

# Employees Level of Satisfaction on Training Approach for Professional Skill Development in Private Company at Tamilnadu

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**Abstract** The essential assets of the organization is the employee, they have a responsibility to play a part towards an organizational success. The organizational success is estimated by the employees. Because of this we have to concern with their learning to enhance the employee performance. This study aimed to examine the employee's level of satisfaction on training approach for professional skill development. The questionnaire was formed based on the observed literature. This research occupied convenience sampling technique for selecting the respondents. In this study, twelve independent variables and a dependent variable were used to identify the level of relationship exist between them.

**Keywords** —Employee Performance, On Job Training, Off the Job training, Job satisfaction, Personal skill development

## I. INTRODUCTION

Training gives a significant opportunity to develop the knowledge foundation of all employees, but many employers find that the development opportunities are more expensive. Employees attending the training programs may ignore the work time of the employees which may delay the completion of projects [1]. However despite these prospective drawbacks, training and development provides the both professional skilled individual and organizations as a whole with benefits that make the cost and time a worthwhile investment [2].

### Professional Skills

Moving Beyond Generational Differences, Customer Service Skills and Techniques, Briefing and Presentation Skills, Grammar Refresher, Business Writing, Group Facilitation, Communicating Strategically, 360-Degree Assessment Workshop, Influencing Skills, Resolving Conflict, Negotiation Skills [3].

### Interpersonal Skills

Developing Effective Relationships, Running Effective Meetings.

## II. GENDER RESPONDENTS AND THEIR LEVEL OF SATISFACTION

In this study, Gender of the respondents is classified into two categories viz., male category and female category [4]. In this analysis, 77.3% (92) of the respondents belongs to male gender category and 22.7% (27) of the respondents belongs to female gender category. The level of satisfaction in using training approach for professional skill

development based on gender of the respondents is given table number 1 below;

**Table No. 1: Gender of the Respondents and their Level of Satisfaction (Two-way Table)**

Gender	Level of Satisfaction			Total
	Low (12-28)	Medium (29-45)	High (46-60)	
Male	2 (100.0%)	42 (95.5%)	48 (65.8%)	92 (77.3%)
Female	0 (.0%)	2 (4.5%)	25 (34.2%)	27 (22.7%)
Total	2 (100.0%)	44 (100.0%)	73 (100.0%)	119 (100.0%)

## III. AGE RESPONDENTS AND THEIR LEVEL OF SATISFACTION

In this study, age of the respondents were classified into four categories viz., 20-30 years, between 30-40 years, and between 40-50 years age category is given in table number 2 below.

**Table No. 2: Age of the Respondents and their Level of Satisfaction**

Age (in years)	Level of Satisfaction			Total
	Low (12-28)	Medium (29-45)	High (46-60)	
20-30 years	1 (50.0%)	3 (6.8%)	14 (19.2%)	18 (15.1%)
Between 30-40 years	0 (.0%)	13 (29.5%)	32 (43.8%)	45 (37.8%)
Between 40-50 years	1 (50.0%)	24 (54.5%)	18 (24.7%)	43 (36.1%)
More than 50 years	0 (.0%)	4 (9.1%)	9 (12.3%)	13 (10.9%)
Total	2 (100.0%)	44 (100.0%)	73 (100.0%)	119 (100.0%)

#### IV. EDUCATIONAL QUALIFICATION RESPONDENTS AND THEIR LEVEL OF SATISFACTION

In this study, educational qualification of the respondents were classified into six categories viz., illiterate, school level, diploma/ITI, under graduate, post graduate and professionals is given in table number below.

Table No. 3: Educational Qualification of the Respondents and their Level of Satisfaction (Two-way Table)

Educational Qualification	Level of Satisfaction			Total
	Low (12-28)	Medium (29-45)	High (46-60)	
Illiterate	0 (.0%)	0 (.0%)	3 (4.1%)	3 (2.5%)
School level	1 (50.0%)	30 (68.2%)	25 (34.2%)	56 (47.1%)
Diploma/ITI	0 (.0%)	9 (20.5%)	7 (9.6%)	16 (13.4%)
UG Level	1 (50.0%)	4 (9.1%)	16 (21.9%)	21 (17.6%)
PG Level	0 (.0%)	0 (.0%)	7 (9.6%)	7 (5.9%)
Professionals	0 (.0%)	1 (2.3%)	15 (20.5%)	16 (13.4%)
Total	2 (100.0%)	44 (100.0%)	73 (100.0%)	119 (100.0%)

#### V. DESIGNATION RESPONDENTS AND THEIR LEVEL OF SATISFACTION

In this study, designation of the respondents were classified into seven categories viz., operator, senior operator, executive, senior executive, manager, senior manager and employee is given in table number 4 below.

