

A Study on Trainees' Perception Towards Training At TVS Training And Service, Chennai

Ms.Y.Nancy Axciliya¹, Dr.U. Vijayshankar²

¹Dept of MBA

²Associate Professor, Dept of MBA

^{1,2}PRIST School of Business

Abstract- *The study aims to explore trainees, perception of training in the TVS Training and Services. The research questions are: what factors do trainees perceive at feet their training in the workplace and how do those factors affect their expectations in practice. The questions are answered 120 trainees who have undergoing training programs offered by the corporate of various corporations in some of the most popular industries. The data collected from the trainees were displayed, compared and contrasted, and then categorized into groups by using data management method.*

I. INTRODUCTION

Training is one of the most important investments because it enhances the knowledge, skills, attitudes and behavior of employees. Training has now become important in every field, be it Sales, Marketing, Human Resource, Logistics, Engineering, Production and Manufacturing, Inventory Management etc. There is no doubt that organizations worldwide are striving for success and out-competing those in the same industry.

Management development is a systematic process of growth and development by which the managers develop their abilities to manage. It is concerned with not only improving the performance of managers but also giving them opportunities for growth and development. There are two methods through which managers can improve their knowledge and skills. One is through formal training and other is through on the job experiences. On the job training is very important since real learning takes place only when one practices what they have studied. But it is also equally important in gaining knowledge through classroom learning. Learning becomes fruitful only when theory is combined with practice. Therefore on the job methods can be balanced with classroom training methods (off-the-job methods).

Training impacts positively on employee's performance by generating benefits to both the employees and the organization they work for through the development of skills, knowledge, abilities, competencies and behavior.

In economically related areas among others that are influential to the attainment of the organizational goals and thus organizations successful continuation in the market.

II. CHAPTER

2.1 Venkataraman V K (2018) in the paper titled “**A study on employees perception on training programs in medical college in Delhi**”. Based on his study, he stated that every training programme must concentrate more on the timing of the programme and training needs to improve its effectiveness. This study was conducted in two medical colleges in Delhi to evaluate the two months rural internship-training programme. The results from the study indicated that lack of adequate facilities for training, absence of well-formulated training programmes, and lack of interest on the part of the interns were some of the major underlying factors, which affected the success of the training.

2.2 Kayode (2001) in the paper titled by “**A study on impact of training and development for the employees**”. It identified some problems concerned with the skill development of employees and he suggested that organizations must take effective remedies for ensuring productivity, quality of work, proper use of tools and techniques, competitive and changed policies or regulations, maximum level of performance of employees, continuity of leadership, and survival and growth of the organization, etc...

2.3 Cunniff (2005) affirms that employers can no longer promise job security, but they can help people maintain the skills they need to remain viable in the job market. The advancement of technology has created high wages for some employees and strong profits for some companies, but it has also changed the employment scene. Blue – collar jobs had consistent requirements for many years, but with the advent of evermore sophisticated technology and IT there had to be an inevitable shift to requiring an understanding of computers and automated systems.

2.4 Garrow (2004) in the paper titled by “**A study on psychological factors between the employer and employee**”

in the organization”. Existing research suggests that training and development provision is taken as a sign by employees that their organization wishes to enter into a social exchange with them. This creates a strong psychological bond between them and their employer.

2.5 Oguntimehin (2005) emphasized the usefulness of training in the organization. He identified the functions of training as follows: increases productivity, improves the quality of work; improves skills, knowledge, understanding and attitude; enhances the use of tools and machinery, reduces waste, accidents, turnover, lateness, absenteeism and other overhead costs, eliminates obsolescence in skills, technologies, methods, products, capital management etc.

III. CHAPTER

3.1 RESEARCH METHODOLOGY:

It is a systematic and scientific process of conducting research. It gives the researcher a framework within which the research has to be carried out.

