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EVALUATION OF TRAINING PROGRAMME**Beena P¹, Rakshitha. D. S², Sinchana. N³, Sheela Hs⁴****Article History: Received: 29.03.2023****Revised: 12.05.2023****Accepted: 30.06.2023****Abstract**

Human capital is an important asset for organizations under intense competition. Training and Development function enables human capital to unleash their dexterity. A profound training program acts as a vehicle to enhance employee skills and enable them to perform better in their job. Training and development is very crucial to the employees, the organization and their effectiveness. Human capital is the differentiator between a good company and a great company. The organizations have long understood that their most valuable asset is their human capital and many are convinced for large investments in employee training and development. An effective training program is one that addresses training needs and delivers training according to training objectives. Research in Training and Development function has produced many results. In the last decade, training evaluation has been the main focus for many studies. This literature review based article presents different viewpoints of various authors regarding the significance of training & development, perceptions of employees towards training effectiveness, training evaluation and training effectiveness. It finally endeavours to measure training effectiveness by proposing a ne

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1. Introduction

The theoretical foundation for assessing a training session is provided by educational and organisational psychology as well as the broader field of evaluation studies.

The theoretical foundations for assessing programmes in training. This paradigm states that to evaluate training activities, four separate levels—response, learning, behaviour, and results—should be used. At the second level, it will be decided if participants have acquired the necessary knowledge and abilities. The theoretical foundation for assessing a training session is provided by educational and organisational psychology as well as the broader field of evaluation studies.

The Jack J. Phillips' ROI Model, which emphasises the computation of the return on investment (ROI) of training efforts, improves the Kirkpatrick model. It is necessary to determine the financial advantages of training. Daniel Stufflebeam's Context, Input, Process, and Product (CIPP) model provides a comprehensive framework for evaluating training courses.

- The purpose of a context evaluation is to comprehend the demands, objectives, & limitations of the training programme within the context of the organisation.
- An input review looks at the training program's

contents, resources, and instructional design.

- Process evaluation evaluates how the training programme is actually delivered and put into practice, including the calibre of instruction and participant participation.
- Product assessment looks at the results and

Objectives of the Study

- To research the organization's program's functions and workings.
- To evaluate the organization's training programmes.
- To determine the organization's training program's problems.
- This study aids in improving the training course by offering ideas and suggestions.

Need for Methodology

A programme, practice, intervention, or initiative might be evaluated in order to conduct a scientific research to ascertain how effectively it achieves its goals. Evaluations are useful in identifying the elements of a programme or endeavour that are effective and those that need to be very improved.

2. Research Methodology

The approach used right here is an applied studies method because it entails the reason and effect dating among evaluation of training program at wonderla.

Research type	Descriptive study
Sample size	50 Employees
Data collection Instrument	Questionnaire

Statement of Problem

An analysis of Wonderla Holidays Ltd.'s training program's efficacy. Performance of an employee is significantly influenced by training and development. An "cost" of training and development is the only factor causing employers' reluctance. Otherwise, growth and training are always advantageous. Employee training and development is one of the most often discussed subjects in today's society since it has various advantages for the business. Routine maintenance and commercial operations require a specific number of personnel or labour. Furthermore, this is only possible if staff employees obtain the required instruction and training. Employee performance will unquestionably benefit from training and development. It lays the groundwork for achievement or better results. Any type of organisation, whether it is a little operation with four

to five employees or a gigantic operation with a sizable labour force, should be prioritised. The preparation, however, is what really has to be considered.

Literature Review

Chris (2010)

Training and development attempts to enhance technical, human, conceptual, and management skills to a progress both individuals and organisations. The relationship between preparation and how things turn out is a changing. Training and development are crucial for meeting the objectives of an organization's improved output as well as for being able to do one's job well and lead others.

Oribabor (2000)

For the purpose of promoting the growth of both

individuals and Organisations, training and development aims to enhance capabilities such as technical, human, Conceptual, and managerial ones.

Bates and Davis

Only when the learner can use the fictitious notions they have learned in the preparation course in their actual working environment will the preparation programme be beneficial. Understudies are Emphasised to use pretending, cases, reproduction, interceded activities, and PC-based learning to expose them to a current and substantial collection of facts and verifiable scenarios.

