

“A STUDY ON EMPLOYEES SATISFACTION TOWARDS TRAINING AT PRESTIGE APPAREL”

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ABSTRACT

Training and development programs are organized in any organization to fulfill the requirement of employee development as well as the success of the organization as success of any organization depends on the employee's competencies. In training, those who wish to learn new skills are called trainees and who train or provide the skills; knowledge and expertise are called trainers. The benefits of training and development are positive individual outcomes as well as positive organizational outcomes. Higher performance, competitive advantage, higher organizational commitment and enhancing organizational retention are some of the benefits of training and development. Training and development programs give positive results when planned effectively. Ineffective training becomes a waste of time and resources for the organization and employees both. When we are assessing training and development effectiveness one of the most important criteria is employee satisfaction

Are some of the various benefits of employee satisfaction which can be attained in the company.

2. METHODOLOGY

Research methodology is a search of knowledge through objectives and systematic method of findings solutions to a problem. The word 'research' is derived from the French word. Research methodology is the process used to collect data and other types of information for use in making business decisions. This type of methodology includes interviews, surveys, and research of publications. All of these types include the use of present and historical information. When someone is doing theoretical work, paradigms can be used to satisfy most of the criteria that are set forth for methodology.

2.1 Sample size

The sample size should be large enough to provide the width required for the confidence interval. The sample size of the project is 80 people.

2.2 Statistical tools

- Simple percentage method
- Chi-square test

PERCENTAGE METHOD

Simple percentage analysis is one of the basic statistical tools which is widely used in analysis and interpretation of primary data. It deals with the number of respondents response to a particular question in percentage arrived from the total population selected for the study.

$$\begin{aligned} & \text{No. of Respondents Percentage} \\ = & \frac{\dots\dots\dots}{\text{Total Respondents}} \times 100 \end{aligned}$$

CHI-SQUARE TEST

A chi-square test is a statistical test used to compare observed results with expected results. The purpose of this test is to determine if a

1. INTRODUCTION

The company should treat the employees as kings, because they are the only active things in the company. Satisfaction of employees is one of the most important factor as far as an organization is been considered. There are various factors which influence the satisfaction of employees. Although the following factors depend on the satisfaction of employees. As per the International Journal and Research (IJSR) under the topic The Influence of learning on the Performance of Employees says "TRAINING is the main part of Human Resources development.

- Employee turnover becomes low.
- Helps to improve the productivity of the company.
- Helps to increase the low-level line profits.
- It helps to create brand ambassadors for the organization.
- Decrease in both fixed as well as variable costs.

difference between observed data and expected data is due to chance, or if it is due to a relationship between the variables you are studying.

$$\text{Chi-square} = \frac{(O-E)^2}{E}$$

E

3. DATA ANALYSIS AND INTERPRETATION

1) GENDER OF THE RESPONDENTS

TABLE NO - 3.1 GENDER OF THE

RESPONDENTS

Sources: Primary data

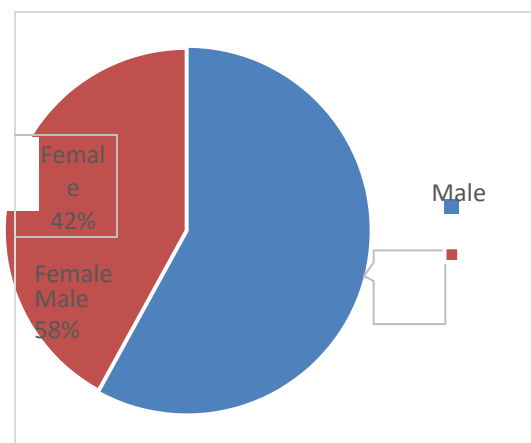
GENDE R	NO OF RESPONDENT S	PERCENTAG E
Male	45	58
Female	35	42
Total	80	100%

INTERPRETATION:

The above table depicts that out of the (80) respondents taken for the study 58 % are male and 42 % are female.

