needs of its employees without seriously inhabiting its performance. In this article the training process of the company with the help of percentage and chi-square test. The study group for this study is 60 and stratified random sampling technique is used select the sample.

Key Words: Motivation, work life, Interpersonal relationship and work culture.

INTRODUCTION

Training is the act of increasing the knowledge and skill of an employee for doing a particular job. It is concerned with imparting specific skills for particular purposes. Whereas the term ‘development’ is a broad one. Its aim is to improve the overall personality of an individual. The term is mostly used in the context of executives only. Every organization needs to have well trained and experienced people to perform the activities that have to be done. Training is a process of learning a sequence of programmed behavior. It is application of knowledge. It gives people an awareness of the rules and procedures to guide their

behavior. It attempts to improve their performance on their current job and prepare them for an intended job. Development is a related process. It covers not only those activities which improve job performance, but also which bring about the growth of the personality; help individuals in the progress towards maturity and actualization of their potential capabilities so that they become not only good employees but better men and women. In organizational terms, it is intended to equip person to earn promotions and hold greater responsibility.

OBJECTIVES

To study the level of motivational and inter personal relationship in the E S company.

To study the level of understanding of training programme.

To study the employee growth after attending the training

To give viable suggestions

RESEARCH METHODOLOGY

METHODOLOGY:

Methodology is defined as the specification of methods and procedures for acquiring the information needed. It is a plan (or) frame work for doing the study and collecting the data. This project is a study marked by prior formulation of research questions. This investigator already knows the substantial amount about the research problems before the project is initiated.

AREA OF RESEARCH:

The research is carried out on training and development of supervisor of E S company , chennai.

RESEARCH DESIGN:

The research design is descriptive in nature. Descriptive studies

attempt to obtain a complete accurate description of a situation.

METHOD OF SAMPLING:

Sampling is the process of obtaining the information about an entire population by examining only a part of it. For the purpose of this study the researcher has used the stratified random sampling method. The total population was divided into groups and samples are collected randomly from these groups.

SAMPLE SIZE:

The size of the sample is 60.

CONSTRUCTION OF TOOLS:

The tools used for collecting data is a questionnaire. A questionnaire is a simply formalized schedule to obtain and record specified and relevant information, with tolerable accuracy and completeness. In other words, it directs the questioning process and promotes the clear and proper recording.

The data collected through a specially designed questionnaire for the present study. The five point likert scaling is used in order to elicit frank opinion of the respondents with regard to training and development in E S company ltd..

For the purpose the researcher interviewed the supervisors of various departments who have participated

and to their superior. They are selected at stratified random sampling.

SOURCE OF DATA:

Both the primary as well as the secondary data is taken into account for the purpose of the study.

PRIMARY DATA:

The instrument used to collect primary data is a well – designed questionnaire. The questionnaire consisted only the likert scaled responses. The questionnaire is carefully constructed and properly setup.

SECONDARY DATA:

Secondary data are extracted from the files, registers, records, obtained from personnel department.

FRAME WORK ANALYSIS:

For analyzing the supervisors and superior (respondents) opinion towards training and development the data are collected through primary source are subjected to statistical techniques namely percentage analysis and Chi –square to arrival at a valid and reliable conclusion.

**LIMI
TATION:**

1. Time constraint was the major limiting factor, hence only a specific sample from the entire segment is taken in to consideration
2. Questionnaire has been administrated in the form of interview. The findings are therefore based on how the respondents have perceived the question.
3. The cost constraint was due to the fact that the project was self supporting in nature

ANALYSIS AND INTERPRETATION

TABLE: 1

Motivation Level of superior

During training inspiration of the superior is must. If the support is from superior the employees will participate in the training very actively.

PARTICULARS	NO.OF RESPONDENTS	PERCENTAGE
To full extent	33	55
Moderate	12	20
To some extent	8	13
Very little	7	12
Total	60	100

From the study it is observed that 55% of respondents got full extent of motivation from their superior, 20% moderate, 13% to some extent and 12% got very little of motivation from their superior during the time of training.

