

A STUDY ON THE EFFECTIVENESS AND SATISFACTION OF EMPLOYEES ON TRAINING METHODS

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ABSTRACT

Training is considered as the process of upgrading the knowledge, developing skills, bringing about attitude and behavioural changes, and improving the ability of the trainee to perform tasks effectively and efficiently in organizations (Wills, 1994: Palo et al, 2003: Robert et al, 2004). Similarly, Stewart (1996) combines the two concepts of training and development and gives an organization function which has the outcome of ensuring that the contribution of individuals and groups in achieving the organizational objectives through the development of appropriate knowledge, skills and attitude of the employees. The contribution and improvement of organization performance is primarily through development of people as individuals, work groups and as members of the wider organization. Furthermore, training and development of employees is a systematic process that intends to ensure that the organization has efficient employees to meet the exigencies of its dynamic environment. This is inclusive of adding to the employee knowledge, skills and attitudes required by an individual to improve his performance in the organization. Although the use of management inventories, replacement charts, company tours for newly recruited graduates, job rotation programmes and endless series of formal courses have made training and development as a mechanical process. It should be noted that organizations have begun to realize that it is not adequate to leave everything to chance and natural selection and trial and error hence, the proliferation of training and development in organizations is necessary to meet the dynamic business environment. The purpose of this study was to find out how training and development practices are used as one of the strategies of enhancing organizational effectiveness. In addition, the study also focuses on the methods used in training employees.

KEY WORDS: Training, development, employees.
