



IMPACT OF EVALUATING SAP TRAINING WITH SPECIAL REFERENCE TOWARDS SAP CONSULTANCY COMPANIES, CHENNAI

G . Madhumita

Asst.Professor, Department of MBA, Vels University, Chennai.

Abstract

The article portrays about the evaluation of SAP training in consultancy companies. Training & development shows raises the performance is an significant activity to increase the performance of any sector organization (Iftikhar Ahmad and Siraj-ud-din, 2009). (Robart T.Rosti Jr, Frank shipper, 1998) refers to increase in training and develops the managerial skills, it should concentrate more on cost control and spend on effective training to get more effectiveness from training and development., training actually This shows that training increase the efficiency and the effectiveness of the organization. The study has evaluated the course objectives, trainer teaching methodology, trainers effectiveness in classroom. A sample of 100 was collected to assess the evaluation methods of training. This paper shows the importance of training and its benefits of student's development. The articles has used tools like chi- square, weighted average methods and correlations. The findings of the research shows positive feelings among the learners, most of the respondents were happy with the training program, teaching kits and methodology. This study totally investigated the overall performance of few consultancy companies in Chennai.

Key Words: Training, Trainers, Teaching Kits .

INTRODUCTION

Training is that process by which the efficiency of the employees increases and develops. Training is a specialized knowledge which is required to perform a specific job.

In the words of Dale S.Beach , "Training is the organized procedure by which people learn knowledge and Improve skill for a definite purpose."

Michel Armstrong, "Training is systematic development of the knowledge, skills and attitudes required by an individual to perform adequately a given task or job". (Source: A Handbook of Human Resource Management Practice, Kogan Page, 8th Ed.,2001).According to the Edwin B Flippo, "Training is the act of increasing knowledge and skills of an employee for doing a particular job." (Source: Personnel Management, McGraw Hill; 6th Edition, 1984) The term 'training' indicates the process involved in improving the aptitudes, skills and abilities of the employees to perform specific jobs. Training helps in updating old talents and developing new ones. 'Successful candidates placed on the jobs need training to perform their duties effectively'.

Training plays an unique role in achieving organizational goals by incorporating the interest in organizations and workforce (Stone R J. Human Resource Management, 2002).

Pilar Pineda (2010) refers to integrate all the training dimensions and its effects which will act has a global tool for organizations. The author refers that training is one main role in HR development and to achieve organizational goals .Many organization invests a lot in training but they hardly showcase them.

Franco Gandolfi(2009) he has analyzed how training helps in downsizing in an organization. It depicts the current body of literature in functions of HR and its plans , programs and policies a firms .

OBJECTIVES :

- To study about the impact of evaluating of the effectiveness of SAP training among SAP consultancy .
- To analyze the students satisfaction towards course materials
- To find out the effectiveness of trainer's teaching methodology

REVIEW OF LITERATURE

Kim Tan(California State University San Bernardino) USA : Refers to strategically focuses on sales training of retailers which in turn effects the changes in the behaviors and performance effectiveness of the salespeople.

Muhammad Zahid Iqbal (2011) he has examined the evaluation of training , he talks about the importance of evaluation of training .The author has carried out the research based on Kirkpatrick model. In this study he links the components of

formative training evaluation, mediating role of interaction between training and learning .Most of the training characters have a positive impact while learning and reaction.

Anam Amin, Rashid Saeed, his study refers to significance of training for individuals, team and organization performance , he has reviewed these benefits to various individuals and team performance for nation’s prosperity .The concentrated of some factors like trainee motivation , training design and delivery .

Warr ,Allan and Birdie (1999) they evaluated technical training course by using kirkpartick model , their main aim was to study and to examine the training performance that they incurred justified the training performance ,they examined and measured the level of training , later on they made a study on the features of training they were learning tasks ,learning strategies ,technical qualification ,tenure and age.

Mel kleiman(2000) refers to construct on orientations , management skills , operational skills such theories helps the employees to develop the program.

TOOLS USED

- Weighted average method
- Chi- Square Correlations

1. WEIGHTED AVERAGE FOR AWARE OF COURSE OBJECTIVES.

Rating The Process	No of Respondents(W)	WEIGHTS(X)	WX
HIGHLY SATISFIED	49	5	245
SATISFIED	51	4	204
NEUTRAL	0	3	0
DIS SATISFIED	0	2	0
HIGHLY DIS SATISFIED	0	1	0
TOTAL	100		449

WEIGHTED AVERAGE = $WX / W = 449/100 = 4.49$

Hence we conclude that 4.49 of the student where aware of the course objectives.

