

Training Need Assessment for Identifying Gaps And Areas of Needs

A Study At Vidhatri Motors Pvt.Ltd, Mysuru

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Abstract: Training need analysis is the progression of identifying the gap between employee training and needs of training. This study is conducted at Vidhatri Motors Private Ltd. it's on the title "A study on training need analysis". The Main objective of the study is to do training need analysis for existing employees and to find out the hierarchical order of training need analysis and to find out the training needs rebuilders in which of the particular skills. This study is descriptive in nature. The primary data was collected through a structured questionnaire. Hypotheses were formulated and analyzed with the help of statistical software known as Statistical Package for Social Science (SPSS) version 22. Statistical tools such as t-test, chi-square were used and analysis of data graphically represented. The study considers seven components sales, leadership, communication, customer, service, business and analytical skills, which altogether defines training need. The study revealed that employees needed training on the following components: they are sales, leadership, communication, service, and business. Hence, training should be given to these areas to improve sales by trapping more customers.

Index words: Training, sales, employees, services.

I. INTRODUCTION

Training is a constantly habitual and continuous activity. It carries about semi-permanent change in an organization. Skills, knowledge, and attitudes are the three major areas involved in the training activity. It has a greater consequence for the organizational productivity and for the success of the current organization. Training is considered as an organization exact and preparation based activity. It is job oriented and nowadays jobs demand certain skills like interpersonal, problem solving which can be increased only through training activity. The concept of training has to be executed in the organization right from the time when an employee starts doing a job if it is not possible it would be extremely difficult for an employee for the further operations related to the job and to adjust with the institutional culture. Training is a foremost management function, which also related to other human resource specializations within the limit of management activity, particularly in the planning stage. A good organizational environment is a necessary tool for the employees in the learning process of the organization. As training is considered as a most important activity of the organization, which majorly deliberates on, two-factor i.e cost-effectiveness and image of the anxiety. Hence, training is purely learning the process, which is to be adopted by every organization for its horizontal functioning and for the easy achievement of organizational goals. This project that needs to understand the nature of the training needs analysis, and the influence on improving organizational performance in the framework of the Vidhatri Private Ltd of Renault.

II. NEED OF THE STUDY:

1. To increase the sales activity
2. To increase the worker's knowledge, skills and abilities towards the job
3. To build a good relationship with the customer this has an impact on the organizational image.

III. OBJECTIVES OF THE STUDY:

1. To do training need analysis for existing employees at vidhatri motors.
2. To find out the hierarchical order of training need analysis.
3. To find out the training needs required individually in which of the particular skills.

IV. RESEARCH METHODOLOGY:

The study is descriptive in nature.

Method of data collection:

Primary data:

The primary data is collected inside the organization through a questionnaire, direct interview, and interview and through direct observation of employees in this project.

Secondary data:

- Company website
- Magazines
- Books
- Articles and journals

Sampling design: Convenient Sampling Design
Sampling size: 60

V. LITERATURE REVIEW:

Cary cherniss 2010 has conducted a research on „PROCESS DESIGNED TRAINING“. This training process of leadership development program based on ISO principles and this training process helped to develop emotional and social competence. This study has conducted 162 managers from 9 groups to assign the design of the study and each group has a separate manager. An identical process is too be followed by each group. The results were declared that after two years it has been developed. This is the first study, which has used ISO principles for the management development

Cody.B.cox and Margaret E.Beier(2009) According to this study there were 109 participants, self-efficacy and goal orientation were examined, and there will be a 3-way interaction between the performance orientations. Self-efficacy and frame for non-technical training. This has been implemented to increase the interest of training activity, which was detailed in the paper.

David Mc.Guire and Mammedbagher(2010) Have studied on “DIVERSITY OF TRAINING IN ORGANIZATION“. This article has identified a significant role in the workplace. With the effect of diversity in training program in various organizations will improve communication, greater understanding, decision-making, and problem-solving. There will be a growth of HRD due to the diversity; finally, it has become a priority to develop various HRD programs.

Pamela S. Edens and Suzanne T. Bell (2003), Here the researcher aims to analyze the effectiveness of training design and to determine the co-relation between need assessments and effective training through Meta analytical procedure. The study found that the training method adopted, skills are trained, and evaluation scheme influences the effectiveness of training programs.

ReeteshRikkua and NeelimaChakrabartyb (2013), Here the researcher aims at determining the nature of training need analysis and influence of TNA on organizational performance at Indian railway. The study found different attributes that are important to increase performance. The researcher suggests coming up with an effective training design based on needs and revenue.

VI. DATA ANALYSIS AND INTERPRETATION

- H1:- There is need training for employees of vidhatri motors in sales skills
- H2:- There is need training for employees of vidhatri motors in communication skills
- H3:- There is need training for employees of vidhatri motors in leadership skills
- H4:- There is no need for training for employees of vidhatri motors in customer skills
- H5:- There is need training for employees of vidhatri motors in service skills
- H6:- There is need training for employees of vidhatri motors in analytical skills
- H7:- There is no need for training for employees of vidhatri motors in business skill