Karthik R. (2012)

The learner's responsibilities after completing the training programme are outlined in the training goals. Training goals are crucial, according to a number Of the stakeholders, including the trainer, the learner, the

designer, and the evaluator. Programmes for training and development are crucial for any organisation, to sum up. Through these initiatives, employee knowledge is updated and work effectiveness is increased.

Weng, T. J. (2000)

The attitudes, skills, and knowledge of UPNM Naval graduates were investigated and assessed. His study was based on the Commanding Officer's assessment of how well UPNM Naval graduates performed aboard ship. The study's conclusions show that military training programmes often turn out leaders who are tolerant to military culture. The results, however, also showed that UPNM graduates need greater supervision in order to manage resources and deal with workplace challenges.

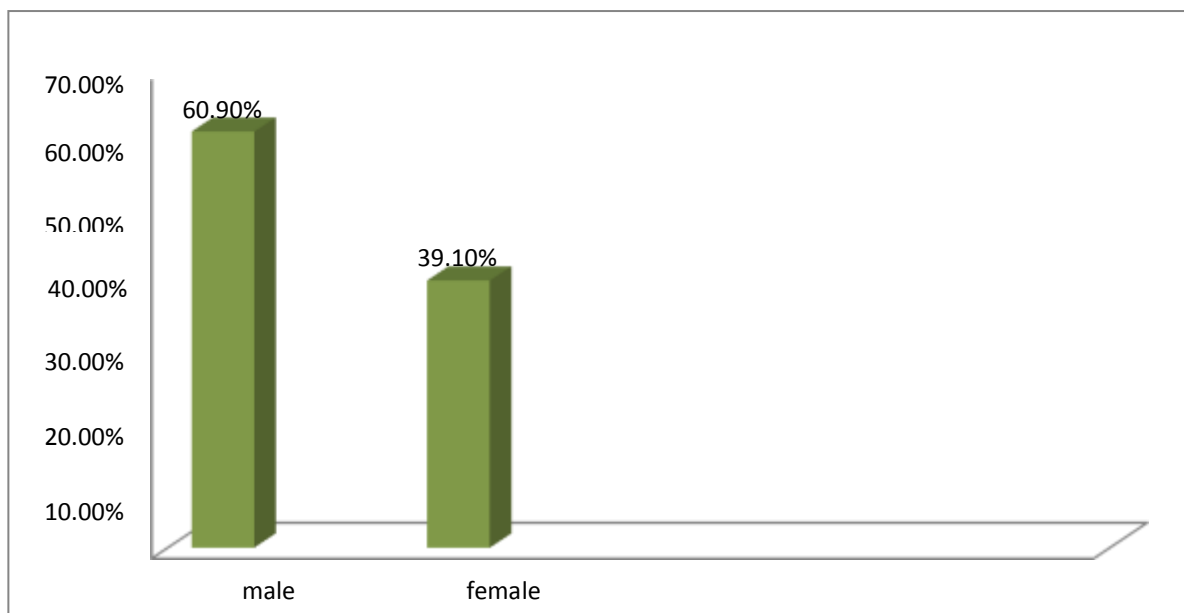
Data Analysis and Interpretation

Table 4.1: Customer classification by gender.

Particular	No of response	percentage
Male	20	60.9%
Female	30	39.1%
SUM OF	50	100%

Analysis

The poll unequivocally demonstrates that 60.9% of respondents are male and 39.1% are female.



Interpretation: It is evident from the preceding graph that the majority of responders in the organisation are men. There were hardly many female workers.