2.WEIGHTED AVERAGE FOR MOTIVATION ASPECTS (COACHING)

Rating The Process	No of Respondents(W)	WEIGHTS(X)	WX
HIGHLY SATISFIED	79	5	395
SATISFIED	21	4	84
NEUTRAL	0	3	0
DIS SATISFIED	0	2	0
HIGHLY DIS SATISFIED	0	1	0
TOTAL	100		479

WEIGHTED AVERAGE = $WX / W = 479/100 = 4.79$

Hence we conclude that 4.79 of the student where fulfill with motivation aspects (Coaching)

3. WEIGHTED AVERAGE FOR INSTRUCTOR’S TRAINING METHODOLOGY

Happy with the Instructor

Rating The Process	No of Respondents(W)	WEIGHTS(X)	WX
HIGHLY SATISFIED	67	5	335
SATISFIED	33	4	132
NEUTRAL	0	3	0
DIS SATISFIED	0	2	0
HIGHLY DIS SATISFIED	0	1	0
TOTAL	100		467

WEIGHTED AVERAGE = $WX / W = 467/100 = 4.67$

Hence we conclude that 4.67 of the students were happy with the instructor's

4. INSTRUCTOR MANAGED THE CLASS EFFECTIVELY

Rating The Process	No of Respondents(W)	WEIGHTS(X)	WX
HIGHLY SATISFIED	36	5	180
SATISFIED	62	4	248
NEUTRAL	2	3	6
DIS SATISFIED	0	2	0
HIGHLY DIS SATISFIED	0	1	0
TOTAL	100		434

WEIGHTED AVERAGE = $WX / W = 434/100 = 4.34$

Hence we conclude that 4.34 of the students were fulfilled with the instructor focused on managing the class effectively.

5. SATISFIED WITH THE LEVEL OF FEEDBACK I RECEIVE FROM THE INSTRUCTOR

Rating The Process	No of Respondents(W)	WEIGHTS(X)	WX
HIGHLY SATISFIED	54	5	270
SATISFIED	41	4	164
NEUTRAL	5	3	15
DIS SATISFIED	0	2	0
HIGHLY DIS SATISFIED	0	1	0
TOTAL	100		449

WEIGHTED AVERAGE = $WX / W = 449/100 = 4.49$

Hence we conclude that 4.49 of the students were satisfied with the level of feedback received from the instructor

6. CHI-SQUARE ANALYSIS

Compare the Effectiveness of the course delivered (Lecture) by Motivation Aspects (Coaching)

H0 :-There is no Significant association between the effectiveness of course delivered and the motivation aspects

H1 :-There is significant association between the effectiveness of course delivered and the motivation aspects.

Chi-Square Tests					
	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	2.013 ^a	1	.156		
Continuity Correction ^b	1.208	1	.272		
Likelihood Ratio	1.845	1	.174		
Fisher's Exact Test				.200	.137
Linear-by-Linear Association	1.993	1	.158		
N of Valid Cases ^b	100				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.78.					
b. Computed only for a 2x2 table					

Inference

Since P value is 0.156 which is greater than 0.05 Null hypothesis is accepted. Hence there is no significant difference between effectiveness and the course delivered .

7. CORRELATIONS

Compare the Effectiveness of the Course Delivered (Lecture) and The instructor Training Methodology

H0 :- There is No Significant Relationship between Effectiveness of the Course Delivered and Instructor Training Methodology

H1:-There is Significant Relationship between Effectiveness of the Course Delivered and Instructor Training Methodology

Correlations			
		Lecture (ILT)	Instructor managed the class effectively
Lecture (ILT)	Pearson Correlation	1	.043
	Sig. (2-tailed)		.673
	N	100	100
Instructor managed the class effectively	Pearson Correlation	.043	1
	Sig. (2-tailed)	.673	
	N	100	100

Inference

There is a positive Correlation between (0.043) the effectiveness of course delivered and instructor training methodology Since P value 0.673 is greater than 0.05 (5% level of significance) Null Hypothesis is accepted . There is no significant relation between effectiveness of course delivered and instructor training methodology

FINDINGS

- Very few respondents were doing higher education like MBA.
- Around 49% of the Respondents where highly satisfied with the aware of course objectives
- 62% of the Respondents where highly satisfied with the motivation aspects
- Through Chi Square, P value is 0.156 which is greater than 0.05 Null hypotheses is accepted. Hence there is no significant difference between effectiveness and the course delivered.
- Through Correlation Since P value 0.673 is greater than 0.05 (5% level of significance) Null Hypothesis is accepted
- 92% of the Respondents are Satisfied with the Instructor Training Methodology

SUGGESTIONS

- SAP Consultancy companies can concentrate more for students in colleges, so that there can be more people can do the course.
- The companies can take initial awareness between students like giving free training to students to know about the courses.
- The management can more concentrate on other modules like Quality Management(PLM), ABAP Net Weaver, Basis Net Weaver ,SCM Manufacturing(PP)

CONCLUSION

From this study it is clear that most of the respondents were satisfied with the SAP Consulting companies . Researcher has concluded that this study shows a positive attitude towards Consulting Training and most of the Students are satisfied with the Training of Instructor's and also service quality provided It is the duty of the Institute to fulfill the Student's requirement. Training evaluation is the important part of training process. It provides a feedback and trainee's for improvement at the level of individual performance and in the strategy formulation for training. Post training evaluation can be used to identify the effectiveness and valuation of training programme.

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