



ANALYSIS OF EFFECTIVENESS OF TRAINING PROGRAMMES IN PUBLIC SECTOR

With Special Reference to Accountants in Northern Province

By



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ABSTRACT

The manufacturing of products or rendering of services in an organization are due to the skills, knowledge and attitude of the employees. The term "Training" which is widely used in any organization, is one of the most important input to enhance skill, knowledge and attitude of employee. The aim in this research study was to find the effectiveness of training programme and to analyze achieving the desired targets through training in the public sector organizations. Today, the biggest challenge to the management is how to increase the skill, knowledge and attitude towards the job performance to achieve the organizational objectives. However, the present study is emphasized on training programmes and their effectiveness in public sector organizations. In this regard four independent variables namely, training need analysis, planning of training, implementation of training and evaluation of training had been formulated, and the training achievements namely skills, knowledge and attitude have been formulated as dependent variables. Hence the main objective of the study was to establish the relationship between the independent variables and the dependent variables.

A field survey had been organized to collect the data from the Accountants. Seventy five percentage of the population had been randomly selected to cover-up the population. The researcher has managed to receive back 66 questionnaires from the respondents. Researcher formulated 3 hypotheses. Hypotheses show the relationship between the independent variables and dependent variable. Firstly, the Mean Value and the Standard Deviation had been analyzed as the mean score for each variable which indicates the degree of the level. Favorable, indifferent and unfavorable degrees could be judged by this analysis. Then the simple correlation was found to see the causal effect of variables. Finally the multiple correlations were made to see the combined effect as there are more than two independent variables in this study.

When the independent variables (namely training need analysis, planning of training, implementation of training and evaluation of training) and the dependent variable (namely skills, knowledge and attitude) were compared to find out the relationship, it would result in positively moderated correlations. Further it was found that the need analysis and planning were very important ingredients to develop skills of employees. The need analysis and implementation were very important ingredients to enhance the knowledge of the employees. The planning and evaluation were very important ingredients to improve attitude of an employee. At the same time multiple correlation between the independent variables and skill, knowledge, attitude was positively moderated. Hence it is concluded that the training programmes enhance the employees' skill, knowledge and attitude to achieve the effectiveness of training programmes.

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