Table No. 4: Designation of the Respondents and their Level of Satisfaction (Two-way Table)

Designation	Level of Satisfaction			Total
	Low (12-28)	Medium (29-45)	High (46-60)	
Operator	1 (50.0%)	6 (13.6%)	13 (17.8%)	20 (16.8%)
Senior operator	0 (.0%)	36 (81.8%)	30 (41.1%)	66 (55.5%)
Executive	0 (.0%)	0 (.0%)	11 (15.1%)	11 (9.2%)
Senior executive	1 (50.0%)	2 (4.5%)	8 (11.0%)	11 (9.2%)
Manager	0 (.0%)	0 (.0%)	2 (2.7%)	2 (1.7%)
Senior manager	0 (.0%)	0 (.0%)	3 (4.1%)	3 (2.5%)
Employee	0 (.0%)	0 (.0%)	6 (8.2%)	6 (5.0%)
Total	2 (100.0%)	44 (100.0%)	73 (100.0%)	119 (100.0%)

#### VI. DEPARTMENT RESPONDENTS AND THEIR LEVEL OF SATISFACTION

In this study, department of the respondents were classified into ten categories viz., OPN department, marketing department, assembly department, finance department, business plan department, painting department, HRD department, ERM department, mechanical department and sales department is given in table number 5 below.

Table No. 5: Department of the Respondents and their Level of Satisfaction (Two-way Table)

Department	Level of Satisfaction			Total
	Low (12-28)	Medium (29-45)	High (46-60)	
OPN	0 (.0%)	8 (18.2%)	18 (24.7%)	26 (21.8%)
Marketing	1 (50.0%)	0 (.0%)	7 (9.6%)	8 (6.7%)
Assembly	1 (50.0%)	16 (36.4%)	8 (11.0%)	25 (21.0%)
Finance	0 (.0%)	1 (2.3%)	7 (9.6%)	8 (6.7%)
Business plan	0 (.0%)	0 (.0%)	4 (5.5%)	4 (3.4%)
Painting	0 (.0%)	4 (9.1%)	6 (8.2%)	10 (8.4%)
HRD	0 (.0%)	1 (2.3%)	5 (6.8%)	6 (5.0%)
ERM	0 (.0%)	2 (4.5%)	3 (4.1%)	5 (4.2%)
Mechanical	0 (.0%)	12 (27.3%)	13 (17.8%)	25 (21.0%)
Sales	0 (.0%)	0 (.0%)	2 (2.7%)	2 (1.7%)
Total	2 (100.0%)	44 (100.0%)	73 (100.0%)	119 (100.0%)

#### VII. MARITAL STATUS RESPONDENTS AND THEIR LEVEL OF SATISFACTION

In this study, marital status of the respondents were classified into two categories viz., married category and unmarried category is given in table number 6 below.

Table No 6: Marital Status of the Respondents and their Level of Satisfaction (Two-way Table)

Marital Status	Level of Satisfaction			Total
	Low	Medium	High	
Married	2 (100.0%)	42 (95.5%)	64 (87.7%)	108 (90.8%)
Unmarried	0 (.0%)	2 (4.5%)	9 (12.3%)	11 (9.2%)
Total	2 (100.0%)	44 (100.0%)	73 (100.0%)	119 (100.0%)

#### VIII. MONTHLY INCOME RESPONDENTS AND THEIR LEVEL OF SATISFACTION

In this study, monthly incomes of the respondents were classified into three category viz., below Rs.20, 000, between Rs. 20,000 to Rs. 40,000 and above Rs. 40,000 category is given in table number 7 below.

Table No.7: Monthly Income of the Respondents and their Level of Satisfaction (Two-way Table)

Monthly Income	Level of Satisfaction			Total
	Low	Medium	High	
Below 20000	0 (.0%)	4 (9.1%)	12 (16.4%)	16 (13.4%)
20000 to 40000	2 (100.0%)	19 (43.2%)	44 (60.3%)	65 (54.6%)
Above 40000	0 (.0%)	21 (47.7%)	17 (23.3%)	38 (31.9%)
Total	2 (100.0%)	44 (100.0%)	73 (100.0%)	119 (100.0%)

## IX. EARNINGS RESPONDENTS AND THEIR LEVEL OF SATISFACTION

In this study, number of persons earning in family of the respondents were classified into three category viz., below 2, between 2 to 3 and above 3 category is given in table number 8 below.

