



## A Study on The Effectiveness of Training And Development Programme In M/S. Ramesh Flowers (Pvt) Ltd, Tuticorin

### KEYWORDS

Training, Development, Effectiveness

**Mr. Prakash Rajkumar**

K.R., Research Scholar, Dept of MBA, Annamalai University, Chidambaram, Tamilnadu

**ABSTRACT** This article is entitled "A Study On Effectiveness Of Training And Development Programme In Ramesh Flowers (Pvt) Ltd, Tuticorin". The study gives the information regarding satisfaction level of employees training related factors. The suggestion thus outlined can be used by the company to improve the employee's performance through the training. The present study is related to the training and development programme in Ramesh Flowers Pvt Ltd. The main aim objective of the study is to measure the effectiveness of the training and development programme provided by Ramesh Flowers Pvt Ltd at Tuticorin. Both primary and secondary data has been used for the study. The primary data was collected through the personal contact with employees at the Ramesh Flowers Pvt Ltd. The secondary data was collected from annual reports, magazines, manuals and websites. A set of standard questions was prepared circulated among the employees of the organization feedback was tabulated and analysis was made using statistical tools. The tools used for analyzing the training and development are weighted average test from the analysis reports used to findings, suggestions, conclusion were down to improve the Ramesh Flowers Pvt Ltd at Tuticorin. Conclusion: Our study studied the results of score Points along with the final histopathology of the respective patient. Breast masses with a MTTs of 7 or more points were accurately diagnosed as malignant, thus a score of 7 or more points can proceed to definitive therapy, masses scoring 4 or less points were all benign could be safely observed and masses scoring 5 points need further evaluation with clinical examination and open biopsy. The MTTs is as accurate as conventional TTS in evaluation of breast masses in Young females and can avoid unnecessary evaluation. The score was particularly found to be useful for evaluation and analysis of breast lumps in young females.

### INTRODUCTION

#### TRAINING EFFECTIVENESS

After an employee is selected, placed and introduced, he/she must be provided with training facilities. Training is the art of increasing the knowledge and skills of an Employee for doing a particular job. Training is a short-term educational process utilizing a systematic and organized procedure by which employees learn technical Knowledge and skills for a definite purpose. Training refers to the teaching and learning Activities carried on for the primary purpose of helping members of an organization, to Acquire and apply the knowledge, skills, abilities and attitude needed by a particular job and organization. Thus Training bridges the difference between job requirement and Employee's present performance.

Training is the most important technique of human resource development. No Organization can get a candidate exactly matching with the job and organizational requirements. Hence, Training is important to develop the employee and make him suitable to the job. Trained employees would be a valuable asset to an organization. Organizational efficiency, Productivity, progress and development to a greater extent depend on training. Organizational objectives like viability, stability and growth can also be achieved through Training. Training is important, as it constitutes significant part of management control.

Effectiveness systematically looks at the training, notices the difference it has made And determines its value according to the pretext measures. The results are used as feedback To refine the training. Evaluation of effectiveness of training is an integral part of training function. It provides a lot of information and becomes a basis for taking several vital decisions in the organization. The process of assessing the effectiveness of training is evaluation. For many trainers, Evaluation has taken on more vague conno-

tations but generally it is seen as the process of attempting-----?

To assess the total value of Training - it is the cost of benefits and general outcomes, which benefit the organization as well as the value of the improved performance of those who have undergone Training.

#### TRAINING DEFINED

It is a learning process that involves the acquisition of knowledge, sharpening of skills, concepts, rules or changing of attitudes and behaviours to enhance the performance of employees.

Training is activity leading to skilled behavior.

- It's not what you want in life, but it's knowing how to attain it
- It's not where you want to go, but it's knowing to get there
- It's not how high you want to rise, but it's knowing how to take off t--? may not be quite the outcome you were aiming for, but it will be an outcome
- It's not what you dream of doing, but it's having the knowledge to do it
- It's not a set of goals, but it's more like a vision
- It's not the goal you set, but it's what you need to achieve it
- Training is about knowing where you stand (no matter how good or bad the current situation looks) at present, and where you will be after some point of time.
- Training is about the acquisition of knowledge, skills and abilities (KSA) through professional development.

