

## **A study on effectiveness of training programme in propel industries Sulur**

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### **Abstract**

Today Human Resources are significant factor of any organization. Mostly service organization like Bank & Insurance companies success depends upon quality & quantity of Human resources because people have taken on an even more central role in building a firm's competitive advantage. Organization can achieved sustained competitive advantage through providing appropriate training & education to their employees. The main objective of the study is to know about the effectiveness of the training program. The statistical tools like simple percentage and ranking were applied. From the results of the respondents about the nature of training program is mostly related to their work, the ranking factors salary increase productivity scored the highest point.

**Keywords:** organization, insurance, human resource and employees.

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### **Introduction**

Crushing is integral to industries as diverse as mining and construction. In both the industries the need for fast efficient crushing operations is vital and makes a world of difference in terms of quality and productivity. This is the reason why customers across the country rely on Propel to provide innovative and technologically sound, cost effective solutions to meet their demands. Propel Industries is a strategic business division of the 50 year old AV Group and is the result of intense research and development into the market needs of the construction and mining industries. We have state of art machining facilities and vast experience as our backbone making us an ideal solution provider for construction and mining industries.

Propel is a company of robust quality committed to making a difference in the construction and mining industries. Our main values are customer focus, teamwork, integrity, continual improvement, professionalism, creativity and innovation. We benefit from an integrated infra-structure facility that compares to world standards. Decades of experience in making have helped us providing products of higher reliability and performance. Propel has over the years build up a strong customer base across the country. We embrace new work cultures, have a comprehensive range, we are the complete solutions for mining and construction industries. High in quality and performance Propel Industries is the recent foray of the Opel group, a corporate entity with four decade presence in international and domestic markets. One of the strength of the group has been willingness to diversify into segments. Propel industries is a strategic business division of the group and is the result of intense research and

development into market needs in construction and mining equipment and technology advancements. The group's strengths from the backbone of Propel, making it an ideal solutions provider to diverse applications.

### **Statement of the Problem**

Training play vital role in any given organizations in the modern day. It is aimed at preparing employees for future or current jobs. The efficiency and productivity of the firm can be increased considerably with right training methods. This is the reason why HR department gives Training such a huge importance. So it is essential that we conduct studies and experiment is to improve our training methods. The motive behind this study is to understand the effectiveness of training programs on the employees of Propel industries Pvt Ltd, Sulur.

The training cannot be measured directly but the change in attitude and behavior that occurs as a result of training. By studying and analyzing the response of employees regarding training, we can make scientific conclusions, which is the core idea of this study.

Management is aimed at preparing employee for future jobs with the organizations or at solving organization problems concerning, acquiring or sharpening capabilities required performing various tasks and functions associated with their present or expected future roles. The motive behind this study is to understand and learn the impact of training programme of the employees in Propel Industries ltd. Hence the study is under taken up to measure effectiveness of training.

Hence the statement of problem is "A Study on Effectiveness of Training Program in Propel Industries pvt.ltd"

## Objectives of the Study

### Primary Objective

- To study the effectiveness of Training Programme in Propel Industries.

### Secondary Objective

- To know the employees awareness of Training Programme.
- To know about the duration of training they often undergo.
- To know about the level of satisfaction of the Training program
- To know the Impact of Training Programme on trainees.
- To Know about the Effectiveness of the training program
- To give suggestions based on findings.

### Scope of the Study

The development of any organization depends on its employees. For organizational productivity training assumes great significance. Training aims at increasing the knowledge and skills of the employee whereas organizational development on the other hand refers to overall improvement of the organization such as its structure, objectives, policies and procedures including managers and employees. Organizational development can be achieved by hiring the services of the professionals' consultants. Training programs are often viewed as part of organizational development.

A better knowledge about these things can facilitate the trainer as well as the trainee in conducting and benefiting from the training. But training being a very complex process makes it a bit difficult. So the best way to achieve it is by studying and analyzing the feedback of employees as well as managers. The project includes collecting information from staffs of Propel Industries, analyzing it, interpreting it, and concluding useful suggestions from it.

### Research Methodology

#### Research Design & Sources of Data

This study is descriptive in nature. It is based on both primary and secondary data. The primary data was collected by using well-structured Questionnaire from 275 employees are chosen from all categories of employees using the convenient sampling method. For the theoretical aspects secondary data were collected from books, journals and downloaded from websites. The study was conducted for a period of six months from June – November 2015.

