

A STUDY OF SATISFACTION LEVEL AND OPINION ABOUT THE TRAINING AND DEVELOPMENT PROGRAM IN THE ORGANISATION

Kevin Rozario

Professor St. Francis Business School

Bangalore

Abstract

The aim of this paper is to introduce a study developed in the training and staff development program and its benefits in the organisation. This study will explore the design and components of an employee training and development program and over time the research will outline the best results for employees and the organizations. Organizations find it difficult to stay economical in the latest global economy. The significance of the human resource development program is rising in the organizations that seek to make a profit between competitors. Employees are respected organizational performance and the victory or failure of the organization extends to the performance of employees. However, organizations are investing heavily in staff training programs and development programs. In addition, the training program supports companies to put emphasis on the knowledge, expertise and skills of employees. There is a great deal of discussion between experts and researchers about the impact of that development programs on both staff and the organization. The research defined here is an in-depth examination of the literature on the critical process of human resource development and its welfares to organizations and employees.

Keywords: Training, Satisfaction Level, Development Program, Organization.

I Introduction

In all field the performance of any association is largely passed on to its employees. Though, there are various other factors that make up the majority; the organization desires to ensure compliant employees who are economically competitive in the market. Consequently in order to

strengthen this important work, organizations need to be able to have job satisfaction and staff retention. Some of the organizations think that workers want only monetary gain from their jobs. This statement ignores the high importance that the majority of employees placed there benefit from the benefits of their jobs. As a result, not only satisfaction and retention work but also negative consequences for organizations. Every organization should have employees, who are able to quickly adjust to the ever-changing business environment. Today many companies invest heavily in the training and development of employees so that they can remain part of an effective and well-organized organization. The significance of employee training is growing promptly and organizations are using this technique to contend with their competitors in the market. There is a very important discussion among students and professionals that the training and development program of the organisation has a positive impact on the goals of employees and organizations. Some academics suggest that training opportunities escalation in the outpouring of senior staff and another claims that training is a tool that benefits staff retention (Colarelli and Montei 1996; Becker 1993).

III Literature review

Training and Development Program

Various global companies offer training and development program to their employees to improve their skills and knowledge. In the initial 90's Sears Credit began restructuring and retaliated with skills development programs. The program was designed for the employee to combine their skills and abilities with job changes and also make sure that the program increased the growth rate of their organization. Firms also felt that they were not providing job opportunities to their employees and associates with the potential to profit from these prospects (O'Herron and Simon Sen 1995). JC Penny, a department store across the country, has established a virtual university to support staff to acquire skills and competencies as needed by their jobs (Garger 1999). Tires Plus, a Minnesota-based weary retailer, has recognized Tire Plus University for its employees to escalation employment, retain staff in the store, and fill key roles and add to the overall enhancement of staff. The U.S. Tsubaki, Illinois, founded UST University to offer and calculate organizational training and development programs that meet the desires of the organization and the private sector (Callahan 2000). Around the world, various companies offer a variety of programs to enhance and enhance the skills of their employees based on the same concept. Mel

Kleiman (2000) explained that the key components of an effective staff training program are built on management, management and operational skills and abilities of the employees. These ideas are the basis of any human resource development plan.

Constituents of the Training and Development Program

There is no definite way to improve staff training, however certain important approaches can be measured. An employee training and development program that should be a combination of skill knowledge, career development and goal setting. These methods will benefit the system as it is very beneficial for the staff and the organization. Nowadays organizations make the most of Information Technology programs in their learning programs. Information systems are advancing swiftly and those companies cannot endure providing timely IT information to their employees. In order to train for a new job it should be provided to staffs so that they can manage with the new job easily. It should be the concern of the organization to make sure that employees have the knowledge, skills and abilities, and these skills should be in line with the level of work required. In addition, when employees need the necessary skills and knowledge they should provide them on time without delay. As a result, companies needed to make sure the employee could learn whenever he or she needed it (Garger 1999). To achieve this goal organizations needed online and Computer-based learning sessions. The basic purpose for planning a job as a multidisciplinary training program is not just to sustain employees to assume that their employers are funding their work, moreover remember that they are helping employees manage different aspects of their lives and a clear pathway to promotion. Employers cannot make promises to workers about their job security, but give them opportunities to develop their abilities, knowledge, and skills, so that they can continue to thrive in the labor market (Moses 1999). Employee job growth should be clearly recognised. A method of work in which the employee can without difficulty identify and give it its value (Nunn 2000). To achieve this goal, the employee must separate their job, the most important of the work and the existing skills they must perform to do their job. However, employees can begin to find future tasks and a set of skills and abilities to manage those tasks (Moses 2000).

