A Study on the Level of Satisfaction of Employee towards the Training Program Practiced in Selected IT Industries, Coimbatore

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ABSTRACT
Human capital is an important asset for organizations under intense competition. Training and Development function enables human capital to unleash their dexterity. A profound training program acts as a vehicle to enhance employee skills and enable them to perform better in their job. Training is very crucial to the employees, the organization and their effectiveness. Human capital is the differentiator between a good company and a great company. The organizations have long understood that their most valuable asset is their human capital and many are convinced for large investments in employee training. An effective training program is one that addresses training needs and delivers training according to training objectives. The study was conducted to evaluate the level of satisfaction towards the effectiveness of training program in IT industries, Coimbatore. The present study is undertaken to know the level of satisfaction towards the training programs practiced in IT industries, Coimbatore. To achieve the aforesaid objectives data is gathered from 1100 respondents randomly. It is found that the most of the employees are satisfied with the training programs adopted in IT industries, Coimbatore.

Keywords--- Human capital, training effectiveness, training evaluation

I. INTRODUCTION
Training is an act of increasing the knowledge and skill of an employee for doing particular job. Training is one of the chief methods of maintaining and improving intellectual capital, so the quality of an organization’s training affects its value. Untrained or poorly trained employees cost significantly more to support than well-trained employees do. Training affects employee retention and is a valuable commodity that, if viewed as an investment rather than as an expense, can produce high returns.

Training is a short-term educational process and utilizing a systematic and organized procedure by which employees learn technical knowledge and skill for a definite purpose. In today’s rapidly changing business environment, organizations have to respond quickly to requirements for people. Many private players have entered the economy thereby increasing the level of competition. In the competitive scenario it has become a challenge for each company to adopt practices that would help the organization stand out in the market. The competitiveness of a company is measured through the quality of products and services offered to customers that are unique from others. Thus the best services offered to the consumers are result of the genius brains working behind them. As training program is an integral part of an organization in order to update the skills and knowledge of the employees, it is with the intention the study is carried to ascertain the level of satisfaction towards the training program in IT industries.

II. STATEMENT OF THE PROBLEM
The success or failure of any organization depends on employees and their skills. The skills of any employees depend on the training and development programs which are adopted by the company. It is important to mention that a skill of employees improves the efficiency, productivity and effectiveness of the organization. In this background study is selected to know the training programs adopted in IT industries to improve the skill of an employees in order to accomplish the objectives of the organization. Hence the study is undertaken.
III. OBJECTIVES OF THE STUDY

The main objective is to study the level of satisfaction towards the training program in selected IT industries, Coimbatore.

IV. SCOPE OF THE STUDY

The present study is confined to Training programs adopted in selected IT industries, Coimbatore. The study aimed to find out the level of satisfaction towards the training programs on the employees in selected IT industries.

V. LITERATURE REVIEW

Holli and Calabrese (1998) defined evaluation as comparisons of an observed value or quality to a standard or criteria of comparison. Evaluation is the process of forming value judgments about the quality of programs, products, and goals. According to Brown Kenneth & Gerhardt Megan (2002), evaluation should include procedures that ensure alignment of a training activity with the organization's strategy. Schmidt Steven (2009) said Training should be designed and delivered to meet the needs of all employees, and employees should perceive that they are being treated fairly and equitably with regard to the training they receive. This study depicts the level of satisfaction of employees towards the training program in IT industry.

VI. RESEARCH METHODOLOGY

Researcher has adopted Stratified Random Sampling method for the study. Primary data and secondary data are used to collect facts and figures. Primary data is collected through questionnaire meant for the employees. Secondary data collected through company published Magazines, Handouts, company Website Annual reports. The sample size of the study is 1100.

VII. DATA ANALYSIS AND INTERPRETATION

7.1 Statistical Tools:
- Chi-square analysis
- Percentage analysis

7.2. Data analysis:
7.2.1. Chi-square Test 1

<table>
<thead>
<tr>
<th>Factor</th>
<th>Calculated $\chi^2$ Value</th>
<th>Table Value</th>
<th>D.F</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td>18.203</td>
<td>16.81</td>
<td>6</td>
<td>Significant at 1% Level</td>
</tr>
</tbody>
</table>

$H_0$: There is no significant relationship between the Age Group and Satisfaction Level of the employees with the Effectiveness of Training Program.

$H_1$: There is significant relationship between the Age Group and Satisfaction Level of the employees with the Effectiveness of Training Program.

7.2.1.1 Result: It is noted from the above table that the calculated chi-square value is greater than the table value and the result is significant at 1% level. Hence, the null hypothesis ($H_0$) is rejected and the alternative hypothesis ($H_1$) is accepted. Hence there is significant relationship between the Age Group and Satisfaction Level of the employees with the Effectiveness of Training Program.

7.2.2. Chi-square Test 2

<table>
<thead>
<tr>
<th>Factor</th>
<th>Calculated $\chi^2$ Value</th>
<th>Table Value</th>
<th>D.F</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education Qualification</td>
<td>13.875</td>
<td>9.488</td>
<td>4</td>
<td>Significant at 1% level</td>
</tr>
</tbody>
</table>

$H_0$: There is no significant relationship between the educational qualification and level of knowledge gained by employees from training program.

$H_1$: There is significant relationship between the educational qualification and level of knowledge gained by employees from training program.