**Table No.8: Number of Persons Earning in Family of the Respondents and their Level of Satisfaction (Two-way Table)**

Number of Persons Earning in Family	Level of Satisfaction			Total
	Low (12-28)	Medium (29-45)	High (46-60)	
Below 2	1 (50.0%)	18 (40.9%)	16 (21.9%)	35 (29.4%)
2 to 3	1 (50.0%)	22 (50.0%)	45 (61.6%)	68 (57.1%)
Above 3	0 (.0%)	4 (9.1%)	12 (16.4%)	16 (13.4%)
Total	2 (100.0%)	44 (100.0%)	73 (100.0%)	119 (100.0%)

## X. INCOME RESPONDENTS AND THEIR LEVEL OF SATISFACTION

In this study, monthly family incomes of the respondents were classified into three category viz., below Rs. 40,000, between Rs. 40,000 to Rs. 80,000 and above Rs. 80,000 category is given in table number 9 below.

**Table No 9: Monthly Family Income of the Respondents and their Level of Satisfaction (Two-way Table)**

Monthly Family Income	Level of Satisfaction			Total
	Low (12-28)	Medium (29-45)	High (46-60)	
Below -40,000	2 (100.0%)	12 (27.3%)	24 (32.9%)	38 (31.9%)
40,000–80,000	0 (.0%)	32 (72.7%)	42 (57.5%)	74 (62.2%)
Above-80,000	0 (.0%)	0 (.0%)	7 (9.6%)	7 (5.9%)
Total	2 (100.0%)	44 (100.0%)	73 (100.0%)	119 (100.0%)

## XI. TYPES OF FAMILY RESPONDENTS AND THEIR LEVEL OF SATISFACTION

In this study, types of family of the respondents were classified into two categories viz., joint family and nuclear family is given in table number 10 below.

**Table No.10: Type of Family of the Respondents and their Level of Satisfaction (Two-way Table)**

Types of Family	Level of Satisfaction			Total
	Low (12-28)	Medium (29-45)	High (46-60)	
Joint family	0 (.0%)	14 (31.8%)	32 (43.8%)	46 (38.7%)
Nuclear family	2 (100.0%)	30 (68.2%)	41 (56.2%)	73 (61.3%)
Total	2 (100.0%)	44 (100.0%)	73 (100.0%)	119 (100.0%)

## XII. FAMILY PERSONS RESPONDENTS AND THEIR LEVEL OF SATISFACTION

In this study, numbers of persons in family of the respondents were classified into three category viz., below 3, between 3 to 6 and above 6 category is given in table number 11 below.

**Table No.11: Number of Persons in Family of the Respondents and their Level of Satisfaction (Two-way Table)**

Number of persons in Family	Level of Satisfaction			Total
	Low (12-28)	Medium (29-45)	High (46-60)	
Below 3	1 (50.0%)	9 (20.5%)	21 (28.8%)	31 (26.1%)
3 to 6	1 (50.0%)	32 (72.7%)	46 (63.0%)	79 (66.4%)
Above 6	0 (.0%)	3 (6.8%)	6 (8.2%)	9 (7.6%)
Total	2 (100.0%)	44 (100.0%)	73 (100.0%)	119 (100.0%)

## XIII. EXPERIENCE RESPONDENTS AND THEIR LEVEL OF SATISFACTION

In this study, experiences of the respondents were classified into three category viz., between 0 to 5 years, between 5 to 10 years and above 10 years experiences category is given in table number 12 below.

**Table No.12: Experience of the Respondents and their Level of Satisfaction (Two-way Table)**

Experience	Level of Satisfaction			Total
	Low (12-28)	Medium (29-45)	High (46-60)	
0 to 5 years	0 (.0%)	4 (9.1%)	17 (23.3%)	21 (17.6%)
5 to 10 years	2 (100.0%)	5 (11.4%)	19 (26.0%)	26 (21.8%)
Above 10 years	0 (.0%)	35 (79.5%)	37 (50.7%)	72 (60.5%)
Total	2 (100.0%)	44 (100.0%)	73 (100.0%)	119 (100.0%)

## XIV. CHI-SQUARE TEST

In this research an attempt was made to test the level of association ship exist between gender of the respondents, age of the respondents, marital status of the respondents, educational qualification of the respondents, designation of the respondents, department of the respondents, monthly income of the respondents, number of persons in family of the respondents, number of persons earning in family of the respondents, family monthly income of the respondents, type of family of the respondents and experience of the respondents and their level of satisfaction on training approach for professional skills development in TVSM at Hosur is given in table number 13 below [5][6].

