

A Study on the Effectiveness of Training Program Practiced in Selected IT Industries, Coimbatore

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Abstract

Training plays an important role in the effectiveness of organizations and to the experiences of people in work. Training has implications for productivity, health and safety at work and personal development. All organizations employing people need to train and develop their staff. Most organizations are cognizant of this requirement and invest effort and other resources in training. Such investment can take the form of employing specialist training staff and paying salaries to staff undergoing training and development. Investment in training and development entails obtaining and maintaining space and equipment. The present study is undertaken to know the effectiveness of training programs adopted in selected IT industries (CTS, INFOSYS, EBIX, HCL, KGISL, WIPRO, DELL, PAYODA, ADITI, UGAM SOLUTIONS), Coimbatore. To achieve the aforesaid objectives data is gathered from 1100 respondents randomly. The information was collected through questionnaire. The data collected through the questionnaire were classified and tabulated. They were analyzed with the help of statistical tools; the key findings and suggestion have been drawn from the analysis. It is found that the most of the employees have rated as good about Overall Quality and Effectiveness of Training programs.

Keywords: Effectiveness of training, Employees, Training, Training program

1. Introduction

Employee training is highly essential for the smooth running of the organization, in general. Despite the significance of organization providing the training programme sometime, it may not be so effective, hence the evaluation need to be done. Training refers to the imparting of specific skills, abilities and knowledge to an employee. Training is any attempt to improve current or future employee performance by increasing an employee's ability to perform through learning, usually by changing the employee's attitude or increasing his or her skills and knowledge.

Training programme is an important aspect of developing the employees. Any training programme must contain inputs, which enable the participants to gain skills, learn theoretical concepts and help acquire vision to look into the distant future. Training makes the employees versatile in operations. Future needs of employees will be met through training programmes. Training is an important tool for the development of desirable motives and attitudes on the part of both management and labour. Training serves as an important means for the development of effective work habit and methods of work and thereby improves job performance reduces the wastes and accidents, prepare individuals for modified jobs, avoids unnecessary turnover, improves the quality of the product. Ineffective training programme is a serious problem that affects both the employees and the organization. As training program is an integral part of an organization in order to update the skills and knowledge of the employees, it is with the intention the study is carried to ascertain the effectiveness of training program in selected IT industries.

2. Literature Review

For the present study, we reviewed the published training and development literature from 1969 to 2013. **Paquet, Kasl, Weinstein, and Waite (1987)** found that data collection needed to be built into the training program for optimal data gathering. If managers could use the evaluation data for their own benefit as part of their training, they would be more likely to cooperate. **Ogundeji (1991)** viewed that evaluation is increasingly being regarded as a powerful tool to enhance the effectiveness of training. Three major approaches to training evaluation: quality ascription, quality assessment and quality control are highlighted. In order to enhance the effectiveness of training, evaluation should be integrated with organizational life. **Lowry, Simon, and Kimberley (2002)** concluded that training is a factor that enhances employee commitment and maximizes employee potential. This study depicts the effectiveness of the training program in selected IT industries at Coimbatore.

3. Statement of the Problem

The organization depends on employees and their skills for their success. The skills of any employees depend on the training and development programs, which are adopted by the company. It is important to mention that a skill of employees improves the efficiency, productivity and effectiveness of the organization. In this background, the study is selected to know the training programs adopted in various selected IT industries to improve the skill of an employees in order to accomplish the objectives of the organization. Hence, the study is undertaken.

4. Objectives of the Study

The main objective is to study the effectiveness of the training program in selected IT industries, Coimbatore.

5. Scope of the Study

The present study is confined to Training programs adopted in select IT industries, Coimbatore. The study aimed to find out the effectiveness of training programs on the employees in select IT industries.

6. Research Methodology

Research methodology is a way to systematically solve the research problems. Researcher has adopted Stratified Random Sampling method for the study. Primary data and secondary data are used to collect facts and figures. Primary data is collected through questionnaire meant for the employees. Secondary data collected through company published Magazines, Handouts, company Website Annual reports.

The total sample size used for the study is 1100 respondents, out of these 666 are Male respondents and 434 are Female respondents of selected IT industries, Coimbatore. The complete data was checked, classified, numbered, tabulated, and the results were highlighted by preparing tables. Percentage was calculated wherever necessary for better analysis and interpretation. Bar charts are used for data interpretations for better look and better understanding of report.

6.1 Statistical Tools:

- ❖ Chi-square analysis
- ❖ Percentage analysis

6.2 DATA ANALYSIS

6.2.1. Chi-Square Test 1

Table1. Chi-Square Test 1

Factor	Calculated χ^2 Value	Table Value	D.F	Remarks
Gender	18.467	9.210	2	Significant at 1% Level

Sources: Primary Data

H₀: There is no significant relationship between gender of the respondents and their level of satisfaction towards the effectiveness of training gained in IT industry.