GRAPH:1

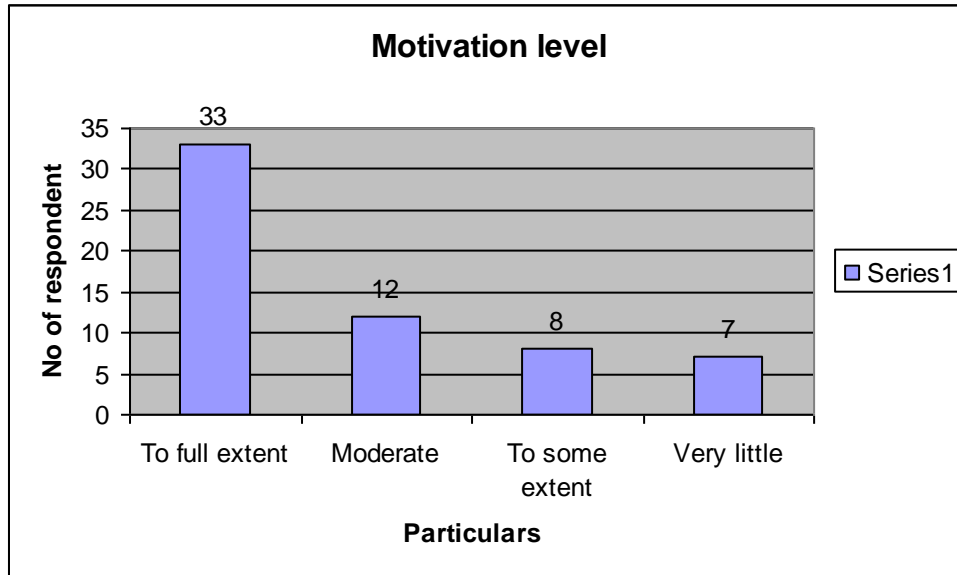


TABLE:2

Techniques learnt are applicable in job:

The techniques which are taught during training should be related (or) relevant to the job.

PARTICULARS	NO.OF RESPONDENTS	PERCENTAGE
Strongly agree	33	55
Agree	17	28
Partially agree	7	12
Disagree	3	5
Total	60	100

From the study it is observed that 55% of respondents strongly agree that the techniques learnt are applicable to job, 28% of them agree, 12% of them partly agree to the statement however 5% have not agree upon the statement.

GRAPH:2

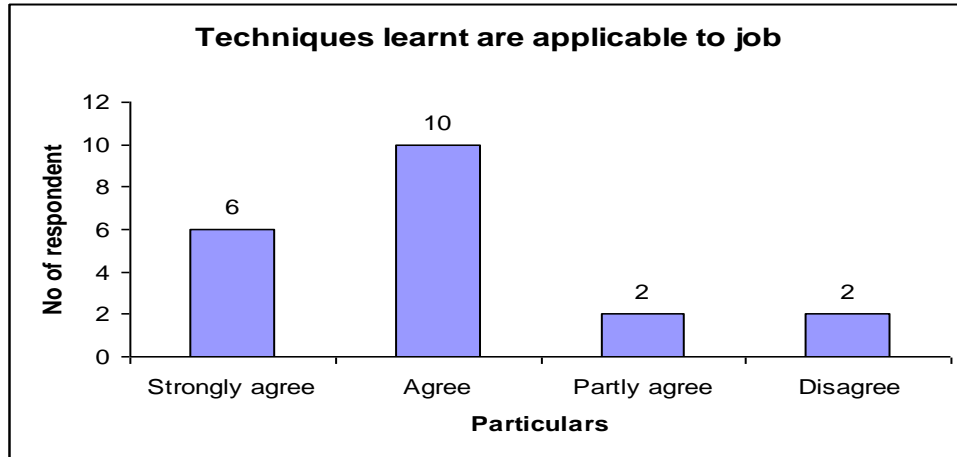


TABLE:3

Any change in work life

After training there should be some modification (or) alteration in the daily work.

PARTICULARS	NO.OF RESPONDENTS	PERCENTAGE
Strongly agree	27	45
Agree	16	27
Partly agree	14	23
Disagree	3	5
Total	60	100

From the study it is observed that 45% of respondents strongly agree that they have change in daily work, 27% agree to the statement, 23% partly agree however 5% have not agree upon the statement.

