



A STUDY ON THE EFFECTIVENESS OF CORPORATE TRAINING AT PEAC (PERFORMANCE ACCELERATING COACH), COCHIN.

Management

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ABSTRACT

This Research paper reviews the effectiveness of the training provided by PEAC to small and medium enterprises for sustained long term productivity for both the stake holders. Detailed study on companies that receive such kind of training is a good source to re module the training schedule for them. This study opens huge scope for drawing up such training program.

KEYWORDS:

NLP, MBTI, ORIENTATION PROGRAM, STAKE HOLDER

Introduction

PEAC (Performance accelerating Coach) is a training and business consultancy, a group of passionate Trainer's meeting point coming from across the continent for bringing out the individual/group or organizational hidden potentials of the stake holders. They focus result oriented Coaching and Training programmes to meet the objectives to dream big. The dedicated PEAC trainers and coordinators ensure success in all programmes by upholding Together Win-Win ideology. One programme of PEAC is not the flag end of the service product delivery; it is followed by Changes-On-Demand for the stake holders. These alerts differentiate PEAC. The company has been conducting result oriented training, coaching programmes, undertake projects, camps and workshops, mentoring individuals, professionals, teachers, parents, students and societies to bring positive changes for the beneficiaries. PEAC could become instrumental in facilitating thousands of people to bring in their unlimited possibilities.

The vision of PEAC is making dreams of individuals into reality and "succeed together" i.e. the service of PEAC makes the company successful and at the same time trainers also become successful. PEAC believes that any person able to dream is eligible to realize it. Unfortunately, the life circumstances is the only barrier which sets back them away from realizing the dream. The uniqueness of PEAC is that they have a wide verity of training personals as team members who are skilled different training methods. So the PEAC shows its value in training by giving separate trainers for different training programmes.

STATEMENT OF THE RESEARCH PROBLEM

The statement of the problem revolves round the effectiveness of the training provided by PEAC to small and medium enterprises for sustained long term productivity for both the stake holders.

SCOPE OF THE STUDY

The emerging trends in corporate training attract new service providers who conceive ideas which can be applied to small and medium enterprises to increase their return on Investment. Detailed study on companies that receive such kind of training is a good source to re module the training schedule for them. This study opens huge scope for drawing up such training program.

OBJECTIVES OF THE STUDY

- To study the effectiveness of corporate training provided by PEAC, Cochin.
- To find the employee retention strategies of PEAC.
- To measure the satisfaction level of employees on motivation, productivity, skill, personality, leadership, and team building.
- To analyze the post employee-employer relations after PEAC training.

HYPOTHESIS

Hypothesis framed for the study are

- H_0 = There is no relationship between experience of the respondents with the employee-employer relation.
- H_1 = There is a relationship between experience of the respondents with the employee-employer relation.
- H_0 = There is no relationship between productivity with follow up training provide by PEAC
- H_1 = There is a relationship between productivity with follow up

training provide by PEAC

- H_0 = There is no relationship between training type provided to the employees with team building.
- H_1 = There is a relationship between training type provided to the employees with team building.
- H_0 = There is no relationship between motivational level of employees with skill improvement.
- H_1 = There is a relationship between motivational level of employees with skill improvement

About Corporate Training

Corporate training is a means of ensuring that employees improve skills and enhance performance by focusing on professional development. Employers utilize training to accommodate new employees; teach current employees new skills for the same job, and to advance employees into jobs requiring different skill sets. Training could be specific to a company or it could be general. Many corporations have entire departments devoted to training and development of their employees with in-house instructors, training specialists, and technical writers who create instructional manuals specific to a particular corporation. Many corporations consider it key to provide training and development so that employees can compete on their behalf in ever-changing markets.

ANALYSIS USING STATISTICAL TOOL

CHI-SQUARE TEST COMPARISON OF EXPERIENCE OF EMPLOYEES WITH THE EMPLOYEE-EMPLOYER RELATION

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	HIGHLY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	HIGHLY DISSATISFIED	
1 YEAR	10	13	15	2	2	42
1-3 YEARS	15	16	21	2	1	55
ABVE 3 yrs	20	22	19	1	1	63
TOTAL	45	51	55	5	4	160

- Degrees of freedom = (r-1) * (c-1), r = no. of rows (r=3), n = no. of columns (c=5)
- (r-1) * (c-1) = (3-1) * (5-1) = 8, **Calculated value of $\chi^2 = 3.5484$**
- Table value of χ^2 for degree of freedom 8 at 5% significant level is 15.507. The calculated value of χ^2 is less than table value. So we accept the null hypothesis.
- INTERPRETATION:** There is no relationship between experiences of the respondents with the employee-employer relation.

