



# Satisfaction Level of Employees towards Training Program: At Sidmak Laboratories (India) Pvt.Ltd.

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## Abstract

Training program is important for employees working in an organization as it make employees update with knowledge, skills, and new technologies. Besides it gives organization stability, raises the morale of employees, and increases the productivity of the organization. There are two types of training methods On- the-job training methods and Off-the-job training methods. Training can be stressful if more emphasize is laid on theoretical concept rather than its practical application. This paper attempts to study the type of training provided to the employees in the organization. The descriptive tools used in this paper reveals that the serious efforts on the part of management always leads to positive outcome, both for employees as well as employers.

## Introduction

A successful organization is built on satisfied and trained employees. They are the company's greatest assets. Training program gives positive results when planned effectively. It should be in the long term interest of employers as well as employees. The money invested after training should not result into dead investment. The methods of training the budget allocated after training and the frequency of training imparted are crucial. Besides, employees' satisfaction cannot be overlooked. Employees' satisfaction with the organization's training practices can be expected only when the practice incorporate employees' needs. Therefore, in assessing and improving the existing practices, the level of employees; satisfaction with the practices is worth to consider.

Training programme is done in any organization to fulfill the requirements of employee's development as well as the success of the organization as success of any organization depends on the employee's competencies. So it is necessary to know that the training is given to employees is affecting tot their work/performance in upgrading themselves as there performance will lead to company's growth. Another purpose of this study is to measure the level of satisfaction of employees in organization are interested in training programme or not, if they are interested in training programme their satisfaction will increase as compared to before training.

This paper attempts to study the level of satisfaction of employees towards training being imparted in the organization. The views of experts who conducted research on similar lines have been referred. The few references have been cited below.

## RELATED STUDIES

**Simon Nkweseni Thilivhali (2016)** conducted an open-ended interview process with selected respondents at the company, with the aim of understanding the impact of training and development programs in employee's performance. The study concluded that training and development programs imparted to employees can lead to increase or improve their performance.

**Jehanzeb & Bashir (2013)** concluded that when each and every employees is imparted proper training, then it does not lead only to an individual's growth but it has overall positive impact on organization's performance i.e. the organization is also benefited by the way huge profit from market. The competitive advantage of company increases tremendously.

**Alice Kasan Sita (2014)** studied that employees' performance is enhanced if they are provided proper insight about their roles and objectives and about their values i.e. their worth in the organization. Before imparting training, it is necessary to develop their attitude towards training programs of the company. They should be given assurance that the aim of training is to increase their growth so that they feel recognized and positioned with what they do in the company.

**Samon & Timonthy (2014)** concluded that when training is provided to employees, it will increase their skills, knowledge and through this they will perform well. This will ultimately increase the productivity of the organization. Besides, the study also concluded that skills and knowledge are enhanced through regular training.

**R Divyaranjani & Rajasekar (2014)** declared that job satisfaction is the main factor that influences employee's performance in the organization. Measure like job security, motivation, promotion, recognition, training and regular upgradation of tasks as well as positons help employees increase their level of satisfaction.

**Dr Aborampah Amoach – Mensah (2016)** mentioned in their study that the method of training imparted is of utmost importance. Employees need to be provided training that is effective tot them as well as to the organization. Again, care should be taken to see that training is related to employee's work and their position so that training turns out to

be effective in true sense. Besides, training should help them to make their work easy and fast and somewhat error free.

**Schmidt (2007)** claimed in his study that employee's satisfaction is of crucial importance. The factors that lead to job satisfaction are training methods, types of training and the time spend or imparting training.

The study of **Haridas & Chandawarakarl (2017)** revealed that training program should be conducted with definite objective. The main objectives of training program should be upgrade the skills of every employee and to update their knowledge. Training programs become effective only when employees improve their performance.

**Ibrahim & Almsafir (2014)** declared in their study that the program not only update skills and knowledge of employees, but they also help employees to develop new skills and capabilities. When employees develops new skills their desires to implement learned skills will increase their performance.

## OBJECTIVES OF THE STUDY

The study is focused on the below stated objectives:

- To study the satisfaction level of employees towards training programme.
- To study whether the company has increased its productivity after training.
- To study the efficiency of employees and personnel development after training.

