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Indian Streams Research Journal



EVALUATION OF TRAINING PROCEDURE OF ORIZEON FOR FRESHERS



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ABSTRACT

In the era of globalization and economic reaffirmation, the organizations were forced to shift their ideologies in all spheres to survive in the future. In this volatile business and technological environment, training plays a vital role in shaping the personality of the advisor in the tune with the current trend and job requirement. The study is conducted to evaluate the training procedure conducted in orizen solutions, Aminjikarai, Chennai. Every training program is evaluated by getting the feedback from the participants. Even though the effectiveness of the training programs is evaluated, an overall view from the participants would enable the organizer to design, develop and conduct it in a more effective manner. Sample

is selected on the basis of convenience of sampling. The study is designed as descriptive research studies. Using the questionnaire data was collected. A minimum of three statistical tools is applied. Here percentage analysis, Chi-square, Rank correlation was adopted to analyse the data. The finding of this study shows that most of the advisors agreed that the training program conducted by the orizen solutions was useful in writing the IRDA exam and to know their products.

KEYWORDS : Training, Development, Technology, Orizen, Participants.

INTRODUCTION

Of all the factors of production, man is by far the most important. The importance of human factor in any type of co- operative endeavors cannot be emphasized. It is a matter of common knowledge that every business organization depends for its effective functioning not so much on its material or financial resources as on its pool of able and willing human resources. The human resource becomes even more important in the service industry whose value is delivered through information,

personal interaction or group work. The overwhelming importance of this factor is due to its unique characteristics.

This is the only resource, which can produce unlimited amounts through better ideas. There is no apparent limit to what people can accomplish when they are motivated to use their potential to create new and better ideas. No other resource can do this. This resource is animate, active and living. It is men alone who with his ability to feel, think, conceive and grow shows satisfaction or dissatisfaction, resentment or pleasure, resistance or acceptance for all types of managerial actions.

Human resource is most complex and unpredictable in its behavior. Each individual has his own unique background. This makes individual unique in his psychological framework. No two individuals have exactly similar psychological frameworks. Hence, they cannot be treated alike. It is only this resource, which appreciates in value with the passage of time. As time passes people become experienced and skilled. It is not so with other resources, which generally depreciate as time, goes on.

OBJECTIVES OF THE STUDY

• Primary Objective:

To analyze the effectiveness of induction training and to identify its impact on the trainees

• Secondary Objectives:

- + To study the training methods employed in the company
- + To study the sufficiency of the training period
- + To study the impact of training programme on employees
- + To analyze the employees' opinion regarding training programmes
- + To study the type of training given to the employees
- + To study the time interval between consecutive training programmes

II. REVIEW OF LITERATURE

According to the Michel Armstrong, "Training is systematic development of the knowledge, skills and attitudes required by an individual to perform adequately a given task or job". (Source: A Handbook of Human Resource Management Practice, Kogan Page, 8th Ed.,2001) According to the Edwin B Flippo, "Training is the act of increasing knowledge and skills of an employee for doing a particular job." (Source: Personnel Management, McGraw Hill; 6th Edition, 1984) The term 'training' indicates the process involved in improving the aptitudes, skills and abilities of the employees to perform specific jobs. Training helps in updating old talents and developing new ones. 'Successful candidates placed on the jobs need training to perform their duties effectively'. (Source: Aswathappa, K. Human resource and Personnel Management, New Delhi: Tata Mcgraw-Hill Publishing Company Limited,2000, p.189) The principal objective of training is to make sure the availability of a skilled and willing workforce to the organization. In addition to that, there are four other objectives: Individual, Organizational, Functional, and Social.

III. RESEARCH METHODOLOGY

SAMPLE SIZE:

The sample consists of 200 employees of the company who had undergone the training programme.

CONVENIENCE SAMPLING

Sampling method where the items that are most conveniently available are selected as part of the sample. It is not appropriate to apply statistical analysis to samples selected in this manner.

SAMPLING TECHNIQUE:

Non probability convenience sampling was used in the study and sampling units are chosen primarily in accordance to the convenience.

STATISTICAL TOOLS USED:

• **Percentage Analysis & Graphs:** Percentage refers “for every hundred”. It is used to make easy comparisons of fractions. In the study, fractions of respondents choosing different answers are converted into percentages and interpretations are made.

Formula:

$$\% \text{ of Respondents} = \frac{\text{No of respondents}}{\text{No of Total Respondents}} * 100$$

• **Chi-Square Method:** It is a non parametric test used most frequently to test the hypothesis. This aims at determining whether significant difference exists among groups of data or whether differences are due to sampling. It describes the discrepancy theory and observation. This test is done to find the dependence of one factor over the other.

Formula:

$$X^2 = \sum (O-E)^2 / E.$$

Where ‘E’ is the expected frequency

‘O’ is the observed frequency

Degree of Freedom = (r-1) (c-1)

Properties of Chi-Square:

- X^2 cannot be negative in value, it is Zero or Positive
- X^2 are not symmetrical, it is skewed to the right
- There is a different X^2 distribution for every number of degree of freedom
- For degree of freedom exceeding 30, the X^2 distribution is approximated by normal distribution.