Table:1. Sales skill

Statement		Frequency	Percent	Test statistic's and P
24.Selecting the suitable techniques for the study	Not applicable	4	6.7	$X^2=15.33$ p=.004
	Not very important	10	16.7	
	Somewhat important	8	13.3	
	Important	20	33.3	
	very important	18	30.0	
25.Interpreting financial data, reports, balance sheets and cash flow analysis	Not applicable	5	8.3	$X^2=15.33$ p=.004
	Not very important	15	25.0	
	Somewhat important	7	11.7	
	Important	22	36.7	
	very important	11	18.3	
26.Making substitute solutions to problems and challenges	Not applicable	16	26.7	$X^2=9.83$ p=.043
	Not very important	13	21.7	
	Somewhat important	5	8.3	
	Important	18	30.0	
	very important	8	13.3	

Table 2: Communication Skill

Statement		Frequency	Percent	Test statistics and P
5. Accepting clear and self-assured communication skills and how they can create connection and trust	Not applicable	10	16.7	$X^2= 7.33$ p=.119
	Not very important	7	11.7	
	Somewhat important	9	15.0	
	Important	17	28.3	
	very important	17	28.3	
6.Directing operative and effective meetings	Not applicable	10	16.7	$X^2= 8.00$ p=.092
	Not very important	7	11.7	
	Somewhat important	9	15.0	
	Important	17	28.3	

	very important	17	28.3	
7.Attendingsensibly	Not applicable	7	11.7	$X^2=18.16$ p=.001
	Not very important	14	23.3	
	Somewhat important	6	10.0	
	Important	24	40.0	
	very important	9	15.0	
8.Inspiring teamwork and association as a method to realize tasks and achieve objectives	Not applicable	3	5.0	$X^2=18.667$ p=.001
	Not very important	17	28.3	
	Somewhat important	9	15.0	
	Important	22	36.7	
	very important	9	15.0	
9.Conducting meetings with reports to discuss performance and objectives	Not applicable	7	11.7	$X^2=18.00$ p=.001
	Not very important	21	35.0	
	Somewhat important	6	10.0	
	Important	19	31.7	
	very important	7	11.7	
10.Recognising and rewards for employees to doing their best	Not applicable	20	33.3	$X^2=11.16$ p=.025
	Not very important	14	23.3	
	Somewhat important	4	6.7	
	Important	11	18.3	
	very important	11	18.3	

Table 3: Service skills

Statement		Frequency	Percent	Test statistic's and P
19.Strong computer skills	Not applicable	3	5.0	$X^2=19.33$ p=.001
	Not very important	11	18.3	
	Somewhat important	7	11.7	
	Important	17	28.3	
	very important	22	36.7	
20.Good understanding of wellbore cleaning chemicals, tools, and hydraulics	Not applicable	7	11.7	$X^2=10.00$ p=.040
	Not very important	19	31.7	
	Somewhat important	6	10.0	
	Important	15	25.0	
	very important	13	21.7	
21.Must be capable to present themselves as a technical wellbore cleaning expert to clients	Not applicable	9	15.0	$X^2=9.66$ p=.046
	Not very important	9	15.0	
	Somewhat important	7	11.7	
	Important	20	33.3	
	very important	15	25.0	
22.Must have a knowledge on various completion methods	Not applicable	3	5.0	$X^2=16.16$ p=.003
	Not very important	18	30.0	
	Somewhat important	9	15.0	
	Important	20	33.3	
	very important	10	16.7	
23.Must be able to work closely with DWM completions, rental and drilling fluid product lines	Not applicable	12	20.0	$X^2=9.83$ p=.043
	Not very important	13	21.7	
	Somewhat important	5	8.3	
	Important	20	33.3	
	very important	10	16.7	

VII. FINDINGS

1. There is a significant difference in sales skill factor among all the variables hence there is a need to give training based on sales skills.
2. Building rapport variable has no significant difference hence training is not necessary
3. Effective and efficient meeting variable has no significant difference hence training is not necessary
4. Listening variable has significant difference hence there is a need for training
5. Collaborative teamwork variable has significant difference hence training is necessary
6. Regular meetings variable has significant difference hence there is a need for training
7. Reward system variable has significant difference hence there is a need for training
8. Constructive feedback variable has significant difference hence training is necessary
9. Allocating tasks variable has no significant difference hence training is not necessary
10. Strong computer skills variables have a significant difference hence training is necessary
11. Good understanding of cleaning variables has significant difference hence training is necessary

12. Present themselves as a technical wellbore variable has significant difference hence training is necessary
13. General knowledge on completion variables has significant difference hence training is necessary
14. Work closely with drilling fluid product lines variables has no significant hence training is not necessary
15. Appropriate techniques for analysis variables has significant difference hence training is necessary.

VIII. SUGGESTIONS:

1. Majority of the employees have agreed that the training effects the sales skills, hence more light must throw on skills improvement programs
2. Training must give more important as it gives employees more knowledge and hence increases the level of business.
3. Training essential be given in such a way that employees feel rejuvenated and increases their eagerness to learn.

IX. CONCLUSION:

Every organization has to give proper training to the employees so that it can achieve its targets and organization without facing difficulties. Training will increase the employee's skill and knowledge as well as an increase in the personal growth of employees. The on the job training is very essential for the employees as they can undergo for a practical knowledge too in an organization. From the study and based on the data collected, vidhatri motors is providing an effective training activity of which employees are satisfied. The organization is also upgrading the techniques parallel to the market trends and also adopt some new and innovative ideas to train the employees. This company has set an effective method of training in order to attain the sales target. The training provided in the company will also increase the employee's soft skill and helps towards the career development. Overall, we can say that though the effectiveness of training needs analysis in an organization helps to achieve the organizational goals and also create a good organization image.

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9. Explaining the employees about their attitude towards customers because the first impression will be the best impression.