## Hypothesis:

On the basis of these research questions and review of related literature, the following null hypotheses have been formulated:

H1: Employees are not satisfied with the training programme of the organization.

H2: There is no change in productivity of employees after training.

H3: Training does not lead to increase in efficiency of employees and organization.

## RESEARCH METHODOLOGY

The present study is based upon descriptive type of research design in the sense that the purpose of the study has been to portray accurately the satisfaction level of employees towards training programme being conducted in the organization.

### Sample Size:

The sample for the present study includes the workers, officers and executives of the Sidmak Laboratories Pvt. Ltd. India. The sampling frame consists of respondents above 18 years of age. 84 males and 14 females have been selected. Thus, population represents the demographic profile of the respondents. The conclusions are down on the basis of data collected and summarized. The interpretations have been on those conclusions drawn from the analysis of data and formal as well as informal talks with the workforce. Further, special care has been taken to ensure that the respondents of different age, income and departments are represented.

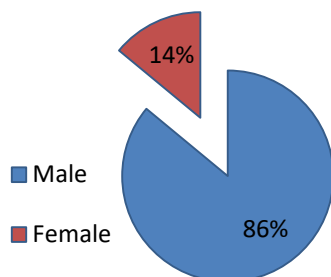
### Research Instruments:

The data has been tabulated and suitable statistical tool such as percentages and average have been used for the analysis of data. Also the statistical tools such as standards deviation, mean, mean ranks, skewness and kurtosis have been used to find the relationship between various variables. Secondary data have been collected from the office records, publications, magazines, existing literature, company's website and other sites.

## DEMOGRAPHIC DETAILS OF RESPONDENTS

Any study is incomplete without a detailed outline of demographic profile of respondents. Keeping in mind fact, an efforts has been made to seek background information of respondents.

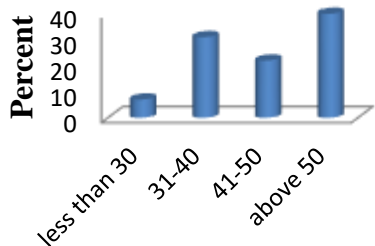
### Gender



| Gender  | Total Respondents |
|---------|-------------------|
| Males   | 86                |
| Females | 14                |
|         | 100               |

Though women have started plunging in to the employment market, a clear-cut gender inequality in terms of employment could be seen in the corporate world. It can be seen in above chart that more males' members are working in this company (86%), whereas women employees are just 14% of the total workforce.

### Age group

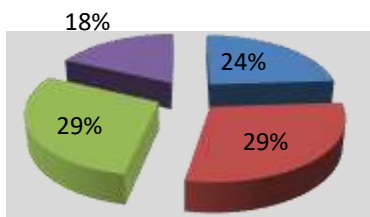


| Age Group | Total Respondents |
|-----------|-------------------|
| ≤ 30      | 7                 |
| 31-40     | 31                |
| 41-50     | 22                |
| above 50  | 40                |

Minimum respondents are in the age group of less than 30 years of age. 22% of the respondents are second most seniors falling in the age group of 41-50. On the whole it can be inferred that maximum staff in organization are people in the age group of above 50.

### Work Experience

- less than 5 years
- 5-10 years
- 10-20 years
- above 20 years

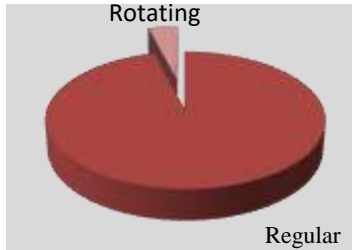


| Work Experience | Total Respondents |
|-----------------|-------------------|
| < 5 years       | 24                |
| 5-10 years      | 29                |
| 10-20 years     | 29                |
| > 20 years      | 18                |



29% employees have work experience of 5-10 years. Likewise, employees with 10-20 years of work experience are in the same proportion i.e. 29%. Employees having more than 20 years of experience in this organization are just 18% of the total workforce.

### Shifts

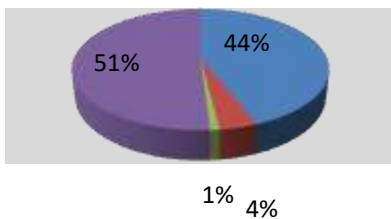


| Shifts   | Total Respondents |
|----------|-------------------|
| Regular  | 96                |
| Rotating | 4                 |

Above chart demonstrates that majority of employees (96%) are working in regular shifts while just 4% employees are working in rotation shifts. In short, it can be inferred that employees prefer working in regular shifts over rotation shift.