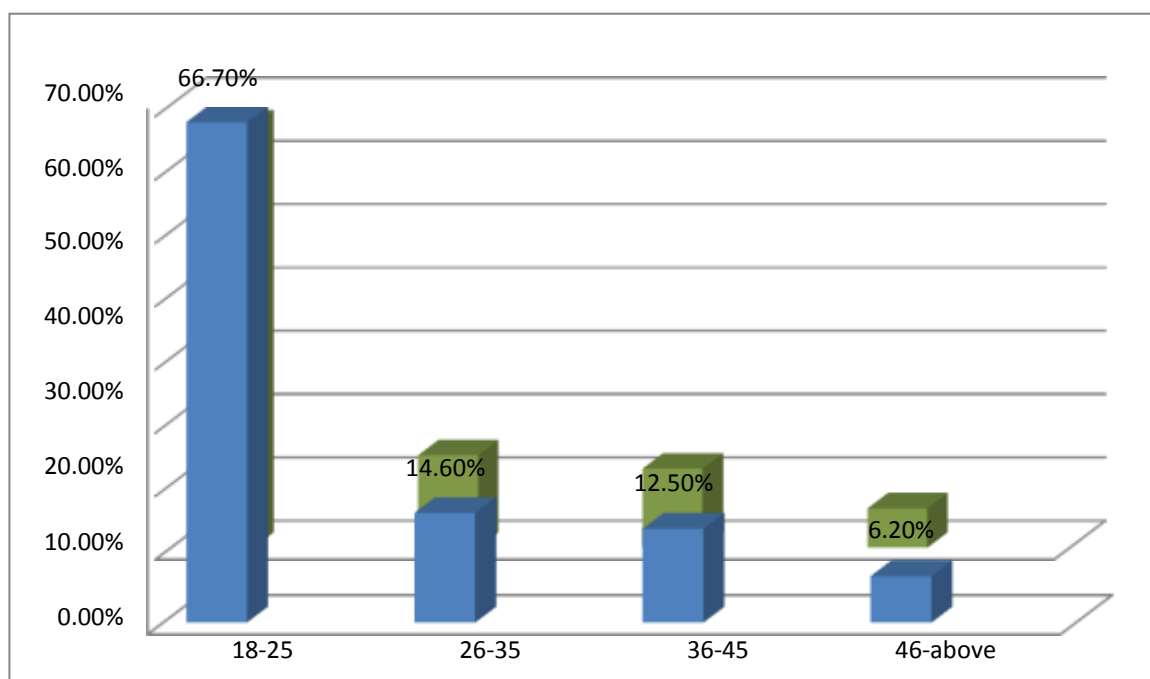
Table 4.2 Categorises clients by age.

Particular	N0. Of respondents	Percentage
18-25	36	66.7%
26-35	8	14.6%
36-45	3	12.5%
46-above	3	6.2%
SUM OF	50	100%

Analysis

The table above clearly demonstrates that 66.7% Of a respondents are in the 18–25 age range, 14.6% are in

the 26–35 age range, 12.5% in the 36–45 age range, and the remaining 6.2% in the 46–and-up age range.



Interpretation: Recognise from the preceding data that belonged to a certain age group. We might thus conclude that a large portion of the organization's workforce is in the middle age

range. From the preceding figure, it can be seen that Wonderla Holidays Ltd. has more success luring children than other companies.