CHART NO - 3.1 GENDER OF THE

RESPONDENTS



2) AGE WISE CLASSIFICATION OF RESPONDENT

TABLE NO - 3.2

AGE	RESPONDENT S	PERCENTAG E
Below 30	18	30
30-40	18	30
Above 40	44	40
Total	80	100%

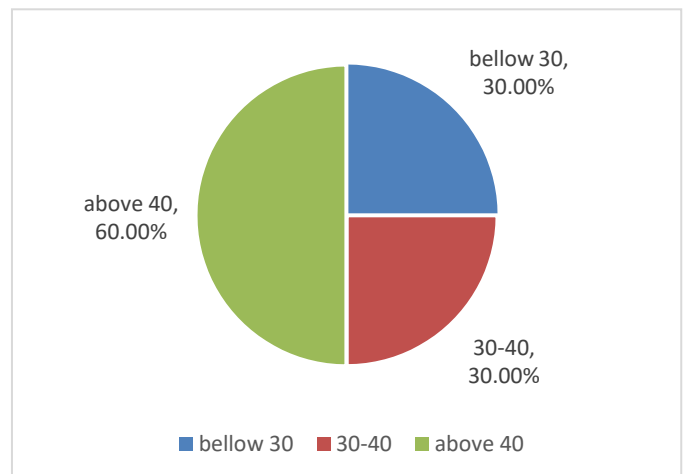
Source: Primary data

INTERPRETATION:

The on top of table and chart shows Prestige Apparel having 60 % employees are age lesser than 40 and remaining 40 % is above 40 years.

CHART NO - 3.2

AGE WISE CLASSIFICATION OF RESPONDENT



3) EDUCATIONAL QUALIFICATION OF THE RESPONDENTS?

TABLE NO - 3.3

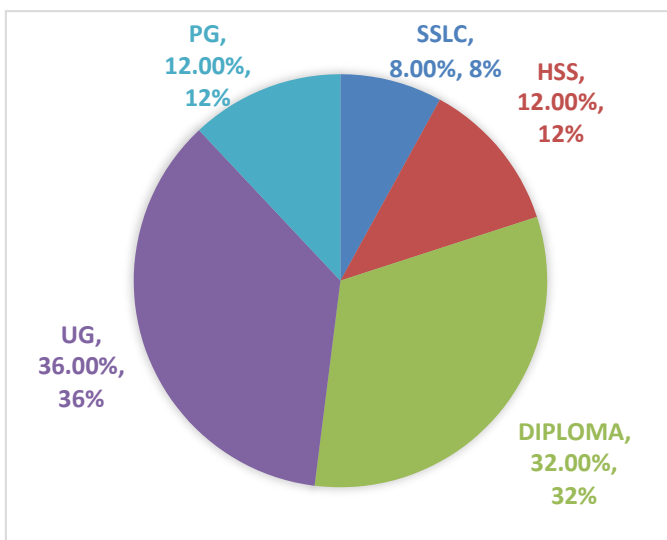
EDUCATION	RESPONDENTS	PERCENTAGE
SSLC	5	8
HSS	17	12
DIPLOMA	19	32
UG	22	36
PG	17	12
Total	80	100%

Source: Primary data

INTERPRETATION:

The above chart shows that out of total respondents taken for the study 8% of the respondents having SSLC, 12% hold Higher Secondary qualification. 32% of respondents are Diploma Holders, and 36% of the respondents have attained Graduation whereas the remaining 12% of the respondents are PG Holders

CHART NO - 3.3



4) SATISFACTION WITH THE TRAINING PROGRAM WITH QUALITY & ITS CONTENTS?

TABLE NO - 3.4

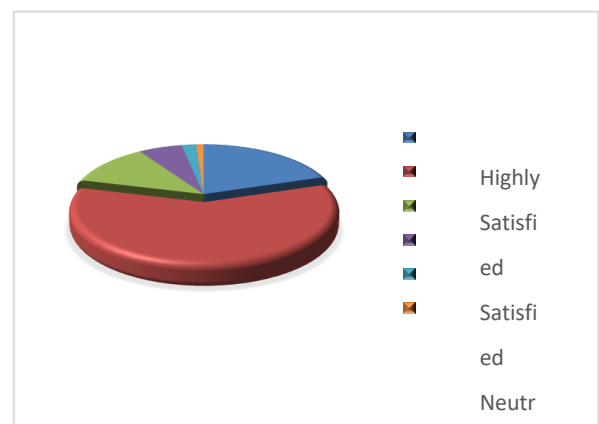
OPINION	RESPONDENTS	PERCENTAGE
Highly Satisfied	22	20
Satisfied	44	60
Neutral	8	12
Dissatisfied	4	6
Highly Dissatisfied	2	2
Total	80	100%

Source: Primary data

INTERPRETATION

Above chart shows majority of the respondents 60% opined that they are highly satisfied with the present TRAINING program pattern, quality and the content taken for the program whereas 6% of the respondents are not satisfied with it. As well as 20% is highly satisfied and remaining 12% is neutral.

