

**A Study On Employees Opinion On Various Training Method In Private Call Taxi Organisation At Chennai.**

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**ABSTRACT**

The study is an attempt that is made to study the employee's opinion at various training program in PRIVATE CALL TAXI ORGANISATION AT CHENNAI. For the betterment in the quality of work the employees in the organization were been given training. Some of the training methods followed in the organization were induction training, coaching, lectures, case study etc. In order to study the objective, the data have been collected through primary survey by administrating a detailed questionnaire method. The sample size is 150 and is collected by census survey. To analyze the collected data, the simple percentage analysis, correlation and Chi-Square test were used for the research. It is observed that most of the workers are satisfied with the training provided in their Organization. Suggestions were made based on the findings.

**Keywords:** *organization, coaching, lectures, case study*

**1. Introduction**

Training is concerned with increasing the knowledge and skills of employees for doing specific jobs, and development involves the growth of employees in all aspects. Whereas training increases job skills, development shapes attitudes of employees. -Training is the act of increasing the knowledge and skills of an employee for doing a particular job. || — Edwin B. Flippo

Training involves time, effort & money by an organization, so an organization should to be very careful while designing a training program. An organization should take a feedback on the training program from the trainees in the form of a structured questionnaire so as to know whether the amount & time invested on training has turned into an investment or it was a total expenditure for an organization.

As like any other research work, this study also has its own limitations, some of them are, the employees were unwilling to express their views frankly, Due to time limitation the sample size had to be confined to 150 and Employees were restricted with Chennai boundaries.

Training is essential to the growth and economic well-being of a nation. This need for training pervades all levels of industry, for a national level where a country's well being in enhanced by training, to each company where productivity is improved, down to the individual whose skills are enhanced and as a result improve their position in the workplace. In other words, Training is one of the most pervasive methods for enhancing individual productivity and improving job performance in the work environment (Goldstein and Ford 2002; Gupta and Bostrom 2006).

Training effectiveness must cause behavior change (i.e. skill transfer for job performance), thereby resulting in organizational performance (Goldstein and Ford 2002). The results of this study shows that on the job training is strongly affects to more creativity, achieving organizational objectives and improves work quality.

Effective training is considered as an important factor in determining the efficiency of an organization which depends upon the capability of its employees. For training evaluation to be truly effective, the training and development itself must be appropriate for the person and the situation. Even though evaluation is listed at the last phase, evaluation actually happens during all the phases. It is used during the training process to evaluate the training process itself.

Evaluation is not just for the trainer or organization it is absolutely important for the learner too. The purpose of this paper is to provide in-formation to evaluate and improve the effectiveness of training. One new model was found

namely Back planning model. Which is same as Kirkpatrick's model but the process occurs in the reverse order and continues in a cyclic process.

Studies of the benefits of human resource development (HRD) for organisations have assumed a direct connection between training strategy and a hierarchy of performance outcomes: learning, behavioural change and performance improvement. The influence of workplace practices and employees' experiences on training effectiveness has received little attention.

This study investigates evaluation strategies designed to elicit greater training effectiveness, and explores the influence of trainees perceptions and work environment factors on this. Drawing on detailed case study findings, the authors highlight the importance of management practices, trainees' perceptions of the work environment and systems of reward in explaining behaviour change after training.

## **2. Methodology**

### **2.1. Research design**

Descriptive research method is defined as a research method that describes the characteristics of the population or phenomenon studied. It is used in multiple ways and for various reasons. Before getting into any survey, though, the survey objective and survey design are crucial. Sampling design taken for this study is simple random sampling is an unbiased surveying technique. It is a basic type of sampling that can be a component of other complex sampling methods. Sample size taken for the study is 150. The period of study is one month. The study was conducted with private call taxi employees.

### **2.2. Data collection Tools**

Data collection Tools are the methodologies used for data collection and analysis. Most are based around a core set of basic tools which includes questionnaire regarding induction training program at the employee level.