#### OBJECTIVE OF THE STUDY

1. To study the effectiveness of the employees Training and Development Programme in Ramesh Flowers Pvt Ltd.

- To identify the employees opinion towards the Training and Development Programme in Ramesh Flowers Pvt Ltd.
- To study the various methods of Training and Development Programme carried out in Ramesh Flowers Pvt Ltd.
- To analyse the need for Training and Development to be introduced in Ramesh Flowers Pvt Ltd.
- To provide suitable suggestions for improving the effectiveness of Training and Development Programme in Ramesh Flowers Pvt Ltd.

**LIMITATIONS OF THE STUDY:**

- The researcher has conducted the study within a limited duration, so a detailed and comprehensive study could not be made.
- The information gathers depends on the attitude of the employees at the time of interviewing.
- The sample size was confined to 150 respondents, so this study cannot be regarded as full proof one.
- Some of the respondents were busy with their schedule, so it was very difficult for the researcher to convince and get feedback from the respondents.

**RESEARCH METHODOLOGY**

**Research Design:**

A research design is purely and simply the basic frame work for a study that guides the collection of data and analysis of data. Descriptive research design was adopted

for this study to achieve the objective of the study. Descriptive research design is refers to the frequency with which something occurs or has to variable are varied together in the initial hypothesis.

A descriptive study requires a clear specification on what, when, why, whom, how aspects are happen--?

**METHODS OF DATA COLLECTION:** Source of data: Primary data and Secondary data

**SAMPLING DESIGN:**

The researcher usually reaches its conclusion on the basis of sampling. Sampling is a unique technique used to collect data about a problem under study in deciding the sampling unit, area and the sampling technique are considered.

a Sampling Frame & Study area: M/s. Ramesh Flowers Pvt b Ltd at Tuticorin.

Sampling Size: 150 respondents

c Sampling Techniques: Sampling technique used for the study is Simple random sampling.

**TOOLS USED FOR ANALYSIS:**

Evaluating the collected data with the help of Statistical tools is called analysis.

- Percentage analysis
- Weighted average method

ADEQUATE IMPORTANCE OF TRAINING PROGRAMMES TO EMPLOYEES							
S.No	Particulars	No. of Respondents	Percentage (%)	S.No	Particulars	No. of Respondents	Percentage (%)
1	Not at all	3	2	1	Not at all	3	2
2	Sometimes	50	33	2	Sometimes	50	33
3	To a great extent	97	65	3	To a great extent	97	65
	Total	150	100		Total	150	100
BENEFITS GAINED AFTER THE TRAINING PROGRAMMES				EMPLOYEES WHO THOUGHT THAT TRAINING PROGRAMMES ARE TO MINIMIZE THE ACCIDENTS AND DAMAGE OF EQUIPMENTS			
S. No	Particulars	No. of Respondents	Percentage (%)	S. No	Particulars	No. of Respondents	Percentage (%)
1	Self confidence	45	30	1	Completely	55	37
2	Developing new skills	34	23	2	Partially	93	62
3	Promotions	5	3	3	To some extent	2	1
4	Job Knowledge	66	44				
	Total	150	100		Total	150	100
EMPLOYEES ARE READY TO TAKE EMERGING CHALLENGE AFTER THE TRAINING PROGRAMME				TYPE OF TRAINING			
S. No	Particulars	No. of Respondents	Percentage (%)	S. No	Particulars	No. of Respondents	Percentage (%)
1	To some extent	52	35	1	On the job training	60	40
2	To a great extent	95	63	2	Off the job training	20	13
3	Not at all	3	2	3	Both	70	47
	Total	150	100		Total	150	100
Method of training				Individual performance			
S. No	Particulars	No. of Respondents	Percentage (%)	S. No	Particulars	No. of Respondents	Percentage (%)
1	Lecture	5	3	1	Excellent	35	23
2	Role playing	15	10	2	Good	80	53

3	Conference	48	32	3	Better	25	17
4	Programmed instructions	67	45	4	Must be improved	10	7
5	Simulation	15	10		Total	150	100
	Total	150	100				

**Type of training programme which the employees prefer:** **Employees meet company expectations after the training programme**

S. No	Particulars	No. of Respondents	Percentage (%)	S. No	Particulars	No. of Respondents	Percentage (%)
1	On the job training	75	50	1	To an extent	53	35
2	Knowledge based	40	27	2	To a great extent	97	65
3	Leadership skills	20	13	3	Not at all	-	-
4	Others	15	10		Total	150	100
	Total	150	100				