Individual Benefits of the Training and Development Program

Job Skills Employees reap various benefits from the staff training and development program of the organisation. They study soft skills and technology as essential for their jobs. Over the past 30

years unemployment is the lowest level of employment that employees do not have to jolt a new job, if the chances of growth are slender (Dobbs 2000). University graduates especially consider a company that offers training programs for their employees, but this notion is risky. So that organizations can lose qualified staff for a few years (Feldman 2000). Professionals in the information technology industry, point out that skill and knowledge is an authority and need to keep their skills and talents in line with current market demand. Most employees identify the importance of the training program and wish to increase their salaries (Dillich 2000). It is also estimated that a recent graduate will not be properly fortified for the ever-changing business environment (Gerbman 2000). Young professionals with a passion for trading know that they have a lack of experience and money; that is why they are trying to join companies that afford training programs to prepare their employees to improve the future (Feldman 2000).

Satisfaction of employees

Employees have no feelings for their organizations, if they deliberate their organizations do not care about them (Garger 1999). Organizations that are willing to spend money on their employees, pay a price to work with these companies, even if that ultimately welfares of the organization (Wilson 2000). Organisations that provide training and development programs to their staffs to achieve a high level of employee satisfaction and low employee income (Wagner 2000). Training increases the credibility of the organization for a purpose that employees perceive that their organization is spending money on their future work (Rosenwald 2000). Loyalty to the organization is immeasurable but it is important to the internal incentive of the employee who hears.

Staff performance

The consequences of training in staff beliefs and work skills have directed to improved staff performance and further constructive changes (Satterfield and Hughes 2007) which assist as enhancing staff performance (Krieger 2002). Arthur et al. (2003) examined an analysis of the sample size of 1152 from 165 resources and indicated that separately without training or pre-training conditions; training has had a very positive effect on job-related performance. Though, the differences in job size positions were not large, the effectiveness of training varies in terms of the training allocation process and the skills being trained. The welfares of the training program are also associated to the technical skills of the staff. For example, Davis and Yi (2004) analysed

two studies with about 300 sponsors with the assistance of behavioural model training and have always been able to greatly enhance computer skills. Psychological activities allow trainees to develop learning skills, skills and work. Training has positive effects on staff performance.

Organizational Benefits from the Training and Development Program

Program Growth Staff development programs are essential for any organization to remain viable and competitive in the market. Although it is affluent for the organization to employ money on its employees, this speculation is good for organizations to hold a place in the market. The American Society for Training and Development has identified two significant motivations for employee knowledge, the first employees point to the importance of training and sales by the organization and the second CEOs of companies comprehend how rapid data transfers to the current business environment (Fenn, 2000). Greengard (2000) explained that organizations need to progress and maintain an employee learning environment that enhances organizational knowledge and competitiveness. However, staff training programs acquired at a higher cost, but have a positive influence on reimbursement. Microsoft, and General Electric Company are the largest and most efficient organizations, and these organizations see training chances as an investment (Kleiman 2000). Wanger (2000) explained in his article that the American Society for Training and Development establish a link between finance in the employee development program and high revenue from the stock market.

Organisational Performance

The training has been described as contributing significantly to the organizational functioning of the organization (Schuler and MacMillan 1984). Examination on this topic commends that investment in the training and development program can be adjusted for the influence it has on improving individual performance and organization (Bartel, 2000). In addition, previous researchers cited a link between organizational training and performance (Blundell, Dearden, Meghir and Sianesi, 1999). Bartlett (2001) commends that one of the most common problems to identify, raises an actual calculation of organizational performance. Blundell et al. (1999) support this by stating that the deficiency of relevant data and the complexity of methods hinders ample assessment of the influence of human awareness and organizational performance. However, there is a growing trend that employee management performs have an impact on work-related attitudes and practices (Allen et al., 2003). To assess the effectiveness of the training and

development program it has been recommended to take a closer look at the training relationship and organizational commitment. In addition it has been clearly stated to be related to the functioning of the organization (Bartlett 2001).