GRAPH:3

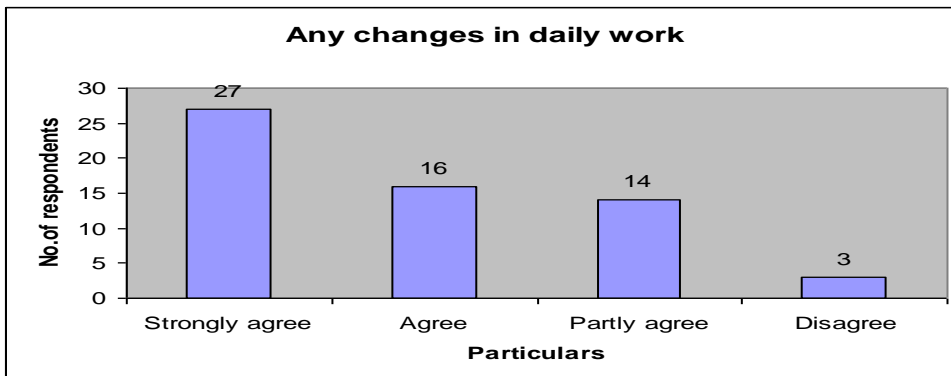


TABLE:4

Inter – personal relations

Employees, particularly supervisors and executives, need interpersonal skills popularly known as the people skills. Interpersonal skills are needed to understand oneself and others better, and act accordingly.

PARTICULARS	NO.OF RESPONDENTS	PERCENTAGE
To full extent	41	68
Moderate	10	17
To some extent	6	10
Very little	3	5
Total	60	100

From the study it is observed that 68% of respondents have full extent of inter – personal relation with their superior, 17% moderate relationship, 10% to some extent and 5% have very little of inter – personal relation with their superior.

GRAPH:5

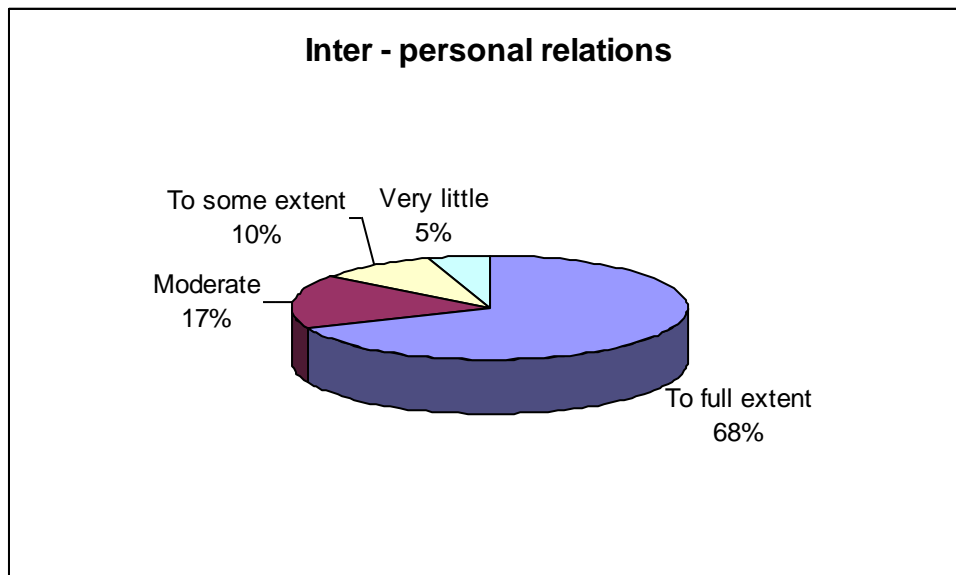


TABLE:6

Training makes better in field

Training makes employee's to improve their performance by increasing their ability to perform through learning. Usually by changing the employee's attitude (or) increasing his (or) her skill and knowledge.

PARTICULARS	NO.OF RESPONDENTS	PERCENTAGE
Excellent	29	48
Good	15	25
Average	12	20
Poor	4	7
Total	60	100

From the study it is observed that 48% of respondents are excellent in their field after training, 25% are good, 20% are average however 7% are poor in their field even after the training.

