Effectiveness of Training on Self-Efficacy through Enhancement of KSA among Employees

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Abstract:

The practice of teams has converted a trendy work plan in all sorts of organizations today. According to Psychoanalyst A. Bandura has defined self-efficacy as one's confidence in one's capacity to thrive in particular situations or perform a task. One's understanding of self-efficacy can perform a significant function in how one addresses goals, duties, and hurdles. The organizational commitment is a secure psychological relationship felt by employees towards their business or a feeling of the loyalty of employees to organizations. It also indicates a progressive and action posture where employees attempt actively, subscribe to the general good of the company, and consequently, organizational commitment indicates certain feelings of employees towards the company. The eagerness for this employment pattern is so strong that it strength be believed necessary to inculcate this among employees. The study concludes the information, skill, and approach (KSA) requisites for joint effort. The focus is on KSAs that improve personality traits and team work. The reason is to obtain the suggestion of these joint effort KSAs for HR management practices. The present study scrutinizes the influence of training on performance strictures (Level of Knowledge, skill & attitude).Statistical tools employed are the quantitative method ANOVA, regression and T-test. The objective of study to find the impact of training on knowledge, skill and attitude among the employees of IT sector. Training provides the recovery skills needed by the company that employees necessity have to commit to the attainment of organizational objects (Jehanzeb et al., .2013). To enhance employee's experiences, organizations must spend in their training. Training then displays an available organizational "tool" to communicate with their employees, within the attainment of current knowledge and the advancement of information which it previously owns.

I. INTRODUCTION

Employee training seeks to develop skills or supplement to the current level of knowledge so that the employee is wholly furnished to do his present job or to take him for a higher position with expanded responsibilities. Nevertheless, individual completion is an end in itself. Organizational germination requires to be covered along with individual growth.

The primary purpose of training is to establish a sound relationship, when the worker's approach to the job is best, when the worker's understanding of the situation is enough, and he has acquired the required skills. Training exercises in an IT division are directed at making desired changes in skills, attitudes, and knowledge of employees so that they complete their jobs most efficiently and effectively. Training leads to education or learning exercises made for the principal purpose of assisting members

of an establishment in receiving and using the knowledge, skills, abilities, and attitude required by that organization to collect and manage the same. Training is the number of developing the experience and expertise of an employee for ingesting a specific job. In today's situation, innovation is the order of the day, and the only way to deal with it is to learn and grow. Employees have become central to the completion of an organization; they are the cornucopia of thoughts. So it is a great time the organization understands that. "train and retain is the mantra of new millennium".

II. Statement of The Problem

Training and Development are about learning actions that are going to be released in operations. The required assessment of training and development is marked by the necessity of the performance of employees. The critical area or Parameter of performance is KSA (Knowledge, Skill, Attitudes). Persistence of the study is to recognize the influence of training and development on these critical sections of the employee performance like KSA in "IT Sector-Tamil Nadu" after training and development provided.

III. Review of Literature

Deloise A. Frisque, Judith A. Kolb (2008): The paper titled as "The Effects of an Ethics Training Programme on Attitude, Knowledge, and Transfer of Training of Office Professionals: a Treatment-and Control-Group Design". The investigation explores the consequences of honesty training on the characters, knowledge-based records, and review of ethical difficulties among office specialists. A treatment-and collection design was practiced with variables of interest measured before, immediately after, and ninety days following completion of a six-hour ethics training workshop. A web-based research randomizer was used with an electronic file to identify full-time office professionals at a large university in the northeastern United States. Seventy one participants were assigned to the treatment (training) group, twenty to the control group.