Employee's suggestions will be effective in conducting training programme				Satisfaction level of training duration			
S. No	Particulars	No. of Respondents	Percentage (%)	S. No	Particulars	No. of Respondents	Percentage (%)
1	Superior	98	65	1	Highly satisfied	106	71
2	External faculty	45	30	2	Satisfied	40	27
3	Peers	7	5	3	Moderate	4	2
	Total	150	100	4	Dissatisfied	-	-
				5	Highly dissatisfied	-	-
					Total	150	100

Calculation of weighted average mean for satisfaction level of training duration in RFPL			Satisfaction level of training material			
Particulars (W <sub>i</sub> )	No. of Respondents (F <sub>i</sub> )	W <sub>i</sub> * F <sub>i</sub>	S. No	Particulars	No. of Respondents	Percentage (%)
Highly satisfied (5)	106	530	1	Highly satisfied	25	17
Satisfied (4)	40	160	2	Satisfied	120	80
Moderate (3)	4	12	3	Moderate	5	3
Highly dissatisfied (1)	-	-	4	Dissatisfied	-	-
Total (15)	150	702	5	Highly dissatisfied	-	-
Weighted average mean = 4.68				Total	150	100

Calculation of weighted average mean for satisfaction level of training material			Satisfaction level of doubt clearing due to training			
Particulars (W <sub>i</sub> )	No. of Respondents (F <sub>i</sub> )	W <sub>i</sub> * F <sub>i</sub>	S. No	Particulars	No. of Respondents	Percentage (%)
Highly satisfied (5)	25	125	1	Highly satisfied	52	35
Satisfied (4)	120	480	2	Satisfied	83	55
Moderate (3)	5	15	3	Moderate	15	10
Dissatisfied (2)	-	-	4	Dissatisfied	-	-
Highly dissatisfied (1)	-	-	5	Highly dissatisfied	-	-
Total (15)	150	620		Total	150	100
Weighted average mean = 4.13						

Calculation of weighted average mean for satisfaction level of financial benefits due to training			Satisfaction level of miscellaneous benefits due to training			
Particulars (W <sub>i</sub> )	No. of Respondents (F <sub>i</sub> )	W <sub>i</sub> * F <sub>i</sub>	S. No	Particulars	No. of Respondents	Percentage (%)
Highly satisfied (5)	3	15	1	Highly satisfied	20	13
Satisfied (4)	51	204	2	Satisfied	90	60

Moderate (3)	41	123	3	Moderate	40	27
Dissatisfied (2)	54	108	4	Dissatisfied	-	-
Highly dissatisfied (1)	1	1	5	Highly dissatisfied	-	-
Total (15)	150	451		Total	150	100

Weighted average mean = 3.01

Training reduces malfunctions:				Training encounters the problems during the working spot:			
S.No	Particulars	No.of Respondents	Percentage(%)	S.No	Particulars	No.of Respondents	Percentage(%)
1	Strongly agree	30	20	1	Strongly agree	97	65
2	Agree	102	68	2	Agree	45	30
3	No opinion	15	10	3	No opinion	8	5
4	Disagree	3	2	4	Disagree	-	-
5	Strongly disagree	-	-	5	Strongly disagree	-	-
	Total	150	100		Total	150	100

Training helps career development:				Training objective fulfilled:			
S.No	Particulars	No.of Respondents	Percentage(%)	S.No	Particulars	No.of Respondents	Percentage (%)
1	Strongly agree	88	59	1	Strongly agree	102	68
2	Agree	50	33	2	Agree	35	23
3	No opinion	-	-	3	No opinion	10	7
4	Disagree	12	8	4	Disagree	3	2
5	Strongly disagree	-	-	5	Strongly disagree	-	-
	Total	150	100		Total	150	100

Training improves skills:				Team work:			
S.No	Particulars	No.of Respondents	Percentage (%)	S.No	Particulars	No.of Respondents	Percentage (%)
1	Strongly agree	87	58	1	Strongly agree	90	60
2	Agree	45	30	2	Agree	50	33
3	No opinion	-	-	3	No opinion	3	3
4	Disagree	15	10	4	Disagree	5	3
5	Strongly disagree	3	2	5	Strongly disagree	2	1
	Total	150	100		Total	150	100

Training reduces scrap value:				Training improves quality and speed of the job:			
S.No	Particulars	No.of Respondents	Percentage (%)	S.No	Particulars	No.of Respondents	Percentage (%)
1	Strongly agree	60	40	1	Strongly agree	80	53
2	Agree	40	27	2	Agree	55	37
3	No opinion	10	7	3	No opinion	-	-
4	Disagree	15	10	4	Disagree	10	7
5	Strongly disagree	25	16	5	Strongly disagree	5	3
	Total	150	100		Total	150	100