GRAPH:6

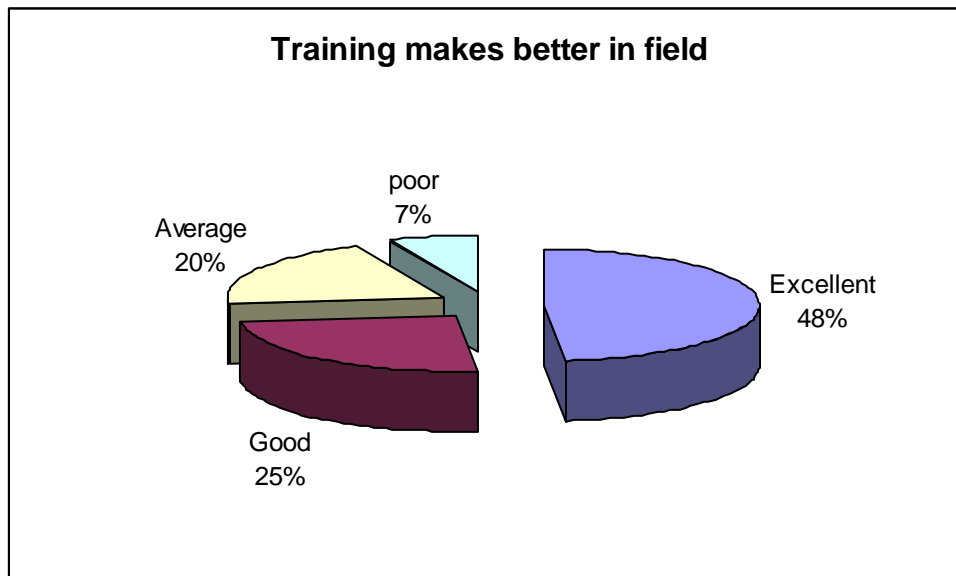


TABLE:7

Satisfaction of training

The requirement which are provided in the organization during the time of training should be able to fulfill the needs of the employee's. So that many will be attending the training with interest.

PARTICULARS	NO.OF RESPONDENTS	PERCENTAGE
Strongly agree	30	50
Agree	18	30
Partly agree	8	13
Disagree	4	7
Total	60	100

From the study it is observed that 50% of respondents strongly agree that they are satisfied with training need, 30% agree with the statement, 13% partly agree however 7% have not agree upon the statement.

GRAPH:7

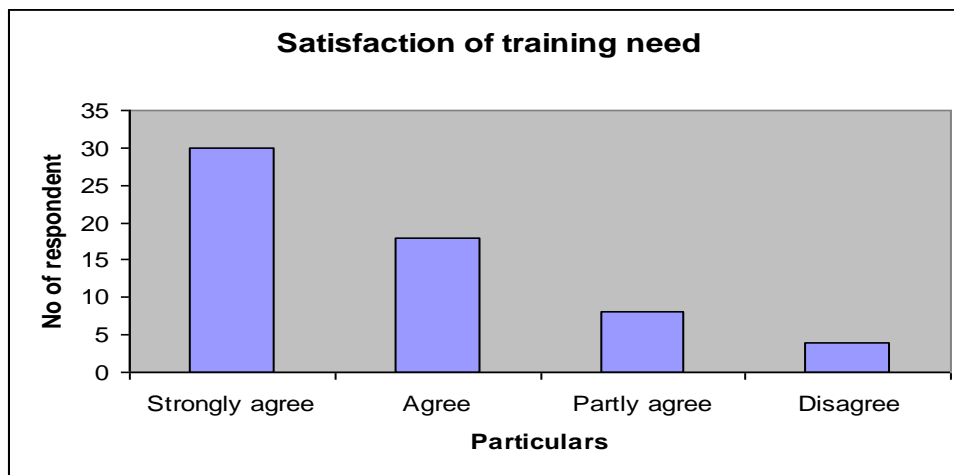


TABLE:8

Level of understanding

To what extent the employee's obtain knowledge about the subject which is taught during training.

PARTICULARS	NO.OF RESPONDENTS	PERCENTAGE
Strongly agree	34	57
Agree	15	25
Partly agree	8	13
Disagree	3	5
Total	60	100

From the study it is observed that 57% of respondents strongly agree that their level of understanding is improved, 25% agree, 13% partly agree however 5% have not agree upon the statement.