Results indicate significant differences in attitude and analysis of ethical dilemmas between the two groups. Anthony M. Grant (2007): The paper titled as "Enhancing Coaching Skills and Emotional Intelligence through Training". The objective of this paper is to compare the impact of a long-term (13-week, spaced learning), with a short-term (two days, block intensive), coaching skills training programme on participant coaching skills and emotional intelligence. In the study 23 participants completed a 13 week coaching skills training course which consisted of weekly 2.5 hour workshops and action learning. In comparison, 20 participants completed a 2 days "manager as coach" training programme. This study used a quasi-experimental pre-post design. Participation in 13 week training course was associated with increases in both goal focused coaching skills and emotional intelligence, whereas the 2 days block intensive training was associated with increased goal focused coaching skills, but not emotional intelligence. The practical implications of these findings are that organization, consultants and trainers should be aware that, whilst short intensive programmes may well improve participants goal focused coaching skills, longer term and repeated interventions may be required to improve emotional intelligence. Debra L.Truitt (2011): The paper titled as "The Effect of Training and Development on Employee Attitude as it relates to Training and Work Proficiency". This study explores the relationships between training experiences and attitudes about perceived job proficiency. In a sample of 237 full-time salaried/exempt and hourly/non-exempt employees from one academic institution and 3 businesses in the states of Maryland, Delaware, and Arizona, the author finds a direct relationship between one's positive training experiences and attitudes of one's proficiency. In this study, 86.8% of those who had updated training had the most positive attitudes toward training. Furthermore, 80% of those who had negative training attitudes also had negative views on their proficiency. Susan E. Cromwell (2004): The paper titled as "An Examination of Work Environment Support Factors

Affecting Transfer of Supervisory Skills Training to the Work Place". The intent of this study was to examine the relationship between four specific work-environment factors (organization support, supervisory support, peer support, and participation in a peer support network) and transfer training at one month, six month, and one year points following supervisory skills training. Quantitative and Qualitative data were collected from both trainees and their direct supervisors. ANOVA results of aggregate data showed that trainees who reported receiving high levels of organization, supervisor and peer support, and who also participated in a peer support network, reported higher levels of transfer of knowledge and skills. T-test results indicated that trainees and their supervisors did not differ in their perceptions of level of transfer of skills or amount of organizational or direct supervisor support received by the trainees. Ali Noudoostbeni, Noor Azina Ismail, Hashem Salarzadeh Jenatabadi, NorizanMohdYasin (2010): The paper titled as "An Effective End-User Knowledge concern Training Method in Enterprise Resource Planning (ERP) based on critical factors (CFs) in Malaysian SMEs". This study focuses on various aspects of the ERP utilized in small and medium enterprises (SMEs) in Malaysia in 3 phases. The research method applied to the current research is case study in which the required data was collected from different SMEs in Malaysia. The data collection was mainly based on the surveys and interviews, and the results of the data analysis were used to improve a client-based training system. The achieved results indicate that the application of this kind of system which is based on combination of on the job training and computer based training system would considerably reduce the time and money spent on learning and training plans, while, at the same time, it would increase the user's proficiency and knowledge concerning in the ERP system. Desmond J.Leach and Toby D. Wall (2005): The paper titled as "Team Autonomy", Performance, and Member Job Strain: Uncovering the Teamwork KSA Link". The study examined how team autonomy and team-work knowledge,

skills, and attitudes (KSAs) relate to team performance and job strain of members. Based on extant empirical and theoretical work, two models were tested. Findings from a sample of 41 production teams showed support for the mediation model-that autonomy is associated with performance and effort into the collaboration of KSAs. The alternative governance model, implying that autonomy and teamwork KSAs communicate in foretelling performance and effort, was not approved. DhageNandkishoreNilesh, Nidhi Yadav (2018): The paper titled as "Training and Development and its impact on KSA". The research studied the importance of training on execution parameters, i.e., "Knowledge, Skill, and Attitude." The statistical instruments utilized are correlation, regression, and chi-square. The outcome of the research is that training has a meaningful connection with the "knowledge, skill, and attitude" of MEGAFINE PVT Ltd.

IV. Objective of The Study

- To assess the effectiveness of training on self-efficacy through enhancement of KSA among employees.
- To examine the significant impact of training and development on employees knowledge.
- To study the effectiveness of training on self-efficacy through enhancement of KSA among male and female employees.
- To assess the significant impact of training and development on employees skill.
- To identify the effectiveness of training on self-efficacy through enhancement of KSA among age group of employees.
- To study the significant impact of training and development on employees attitude.

V. Hypothesis of The Study

- There is no significant Effectiveness of Training on Self-Efficacy through Enhancement of KSA among Employees of IT companies in Tamil Nadu
- There is no significant difference between male and female employees concerning the Effectiveness of Training on Self-Efficacy

through Enhancement of KSA in IT companies Tamil Nadu

- There is no significant difference among the age group of employees concerning the Effectiveness of Training on Self-Efficacy through Enhancement of KSA in IT companies Tamil Nadu.