Table No. 13: Chi –square Test (Two-way Table)

Average Factor	Calculate d x <sup>2</sup> value	Degrees of freedom	Table Value @ 5% Level of Significance	Remarks
Gender	14.403	2	5.990	H <sub>1</sub> accepted
Age	14.041	6	12.590	H <sub>1</sub> accepted
Educational Qualification	26.566	10	18.310	H <sub>1</sub> accepted
Designation	29.694	12	21.030	H <sub>1</sub> accepted
Department	28.879	18	28.870	H <sub>1</sub> accepted
Marital Status	2.190	2	5.990	H <sub>0</sub> accepted
Monthly Income	9.396	4	9.490	H <sub>0</sub> accepted
Number of persons earning in family	5.705	4	9.490	H <sub>0</sub> accepted
Monthly family income	9.916	4	9.490	H <sub>1</sub> accepted
Types of family	2.954	2	5.990	H <sub>0</sub> accepted
Number of persons in family	1.874	4	9.490	H <sub>0</sub> accepted
Experience	16.893	4	9.490	H <sub>1</sub> accepted

## XV. FINDINGS

- It is found from the analysis that, majority (77.3%) of the respondents belongs to male gender category.
- It is identified from the analysis that, majority (37.8 %) of the respondents belongs to age group between 30 - 40 years.
- It is lime lighted from the analysis that, majority (47.1%) of the respondents belongs to school level education.
- It is identified from the analysis that, majority (55.5%) of the respondents belongs to senior operator designation.
- It is found from the analysis that, majority (21.8%) of the respondents working in the OPN department.

- It is identified from the analysis that, majority (90.8%) of the respondents belongs to married category.
- It is identified from the analysis that, majority (54.6%) of the respondents earning monthly income between Rs. 20,000 to Rs. 40,000.
- It is noted from the analysis that, majority (57.1%) of the respondents belongs to 2 to 3 number of persons earning in family.
- It is found from the analysis that, majority (62.2%) of the respondents earning 40,000 to 80,000 monthly family income.
- It is lime lighted from the analysis that, majority (61.3%) of the respondents belongs to nuclear family in types of family.
- It is identified from the analysis that, majority (66.4%) of the respondents belongs to 3 to 6 number of persons in family.
- It is noted from the analysis that, majority (60.5%) of the respondents having above 10 years of experience.
- From the above analysis it is noted that, the calculated chi-square value is less than the table value at 5 % level of significance for the following variables are marital status of the respondents, monthly income of the respondents, number of persons earning in family of the respondents, types of family of the respondents and number of persons in family of the respondents and having no associationship with the dependent variable viz., level of satisfaction of the respondents on training approach for professional skills development in TVSM at Hosur of the organization.
- It is identified from the analysis that, majority (84.0%) of the respondents says yes with opinion on training programme frequency in an organization [7].
- It is noted from the analysis that, majority (87.4%) of the respondents says yes with opinion on improving skills and work efficiently in an organization.
- (82.4%) of the respondents revealed that, opinion on types of training is provided with on the job training in an organization.
- It is noted from the analysis that, majority (96.6%) of the respondents says yes with opinion on satisfaction towards information provided during the training sessions in an organization.
- (58.0%) of the respondents revealed that, opinion on training programme content with both theory and practical in an organization.
- It is identified from the analysis that, majority (87.4%) of the respondents says yes with opinion on trainer clarification of doubts during training sessions in an organization [8].



- (60.5%) of the respondents revealed that, time taken to implement the training content with less than one months in an organization.
- It is noted from the analysis that, majority (91.6%) of the respondents says yes with opinion on the enhancement of efficiency after training and development programmes in an organization [9].
- It is found from the analysis that, only 11.8% (14) of the sample respondents are facing that poor language as a problem in training and skills development.
- It is noted from the above table that, only 16.8% (20) of the sample respondents are facing that lack of learning engagement as a problem in training and skills development.
- It is identified from the analysis that, only 16.8% (20) of the sample respondents are facing that irrelevant training content as a problem in training and skills development.
- It is found from the analysis that, only 19.3% (23) of the sample respondents are facing that trainer support as a problem in training and skills development.
- It is noted from the analysis that, only 14.3% (17) of the sample respondents are facing that uses same trainers as a problem in training and skills development.
- It is identified from the analysis that, only 10.9% (13) of the sample respondents are facing that trainer focus on only low performance as a problem in training and skills development.
- It is noted from the analysis that, only 10.1% (12) of the sample respondents are facing that not optimized learning as a problem in training and skills development.