GRAPH:8

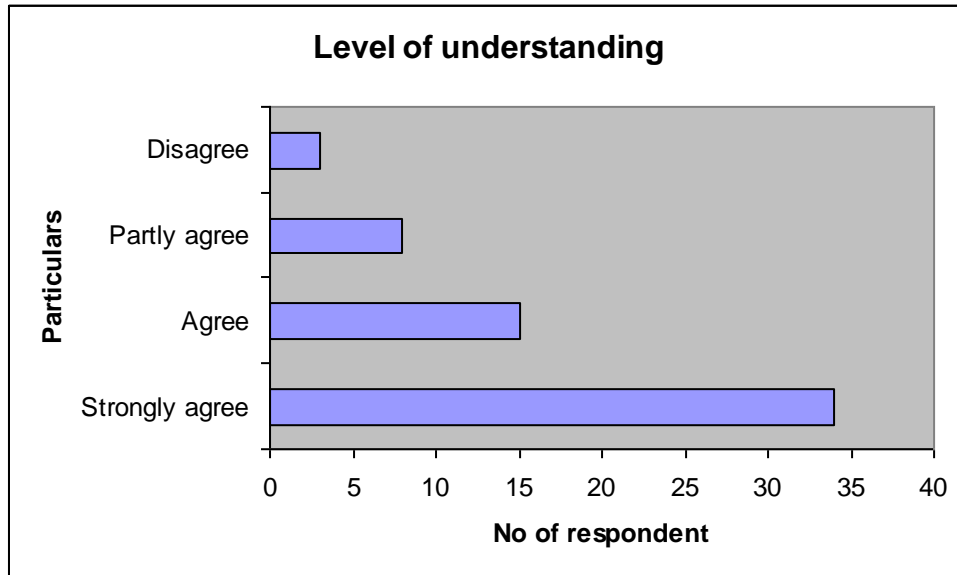


TABLE:9

Positive work culture:

Training enables to hold a different view from other employee's.

PARTICULARS	NO.OF RESPONDENTS	PERCENTAGE
Strongly agree	31	52
Agree	22	37
Partly agree	5	8
Disagree	2	3
Total	60	100

From the study it is observed that 52% of respondents strongly agree that there is positive work culture, 37% agree, 8% partly agree however 3% have not agree upon the statement.

GRAPH:9

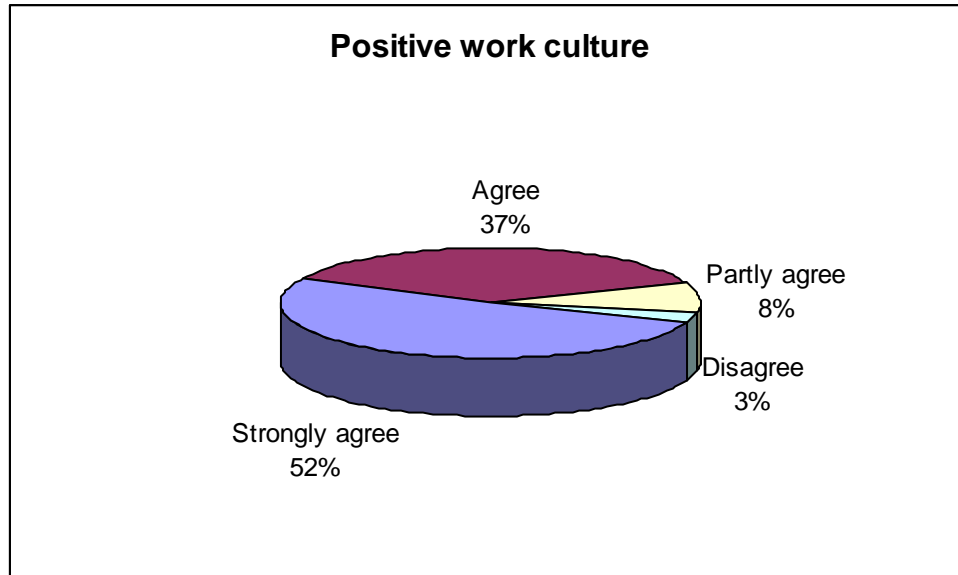


TABLE:10
Useful of training in personal life

Training should also improve the standard of a individual in is own life.

PARTICULARS	NO.OF RESPONDENTS	PERCENTAGE
Strongly agree	34	57
Agree	15	25
Partly agree	9	15
Disagree	2	3
Total	60	100

From the study it is observed that 57% of respondents strongly agree that training is useful in their own life, 25% agree, 15% partly agree however 3% have not agree upon the statement.

GRAPH:10

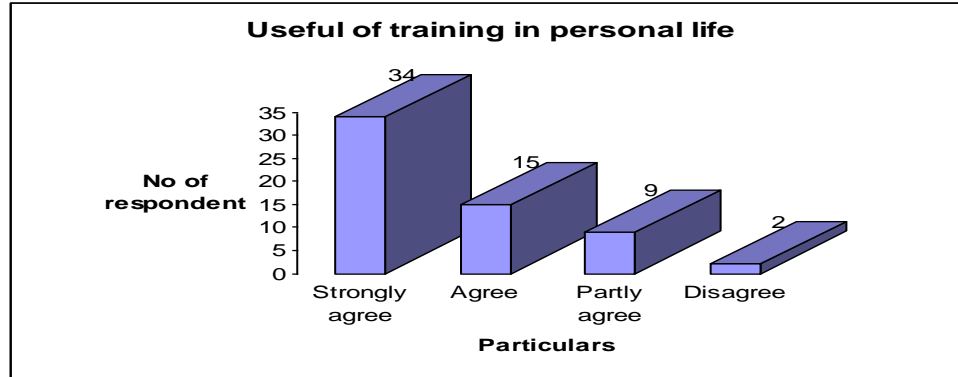


TABLE: 11
Recommendation

Reference is needed in all the things. By telling some good words only others will come to know about the training.

