

# Grading the Effectiveness of Training and Development Programs Conducted For ICT Academy

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## Abstract:

**Purpose:** The trainees from ICT Academy, Trivandrum, make up the sample unit.

**Theoretical framework:** The study found that ICT Academy, Trivandrum's training program is quite successful. The analysis reveals a strong correlation between various elements of training and development programs.

**Design/methodology/approach:** No significant correlation is found between education and training and development programs, nor between experience and training and development programs offered by ICT Academy, Trivandrum.

**Findings:** They are also capable of creating and putting into practice several innovative, efficient ways of training in their company.

**Research, Practical & Social implications:** It is advised that the training and development programs run by ICT Academy, Trivandrum, be continued in the future as well.

**Originality/value:** ANOVA, factor analysis, correlation, simple percentage analysis, and descriptive analysis were the instruments utilized in this investigation.

**Keywords:** ANOVA, Factor Analysis, Business Management, Industry, Innovation and Infrastructure.

## 1. Introduction

Since workers are an organization's most precious asset, it is important to focus on their learning to improve performance. Organizations can develop a qualified and competent staff with the use of training and development programs. Finding out how well ICT Academy staff members were trained and developed was the aim of this study. to persevere in a hectic work environment while maintaining a high level of proficiency. A planned activity to improve people's knowledge and abilities for a specific goal is called training. In order to improve employees' knowledge and abilities to perform particular tasks proficiently, it entails methodical procedures for imparting technical know-how. Among the primary benefits of training are the expansion of skills and competency, efficient use of the available human resources, improvement of customer satisfaction, improvement of competitive advantage, and improvement of team spirit. The two types of training are off-the-job training and on-the-job training. The effectiveness of training is assessed using Kirkpatrick's model. Reaction, education, conduct, and outcomes are all included. Development is a comprehensive, long-term educational process that employs a methodical, structured approach to teach managerial staff general-purpose theoretical and conceptual knowledge. includes helping someone grow as a person overall and getting them ready for a future career. and encompasses all of the training exercises that staff members undergo to enhance their performance and behavior. It's also intended to help managers become more effective in their current roles and to get them ready for promotions in the future.

### **Training Requirements and Benefits**

In today's changing business world, training has become a must for all organizations. It enables people to work more efficiently and effectively, resulting in long-term advantages for both employees and organizations. Multi-dimensional training is possible. It may be used to improve individual, operational, and organizational skills and knowledge.

#### **Need For Individual Training**

To function effectively in the project's organizational and social context, one needs specific abilities like self-management, communication, and interpersonal skills. Advantages of personalised instruction The calibre of the work has increased. It increases productivity. It allows employees to be more flexible and sensitive to change. There is less waste, and maintenance and repair expenses are lower.

The mood of the employees has improved. As a result, we can see that individual or employee training allows individuals to develop their job skills, knowledge, and abilities, consequently increasing the organization's services and operations.

#### **Need For Operational Training**

Training that assists an individual in developing, maintaining, or improving his technical abilities is referred to as operational training. Technical talents are those in which somebody employs his knowledge, tools, and other equipment to efficiently complete a task. Benefits of operational training are the use the equipment properly and scientifically, select the appropriate tools for completing a certain task, learn how to use new tools and technologies, to avoid workplace accidents and health risks and it makes collaboration easier. An employee's productivity and efficiency are increased through operational training, which enhances his capacity to apply resources and skills as required by his job.

#### **Need for Organizational Training**

Organizational training is defined as training that addresses the practical training needs that are common to projects and support groups, as well as training that supports the organization's strategic business objectives. Operational training benefits include:

- Organizational training aims to enhance people's skills and knowledge to help them perform their jobs more well.
- It gives workers the opportunity to develop new talents, sharpen their current ones, perform better, increase productivity, and become better leaders.
- To teach workers in a methodical manner so they can pick things up fast.
- To improve employee and organizational productivity.
- To influence workers' attitudes toward managers, fellow employees, and the organization.

A training program for an organization should determine what kind of training it needs, find and provide training to meet those needs, develop and preserve training records and capabilities, and assess the program's effectiveness. This will lead to the general expansion of the business and ultimately higher profitability.