The statistical tools are:

1. PERCENTAGE ANALYSIS

2. KARL PEARSON CORRELATION COEFFICIENT

### **2.3. Research process**

The process of the study is to know the effectiveness of training methods in private call taxi organisation at Chennai, to understand the process of training in private call taxi companies, to understand the performance of employees before training and after training, to find out the impact of training programme on trainees, to identify the employees opinion regarding the training programme of the companies, to analyse whether the employees are satisfied with their current training methods.

### **2.4. Analysis of Data**

The analysis helps the organisation in knowing the past & present condition of the employees before and after training program, To analyse effectively the expectations of the organisation towards the employees after the training program, This study identifies the effectiveness of the training programme for staffs and identifies the factor which are to be changed and improve which makes the organization to adopt a better method and thereby improve performance and achieve its mission and vision effectively and efficiently, The responses are taken for analysis and to get their findings and suggestions which can be beneficial for the organization to increase the effectiveness of the training programme.

## **3. Findings**

78% of the respondents are saying the induction training is the best training method in the organisation.

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 83% of the respondents are highly satisfied towards training environment in the organisation.  
 72% of the respondents are strongly agreed with the equipments provided by the organisation  
 68% of the respondents are highly satisfied with the communication skill of the trainer.  
 74% of the respondents are strongly agreed with the improvement in the job related skills.  
 70% of the respondents are strongly agree with the induction training is periodically evaluated and improved in the organisation.  
 71% of the respondents are strongly agree the employees returning from training are given adequate free time to reflect and plan improvements in the organisation.  
 71% of the respondents are highly satisfied with the training policy in the organisation is well-designed and widely shared.  
 68% of the respondents said that coaching part of training method is to be improved more at the training session.  
 81% of the respondents are highly satisfied towards trainee’s knowledge in portraying the subject content.  
 74% of the respondent are strongly agree with the effectiveness of the training have helped to improve the respondents and the organisation. Table showing the whether the training effectiveness is helped to improve myself and the organisation by the respondent.

S. No	Particulars	No. of Respondents	% of Respondents
1	Strongly agree	113	74
2	Agree	30	26
3	Neutral	4	0
4	Disagree	3	0
5	Strongly disagree	0	0
	TOTAL	150	100

**3.1. Interpretation:**

The data shows that 74% of the respondents are strongly agree, 26% of the respondents are satisfied towards the training effectiveness and helped to improve themselves and the organisation by the respondent.

**3.1.1. Correlation of induction training and lecture method in the company.**

Let X- Induction Training in the company, Let Y-Lecture method in the company

X	Y	X <sup>2</sup>	Y <sup>2</sup>	XY
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68	34	4624	1156	2312
36	39	1296	1521	1404
0	31	0	961	0
0	0	0	0	0
0	0	0	0	0
104	104	5920	3638	3716

**3.1.2 Solution:**

$$= \frac{\sum XY - (\sum X)(\sum Y)}{\sqrt{\sum X^2 - (\sum X)^2} * \sqrt{\sum Y^2 - (\sum Y)^2}}$$

$$= \frac{3716 - (104) * (104)}{\sqrt{5920 - (104)^2} * \sqrt{3638 - (104)^2}}$$

$$= \frac{3716 - 10816}{\sqrt{5920 - 10816} * \sqrt{3638 - 10816}}$$

$$= \frac{-7100}{\sqrt{-4896} * \sqrt{-7178}}$$

$$= \frac{-7100}{(-70) * (-85)}$$

$$= -1.1$$

**3.1.3. Inference**

From the above calculation it is inferred that the correlation between induction training and lecture training method is -1.1.

**4. Results, Discussions and Recommendation**

It is suggested that the employees in the organisation may be provided more and vast knowledge and skills for experiential exercises for the trainee. It is recommended that the organisation can adopt more advance technique in coaching method to upgrade the job skills. The organisation may provide interesting cases for further Development.

The opinion about the various training program for employee at the organisation will help them to maintain their quality of work life. The study of employee's opinion on various training program given by the organisation will show them whether the training program are been effective or not. The organisation should improve the coaching, case study and the experimental exercises training program for the better working in the organisation. If an organisation is not taking necessity steps for making some improvement in the new employee's training program it will lead to the decrease in the employee's interest towards their job.

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