PARTICULARS	NO.OF RESPONDENTS	PERCENTAGE
Strongly agree	44	73
Agree	7	12
Partly agree	7	12
Disagree	2	3
Total	60	100

From the study it is observed that 73% of respondents strongly agree that they will refer, 12% agree, 12% partly agree however 3% have not agree upon the statement.

GRAPH:11

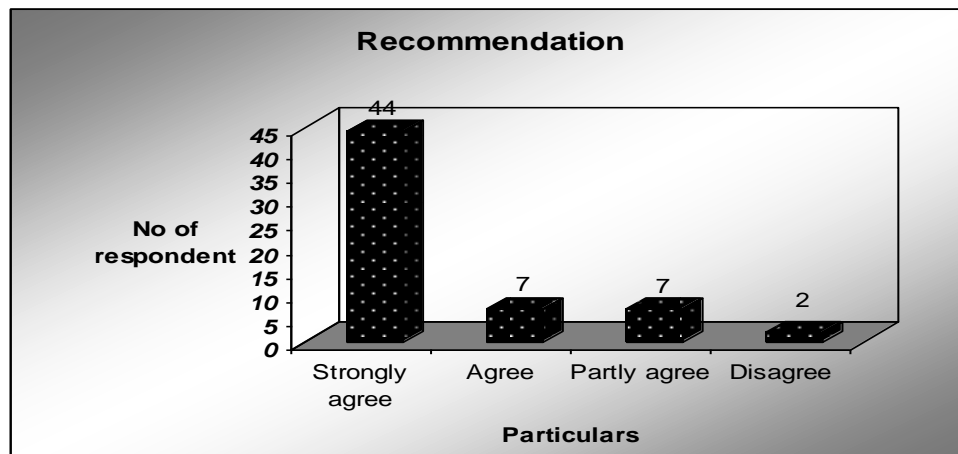


TABLE:12

Subject met the needs and interest:

The area in which they have discussed should be the need (or) want of the employee and also it should be relevant to their work. The way of explaining should catch the eyes of the audience.

PARTICULARS	NO.OF RESPONDENTS	PERCENTAGE
Very well	35	58
Fairly	17	28
To small extent	6	10
Not adequately	2	4
Total	60	100

From the study it is observed that 58% of respondents says that the subject need met with the interest and 28% include the statement fair, 10% to small extent however 4% have got poor subject need and not relevant to their work.

GRAPH:12

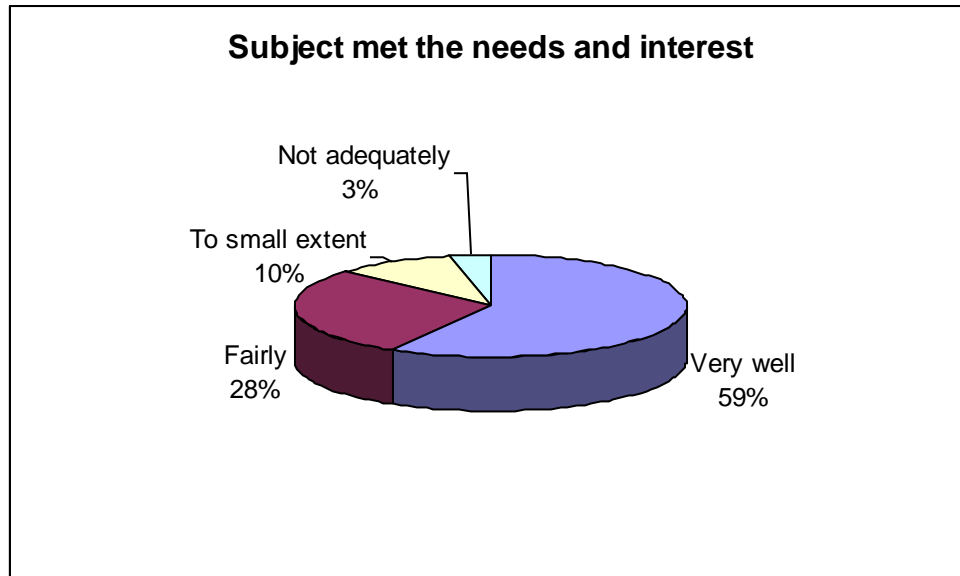


TABLE:12

Benefits:

After training the employee should gain some extra knowledge about what is going on around him.