## **2. Literature Review**

The study report by Farjad, S. (2012) evaluates the effectiveness of the training programs offered by Islamshahr University using the Kirkpatrick Model. Descriptive data collection methods were employed in the study's application. The statistical population was composed of employees, managers, and teachers. The effectiveness of training programs for workers in Malaysian banks. Specifically, this study employs Kirkpatrick's four levels of evaluation model to examine three areas: (i) employee response to training programs; (ii) employee learning outcomes; and (iii) employee training transfer. Otuko, A. H., Douglas, M., and Chege, K. (2013). 36 employees who attended the Intermediate Central Banking Course were selected as a sample using the stratified sampling technique. Pre- and post-tests, training feedback questionnaires, behavioral surveys, learner development plan reports, in-person interviews, and tests were used to evaluate the effectiveness of the training. Borate, N., Gopalkrishna, D., Shiva Prasad, H. C., & Borate, S. (2014) conducted an assessment of the training dimension's effect on worker performance at Mumias Sugar Company in Kenya using boiler and cooling tower water. The study set out to ascertain the effects of training assessment, training content, and training evaluation on employee performance. The results indicate that there was a positive and significant correlation between employee performance and the assessment of training needs. According to Singh, T. D., Fugate, J. E., & Rabinstein, A. A. (2015), the

effectiveness of employee training programs in multinational corporations is measured using Kirkpatrick's four levels of the evaluation model. This study specifically examines how employees respond to training programs, their level of learning, how they behave at work, and how training affects their mental health. The study was conducted in order to assess the efficacy of training initiatives within the quality division of multinational corporations. This case study method uses the Kirkpatrick model to investigate an organization's training program's efficacy. According to the study, the best way to make use of an employee's capabilities is through training and development. Employee growth at every level of management is referred to as development, while training provides workers with the necessary skills to execute their jobs. An investigation into the effect of training and development initiatives on workers' productivity was conducted at Bharat Heavy Electricals Ltd. (BHEL); Mahadevan, A., & Yap, M. H. (2019). Employee satisfaction with BHEL is very high, according to the study. The average mean score (3.62) and percentage score (65.5%) for 20 items were calculated. The impact of training techniques on worker performance in a Malaysian direct-selling company was discussed in the article. According to researchers, developing a workforce that is knowledgeable and skilled is one of the most important things an organization can do to guarantee a high level of competency with a competent team in order to survive and thrive in a fast-paced business environment. Sahni, Jonathan (2020). She examined the effectiveness of managerial training in the study using the Kirkpatrick framework. It evaluates training at both trainee reaction and learning levels of the Kirkpatrick framework using cross-sectional data. After completing two sets of questionnaires, the trainees were asked to rate how satisfied they were with the training and how much they had learned. Falola, H. O., Ojo, S. I., and Osibanjo, A. O. (2014). The study's goal, according to Opatha, (2021), was to ascertain how well JK Paper Ltd. employees in Songadh performed following training and development. A descriptive analysis was used in the study. 100 workers who were chosen at random using the random sampling technique were given questionnaires in order to gather primary data. Employee performance is significantly impacted by overall training and development, according to the findings. It assists the organization in lowering employee attrition, raising worker productivity, and boosting the organization's financial returns. Salas, E., Shuffler, M. L., and Weaver, S. J. (2012).

### **3. Research Methodology**

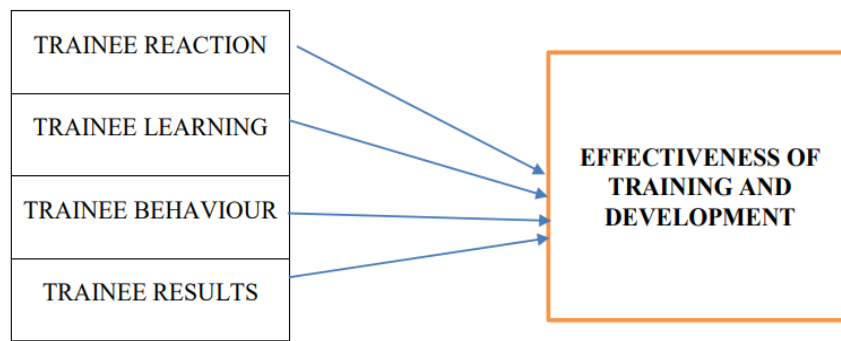
Development and training are essential elements of any organization in the modern world. While development is more concerned with expanding a person's skill set for future responsibility, training is an endeavor started by an organization to promote learning among its employees. No matter how big or small, an organization needs effective employees to run it. Certain job skills, abilities, knowledge, and competence are necessary in the workplace.