3.2 Objective of the study:

- To examine the perception of trainees’ about training.
- To analysis the effectiveness of training among trainees’ in Chennai.
- To assess and evaluate the impact of training of trainees and suggest the specific recommendation.

3.3 Scope of the study:

This Study is confined to trainees in Chennai and it is not generalized.

- It provides me a great opportunity to relate theoretical concepts learnt in my course to the actual happenings in the organization.
- Surveys was conducted on the method of effectiveness of training that was used in “TVS Training and Services”.
- The study focuses on evaluation of design, implementation, feedback, participation only.

3.4 Research Design:

Research design is a master plan specifying the methods and procedures for collecting and analysing the needed information. It is a part of planning stage of research, a blue print for the collection, measurement and analysis of data.

- Type of research
- Title of research
- Area of research
- Period of research
- Sampling techniques
- Data collection methods
- Tools used for analysis
- Problem Statement
- Limitations on the study

3.4.1 Type of research:

In this study, Descriptive research procedure is used for describing the present situation in organization and Analytical research to analyse the result by using research tools.

3.4.2 Title of research:

A Study on Trainees’ Perception towards Training at TVS Training and Service, Chennai

3.4.3 Area of research

The study was conducted in Chennai.

3.4.4 Period of research

The study was conducted from Jan 2020 to Mar 2020. The total Duration of the study is 3 months.

3.4.5 Sampling techniques:

The sample size for the study was selected on the basis of simple random sampling method. 120 trainees are randomly selected as sample.

3.4.6 Data collection methods:

The primary data are those which are collected a fresh the first time and the researcher has prepared structured questionnaires. The secondary data is collected with the help of company website, Journals, internet, etc., Both primary and secondary data collection have been taken for this research study.

3.4.7 Questionnaire Design:

Questionnaire used for data collection is designed based on the fulfillment of the objectives of the study

3.4.8 Tools used for analysis:

The following statistical tools are used for data analysis

- Percentage
- Chi-Square Analysis
- ANOVA
- Correlation
- Regression

3.4.9 Statement of the Problem:

Every organization needs to have well trained and experienced trainers to perform the activities that have to be done. If current or potential job occupants can meet this requirement, training is not important. When this not the case, it is necessary to raise the skills levels of trainees through training.

3.4.10 Limitations on the study

- Data collected may have biased response.
- The trainee attitude on training may change with educational qualification and exposure.

IV. CHI SQUARE TEST

RELATIONSHIP BETWEEN EDUCATION LEVEL AND TOPICS ARE EASY TO UNDERSTAND

Education level / Training topics are easy to understand	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
SSLC	1	4	7	1	1	14
HSC	6	4	7	1	1	19
ITI	15	20	12	3	1	51
Diploma	5	2	20	3	1	31
Others	3	1	1	0	0	5
TOTAL	30	31	47	8	4	120

Hypothesis

Null Hypothesis : There is no significant relationship between education level and topics are easy to understand

GROUP	O	E	O-E	(O-E) ²	(O-E) ² /E
AA	1	3.5	-2.5	6.25	1.78
AB	6	4.75	1.25	1.56	0.32
AC	15	12.75	2.25	5.06	0.39
AD	5	7.75	-2.75	7.56	0.97
AE	3	1.25	1.75	3.06	2.44
BA	4	3.61	0.39	0.15	0.04
BB	4	4.90	-0.90	0.81	0.16
BC	20	13.17	6.83	46.64	3.54
BD	2	8.00	-6	36	4.5
BE	1	1.29	-0.29	0.08	0.06
CA	7	5.48	1.52	2.31	0.42
CB	7	7.44	-0.44	0.19	0.02
CC	12	19.97	-7.97	63.52	3.18
CD	20	12.14	7.86	61.77	5.08
CE	1	1.95	-0.95	0.90	0.46
DA	1	0.93	0.07	0.00	0
DB	1	1.26	0.26	0.06	0.04
DC	3	3.4	-0.4	0.16	0.04
DD	3	2.06	0.94	0.88	0.42
DE	0	0.33	-0.33	0.10	0.30
EA	1	0.46	0.54	0.29	0.63
EB	1	0.63	0.37	0.13	0.20
EC	1	1.7	-0.7	0.49	0.28
ED	1	1.03	-0.03	0.00	0
EE	0	0.16	-0.16	0.02	0.12
	χ^2				25.39