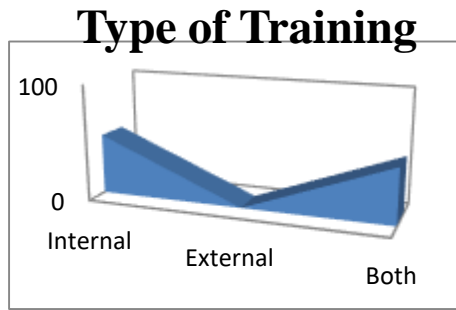
### Intervals of Training Program

- Once in a month
- Once in a year
- Once in two years
- Uncertain



| Interval of Training | Total Respondents |
|----------------------|-------------------|
| Once in a month      | 44                |
| Once in a year       | 4                 |
| Once in two years    | 1                 |
| Uncertain            | 51                |

Training is given to employees so that they can get similar with changes had been occurred so their work can be done faster and gets easily done. Highest training is uncertain with 51% and with the least 1% in once in two years.



| Type of Training | Total Respondents |
|------------------|-------------------|
| Internal         | 52                |
| External         | 4                 |
| Both             | 48                |

52% of people vouched that they are provided internal training whereas 48% of employees stated that in the organization they are provided both internal as well as external training. Through this we can say that internal training is most frequently conducted in the organization whereas external training is given least preference.

## EMPERICAL ANALYSIS OF VARIABLES OF EMPLOYEE'S SATISFACTION TOWARDS TRAINING PROGRAM

### A. ORGAINISATION AND TRAINING:

Table 1 Analysis of Training conducted in the organization

| Variables  | SD         | D            | N            | A            | SA           | N     | Mean | $\sigma$ | SKW   | Kurtosis | Mean Rank       |
|--|------------|--------------|--------------|--------------|--------------|-------|------|----------|-------|----------|-----------------|
|  |            |              |              |              |              | Valid |      |          |       |          |                 |
| Organization conducts training programme at regular interval.        | –          | 2<br>(2.0)   | 44<br>(44.0) | 41<br>(41.0) | 13<br>(13.0) | 100   | 3.65 | .730     | .336  | -.580    | 2 <sup>nd</sup> |
| Training programme in your organization is well planned.             | 1<br>(1.0) | 4<br>(4.0)   | 51<br>(51.0) | 33<br>(33.0) | 11<br>(11.0) | 100   | 3.49 | .785     | .162  | .315     | 4 <sup>th</sup> |
| Induction training in your organization is well planned              | –          | 5<br>(5.0)   | 49<br>(49.0) | 33<br>(33.0) | 13<br>(13.0) | 100   | 3.54 | .784     | .379  | -.455    | 3 <sup>rd</sup> |
| Organization considers training as a part of organizational strategy | –          | 9<br>(9.0)   | 30<br>(30.0) | 32<br>(32.0) | 29<br>(29.0) | 100   | 3.81 | .961     | -.235 | -.981    | 1 <sup>st</sup> |
| Training provided in your organization is of sufficient duration     | 5<br>(5.0) | 11<br>(11.0) | 40<br>(40.0) | 32<br>(32.0) | 12<br>(12.0) | 100   | 3.35 | .999     | -.320 | -.027    | 5 <sup>th</sup> |

From table 1 we can conclude that the company is more alert about its training towards employees. 100% of respondents agree that organization considers training as a part of organizational strategy. This is supported by mean figure 3.81 and mean rank 1<sup>st</sup>. The standard deviation and skewness for this attribute is .961 and -.235. The present study that training should be conducted at regular intervals. Besides, training should be considered as a part of organizational strategy.