CHART NO - 3.4



5) IMPACT OF TRAINING PROGRAM?

TABLE NO -3.5

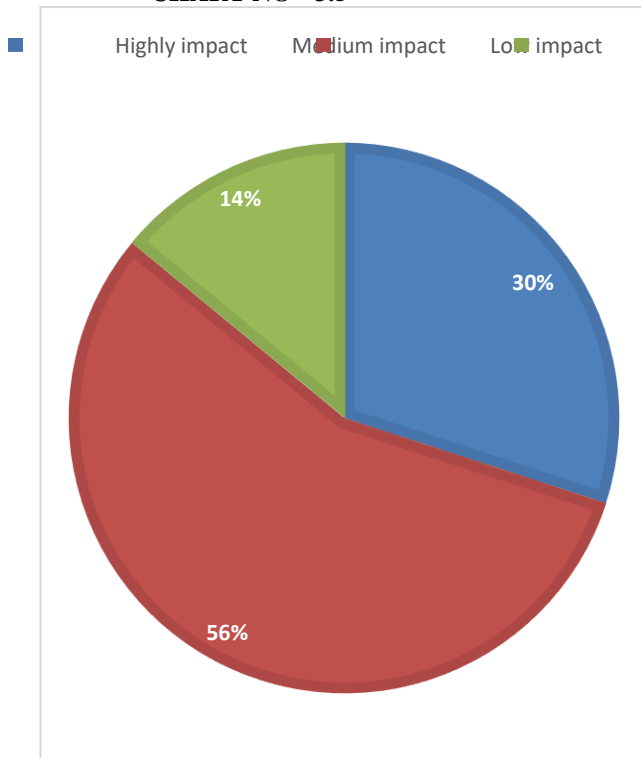
OPINION	RESPONDENTS	PERCENTAGE
Highly impact	28	30
Medium impact	43	56
Low impact	9	14
Total	80	100%

Source: Primary data

INTERPRETATION

Above chart shows total respondents taken for the study, 56% respondents opined that there is only average impact of TRAINING program on career prospect, 30% of the respondents opined that there is a great influence of TRAINING program on career prospect whereas the remaining 14% of respondents opined that there is very less influence of TRAINING program in career prospect.

CHART NO - 3.5



6) MOTIVATION FROM SENIOR MANAGER FOR ATTENDING THE TRAINING PROGRAM?

TABLE NO - 3.6

RESPONDENT CONSUMING FAST FOOD ON PART OF THE DAY

OPINION	RESPONDENTS	PERCENTAGE
Always	46	60
Occasionally	34	40
Not at all	0	0
Total	80	100%

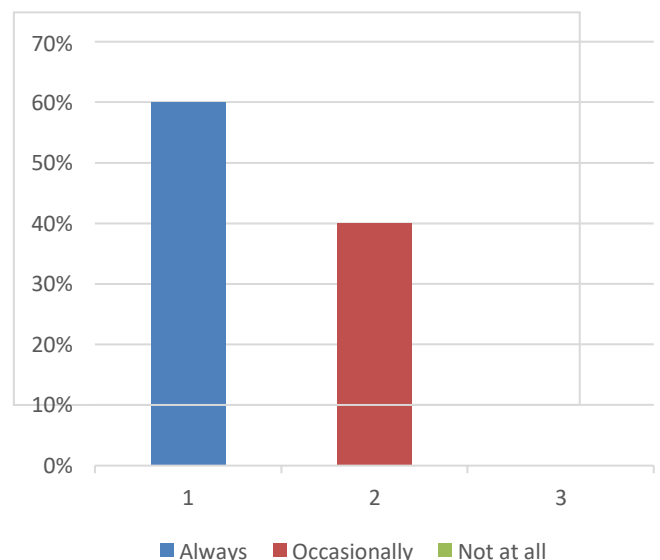
Source: Primary data

INTERPRETATION

Above table chart shows that the total respondents for the study, 80% of the respondents opined that their supervisor/senior manager always motivate them to attend the TRAINING program. 40% of the respondents opined that their supervisor/senior manager occasionally instructed them to attend the TRAINING program.