H₁: There is significant relationship between gender of the respondents and their level of satisfaction towards the effectiveness of training gained in IT industry.

6.2.1.1 Result:

It is noted from the above table that the calculated chi-square value is greater than the table value and the result is significant at 1% level. Hence, the null hypothesis (H₀) is rejected and the alternative hypothesis (H₁) is accepted. Hence, there is significant relationship between the respondent's gender and Satisfaction Level of the employees with the overall Effectiveness of Training Program in IT industry.

6.2.2. Chi-Square Test 2

Table2. Chi-Square Test 2

Factor	Calculated χ^2 Value	Table Value	D.F	Remarks
Marital status	12.935	9.210	2	Significant at 1% Level

Sources: Primary Data

H₀: There is no significant relationship between marital status of the respondents and their level of satisfaction towards the effectiveness of training gained in IT industry.

H₁: There is significant relationship between marital status of the respondents and their level of satisfaction towards the effectiveness of training gained in IT industry.

6.2.1.1 Result:

It is noted from the above table that the calculated chi-square value is greater than the table value and the result is significant at 1% level. Hence, the null hypothesis (H₀) is rejected and the alternative hypothesis (H₁) is accepted. Hence, there is significant relationship between the respondent's marital status and Satisfaction Level of the employees with the overall Effectiveness of Training Program in IT industry.

6.2.2. Percentage Analysis

Table No: 3

Table Showing the Efficiency of the company in providing Training Program

Particular	No. of Respondents	Percentage
Excellent	120	10.91
Good	583	53.00
Average	298	27.09
Satisfactory	99	9.00
Total	1100	100

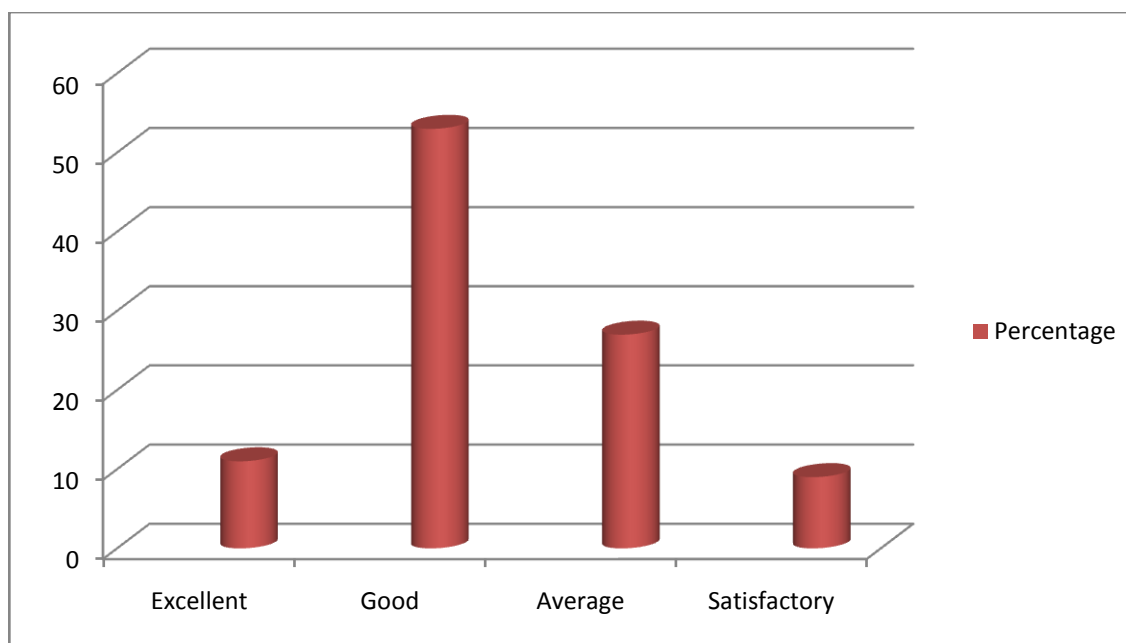
Sources: Primary Data

Interpretation:

The above table depicts the efficiency of the company in providing training programs to its employees. 10.91% of the respondents have rated as excellent, 53% of the respondents have rated as good. 27.09% have rated as average, and only 9% respondent rated as satisfactory about the efficiency of the companies in providing training programs.

Graph No: 1

Graph showing the Efficiency of the company in providing Training Program



Inference:

The above graph depicts the efficiency of the company in providing training programs. It is inferred that most of the respondents said the company been good in terms of providing training programs to employees and few of the respondents say the company been excellent in terms of providing training programs.