#### **Research Problem**

Most businesses that have seen improvements in performance are realizing the value of training initiatives and putting the best practices in training and development into practice to gain a competitive edge. The goal of this project is to evaluate the ICT Academy's training and development programs.

#### **Research Objectives**

1. To determine the efficacy of ICT, Trivandrum's training and development initiatives, 2. To comprehend the relative merits of the various Training and Development programs run by ICT, Trivandrum. 3. To ascertain the connection between experience and the training and development initiatives carried out by ICT, Trivandrum, 4. To understand how ICT, Trivandrum, training and development programs relate to education. 5. To determine the correlation between trainee reaction and trainee learning of the Training and Development program programs conducted by ICT, Trivandrum. 6. To examine the correlation between trainee learning and trainee behaviour of the Training and Development programs conducted by ICT, Trivandrum and 7. To find out the correlation between trainee behaviour and trainee results of the Training and Development programs conducted by ICT, Trivandrum.



**Figure 1. Research Framework of the Study**

### Method and Source of Data Collection

The present research employed a survey method for data collection. Over the course of a week, data was gathered. The ICT Academy trainees were given access to the standard questionnaire on the efficacy of training and development. English was used to write the survey. Data for the study came from primary and secondary sources. **Primary Data Sources** The best source for research is primary data collection. Primary data were acquired by providing the trainees with standard questionnaires regarding the effectiveness of training and development on specific parameters. **Information from Secondary Sources** Secondary data is defined as "data already collected and published for purposes other than the specific research needs at hand". The secondary data used in this research have a connection to the corpus of prior writing regarding the topic being studied. Through the use of these educational resources, a complete understanding of the problem has been developed, along with a determination of the data required and the methods most suitable for its collection. The sources of secondary data included books, websites, research articles, and online journals Sahu, R. K. (2005).

### Analysis and Interpretation

Among the 45 respondents in Table 1, 80% are classified as having been in the workforce for "up to five years," followed by 17.8% as having been in the workforce for "between six and ten years," and the final 2.2 percent as having been in the workforce for more than 22 years. The majority of survey participants—80 percent—are "Less than 5 years" old.

**Table 1. Experience of respondents in the present organization**

Years of experience in the present organization	No. of Respondents	Percent
Up to 5 years	36	80.0
6 to 10 years	8	17.8
Above 20 years	1	2.2
Total	45	100.0

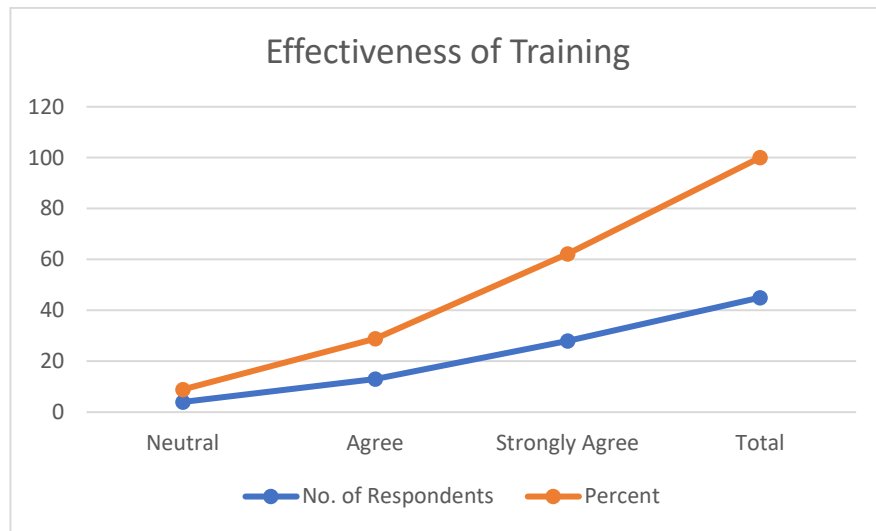
Regarding the efficacy of various components of the Training and Development program at ICT, Trivandrum, 6.7 percent of the 45 respondents in Table 2 indicated that they were "Neutral." 55.6 percent of respondents said they "strongly agreed," with 37.8 percent saying they "agreed." Regarding the effectiveness of the Training and Development program, the majority of respondents (55.6%) to the survey indicated that they "Strongly Agree."