CHART NO - 3.6

MOTIVATION FROM SENIOR MANAGER FOR ATTENDING THE TRAINING PROGRAM



7) TRAINING METHOD ADOPTED BY ORGANIZATION

TABLE NO - 3.7

OPINION	RESPONDENTS	PERCENTAGE
On-the Job Training	61	86
Off-the Job Training	19	14
Total	80	100%

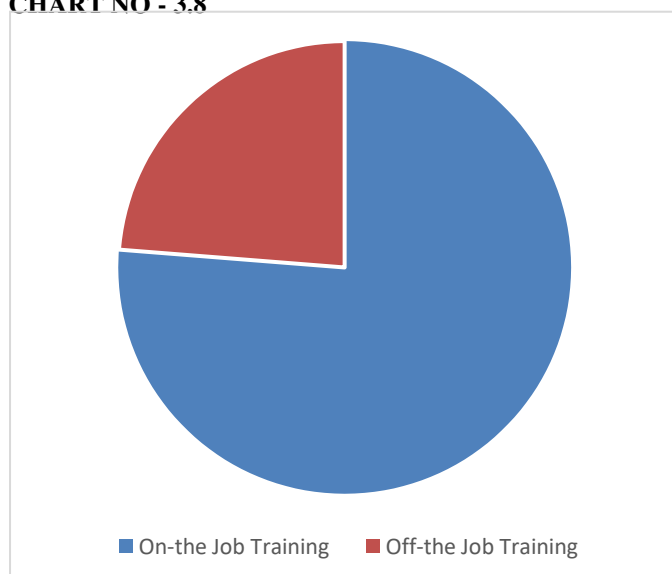
Source: Primary data

INTERPRETATION

Above chart shows among the total respondents taken for the study, 86% of the respondents opined that organization training method undertaken by the organization is on-the-job type, 14% of the respondents opined that the organization is adopting other types of methods.

CHART NO - 3.7

CHART NO - 3.8



8) SATISFACTION OF EMPLOYEES TOWARDS OBJECTIVES OF TRAINING

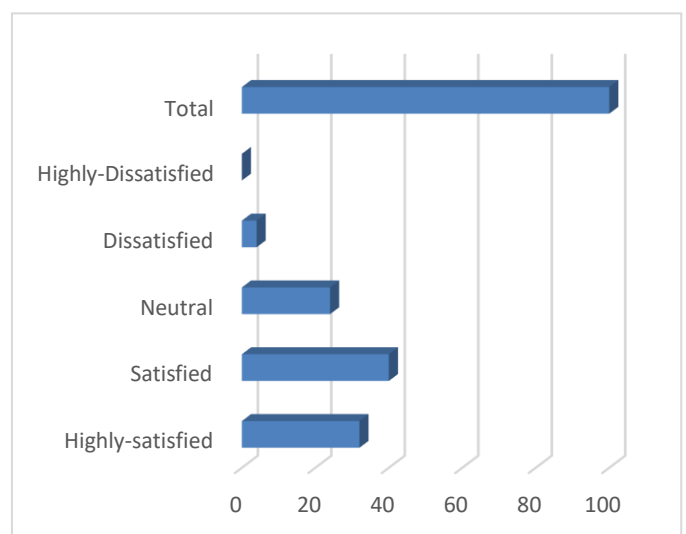
TABLE NO - 3.8

OPINION	RESPONDENTS	PERCENTAGE
Highly satisfied	29	32
Satisfied	34	40
Neutral	14	24
Dissatisfied	3	4
Highly Dissatisfied	0	0
Total	80	100%

Source: Primary data

INTERPRETATION

As per the data collected from the employees 32% of the employees are well aware of the objectives of training and highly satisfied with the objectives of training 40% employees are satisfied with objectives where as 4% of the respondents are dissatisfied. 24% of the employees stated that they are neither satisfied nor dissatisfied with objectives of the training programmer.