PARTICULARS	NO.OF RESPONDENTS	PERCENTAGE
Knowledge of what other companies are doing	34	57
How theory and principles are pertinent	15	25
Ideals and techniques that can be applied on the job	9	15
Other gains	2	3
Total	60	100

From the study it is observed that 57% of respondents got knowledge of what other companies are doing, 25% knew the theory and principles are pertinent, 15% knew ideals and techniques that can be applied on the job however only 3% have got the other gains.

GRAPH:12

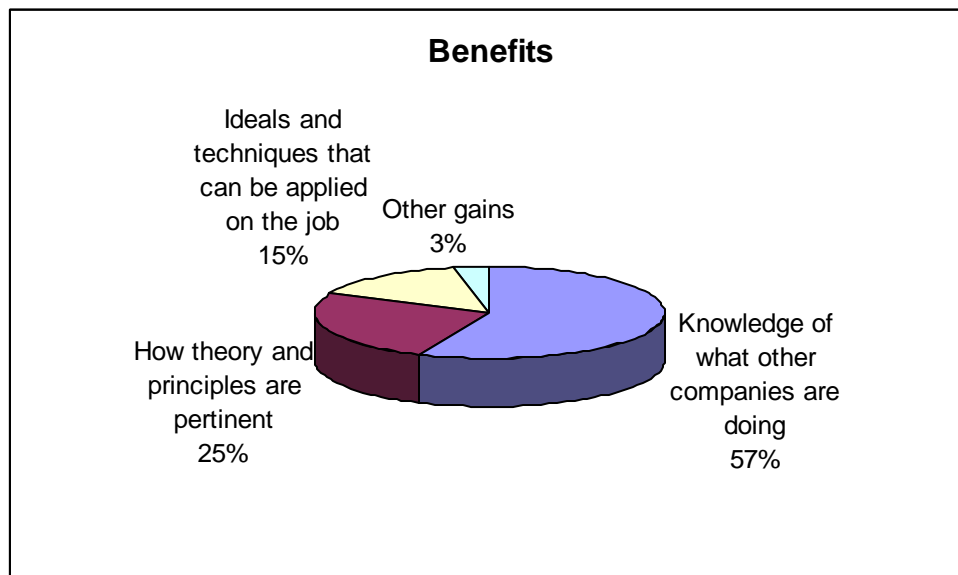


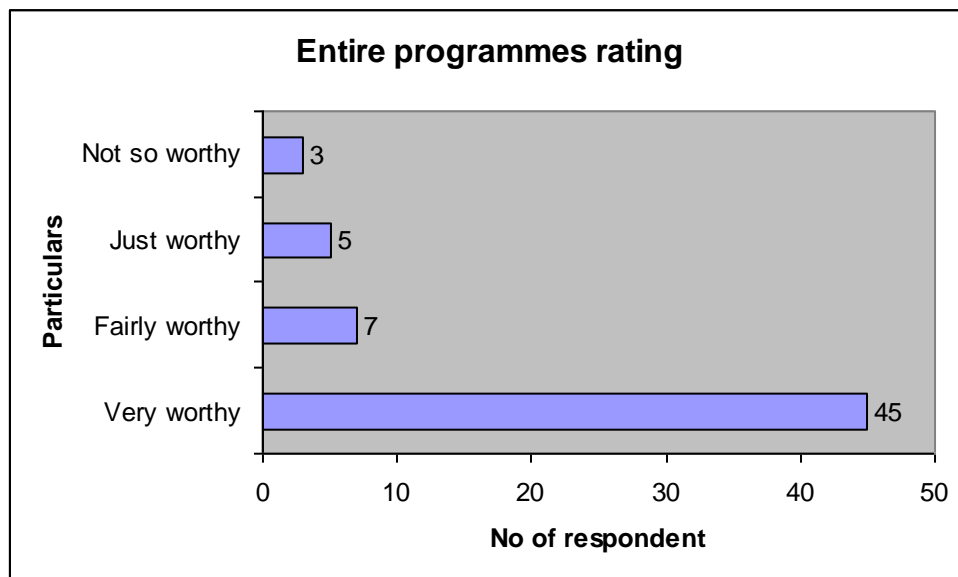
TABLE:13
Entire programmes rating:

By seeing the total estimation based on cost and time the evaluation takes place.