## XVI. SUGGESTIONS

The organization human resource management authorities should have a good relationship with the employees during the training session to implement them for make a good performance in their working place. In the organization training programme the employees expecting a more communication skills through the trainers. The trainer should give (or) explain more relevant content from the subject to the employees for their easy understanding and to learn. The organization should give the training to the employees through using different trainers. Company has to introduce effective training in every department of the firm so as it help to learn more knowledge in the subject.

## XVII. CONCLUSION

In this organization the training initiates and program priority for Human resource. As business markets change due to an increase in technological initiatives companies need to spend more time and money on training approaches for employees. In today's business climate employee skills development needs [10]. This study was a

learning experience for me and I come to know that the training approaches and professional skills development programs in TVS motor company at Hosur, was positive in response but still more training and professional skills development is needed for employees in TVS motor company so that the employees are motivated time by time and they should know their strength & weakness so that they can able to work on it & improve their knowledge & skills for the betterment of their organization. In the last but not least I conclude that all the training and skills development programs of company are high effective & benefits to the employees in giving their contribution to their personal growth & development as well to accomplish the organization objectives.

## APPENDIX

### QUESTIONNAIRE

1. Name (optional):
2. Gender: 1) Male ☐ 2) Female ☐
3. Age (in years):
  - 1) 20 -30 years ☐ 2) Between 30-40 years ☐
  - 3) Between 40-50 years ☐ 4) More than 50 years ☐
4. Educational qualification:
  - 1) Illiterate ☐ 2) School level ☐
  - 3) Diploma/ITI ☐ 4) UG level ☐
  - 5) PG level ☐ 6) Professionals ☐
5. Designation:
6. Department:
7. Marital Status: 1) Married ☐ 2) Unmarried ☐
8. Monthly income (in rupees):
  - 1) Below Rs. 20,000 ☐ 2) Rs. 20,000 – Rs 40,000 ☐
  - 3) Above Rs. 40,000 ☐
9. No. of persons earning in family:
  - 1) Below 2 ☐ 2) 2-3 ☐ 3) Above 3 ☐
10. Monthly family income (in rupees):
  - 1) Below Rs. 40,000 ☐ 2) Rs. 40,000-80,000 ☐
  - 3) Above Rs. 80,000 ☐
11. Type of family: 1) Joint family ☐ 2) Nuclear family ☐
12. No. of person in family: 1) Below 3 ☐ 3) Above 6 ☐
13. Experience: 1) 0-5 years ☐ 2) 6-10 years ☐
  - 3) Above 10 years ☐
14. Is your organization conducting training programmes frequently? 1) Yes ☐ 2) No ☐
15. Do you feel that training session have helped you to improve your skills and work efficiently?
  - 1) Yes ☐ 2) No ☐

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  17. Are you satisfied with the information provided by the trainer during the training session? 1) Yes [ ] 2) No [ ]
  18. Whether the training session involves theory concepts or even practical? 1) Only theory [ ] 2) Only practical [ ] 3) Both theory and practical [ ]
  19. Does your trainer clarify your doubts regarding the topics? 1) Yes [ ] 2) No [ ]
  20. How long will it take to implement the trained process? 1) Less than 1 months [ ] 2) 1-2 months [ ] 3) 2-4 months [ ] 4) More than 4 months [ ]
  21. Do you think training and development programme increase the efficiency in employees? 1) Yes [ ] 2) No [ ]
  22. Please provide your level of satisfaction towards training and skills development in the organization  
S. No. Statement Level of Satisfaction  
Very High High Neutral Low Very Low
    1. Increase in efficiency
    2. Reduced supervision
    3. Increased organizational viability
    4. Improved job knowledge and skill
    5. Helps a person handling stress, tension and frustration
    6. Increased job satisfaction
    7. Helps to eliminate fear in attempting new task
    8. Improved problem solving Capacity
    9. Self-aware & articulates personal SWOT
    10. Made to learn continuously
    11. Increased participation in cross functional team
    12. Creates opportunities
  23. Please rank the following problems that you faced in training and development  
S. No. Problems Rank
    1. Poor language
    2. Lack of learner engagement
    3. Irrelevant training content
    4. Trainer support
    5. Uses same trainers
    6. Trainers focus on only low performance
    7. Not optimized learning
  24. Please offer your valuable suggestions for the organization to improve further training skills and development.
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