9) PERSON ASSIGNED TO GIVE LEARNING PROGRAM?

TABLE NO - 3.9

TABLE NO - 3.10

PERSONS ASSIGNED	RESPONDENTS	PERCENTAGE
Hr Manager	1	2
In House Trainers	58	82
Trainers From Outside	21	16
Total	80	100%

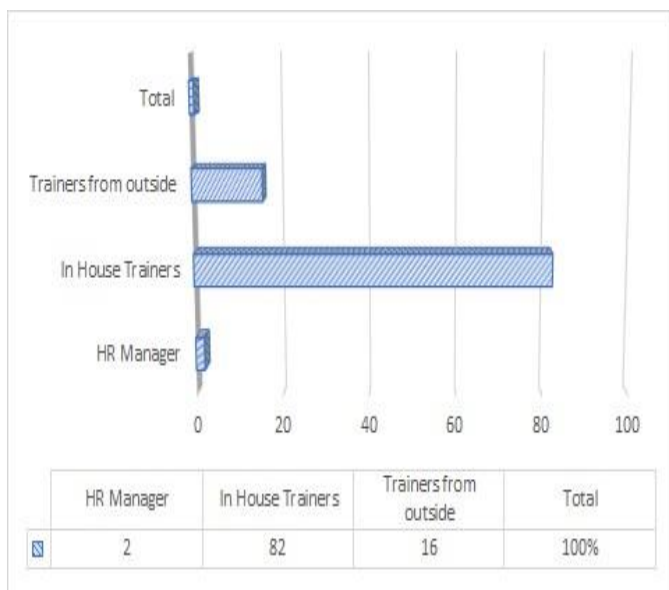
Source: Primary data

INTERPRETATION

Above chart shows 82% employees opined that in- house trainers conduct the training program in the organization whereas the remaining 16% of the respondents opined that they have attended the training program which was undertake by trainers from outside.

CHART NO - 3.9

PERSON ASSIGNED TO GIVE LEARNING PROGRAM



10) SATISFACTION LEVELS OF EMPLOYEES TOWARDS PERSON ASSIGNED TO GIVE TRAINING PROGRAM?

SATISFACTION LEVELS	RESPONDENTS	PERCENTAGE
Highly Satisfied	27	30
Satisfied	40	50
Neutral	9	14
Dissatisfied	4	6
Highly Dissatisfied	0	0
Total	80	100%

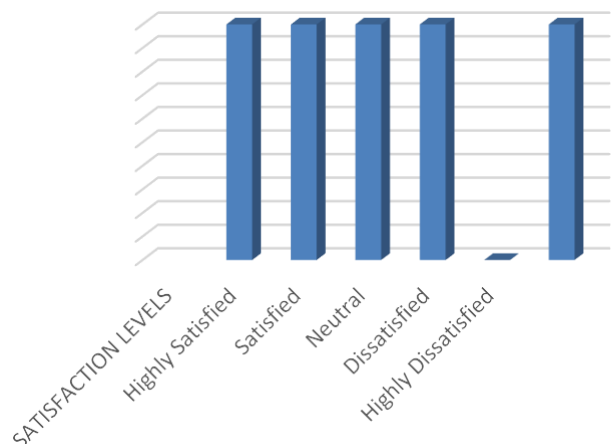
Source: Primary data

INTERPRETATION

The above table and chart shows 50% of the respondents are satisfied with the trainers who conduct the training program in the organization whereas 6% of the respondents opined that they are not satisfied with the trainers whom the organization brings for the training programmers.

CHART NO - 3.10

PERSONS ASIGNED TO GIVE TRAINING PROGRAM



11) RELATIONSHIP BETWEEN GENDER AND RESPONDENTS' WAY OF PREFERING TO GET TRAINING

TABLE NO - 3.11

RELATIONSHIP BETWEEN GENDER AND RESPONDENTS' WAY OF PREFERING TO GET TRAINING

Source: Primary Data

NULL HYPOTHESIS

H₀: There is no significance relationship between level of satisfaction and level of Training.

ALTERNATIVE HYPOTHESIS

H₁: There is significant relationship between level of satisfaction and level of Training.