• RANKING METHOD [USING WEIGHTAGES]:

Weights or points are allotted for each of the ranks and here the individual responses for various ranks of a single factor are multiplied by their weightages. For example rank 1 is given 4 points; rank 2 is given 3 points. The summation is obtained. The procedure is similarly done for the other attributes and finally the attributes are ranked accordingly.

IV. DATA ANALYSIS & INTERPRETATIONS

Group & Participation in determining training needs Using Chi-Square

Group	Yes	No	Total
A	11	8	19
B	26	22	48
C	54	35	89
D	29	15	44
Total	120	80	200

Null Hypothesis:

There is no significant relationship between the group and participation in determining training needs

Alternate Hypothesis:

There is significant relationship between group and participation in determining training needs

Level of significance: 5%

Degrees of freedom: 3

Calculated Value: 1.373

Tabulated Value: 7.815

Conclusion:

Since $CV < TV$, we accept null hypothesis and hence there is no significant relationship between the group and participation in determining training needs

Calculation of Chi Square:

Observed	Expected	O-E	$[O-E]^2$	$[O-E]^2 / E$
11	11.4	-0.4	0.16	0.0140
26	28.8	-2.8	7.84	0.2722
54	53.4	0.6	0.36	0.0067
29	26.4	2.6	6.76	0.2560
8	7.6	0.4	0.16	0.0210
22	19.2	2.8	7.84	0.4083
35	35.6	-0.6	0.36	0.0101
15	17.6	-2.6	6.76	0.3841
TOTAL				1.3724

Inference:

There is no relationship between group and participation in determining the training needs.

120 number of employees accept that there is a group in determining the training needs.

Gender and involvement level in training programmes Using Chi-Square Method

Involvement Level	Male	Female	Total
Very high	46	10	56
High	51	28	79
Moderate	23	8	31
Low	10	8	18
Very low	7	9	16
Total	137	63	200

Null Hypothesis:

There is no significant relationship between the gender and involvement level in training

Alternate Hypothesis:

There is significant relationship between gender and involvement level in training

Level of significance: 5%

Degrees of freedom: 4

Calculated Value: 11.8

Tabulated Value: 9.49

Conclusion:

Since $CV < TV$, we reject null hypothesis and there is significant relationship between the gender and involvement level in the training programme

Calculation of Chi Square:

Observed	Expected	O-E	$[O-E]^2 / E$
46	38.36	7.64	1.52
51	54.11	-3.11	0.18
23	21.24	1.76	0.15
10	12.33	-2.33	0.44
7	10.96	-3.96	1.43
10	17.64	-7.64	3.31
28	24.89	3.11	0.38
8	9.76	-1.76	0.32
8	5.67	2.33	0.96
9	5.04	3.96	3.11
Total			11.8

137 males have involvement in training programme.

Using Ranking Method:

Factors	No. of Respondents					Value	Rank
Faculty's competence	25	31	62	19	63	536	IV
Training aids	63	58	31	38	10	726	I
Training methods	51	45	40	37	27	656	II
Training environment	19	34	28	75	44	509	V
Duration of the training programme	42	32	39	31	56	573	III

Inference:

Rank: I	Training aids
Rank: II	Training methods
Rank: III	Duration of programme
Rank IV	Faculty's Competence
Rank V	Training environment

V.FINDINGS AND SUGGESTION AND CONCLUSION

- The employees have very well understood that training is for the benefit of both company as well as the candidates
- The training is given according to the need of the employees it is accepted by 76%.
- The employees do not state their training needs before as they are not aware of them.
- Majority of the employees participate in determining the training needs.
- Majority of the employees have stated that organization gives high importance for training
- Majority of the employees have stated that the duration of the training programme is satisfactory and the training content matches the job requirements
- It is found that most of them have stated that external faculties are good and they are more competent.
- Majority of the employees have told that they have high involvement in training

SUGGESTIONS AND RECOMMENDATIONS

- The employees should be made to realize that training is for their benefit.
- Training should be given according to the needs of the employees and they must be permitted to participate in determining the training need determination. All employees should undergo the entire training.
- The number of training programmes will be effective if it is handled by external faculty members
- A particular group feels that they are neglected. Measures should be taken to avoid this sort of opinion arising
- All employees should be given a chance to let their opinions open and the best of it shall be implemented
- Training programmes should be still motivational to achieve 100% effectiveness

VI. CONCLUSION

“Evaluation of Training Procedure of Orizen for Freshers” has been designed mainly to evaluate the system of training which includes training programmes, the infrastructure of the training hall, the faculty handling and other amenities provided

The research was conducted in Orizen Solutions by taking sample size of 100. The research tool was questionnaire and survey method respectively.

Advanced statistical tools were used to analyze the data and the analyzed helped in interpretation of the information relating to the objective. Suggestions and conclusions are based on the analysis.

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