#### Tools Used for the Study

The collected data were processed both manually and with the help of SPSS. The following tools were used for the study:

1. Simple Percentage analysis and
2. Ranking analysis.

#### Limitations of the Study

1. As the study is carried out for academic purpose, due to constraints of time and cost a comprehensive study was not possible.
2. Fear of expressing the true facts among the respondents could be limitations.
3. The employees found difficult to understand few questions.

4. Work force of Propel Industries is 800 but this study is based on response of 275 employees.

### Review of Literature

Cheng, E. and Ho, D, 2010 <sup>[1]</sup> British Airways assessed the effectiveness of the Managing People First (MPF) training by measuring the value shift, commitment, and empowerment of the trainees. An in-depth interview was used to measure the action potential (energy generated in the participants by the course) and level of action as a result of the course. A want level was used to measure the action potential and a do level for the action. Each measurement was assigned a value of high, medium, or low. However, high, medium, and low were not defined. The study showed that 27% of all participants (high want level and high do level) were committed to MPF values and pursued the programs aims/philosophy. Nearly 30% of participants were fully committed to the aims/philosophy of MPF although they did not fully convert commitment to action (high want level and medium and low do level).

Frisque, D., and Kolb, J. 2008 <sup>[2]</sup> "Training is the systematic modification of behavior through learning which occurs as a result of education, instruction, development Weinstein & Waite, 2001 Once study was founded by a major corporation that measure change in productivity and ROI of a training program. CIGNA corporation's corporate management development and training department, which provides training for employees of SIGNA Corporation's operating subsidiaries, initiated an evaluation program to prove management training made a business contribution. The research question posted was," Does management training result in improved productivity in the manager's work place?" The team conducted the research identified 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 to cooperate.

Jackson 2006 <sup>[3]</sup> With regard to scheduling staff development, suggests that the timing of staff development can affect the success of the development program, itself. Consequently, she recommends that the timing of the training schedule be developed with consideration of staff needs and wants. In terms of strategies for effective implementation. As for the ideal format of staff development, recommends that trainings focus on the "main points" and take into account diverse learning modalities, by including "hands on" activities as well as time for discussion and questions.

Current Training Needs for Staff Given the importance of a strong staff in shaping successful youth development programs, Astroth and Taylor (2004) report on the National Collaboration for Youth's (NCY) efforts to define what successful youth workers are doing. Essentially, NCY reviewed existing competencies circulating in the field, sought feedback from many youth-serving organizations 8 and their staff, and ultimately decided on a set of ten core competencies that "entry-level workers, including part-time and full-time staff and volunteers, should possess when they begin a job or should acquire during the first few years to be effective when working with youth,"

Horowitz (2005) <sup>[5]</sup> although level one is the least complex of the measures of evaluation developed by Kirkpatrick, no studies were found that reported use of level one as a sole measure of training. One application of the second level of

evaluation, knowledge, was reported by. In this study the IBM Corporation incorporated knowledge tests into internally developed training. To ensure the best design, IBM conducted a study to identify the optimal test for internally developed courses. Four separate tests composed of 25 questions each were developed based on ten key learning components. Four scoring methods were evaluated including one that used a unique measure of confidence. The confidence measurement assessed how confident the trainee was with answers given. Tests were administered both before and after training. Indices from the study assisted the organization to evaluate the course design, effectiveness of the training, and effectiveness of the course instructors. The development of the confidence index was the most valuable aspect of the study. Alliger and Horowitz stated that behavior in the workplace was not only a function of knowledge, but also of how certain the employee was of that knowledge. Two studies were found that measured job application and changes in behavior (level three of the Kirkpatrick Model).

## Analysis and Results Percentage Analysis

**Table 1:** Demographic Profile

Factors	Options	No. of Respondents	Percentage
Gender	Male	255	93%
	Female	20	7%
Age	18-25	40	15%
	25-30	64	23%
	30-35	96	35%
	Above 35	75	27%
Educational Level	PG	20	7%
	UG	45	16%
	Diploma	150	55%
	School Level	60	22%
Salary Level	Less than 15000	58	22%
	15000-25000	92	33%
	25000-35000	80	29%
	Above 35000	45	16%