**Table 2. Effectiveness of the Training and Development program**

Degree of opinion	No. of Respondents	Percent
Neutral	3	6.7
Agree	17	37.8

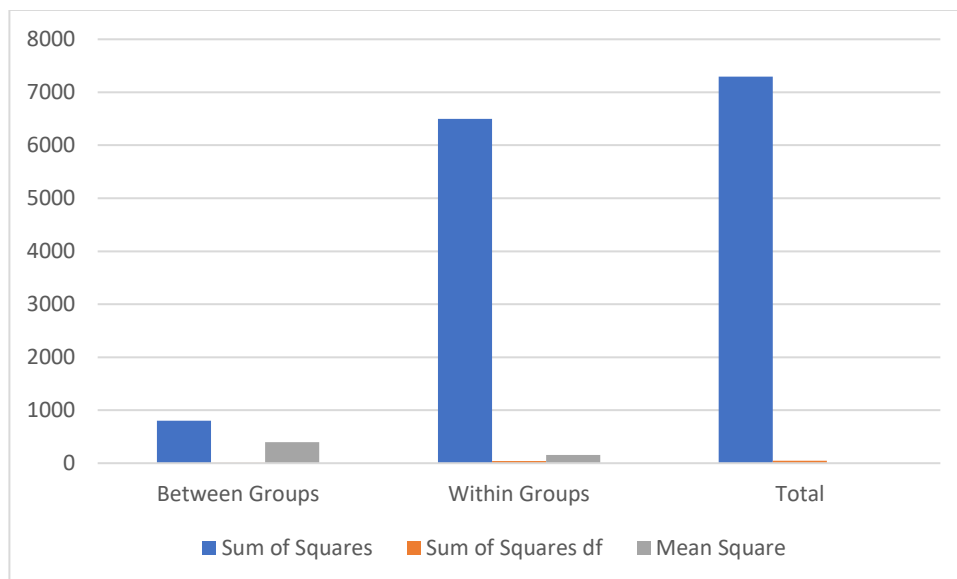
Strongly Agree	25	55.6
Total	45	100.0

Regarding the effectiveness of the training and development program in relation to trainee outcomes at ICT, Trivandrum, 13.3% of the 45 respondents in Figure 1 expressed a "Neutral" opinion. Fourteen percent of the respondents indicated strong agreement, and forty-two percent agreed. The majority of respondents (44.4%) who took part in the survey indicated that they "strongly agreed" that the training and development program at ICT, Trivandrum was effective in improving trainees' performance.



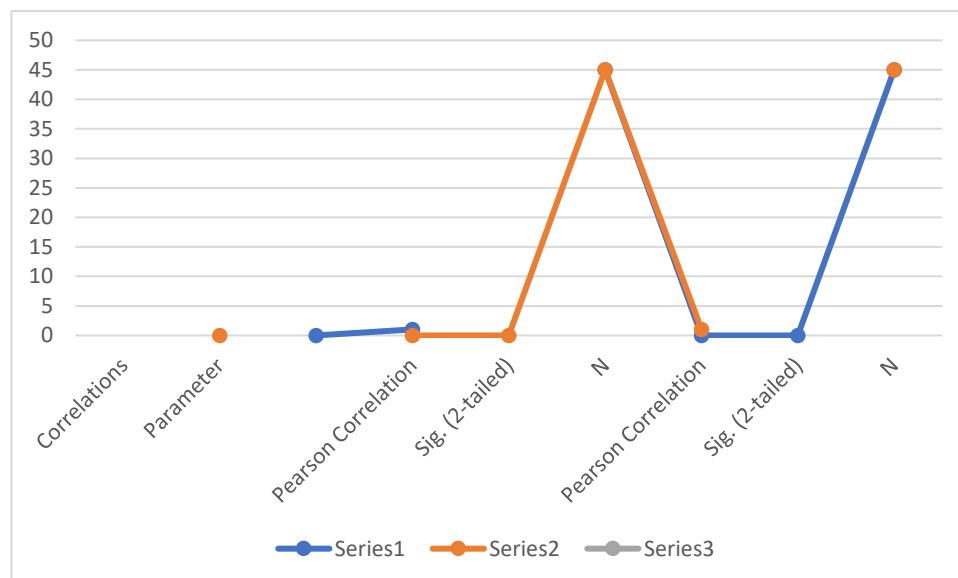
**Figure 1 shows how well training and development are working in relation to trainees' reactions.**

At the five percent significance level, Figure 2 shows that the experience and training and development program at ICT, Trivandrum has a p-value greater than 0.05. As a result, it is determined that there is no meaningful correlation between experience and the training and development program at ICT, Trivandrum, and the null hypothesis is accepted.