COMPARISON OF PRODUCTIVITY WITH FOLLOW UP TRAINING PROVIDE BY PEAC

H₀ = There is no relationship between productivity with follow up training provide by PEAC

H_a = There is a relationship between productivity with follow up training provide by PEAC

	HIGHLY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	HIGHLY DISSATISFIED	
V. GOOD	15	16	14	1	1	47
GOOD	13	19	11	1	1	45
NEUTRAL	13	17	24	2	1	57
POOR	1	1	2	1	1	6
V.POOR	1	1	1	1	1	5
TOTAL	43	54	52	6	5	160

Degrees of freedom = (r-1) * (c-1), r = no. of rows (r=5), n = no. of columns (c=5), (r-1) * (c-1) = (5-1) * (5-1) = 16, **Calculated value of $\chi^2 = 21.5616$**

Table value of χ^2 for degree of freedom 16 at 5% significant level is 26.296. The calculated value of χ^2 is less than table value. So we accept the null hypothesis.

INTERPRETATION: There is no relationship between productivity with follow up training provide by PEAC

COMPARISON OF TRAINING TYPE PROVIDED TO THE EMPLOYEES WITH TEAM BUILDING

H₀ = There is no relationship between training type provided to the employees with team building.

H_a = There is a relationship between training type provided to the employees with team building.

	HIGHLY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	HIGHLY DISSATISFIED	
ON THE JOB	6	6	3	1	1	17
OFF THE JOB	15	16	12	2	1	46
BOTH	29	25	37	3	3	97
TOTAL	50	47	52	6	5	160

Degrees of freedom = (r-1) * (c-1), r = no. of rows (r=3), n = no. of columns (c=5), (r-1) * (c-1) = (3-1) * (5-1) = 8, **Calculated value of $\chi^2 = 4.8577$**

Table value of χ^2 for degree of freedom 8 at 5% significant level is 15.507. The calculated value of χ^2 is less than table value. So we accept the null hypothesis.

INTERPRETATION: There is no relationship between training types provided to the employees with team building.

COMPARISON OF MOTIVATIONAL LEVEL OF EMPLOYEES WITH SKILL IMPROVEMENT.

H₀ = There is no relationship between motivational level of employees with skill improvement.

H_a = There is a relationship between motivational level of employees with skill improvement

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
Strongly Agree	9	12	17	1	1	40
Agree	15	13	12	2	1	43
Neutral	15	22	14	2	1	54
Disagree	3	6	4	1	1	15
Strongly Disagree	1	3	2	1	1	8
Total	43	56	49	7	5	160

Degrees of freedom = (r-1) * (c-1), r = no. of rows (r=5), n = no. of columns (c=5)

(r-1) * (c-1) = (5-1) * (5-1) = 16, **Calculated value of $\chi^2 = 10.9374$**

Table value of χ^2 for degree of freedom 16 at 5% significant level is 26.296. The calculated value of χ^2 is less than table value. So we accept the null hypothesis.

INTERPRETATION There is no relationship between motivational level of employees with skill improvement.

FINDINGS

The study highlights that all the employees attended PEAC training programme. 94.4% of the employees said that training is needed for work effectiveness. 60.6% of the employees prefer both on the job and off the job training. 38% of respondents clearly opined that training is needed for newly joined employees.

- There is no relationship between experiences of the respondents with the employee-employer relation.
- There is no relationship between productivity with follow up training provide by peac.
- There is no relationship between training types provided to the employees with team building.
- There is no relationship between motivational levels of employees with skill improvement.

SUGGESTIONS

- Clarity of the goals of the corporate training and the expected outcome can be correlated for a fair return for Investment in the long run.
- Training goals should correspondent to a new business model to take advantage of business opportunities from small and medium enterprises.
- Customer service satisfaction can be rated statistically for management feedback.
- Duty delivery roster should be maintained to reduce wastage.
- Company should improve employee morale through better supervision.
- Since it is a corporate training service business, demand-supply gap should be reduced as far as possible to increase output.
- Training and its needs should always look through an Investment perspective by the stakeholders
- Link the desired outcome of the Training with the customer expectation
- Follow up training and tool process follow up should be periodic with actual report documentation.

CONCLUSION

The study had focused on improving the performance of PEAC to justify the logic of Investment in updating the Training tools. I have observed the cognitive abilities, data assimilation, communication skills, and the attitude of the both employees and management representatives during data collection. In addition, the job structure of the personnel operationally involved with modern systems has diversified in direct proportion to the complexity of the technology to ensure the objectives. This report, focus on the need to ascertain and update PEAC performance with a long term objective. There is tremendous scope for this branch of knowledge to contribute the dynamic business environment challenges. This study reminds that it is not product discount, but the quality and delivery of the service is prime to the company. Involvement of top management and the business entrepreneur is a must to continue the momentum.

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