VI. Research Methodology

Descriptive research design has been used in this study. The method of Sampling used is convenience sampling. The sample size is 100. The respondents are all employees from IT sector in Tamil Nadu. Cronbach's Alpha has been used to check the reliability of the questionnaire, the Pilot study was conducted. A field survey was conducted among 25 employees. After the completion of the pilot study to test the reliability of the questionnaire, the analysis was done by using the IBM-SPSS software version 21 used to get the reliability test results. The output of the results is indicates that the Alpha values are greater than 7, therefore the study inferred that the raised questions easily understandable by the respondents. Therefore the same questionnaires used for final study without any modification. Tools used for data collection: ANOVA, T-TEST, REGRESSION ANALYSIS.

VII. Result And Discussion

Table 1
Employees Personal Profile

	Frequency	Percent
Gender		
Male	52	52.0
Female	48	48.0
Total	100	100.0
Age (in years)		
21-30	57	57.0
31-40	31	31.0
41-50	10	10.0
Above 50	2	2.0
Total	100	100.0
Marital Status		
Single	42	42.0
Married	58	58.0
Total	100	100.0
Educational Qualification		
Graduate	86	86.0
Post graduate	10	10.0
Professionals	4	4.0
Total	100	100.0
Experience		
Less than 2 yrs	18	18.0
2 to 5 yrs	20	20.0
5 to 10 yrs	33	33.0
Greater than 10yrs	29	29.0
Total	100	100.0
Monthly Income		
Below Rs.25,000	22	22.0
Rs.25,000 to Rs.50,000	24	24.0
Rs.50,000 to 75,000	18	18.0
Rs.75,000 to 1,00,000	19	19.0
Above Rs.1,00,000	17	17.0
Total	100	100.0

Table 1 reveals the results of the demographic profile of employees working in IT companies in Tamil Nadu. Gender wise, 52% of the employees are male, and 48% of the employees are female. In connection with the age classification of employees, majority 57% of the employees are in the age group between 21-30 Years, followed by 31% of the employees are in age group between 31-40 Years, 10% employees are 41-50 years, and 2% of the

employees are above 50 years. Marital status of employees, 58% of the employees are married, and 42% of the employees are single category. Regarding the educational qualification of employees, 86 % of the employees are graduates, 10% of the employees are post-graduates, and 4 % of the employees are professionals. As for as monthly income concern, majority 24% of the employee's monthly income is Rs.25,000 to Rs.50,000, followed by 22 % of the employee's monthly income is below Rs.25,000, 19% of the employees monthly income is between Rs.75,000 to 1,00,000, and 18% of the employees monthly income is Rs.50,000 to 75,000 and so on. The experience of the employee's concern, majority 33.0 % of the employees are having 5-10 years of experience, followed by 29% of the employees are having higher than the 10 years and 20% of the respondents are having 2-5 years, and 18% of the employees are having up to two years of experience.
Null Hypothesis-1

There is no significant Effectiveness of Training on Self-Efficacy through Enhancement of KSA among Employees of IT companies in Tamil Nadu
Table-2
One-sample t-test for Effectiveness of Training on Self-Efficacy through Enhancement of KSA among the employees of IT companies in Tamil Nadu
N=100

	Mean	SD	T	P
Overall Average Score of Knowledge	4.33	.469	92.310	<0.001**
Overall Average Score of Skills	4.22	.516	81.761	<0.001**
Overall Average Score of Attitude	3.00	1.034	29.042	<0.001**

Table-2 depicts the results of One-sample t-test for Effectiveness of Training on Self-Efficacy through

Enhancement of KSA among the employees of IT companies in Tamil Nadu. Since the p-value of entire factors are <0.01, therefore the null hypothesis rejected at 1% level. Therefore the study confirms that there is significant effect of training on self-efficacy through enhancement of KSA among the employees of IT companies in Tamil Nadu. In addition, among the three factors, the knowledge factor (4.33) significantly influencing the employees followed by Skills (4.22), and Attitude (3.00). In overall the entire factors mean values are greater than three, it is the above the average level. It indicates that these three factors significantly influence the employees towards the effectiveness of training on self-efficacy in IT companies in Tamil Nadu.
Null Hypothesis-2

There is no significant difference between male and female employees concerning the Effectiveness of Training on Self-Efficacy through Enhancement of KSA in IT companies Tamil Nadu
Table-3
Independent t-test for Effectiveness of Training on Self-Efficacy through Enhancement of KSA among the male and female employees