**Table 2:** Profile of Training Program

Factors	Options	No. of Respondents	Percentage
Kind	Temporary	88	32%
	Permanent	187	68%
Aware of Training Program	Yes	265	96%
	No	10	4%
Nature of Training Program	Mostly Related to my work	240	87%
	General	35	13%
	Not Related to my Work	0	0%
Quality of Training Program	Poor	55	20%
	Good	160	58%
	Excellent	60	22%
Training Methods	On the Job method	180	65%
	Off the Job Method	30	12%
	Class Room Method	15	5%
	Apprenticeship Method	50	18%
Training Program Conducted	Every Month	20	7%
	Every Quarter	45	16%
	Half Yearly	200	73%
	Yearly once	10	4%
Training Work Place	Excellent	35	13%
	Good	220	80%
	Bad	0	0%
	Average	20	7%
Content & Scope of Training Program	Specific	28	10%
	Narrow	2	1%
	Deep	15	5%
	Job Related	230	84%
Course Material	Yes	75	27%
	No	200	73%
Mode of Training Program	Class Room	75	27%
	Conference /Discussions	70	25%
	External Training	45	16%
	Programmed Instructions	85	31%
Barriers of Training Program	Time	55	20%
	Lack of Interest	195	71%
	Money	0	0%
	Non Availability of Skilled Trainer	25	9%
Effective Job Training Methods	Very Limited Extent	0	0%
	Limited Extent	0	0%
	Moderate	50	18%
	Great Extent	205	75%
	Very Great Extent	20	7%

Opportunity Provided	Agree	25	9%
	Strongly Agree	180	65%
	Neutral	50	18%
	Disagree	15	5%
	Strongly Disagree	5	2%
Effectiveness of Training Program	Agree	175	64%
	Strongly Agree	30	11%
	Neutral	45	16%
	Disagree	25	9%
	Strongly Disagree	0	0%
Training Atmosphere	Highly Satisfied	50	18%
	Satisfied	40	15%
	Moderate	185	67%
	Dissatisfied	0	0%
	Highly Dissatisfied	0	0%

Percentage analysis deals with the demographic factors and the profile of training program. It can be inferred from table 1, 35% of the respondents are under the age group of 30 - 35years, 93% of the respondents are male employees, 55% of the respondents are Diploma level of education, 33% of the respondents are earning salary of 15000-25000.

Table 2 shows that Majority 68% of the respondents are permanent employees, 96% of the respondents are aware about the training program conducted inside the organization, 87% of the respondents about the nature of training program is mostly related to their work, 58% of the respondents rate the overall quality of the training program as good, 65% of the respondents prefer on the job training method, 73% of the respondents says that the training program are conducted every half yearly, 80% of the respondents feel good about the work place of training is organized, 84% of the respondents feel that the content and scope of training is always job

related, 67% of the respondents have moderate satisfaction about the training atmosphere, 31% of the respondents feel that the mode of training conducted inside the organization is programmed instructions, 71% of the respondents says that the lack of interest is the barrier of training program, 95% of the respondents are satisfied with the evaluation of skills after each training program, 75% of the respondents feel on the job training method is effective, 65% of. The respondents feel that the training program provides an excellent opportunity to the new entrants to learn about the organization, 64% of the respondents feel that the development of promotional activities is due to the effectiveness of training, 73% of the respondents are satisfied with the course materials provided by the organization.

### Ranking Analysis

**Table 3:** Effectiveness of Training Programme

Factors	I	II	III	IV	V	VI	VII	VIII	IX	X	Total Score	Rank
Increase Productivity	60 (600)	30 (270)	34 (272)	25 (175)	32 (192)	18 (90)	22 (88)	30 (90)	12 (24)	12 (12)	2065	1
Soft Skills	70 (700)	46 (414)	20 (160)	56 (392)	39 (234)	20 (100)	10 (40)	4 (12)	3 (6)	7 (7)	1813	8
Maintain Relationship	15 (150)	38 (342)	95 (760)	68 (476)	25 (150)	10 (50)	12 (48)	6 (18)	4 (8)	2 (2)	2004	3
Improve Quality	50 (500)	25 (225)	30 (240)	42 (294)	38 (228)	41 (205)	20 (80)	15 (45)	10 (2)	4 (4)	1823	7
Motivation	18 (180)	32 (288)	88 (704)	92 (644)	24 (144)	10 (50)	0 (0)	11 (33)	0 (0)	0 (0)	2043	2
Skill Development Program	37 (370)	56 (504)	77 (616)	0 (0)	27 (162)	50 (250)	15 (60)	10 (30)	2 (4)	1 (1)	1997	4
Awareness	12 (120)	0 (0)	32 (250)	40 (280)	75 (450)	11 (55)	10 (40)	56 (168)	0 (0)	39 (39)	1408	10
Attitude Building	65 (650)	32 (288)	10 (80)	16 (112)	90 (540)	40 (245)	4 (16)	4 (12)	3 (6)	2 (2)	1951	5
Personal Growth	0 (0)	0 (0)	38 (304)	95 (665)	65 (390)	45 (225)	0 (0)	30 (90)	2 (4)	0 (0)	1678	9
Co-ordination	33 (330)	65 (585)	73 (584)	0 (0)	0 (0)	46 (230)	27 (108)	0 (0)	25 (50)	6 (6)	1893	6