Calculated value of $\chi^2 = 25.39$

Degree of Freedom = (R-1) (C-1) = (5-1) (5-1) = 16

The table value of χ^2 for 16 degree of freedom at 5% level of significance is 26.29.

Conclusion: The calculated value of chi square is less than the table value, so the null hypothesis is rejected. Hence it is concluded that there is a significant relationship between education level and topics are easy to understand.

ANOVA

Education level	Topics are easy to understand		
SSLC	14	Strongly Agree	30
HSC	19	Agree	31
ITI	51	Neutral	47
Diploma	31	Disagree	8
Others	5	Strongly Disagree	4
Total	120	Total	120

Hypothesis

Null Hypothesis : There is no significant relationship between education level and topics are easy to understand

Anova: Single Factor						
SUMMARY						
Groups	Count	Sum	Average	Variance		
1	120	353	2.966387	1.032759		
1	120	284	2.386555	1.069648		
ANOVA						
Source of Variation	SS	df	MS	F	P-value	F crit
Between Groups	20.0042	1	20.0042	19.02981	1.92E-05	3.881163
Within Groups	248.084	236	1.051204			
Total	268.0882	237				

Conclusion: Calculated value of ANOVA is more than the table value, so the null hypothesis is rejected. Hence it is concluded that there is significant relationship between education level and topics are easy to understand.

RANK CORRELATION

Facilities / factors	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Welding shop	61	44	15	0	0
Classroom facilities	64	49	7	0	0
Lab facilities	19	43	58	0	0
Automobile shop	22	98	0	0	0
CAD/CAM Lab	49	35	33	3	0
PLC, SCADA Lab	21	51	48	0	0

	Colu mn 1	Colu mn 2	Colu mn 3	Colu mn 4	Colu mn 5	Colu mn 6
Colu mn 1	1					
Colu mn 2	0.911451102	1				
Colu mn 3	0.798877801	0.800015755	1			
Colu mn 4	0.276165719	0.228924295	0.522011931	1		
Colu mn 5	0.856594408	0.848034613	0.791199341	0.419526278	1	
Colu mn 6	0.764813739	0.776530818	0.915183091	0.525157955	0.813013	1

Conclusion: Calculated value is more than 0.5, so I concluded it with facilities are given the company are positively correlated.

V. CHAPTER

5.1 FINDINGS

The study is conducted to know the perception of trainees in TVS Training and Service, Chennai. A detailed survey is conducted among 120 trainees and following are the findings from the study.

- Most of the trainees are attending training program for the company requirements.
- Majority of the trainees are male.
- Majority of the trainees are age of 19.
- Majority of the trainees are education level is ITI.
- Most of the trainees are agree the promise to complete the course.
- Most of the trainees are agree to clear if something not understood.
- Most of the trainees are neutral with top priority in result of skill addition.
- Most of the trainees are neutral that the new topics to be discussed in training.
- Hence all the six factors to be ranked are correlate.

5.2 SUGGESTIONS

- The trainees can be thinking about the trainers only for in training and development.
- They are think that TVS Training and Services materials are in centers is somewhat good and facilities are also.

- The satisfaction level of training is good.

5.3 CONCLUSION

- Trainees should be made a proper orientation about training should be made in order to proper training in more trainees.
- The present study has helped in understanding the positive feedback of trainees about the training programme. The Management could improve further the contents of the training programme.
- As per the study the researcher found that the trainees given the training program in the organization is found to be good and further some of the suggestions are recommended for this purpose to enhance this vital process.