PARTICULARS	NO.OF RESPONDENTS	PERCENTAGE
Very worthy	45	75
Fairly worthy	7	12
Just worthy	5	5
Not so worthy	3	5
Total	60	100

From the study it is observed that 75% of respondents says the programme is very worthy, 12% fairly worthy, 5% just worthy however 5% telling it is not so worthy.

GRAPH:13



CHI SQAURE ANALYSIS

Hypothesis: There is no significant relationship between trainer and satisfaction in training

.OBSERVED FREQUENCY

Satisfaction in training/Effective Trainer	Strongly agree	Agree	Strongly Dis-agree	Dis-agree	Total
Excellent	9	9	1	2	21
Good	6	7	2	2	17
Fair	8	5	4	0	17
Inadequate	2	2	1	0	5
Total	25	23	8	4	60

EXPECTED FREQUENCY:

Satisfaction in training/Effective Trainer	Strongly agree	Agree	Strongly Dis-agree	Dis-agree	Total
Excellent	8.75	8.05	2.8	1.4	21
Good	7.1	6.51	2.3	1.1	17
Fair	7.1	6.5	2.27	1.13	17
Inadequate	2.08	1.9	0.7	0.33	5
Total	25	23	8	4	60

FORMULA:

$$\text{CHI SQUARE} = \sum \frac{(O-E)^2}{E}$$

O- Observed frequency , E-Expected frequency

(O-E)=Difference between observed frequency and expected frequency.

(O-E)²=Square of the difference

CALCULATION:

O	E	(O-E)	(O-E) ²	(O-E) ² /E
9	8.75	0.25	0.0625	0.0071
9	8.05	0.95	0.9025	0.1121
1	2.8	-1.8	3.24	1.1571
2	1.4	0.6	0.36	0.2571
6	7.1	-1.1	1.21	0.1704
7	6.51	0.49	0.2401	0.0368
2	2.3	-0.3	0.09	0.0391
2	1.1	0.9	0.81	0.7363
8	7.1	0.9	0.81	0.1140
5	6.5	-1.5	2.25	0.3461
4	2.27	1.73	2.9929	1.3184
0	1.13	-1.13	1.2769	1.13
2	2.08	-0.08	0.0064	0.0030
2	1.9	0.09	0.0081	0.0042
1	0.7	0.3	0.09	0.1285
0	0.33	-0.33	0.1089	0.33

$[(O-E)^2/E] = 5.8902$ At 5% level of significance the table value is
 Degree of freedom $= (R-1)(C-1) = 16.19$
 $= (4-1)(4-1)$ Table value > calculated value
 $= 3 \times 3 = 9$ H_0 is accepted
 Calculated value $= 5.8902$ Inference:

There is no significance relation between satisfaction in training program in organization and Effective trainer.

FINDINGS

- ✓ 55% of respondents have got full extent of motivation from their superior during the time of their training.
- ✓ 55% of respondents strongly agree, the techniques learnt are applicable to their job.
- ✓ 45% of the respondents strongly agree, that there is change in daily work.
- ✓ 68% of respondents have full extent of inter – personal relation with their superior.
- ✓ It is found that 48% of the respondent are excellent in their field after the training.
- ✓ It is found that majority (50%) strongly agree, they are satisfied with training need.
- ✓ Majority numbering 57% respondents strongly agree, their level of understanding is improved.
- ✓ 52% of respondents strongly agree, there is positive work culture.
- ✓ 57% of respondents strongly agree, training is useful in own life.

- ✓ 73% strongly agree, will refer this training to co – workers.
- ✓ 58% of respondents got very well the subject need and had interest in training.
- ✓ 75% of respondents says the entire program is very worthy.

SUGGESTIONS

- Companies have to provide modern equipment and technologies which may refresh the employee mind.
- Effective organizational communication must be promoted in order to reduce role ambiguity, role conflict, to share employee perception.
- A survey on training and development can be made with employees on periodic intervals to measure the difficulty faced by the employees’.
- Job rotation must be implemented.
- A scientific approach to select participants in training programmes will prove a long way in improving the general climate of the department.

CONCLUSION

It is concluded that effective training program with the latest updating is needed

for the company ranging from small to big. Developing the skills and knowledge of the employees not only contribute to the individual growth it also contribute positively towards the achievement of organization goals. It is better organization plans its training activities, and prepare a training calendar to suit the need and make it a more effective. .

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