IV Research Method

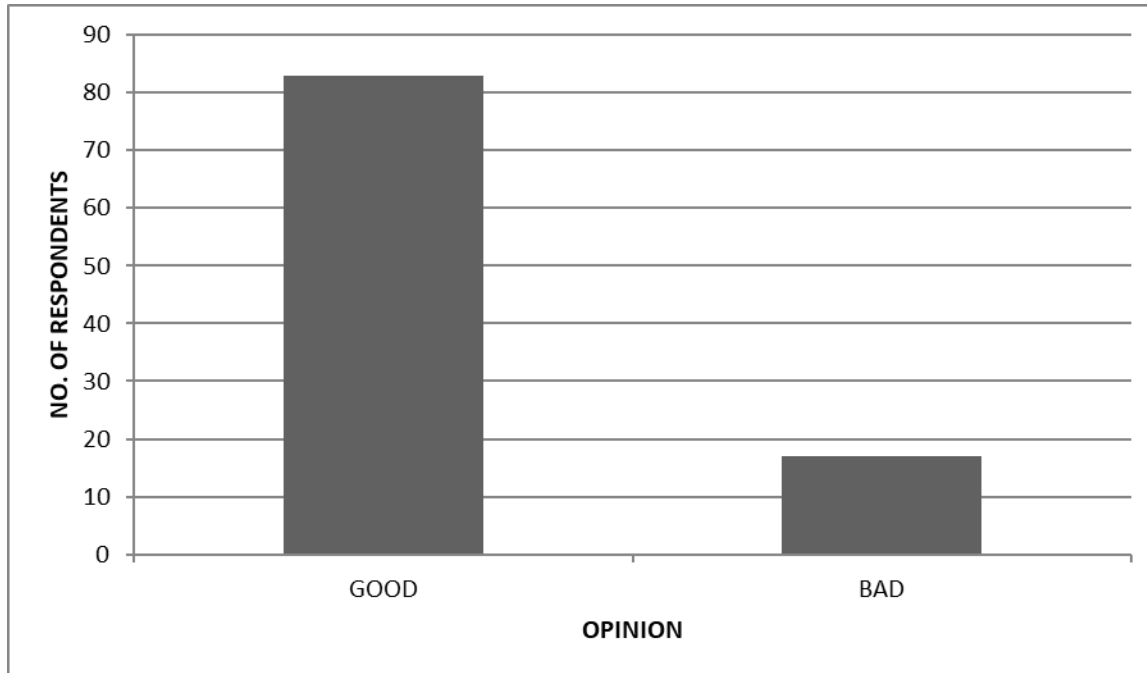
The research work used primary and secondary data. Information take out from journals, books and other materials was used as secondary data. The questionnaire was used as the primary data tool developed in accord with the Likert 5 rating scales e.g.strongly Agree = 5, Agree = 4, Neutral = 3, Disagree = 2, and Strongly Disagree = 1 to obtain applicable information from respondents. The number of people in the study had a total of 82 respondents. The completed questionnaire consists of three labelled sections such as sections A, B and C. Section A contains detailed information on the status of the respondents while Section B contains detailed information on the comments on the Training and Development program in the respondent organization and section C is detailed on the questionnaire form at the organization's staff satisfaction level. Descriptive statistics, perceptions and employee satisfaction levels were used to examine the data collected and to assess the assumptions expressed at level 0.05 sig.

Data Analysis and Interpretation

TABLE 1.1 SHOWING THE OPINION ABOUT TRAINING PROGRAM

OPINION	NO. OF RESPONDENTS	PERCENTAGE
Good	68	83
Bad	14	17
Total	82	100

GRAPH 1.2 SHOWING THE OPINION ABOUT TRAINING PROGRAM



INTERPRETATION:The above table and graph show that 83% employees responded that the training program provided by the organization is good and 17% employees responded negatively.

TABLE 1.3 SOWING THE SATISFACTION LEVEL OF TRAINING PROGRAM IN THE ORGANIZATION

OPINION	NO. OF RESPONDENT	PERCENTAGE
Strongly agree	54	66
Agree	11	13
Disagree	9	11

S	TRAINING PROGRAMS
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Strongly Disagree	8	10
Total	82	100

GRAPH 1.2 SHOWING THE SATISFACTION LEVEL OF TRAINING PROGRAM IN THE ORGANIZATION

INTERPRETATION:

Out of 82 employees 66% employees are Strongly agree with the training program and 13% agree, 11% disagree and 10% are strongly disagree with the training program provided by the organization.