**Figure 2. Association between Experience and training and development program**

In Figure 3, the trainee reaction and trainee learning of the Training and Development program at ICT, Trivandrum are shown to have a computed p-value (significant 2-tailed) of  $p < 0.01$  at the 5 percent significance level, with a Pearson Correlation value of 0.806. The null hypothesis is rejected because the p-value is less than 0.05, and it is determined that there is a significant correlation between trainee learning and trainee reaction in the Training and Development program at ICT, Trivandrum.



**Figure 3. correlation between Trainee Reaction and Trainee Learning of the Training and Development program**

#### 4. Conclusions

More than half of the respondents are highly satisfied with the quality of the product offered by Travancore Titanium Products Limited. This is evidence of the quality certifications TTPL has got like BIS CERTIFICATION and ISO 9001:2015. Out of the total respondents in the survey, customer satisfaction measured in terms of the parameter of customer care service has revealed that 36 percent of them were not satisfied with this parameter. More than 30 percent of the respondents have rated the parameter which is prompt and reliable delivery as poor for TTPL which is a serious factor that needs to be considered. The parameter of Brand Image is extremely favoring TTPL in terms of its customer satisfaction since this is well known brand producing Titanium Dioxide in Kerala and India as a whole. In Indian titanium dioxide industry, one of the key players is Travancore Titanium Products Limited. The customer satisfaction index of Travancore Titanium Products Limited has seen constant growth over the years from 2007 till 2021. There was decrease in the index observed during the period of 2017-18 and 2019-20. Except that all the years showed an increase in the Customer Satisfaction Index. The customer satisfaction index of Travancore Titanium Products Limited has seen a constant increase over the years in the study. The major customer base of TTPL belongs to the Paint, Rubber, Plastic, Paper, Ink, and welding industries. The titanium dioxide supplied by TTPL is used across multiple industries with its maximum usage in paint industry where titanium dioxide is a major ingredient which provides whiteness and opacity to paints. 53 percent of the titanium dioxide sold is anatase grade and 13 percent is of rutile grade and 34 percent both grades. It shows that the higher quantity titanium dioxide sold by TTPL is of anatase grade. Regarding industry, produced grades of titanium dioxide, and the industry's future, it was found that there are no appreciable differences in the satisfaction levels of TTPL's customers. It was discovered that the degree of customer satisfaction at TTPL differs significantly from supplier base to customer base. It is found based on the analysis that the customers have the foremost preference for Price (Rank 1), followed by Consistency (Rank 2), Quality (Rank 3), Material availability (Rank 4). So, it can be concluded from the analysis that most of the respondents prefer price followed by consistency, quality, and material availability.

The customer base of TTPL is highly satisfied with the quality of the products offered to them. Hence, TTPL must focus on maintaining the product quality as it is a significant factor influencing the customer satisfaction level. The customers of TTPL are very much dissatisfied with the parameter of customer care service being offered to them. Thus, it can be recommended that proper measures should be taken to ensure customer service, which can enhance the satisfaction level of the customer thereby driving sales and profit for Travancore Titanium Products Ltd. It is evident that the parameter prompt and reliable delivery is a serious factor that TTPL needs to consider as it is a measure of customer satisfaction. One of the major reasons why this occurs can be attributed to frequent labor issues, strikes and environmental pollution issues which occur at TTPL that pose a threat to the reliable delivery of products to the customers. Hence it can be recommended that TTPL should focus on addressing the issues mentioned above that pose a threat to prompt and reliable delivery. More than half of the titanium dioxide sold by TTPL is of the anatase grade and only a small amount of rutile grade of titanium dioxide is sold. So, measures can be taken to increase the sale of the rutile grade by increasing awareness to its customers regarding the features and benefits of rutile grade of titanium dioxide.

## 5. Conclusion

Training and development is a continuous process that involves creating knowledge, clarifying concepts, altering attitudes, and strengthening abilities through planned and scheduled instruction in order to increase employee productivity and performance. Evaluating the effectiveness of the training and development programs provided by the ICT Academy in Trivandrum was the aim of the study. to learn that different training and development-related variables, along with different aspects of ICT training and development programs, were compared and examined. According to the study, ICT Academy, Trivandrum's training and development program is incredibly successful. The ICT-led program for training and development was successful in every way. As a process focused on the future, training should be evaluated and the quality of each phase of the program should be maintained for the organization's better growth and development.

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