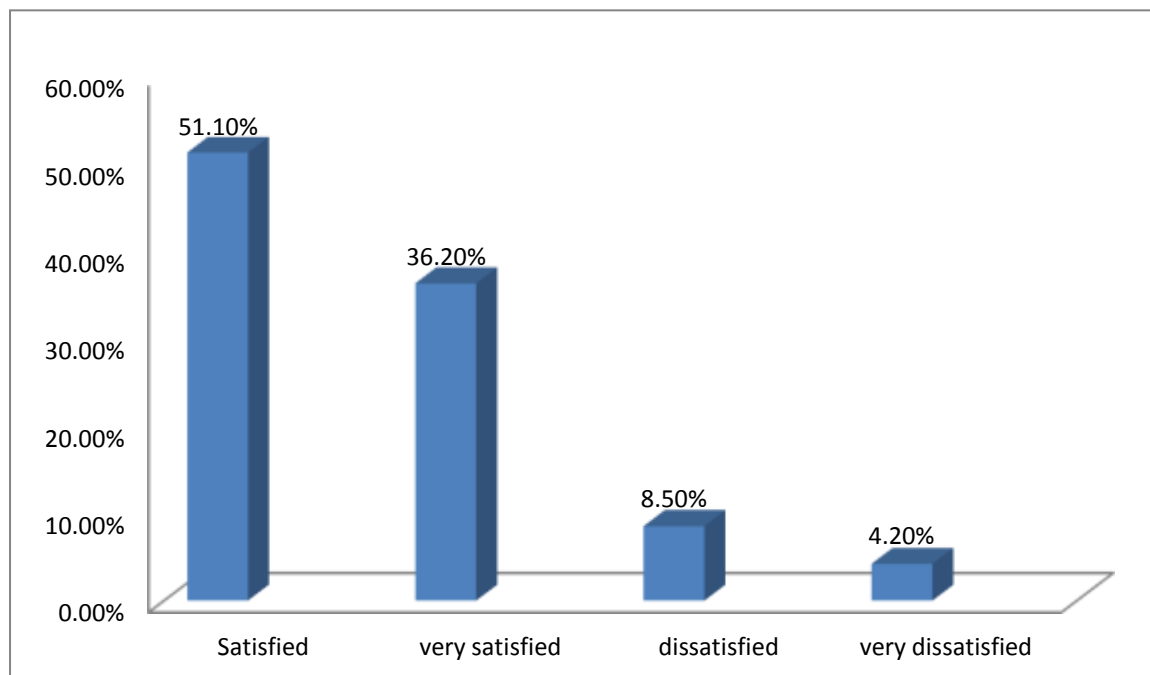
Table 4.3 Satisfied were customer with the training program's overall quality?

Particular	N0. Of respondents	Percentage
Satisfied	26	51.1%
Very satisfied	21	36.2%
Dissatisfied	2	8.5%
Very dissatisfied	1	4.2%
SUM OF	50	100%

Analysis of the Table

According to the poll, 51.1% of respondents think advertisements are exceptional, 36.2% think they are

great, 8.5% think they are decent, and 4.2% think they are terrible.



Interpretation: An graph more demonstrates that the respondents are happy with the organization's training program as provided. The infrastructure has both satisfied and dissatisfied responders. The infrastructural facilities should thus be improved by that organisation.

Findings:

- ❖ Customers are determined to be really happy with the items' services in accordance with wonderla Holidays Ltd.'s advertisements.
- ❖ Through the study, it was discovered that television is the finest medium for spreading information about Wonderla Holidays Ltd., and that advertising is a sort of marketing.
- ❖ The fundamental objective of marketing is to draw clients, and it has been discovered that promotional activities encourage people to visit Wonderla Holidays Ltd.
- ❖ Wonderla Holidays Ltd. consistently offers marketing benefits of the plan.
- ❖ According to the survey, discounts are the primary element that entices customers to make larger purchases and benefits businesses.
- ❖ The study demonstrates how customers' reactions to the deals and discounts offered by Wonderla Holidays Ltd. were impartial.
- ❖ The survey conclusively shows that 60.9% of respondents are men and 39.1% are women.
- ❖ According to the above data, 66.7% of respondents are b/w the ages of 18 and 25, 14.6% are b/w the ages of 26 and 35, 12.5% are b/w the ages of 36

and 45, and the remaining 6.2% are b/w the ages of 46 and beyond.

- ❖ According to the poll, 51.1% of respondents think advertisements are exceptional, 36.2% think they are great, 8.5% think they are decent, and 4.2% think they are terrible.

Suggestion

- ✓ Given that Wonder la Holidays Limited's debt level is significant, the company should focus more on debt collection.
- ✓ They must reduce the quantity of loans and advances, which demonstrates the Wonder la Holidays Limited's increased obligation.
- ✓ They must place greater emphasis on the company's profit, which reveals the outcome of the enterprise.
- ✓ More efficiency is needed with Wonder la Holidays Limited's operating capital.
- ✓ The corporation should cut the number of workers in each division, depending on how crucial labour is to their operations.
- ✓ The business should see returns that are rising annually.
- ✓ The company's financial situation must be stable.
- ✓ Staffs for water games are relatively basic. Tell them that we arrived at a cost and were not invited. Apart from the positive aspects (particularly the canteen, the employees, all the rides, security, and cleaning),

3. REFERENCE

1. www.wonderla.com <http://whatfix.com> <https://in.indeed.com>
<https://www.bizandbyte.com>