HYPOTHESIS

TRAINING PROGRAMS AND EMPLOYEE SATISFACTION

Null Hypothesis (H0): Employee satisfaction is independent on training programs

Alternative Hypothesis (H1): Employee satisfaction is depended on training programs

TABLE 1.4

TABLE SHOWING THE RELATIONSHIP BETWEEN TRAINING PROGRAMS AND EMPLOYEE SATISFACTION

Calculation of χ^2

		GOOD	BAD	TOTAL
EMPLOYEE SATISFACTION	SATISFIED	54	11	65
	DISSATISFIED	9	8	17
	TOTAL	63	19	82

OBSERVED	EXPECTED	(O-E) ²	(O-E) ² /E
54	49.94	16.48	0.32
11	15.06	16.48	1.09
9	13.06	16.48	1.26
8	3.94	16.48	4.18
TOTAL			6.92

Test	Level of Significance	Degree of freedom	Calculated value of χ^2	Table Value	H ₀ Accept/Reject
χ^2	5%	1	6.92	3.841	Reject

INTERPRETATION:

Here the calculated value of chi-square is greater than table value. So the null hypothesis is rejected and alternative hypothesis is accepted therefore it is understood that Employee Satisfaction is dissatisfied.

V Results

The details in the current study can be applied in a variety of organizational ways. An important view is that companies actually place a very high value on their employees, and they improve beliefs and practices that reflect the utmost commitment of employees. Employees need to feel like they are making significant changes to the success of companies and provide positive results and objectives to do their jobs well. In addition, it is grim for many companies to develop corporate-level institutions and afford more internal promotion opportunities, but it is easier for organizations to assist their staffs in achieving career objectives and plans for their career development. Some administrations may find that they are emerging employees who use their skills and abilities in additional organizations; though organizations also find that they increase the wisdom of loyalty of other employees. In this article there is abundant support for individuals and the organization to find numerous benefits in the training program. Such benefits include competence and factors directly or indirectly associated to employee performance. This study gathered provision for the positive outcomes of the organization's training program. These welfares include better organizational performance (e.g., profit, efficiency, and output) as well as other benefits directly or indirectly associated to employee performance.

VI Suggestions for Future Research

In this study we also recognise specific directives for future research. First, we suggest that the benefits of training programme can be as positive as the individual benefits, which in turn affect the outcomes of the organization. Though, research is need to identify the factors that make for a smooth transference of employee development benefits at a different level. In addition, some distinctive questions of direct transmission are how training and growth directly affects the individual and organizational level. A conceptual model for this procedure is available and there has been little dynamic research on this topic (Kozlowski et al. 2000). Second, there is a gap between textbooks and textbooks with regard to the use of cycle time as an extent of the effectiveness of the training and development program (Holton 2003). The magnitude of the impact on performance quality may not vary as individuals and organizations perceive and put on solutions to new problems. Organizations recognize the benefits of employee training and development programs as they face pressure from competitors' markets. Research is needed with regard to factors that can increase awareness of the benefits of training and development in many

areas of assessment. This study can benefit from early studies on the effects of training and development on youth orientation and the performance of staff and organizations. Third, while the nature of impact is reflected in the response rate to training and development, impact can play a very significant role in the training and development process in general

Implication for the future

Organizations with the potential to see the benefits of training adopted in this study are able to move away from recognizing the drive of training as an active profession (Fox 2003). For example, consulting firm PricewaterhouseCoopers has reduced costs in a number of areas; however, the organization has improved its investment in staff training to \$ 120 million a year. Another top consulting company, Booz Allen Hamilton, hopes to develop employees as a continuous competitive advantage and manage their learning activities as financial institutions (Fox 2003). Managers of these organizations select information and knowledge about business Effects to make decisions on how to allocate resources, including training resources (Mattson 2005). Training is a method that emphasizes practical organization principles and practices, as well as career advancement, cuts and limitations, highly competitive environments, and market-driven philosophies (McGuire et al. 2005). Obviously keep records of the benefits of the training and development program and plan, submit, and evaluate using the information contained in this study will allow the human resources department to become an organized organization and leave unpopular proposals related to this work (Hammonds 2005).

VII The conclusion

In this study we take into account the detail that training leads to significant benefits for individuals and organizations. Previous literature reviews suggest that these benefits differ from individual to organizational. To comprehend the benefits of a training and development program, we have used diverse levels and a different disciplinary approach to the human resource development program. In this study we included a discussion on how to maximize the benefits of training. These factors include attention to training design, delivery, and allocation of training. After concluding research on this topic we strongly believe that it is very helpful for organizations to develop employee development programs. With a well-structured staff training and development program companies will acquire their profits in the market and continue to compete in the labour market. A well-organized and efficient development plan with resources

that will go a long way in helping organizations to maintain a highly valued human resources, especially those with more experience. Organization. If organizations are able to sustain all employees in meeting the needs of both, employees and organizations will receive long-term benefits. It is also significant for organizations to periodically assess the effectiveness of the staff training and development program.

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