Training is a good motivating factor:			
S.No	Particulars	No.of Respondents	Percentage (%)
1	Strongly agree	90	60

2	Agree	50	33					
3	No opinion	1	1					
4	Disagree	5	3					
5	Strongly disagree	4	3					
	Total	150	100					

## FINDINGS, SUGGESTIONS, CONCLUSION

### Findings:

- a) 65% of the respondents says that our company to give an adequate importance for employees training programme.
- b) 44% of the employees gained sufficient job knowledge from training programme.
- c) 62% of the respondents are says that training programme re partially reduces the accidents and damage of equipments.
- d) 63% of the respondents in the organization think that training programme will help them to be able to take on emerging challenges.
- e) 47% of the respondents prefer to have on the job and off the job training programme.
- f) 45% of the respondents say that programme instructions will be most effective to achieve their learning and development needs.
- g) 53% of the respondents say that their individual performance in the job is to be good.
- h) 50% of the respondents prefer on the job training programme.
- i) 65% of the respondents have been able to meet company expectations after the training programme to a great extent.
- j) 65% of the employees prefer superior staff to conduct the training programme.
- k) 71% of the respondents are highly satisfied with training duration due to training.
- l) 80% of the respondents are satisfied with training material due to training.
- m) 55% of the employees are satisfied with interactiveness due to training.
- n) 36% of the employees are dissatisfied with financial benefit due to training.
- o) 60% of the employees are satisfied with miscellaneous benefit due to training.
- p) 68% of the employees are agreeing that the training programme reduces malfunctions.
- q) 65% of the respondents say that Training encounters the problems during the working spot.
- r) 59% of the respondents say that Training helps career development.
- s) 68% of the respondents strongly agree that training objective is fulfilled.
- t) 58% of the employees say that training improves their skill.
- u) 60% of the respondents strongly agree the team work.
- v) 40% of the employees say that training reduces scrap value.
- w) 53% of the respondents say that Training improves quality and speed of the job.
- x) 60% of the respondents say that Training is a good motivating factor.

### Suggestions:

- Training programme could be more focused on improving the job knowledge of the trainees. Training could be tailor made to address the immediate job assignment of trainees in different streams / areas of work and also based on their exposure etc.

- Training programme should include off the job (theoretical) modules followed by on the job (practical) modules, as the preferred way by most trainees.
- Trainee's performance in training programme could be linked to the trainees career development, in terms of various options of choosing the jobs available, i.e., the topper gets to choose the job he/she prefers among all the posts available, the next one gets all choices minus the one chosen by first,... the last one has only one post to choose. Other options could be to link the promotion / performance bonus to trainee's performance in training, preference to further higher studies etc.
- Training module should focus specific attention to the techniques of scrap reduction, so that more people are made aware of the ways to reduce scrap and wastage, thereby improving productivity.

### Conclusions:

Finding of the study clearly highlights the remarkable benefits the organization and their employees have reaped as the direct result of proper training and its orientation.

Further training modules and additional training shall focus on the improvements suggested above, thereby maximizing the benefits.

## BIBLIOGRAPHY

### BOOKS & JOURNALS

1. Mamoria.C.B. and Mamoria.S., 'Personnel Management', Himalaya Publishing Company, 1997.
2. Ian Beardwell, Len Holden, 'Human Resource Management', Pitman publishing, 1994.
3. Uma Sekaran, 'Research Methods for Business', John Wiley and Sons Inc., New York, 2000.
4. K.ASWATHAPPA, Human Resource and Personnel Management, Tata Mc Graw Hill, 2003.
5. REDDY P.N and GULSHAN S.S, Principal Business Organizational Management Eurasia Publishing House 1990.
6. Hughes, "Leadership : Enhancing the lessons of experience" , Irwin McGraw Hill Companies
7. Jeffery A. Krames, "The Jack Welch Lexicon of Leadership" , McGraw-Hill Professional
8. Ashton, C. and Morton, L., (2005), "Managing Talent for Competitive Advantage", Strategic HR Review, Vol 4,
9. Bakker, A. and Schaufeli, W., (2008), "Positive organizational behavior: engaged employees in flourishing organizations", Journal of Organizational Behavior, Vol. 29, Issue 2,