The table 3 shows that the ranking factors Salary Increase productivity scored the highest point (2065) and ranked I, and motivation factor scored II rank, Maintain relationship scores III rank, Skill development program scores IV rank, Attitude

building scores V rank, Co-ordination scores VI rank, Improve quality scores VII rank, soft skills scores VIII rank and IX and X rank scored by the factor personal growth and awareness.

## Summary of Findings

### Percentage Analysis

- 35% of the respondents are under the age group of 30 - 35 years.
- Majority of 93% of the respondents are male employees.
- Majority 55% of the respondents are Diploma level of education.
- 33% of the respondents are earning salary of 15000-25000.
- Majority 68% of the respondents are permanent employees.
- Majority 96% of the respondents are aware about the training program conducted inside the organization.
- Majority 87% of the respondents about the nature of training program is mostly related to their work.
- Majority 58% of the respondents rate the overall quality of the training program as good.
- Majority 65% of the respondents prefer on the job training method.
- Majority 73% of the respondents says that the training program are conducted every half yearly.
- Majority 80% of the respondents feel good about the work place of training is organized.
- Majority 84% of the respondents feel that the content and scope of training is always job related.
- Majority 67% of the respondents have moderate satisfaction about the training atmosphere.
- 31% of the respondents feel that the mode of training conducted inside the organization is programmed instructions.
- Majority 71% of the respondents says that the lack of interest is the barrier of training program
- Majority 75% of the respondents feel on the job training method is effective.
- Majority 65% of. The respondents feel that the training program provides an excellent opportunity to the new entrants to learn about the organization.
- Majority 64% of the respondents feel that the development of promotional activities is due to the effectiveness of training
- Majority 73% of the respondents are satisfied with the course materials provided by the organization.

### Ranking Analysis

- The that the ranking factors Salary increase productivity scored the highest point (2065) and ranked I, this followed by the factors motivation, relationship, skill development, attitude building, co-ordination, improve quality, soft skills, personal growth & awareness.

### Suggestions

- In today's competitive world attitude is the factor which is the dividing line between failure and success. Thus recruitment of the employees must be made not only on skills and attitude but also the attitude of the employee. If an employee has a positive attitude then training for him can be more effective, he has a positive effect on the climate.
- The training needs should be assessed regularly by observing the performance of employees and also from feedback.

- The training records must be maintained, preserved properly and updated timely.
- Proper care should be taken while selecting the trainers.
- Trainers must be given continuous feedback and the training should be performed as a continuous planned activity.
- Co-ordination and interaction of the employees of all levels must be encouraged to locate new talents among employees. Individual care should be given as much as possible in case of practical sessions
- The skills of the employees should be utilized more.
- Employees should try to take active part in the training programs which are conducted in the organization.
- Trainers should provide more and innovative training to the employees
- They should provide more training relevant to their jobs
- To provide more sufficient course materials to the employees
- the communication between the employee and the employer should be more effective
- The training methods and techniques followed by the organization should satisfy all the employees
- To create the training programmes more interesting and easy to the employees to attend
- To use some modern techniques in the training programmes
- Try to use more visual and audio aids to make trainings more interactive and active.

### Conclusion

From the research work done in "A Study on Effectiveness of Training Program in Propel Industries Pvt Ltd Coimbatore". The researcher came to conclusion that training program under taken at the above organization has proved to have been developed the skills of its employees; it also has proved that the materials and training provided is sufficient and the trainees have been given the freedom to have clear the doubts and develop new ideas. By the way of implementing the suggestions given by the researcher the organization is able to improve the effectiveness of training.

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