## B. Training & Performance:

| Statements   | SD         | D          | N            | A            | SA           | N     |      | $\sigma$ | SKW   | Kurtosis | Mean            |
|--|------------|------------|--------------|--------------|--------------|-------|------|----------|-------|----------|-----------------|
|  |            |            |              |              |              |       |      |          |       |          | Rank            |
|  |            |            |              |              |              | Valid |      |          |       |          |                 |
| Your knowledge, skills has increased in your field after getting trained in your organization. | –          | 2<br>(2.0) | 30<br>(30.0) | 17<br>(17.0) | 51<br>(51.0) | 100   | 4.17 | .933     | -.501 | -1.323   | 1 <sup>st</sup> |
| Your performance has increased after getting training.   | 1<br>(1.0) | 4<br>(4.0) | 39<br>(39.0) | 28<br>(28.0) | 28<br>(28.0) | 100   | 3.78 | .938     | -.142 | -.650    | 3 <sup>rd</sup> |
| Company's productivity increases after employees get trained.                                  | –          | 3<br>(3.0) | 32<br>(32.0) | 11<br>(11.0) | 54<br>(54.0) | 100   | 4.16 | .982     | -.525 | -1.359   | 2 <sup>nd</sup> |
| Training programme helps in improving work efficiency.   | –          | 7<br>(7.0) | 4<br>(4.0)   | 29<br>(29.0) | 20<br>(20.0) | 100   | 3.62 | .885     | .207  | -.857    | 4 <sup>th</sup> |

Table 2 Analysis of Training conducted in the Organization

From table 2 we can conclude that the highest respondents think that by providing training, knowledge and skills of employees have improved. This is positive sign for the organization that their employees feel that there is improvement in their knowledge and skills after training. This is supported by mean figure 4.17 and mean rank 1<sup>st</sup>. The standard deviation and skewness for this attribute is .933 and -.501 respectively. But the negative sign is that employees think that despite training, their work efficiency does not improve. This is a matter of concern for the organization. This is supported by least mean figure 3.62 and mean rank 4<sup>th</sup> respectively. The standard deviation and



skewness for this attribute is .885 and .207. The present study goes with the study of Abiru Shaibu & Abhukari Mohammed that through training employee's knowledge and skills can be providing can be enhanced by providing performance based training.

### C. Job Satisfaction of Employees:

| Statements   | SD         | D            | N            | A            | SA           | N     | Mean | $\sigma$ | SKW   | Kurtosis | Mean Rank       |
|--|------------|--------------|--------------|--------------|--------------|-------|------|----------|-------|----------|-----------------|
|  |            |              |              |              |              | Valid |      |          |       |          |                 |
| Training facilitates are adequate and comfortable.                 | 3<br>(3.0) | 17<br>(17.0) | 41<br>(41.0) | 31<br>(31.0) | 8<br>(8.0)   | 100   | 3.24 | .933     | -.120 | -.233    | 4 <sup>th</sup> |
| Company spends enough money after training programme.              | 4<br>(4.0) | 14<br>(14.0) | 43<br>(43.0) | 23<br>(23.0) | 16<br>(16.0) | 100   | 3.33 | 1.035    | -.034 | -.372    | 3 <sup>rd</sup> |
| Your salary has increased after you got trained.                   | 7<br>(7.0) | 25<br>(25.0) | 54<br>(54.0) | 9<br>(9.0)   | 5<br>(5.0)   | 100   | 2.80 | .888     | .230  | .704     | 5 <sup>th</sup> |
| Your job position has got upgraded after receiving training.       | –          | 15<br>(15.0) | 69<br>(69.0) | 8<br>(8.0)   | 8<br>(8.0)   | 100   | 3.09 | .740     | 1.076 | 1.676    | 4 <sup>th</sup> |
| Your employability has increased after training                    | –          | 5<br>(5.0)   | 58<br>(58.0) | 24<br>(24.0) | 13<br>(13.0) | 100   | 3.45 | .783     | .683  | -.194    | 2 <sup>nd</sup> |
| You are satisfied with the training provided in your organization. | –          | 4<br>(4.0)   | 41<br>(41.0) | 46<br>(46.0) | 9<br>(9.0)   | 100   | 3.60 | .711     | .069  | -.262    | 1 <sup>st</sup> |

Table 3 Analysis of Training conducted in the organization

From the table 3 it is concluded that highest number of employees are satisfied with the training provided to them. This is a positive sign for the organization as employees working in it are happy and satisfied with the type of training that is provided to them. This is supported by mean figure 3.60 and mean rank 1<sup>st</sup>. The standard deviation and skewness for this attribute is .711 and .069 respectively. However, the salary of respondents does not increase with increase in their capability. This is supported by least mean figure 2.80 with the mean rank 5<sup>th</sup>. The standard deviation and skewness for this attribute is .888 and .230. The present study matches with the study of R.Divyarajami & Dr. D

Rajasekar whose finding states that job satisfaction is performance, motivation, utilization of individual skill are worth considering.