Table No: 4

Table Showing Rate of overall Quality and Effectiveness of Training Program

Particular	No. of Respondents	Percentage
Excellent	125	11.36
Good	724	65.82
Average	230	20.91
Poor	21	1.91
Total	1100	100

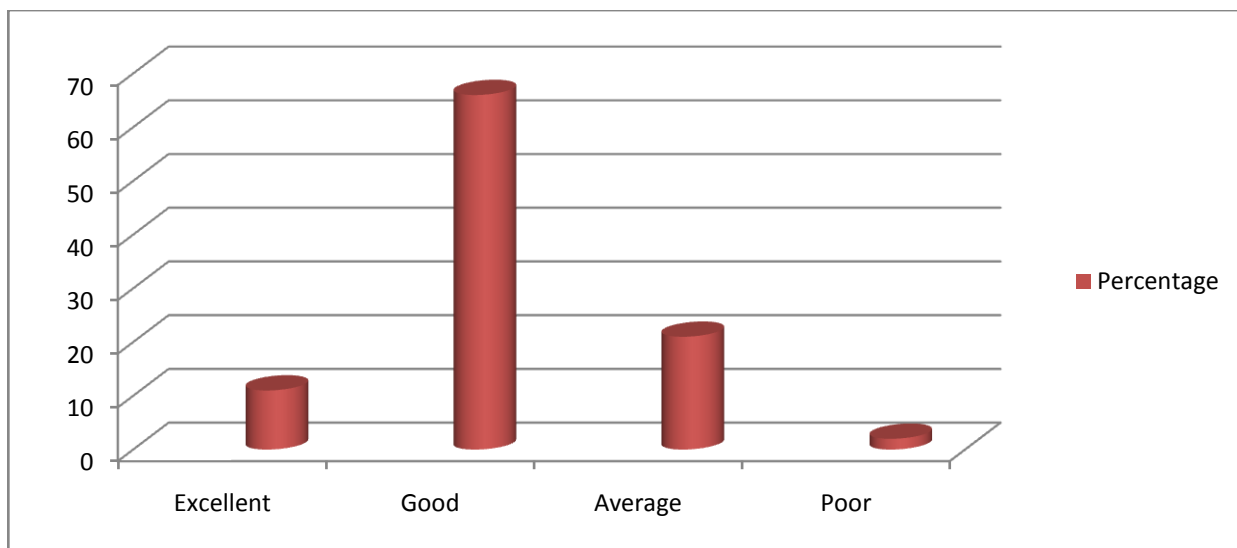
Sources: Primary Data

Interpretation:

The above table depicts the overall quality and effectiveness of training programs offered by selected IT industries to its employees. 11.36% of respondents have rated as excellent about the quality and effectiveness of training Program. 65.82% of respondents have rated as good, and 20.91% have rated as average and only 1.91% of the respondents rated as poor about the overall quality and effectiveness of training programs offered by selected IT industries.

Graph No: 2

Graph showing the Rating of overall Quality and Effectiveness of Training Program



Inference:

The above graph depicts the quality and effectiveness of training programs. From the above graph it can be inferred that majority of the respondents stated that the overall quality and effectiveness of training program in selected IT industries is good.

7. Findings of the Study

1. In the Chi Square Analysis, it has been found that there is significant relationship between the gender and Satisfaction Level of the employees with the overall Training Program.
2. In the Chi Square Analysis, it has been found that there is significant relationship between the marital status and Satisfaction Level of the employees with the overall Training program.

3. Most of the employees agreed that the company has been well in terms of providing training programs to the employees.

4. Majority of the respondents said that the overall quality and effectiveness of training program in the selected IT industries is good.

8. Suggestions

1. Individual attention may be provided to the trainees in order to encourage their participation and make them perform better at their job.

2. Employees' feedback should be regularly obtained in order to understand the effectiveness of training program.

3. The organization should concentrate on employees who are not satisfied with the present training program. It is important to understand why these employees are not satisfied with the training program and what can be done to satisfy these employees.

9. Conclusion

To conclude that most of the respondents rated as good and excellent towards the overall quality and effectiveness of the training programs and satisfied with the present training methods. The companies also has to concentrate on small percentage of respondents who are not satisfied with training programs and whom it has not helped to overcome from their short comings or work related problems. Finally, the training programs provided by the select IT industries (CTS, INFOSYS, EBIX, HCL, KGISL, WIPRO, DELL, PAYODA, ADITI, UGAM SOLUTIONS) are found to be effective, credible and commendable, which can be improved further.

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