7.2.2.1. Result: The computed value is more than the table value hence $H_0$ is rejected and $H_1$ is accepted. Hence there is significant relationship between the educational qualification and level of knowledge gained by the employees from training program.

7.2.3. Percentage Analysis:

Table 3

<table>
<thead>
<tr>
<th>Particular</th>
<th>No. of Respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>To greater Extent</td>
<td>688</td>
<td>63</td>
</tr>
<tr>
<td>Average</td>
<td>335</td>
<td>30</td>
</tr>
<tr>
<td>To some Extent</td>
<td>77</td>
<td>7</td>
</tr>
<tr>
<td>Total</td>
<td>1100</td>
<td>100</td>
</tr>
</tbody>
</table>

Sources: Primary data

Interpretation:
The above tables depicts that, 63% of the respondents have said that training helps in reducing industrial accidents to greater extent. 30% of them have
said that it helps to an average extent, and 7% of the respondents have said it helps only to some extent to reduce the industrial accidents.

Table 4
Table Showing Impact of Training Program on Job

<table>
<thead>
<tr>
<th>Particular</th>
<th>No. of Respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase in Efficiency</td>
<td>703</td>
<td>64</td>
</tr>
<tr>
<td>Less Error</td>
<td>246</td>
<td>22</td>
</tr>
<tr>
<td>High involvement</td>
<td>110</td>
<td>10</td>
</tr>
<tr>
<td>No Changes in status</td>
<td>41</td>
<td>4</td>
</tr>
<tr>
<td>Total</td>
<td>1100</td>
<td>100</td>
</tr>
</tbody>
</table>

Sources: Primary data

**Interpretation:**

Above table depicts the impact of training programs on employee’s jobs. 64% of the respondents have stated that, it increases efficiency. 22% are saying it reduces errors, 10% have the perception that it helps in high involvement in job. And remaining 4% of the respondents said that there is no change in status.

**Inference:**

The above graph depicts the impact of training programs on jobs of an employee. From above graph it can be inferred that majority of the respondents says that they were satisfied with the frequency in training offered by the selected IT industries, Coimbatore.

Table 5
Table showing Employees level of satisfaction with the frequency in training

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Opinion</th>
<th>No. of Respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Yes</td>
<td>763</td>
<td>69</td>
</tr>
<tr>
<td>2</td>
<td>No</td>
<td>337</td>
<td>31</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>1100</td>
<td>100.00</td>
</tr>
</tbody>
</table>

Sources: Primary data

**Interpretation:**

Above table depicts that 69% of the respondents are satisfied with the frequency of training and 31% of the respondents are not satisfied with the frequency of training. It is concluded that majority of the respondents opined that they are satisfied with the frequency of training program in IT industry.

**Inference:**

The above graph depicts employees Level of Satisfaction with the frequency in training. From the above graph it can be inferred that majority of the respondents says that they were satisfied with the frequency in training offered by the selected IT industries, Coimbatore.

Table 6
Table Showing the Level of Satisfaction towards the Training Program by the Respondents

<table>
<thead>
<tr>
<th>Particular</th>
<th>No. of Respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Highly Satisfied</td>
<td>118</td>
<td>11</td>
</tr>
<tr>
<td>Satisfied</td>
<td>593</td>
<td>54</td>
</tr>
<tr>
<td>Average</td>
<td>310</td>
<td>28</td>
</tr>
<tr>
<td>Below Average</td>
<td>79</td>
<td>7</td>
</tr>
<tr>
<td>Total</td>
<td>1100</td>
<td>100</td>
</tr>
</tbody>
</table>

Sources: Primary data
Interpretation:
The above table shows that 11% of the respondents were highly satisfied towards various training programs conducted by the company. 54% of the respondents were satisfied, 28% were satisfied to an average, and remaining 7% satisfaction level is below average.

Graph No: 3
Employees Level of Satisfaction towards the Training Program

Inference:
The above graph depicts employees Level of Satisfaction towards the Training Program. From the above graph it can be inferred that majority of the respondents says that they were satisfied with the training programs offered by the selected IT industries, Coimbatore.

VIII. FINDINGS
1. It was found that there is significant relationship between the Age Group and Satisfaction Level of the employees with the Effectiveness of Training Program.
2. There is significant relationship between the educational qualification and level of knowledge gained by the employees from training program.
3. Most of the employees said that training helps in reducing industrial accidents to greater extent.
4. Most of the employees stated that training helps them to increase their efficiency.
5. Majority of the respondents opined that they are satisfied with the frequency of training. Majority of the respondents stated they were satisfied with the training programs offered by the selected IT industries, Coimbatore.

IX. SUGGESTIONS
1. The employer should allow the employees to apply the contents of the training program in their day to day work.
2. Industry should concentrate more on employees who are not satisfied with the training methods in order to improve their efficiency, and to reduce industrial accidents and errors by giving them training in the areas where they are required.
3. The trainers and trainees can have effective interaction which will enhance the training program in future.

X. CONCLUSIONS
To conclude that the majority of the employees were satisfied with the Training Program conducted in selected IT industries (CTS, HCL, WIPRO, INFOSYS, EBIX, PAYODA, ADITI, UGAM SOLUTIONS, DELL, KGISL) and the same may be said that if IT industry enhances its Training Program based on the above findings and suggestions it would help the employees to build their personality better to face the challenging business environments.

REFERENCES