## CROSS TABULATIONS

The demographic data has been minutely detailed further with the help of cross tabulations.

### 1. Gender vs. Age Group

| Gender       | Age Group    |           |           |           | Total      |
|--------------|--------------|-----------|-----------|-----------|------------|
|              | less than 30 | 31-40     | 41-50     | above 50  |            |
| Male         | 4            | 28        | 20        | 34        | 36         |
| Female       | 3            | 3         | 2         | 6         | 14         |
| <b>Total</b> | <b>7</b>     | <b>31</b> | <b>22</b> | <b>40</b> | <b>100</b> |

The table 1 makes it clear that the number of male staff is more as compared to female staff and also maximum staff is in the above 50 age group.

### 2. Age Group vs Work Experience

| Age Group    | Work Experience   |               |                |                | Total      |
|--------------|-------------------|---------------|----------------|----------------|------------|
|              | less than 5 years | 5 to 10 years | 10 to 20 years | above 20 years |            |
| Less than 30 | 7                 | 0             | 0              | 0              | 7          |
| 31-40        | 13                | 17            | 0              | 1              | 31         |
| 41-50        | 2                 | 6             | 12             | 2              | 22         |
| above 50     | 2                 | 6             | 17             | 15             | 40         |
| <b>Total</b> | <b>24</b>         | <b>29</b>     | <b>29</b>      | <b>18</b>      | <b>100</b> |

Table 2 describes that's employees having maximum working experience are in the group of 5-10 and 10-20 years. And having least working experience belongs to the age group of less than 30 years.

### 3. Shifts vs. Working Experience

| Shifts       | Working Experience |            |             |                | Total      |
|--------------|--------------------|------------|-------------|----------------|------------|
|              | less than 5 years  | 5-10 years | 10-20 years | above 20 years |            |
| Regular      | 23                 | 29         | 28          | 16             | 96         |
| Rotating     | 1                  | 0          | 1           | 2              | 4          |
| <b>Total</b> | <b>24</b>          | <b>29</b>  | <b>29</b>   | <b>18</b>      | <b>100</b> |

From the table 3 we come to know that maximum employees are from the regular shifts out of 100 respondents. And only 4% of employees are working in rotating shifts from the respondents.

## MAJOR FINDINGS OF THE STUDY

The following are the major findings of the present study.

- Though women have started plugging in to the employment market, a clear-cut gender inequality in terms of employment could be seen in the organization.
- Minimum respondents are in the age group of less than 30 years of age. Maximum staff in organization are people in the age group of above 50 years of age.
- Employees having more than 20 years of experience in this organization are just 18% of the total work force
- Employees prefer working in regular shifts over rotating shifts.
- Training is given to employees so that they can get familiar with the change that occur in corporate world.
- On-the-job training method is more preferred in the organization.
- Internal training is most frequently conducted in the organization whereas external training is given least preference.
- Organization conducts training programme at regular interval.
- Induction training in the organization is well planned.
- Training provided in the organization is of not sufficient duration.
- By providing training, knowledge and skills of employees have improved.
- Most of the employees are satisfied with training provided to them.
- The salary and job position of respondents does not increase with in their capability.

## RECOMMENDATIONS

- There are more males working in organization so organization should create more opportunity for females for work. Through this organization's goodwill become better as it shows that it is not criticizing the females for doing work.
- There are more senior staff in organization no doubt is a good but organization also have to make opportunity to work for young staff that is age group less than 30. Senior staff techniques to do work that may not have in the senior staff.
- They should conduct training program for more time duration till when employees gets perfect knowledge, skills.

## CONCLUSION

In the end it is concluded that objective of research got the positive result. Most of the employees are satisfied with the training conducted in an organization. Employees are satisfied with their job as they feels that performance increased after getting training, because their work efficiency, knowledge, skills got upgraded. Company's productivity increased after providing training to employees as when training helps to reduced time and to commit fewer errors. So, it is important for an organization to conduct training of employees as it is beneficial to both individual as well as an organization too.

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