LEVEL OF SIGNIFICANCE

The level of significance is 5%

TABLE NO - 3.12 CHI SQUARE TEST

O	E	(O-E) ²	(O-E) ² /E
26	26.25	0.0625	0.00238
27	26.75	0.0625	0.00234
26	26.25	0.0625	0.00238
26	26.75	0.5625	0.02103
TOTAL			0.02813

Degree of freedom : $(r - 1)(c - 1)$
: $(2 - 1)(2 - 1)$
: 1
Level of significance : 5%
Table value : 3.841
Calculated value : 0.02813

RESULT

Since the calculated value is less than the table value. So, we accept the null hypothesis (H_0). There is no significance relationship between Level of satisfaction and Level of Training.

4. RESULTS AND DISCUSSION

4.1 FINDINGS

- ❖ Majority of the employee belongs to 40 and above years of age category.
- ❖ 58% respondents belong to male category.
- ❖ 36% respondents are graduated.
- ❖ Only 10% respondents are having above 13 years of work experience in Prestige Apparel.
- ❖ It is found that 18% respondents are dissatisfied in their present job at Prestige Apparel.
- ❖ 60% respondents opined that organization is considering TRAINING as a very important element to be provided in career development.
- ❖ 92% of the respondents agrees with TRAINING is important for the employees.
- ❖ Only 8% of the respondents opined that the objectives of the TRAINING program are not communicated to them.
- ❖ 24% of the respondents opined that the organization is providing on-the-job training program.
- ❖ 72% of the respondents do not feel that the TRAINING program undertaken by the organization is based on the relevance of their job.
- ❖ Majority of the respondents opined, there is only medium impact of TRAINING program on career prospects.
- ❖ 80% of the respondents opined that induction program helps to understand and learn about the organization.
- ❖ Majority of the respondents opined that organization should give more preference to the new staff for giving TRAINING sessions.
- ❖ None of the respondents opined that their senior manager or supervisors are not motivating or not giving encouragement to attend the TRAINING program.
- ❖ 64% of respondents opined that they have practical sessions in the TRAINING program.
- ❖ The organization is providing TRAINING program under the guidance of in-house expert on which the employees are satisfied.
- ❖ The organization is conducting more than 5 TRAINING programs in a year.

4.2 SUGGESTIONS

Various suggestions are given here for the management to improve the performance of the company through effective TRAINING programs are:

The organization should focus on providing good TRAINING program for the employees as majority of the respondents have less than 5 years of work experience. Therefore, the organization should give much attention to them as they are not experienced in their job. The company should give job related TRAINING and also off-the-job related training.

Before conducting the TRAINING program, the employees should be given necessary information about

- Objective of the TRAINING program,
- Trainer,
- Duration of the program,
- Type of TRAINING program (Off-The-Job training program and On-The-Job training program),
- How much it will help in their career development,
- The organization should communicate to the employee's how much the TRAINING program is relevant in performing their job.

The organization should ensure that the employees get practical sessions during the TRAINING program. So that they can understand how much they have learned from the class. Practical session gives more impact on the employees than the theory-based TRAINING sessions.

Other than taking In-House trainers for providing TRAINING program, the organization should consider on trainers from outside. This will give a fresh approach from the side of employers when they attend a TRAINING program from outsiders.

4.3 CONCLUSION

From the study it is understood that **Prestige Apparel** is undertaking TRAINING program which is effective for the employees. The organization is considering TRAINING as an important element that is to be provided to all the employees. It is seen that the organization is also provide TRAINING program which is On-The-Job. The respondents gave the opinion that the objective of the TRAINING program is communicated to them. The supervisors are very much concerned about employees, and they give reach encouragement for the employees. Even though the company is providing effective TRAINING program there are general complaints that the TRAINING sessions are taking away the precious time of employees and also there are many Problems such as lack of resources problems in the equipment which is creating obstacles in the TRAINING sessions.

The company should clearly understand the need of the employees, need of the department and also other factors before providing TRAINING program. A good TRAINING calendar will help the HR departments to channelize the TRAINING sessions in the better way.

The objective of the TRAINING session should be communicated well in advance to the employees so that they get an idea as to what all skills they possess right now them and what all skills are required to be learned from the TRAINING program.

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