N= (Male: 52 & Female: 48)

	Gender	Mean	SD	T	P
Overall Average Score of Knowledge	Male	4.43	.460	2.296	.024*
	Female	4.22	.459		
Overall Average Score of Skills	Male	4.26	.492	.933	.353
	Female	4.17	.541		
Overall Average Score of Attitude	Male	3.12	1.032	1.221	.225
	Female	2.87	1.031		

Table-3 exhibits the results of Independent t-test for Effectiveness of Training on Self-Efficacy through

Enhancement of KSA among the male and female employees in the study region. Since the t& p-value of knowledge factor is 2.296 and 0.024 respectively. The p-value is <0.05 and statistically important at 5% level. Therefore the study inferred that there is significant difference between male and female employees concerning the knowledge factor. The rest two factors namely skills and attitude p-value is >0.05, it is statistically unimportant. Therefore the study confirms that the male and female employees are having the similar view on skills and attitude aspect of effectiveness of training on self-efficacy in IT companies in the study area.

Null Hypothesis-3

There is no significant difference among the age group of employees concerning the Effectiveness of Training on Self-Efficacy through Enhancement of KSA in IT companies Tamil Nadu

Table-4

ANOVA test for Effectiveness of Training on Self-Efficacy through Enhancement of KSA among the age group of employees

	Age	N	Mean	Std. Deviation	F	P
Overall Average Score of Knowledge	21-30	57	4.28	.479	1.116	.346
	31-40	31	4.39	.469		
	41-50	10	4.39	.428		
	Above 50	2	4.80	.1414		
Overall Average Score of	21-30	57	4.20	.562	.270	.847
	31-40	31	4.20	.443		
	41-50	10	4.36	.529		
Skills	Above 50	2	4.15	.212		
Overall Average Score of Attitude	21-30	57	2.97	1.067	.941	.424
	31-40	31	3.16	.922		
	41-50	10	2.59	1.220		
	Above 50	2	3.50	.282		

Table-4 describes the results of ANOVA test for Effectiveness of Training on Self-Efficacy through Enhancement of KSA among the age group of employees. It is noted from the above table, the entire factors p-values are >0.05. Therefore the null hypothesis accepted as it is and confirms that all the age group of employees are having the same view on Effectiveness of Training on Self-Efficacy through Enhancement of KSA among the age group of employees.

VIII. Regression Analysis of Training and Development on KSA in it Companies in Tamil Nadu

Regression is the determination of statistical relationship between two or more variables. One variable (independent-X_1, X_2, X_3) is the cause of the behavior of another one (dependent-Y).

In this study, the dependent variable is Training and Development, Independent variables are Knowledge, Skills and Attitude and analysis are discussed as follows:

Regression analysis results

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.731[a]	.534	.521	.38142

a. Predictors: (Constant), Overall Average Score of Attitude, Overall Average Score of Knowledge, Overall Average Score of Skills

Model	Sum of Squares	Df	Mean Square	F	Sig.

1	Regression	16.072	3	5.357	38.826	.000[b]
	Residual	13.966	96	.145		
	Total	30.038	99			

a. Dependent Variable: Training and Development

b. Predictors: (Constant), Overall Average Score of Attitude, Overall Average Score of Knowledge, Overall Average Score of Skills

Dependent variable	: Training and Development (Y)
Independent variables	: 1. Knowledge (X_1)
	2. Skills (X_2)
	3. Attitude (X_3)
Multiple R value	: 0.731
R Square value	: 0.534
F value	: 38.826
P value	: 0.000**

Table 5

REGRESSION ANALYSIS

Coefficients[a]						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	.912	.393		3.245	0.000
	Overall Average Score of Knowledge	.372	.109	.283	3.426	.001**
	Overall Average Score of Skills	.519	.109	.417	4.740	.000**
	Overall Average Score of Attitude	.169	.072	.191	2.335	.022*
a. Dependent Variable: Training and Development						

The multiple correlation coefficient is 0.731 measures the degree of relationship between the actual values and the predicted values of the dependent variable i.e., Training and Development. Since the predicted values are attained as a linear grouping of Knowledge (X_1), Skills (X_2), and Attitude (X_3) the coefficient value of 0.731 point out that the association connecting Training and Development and the three independent variables is quite strong and optimistic.

The Coefficient of Determination R-square measures the goodness-of-fit of the estimated Sample Regression Plane (SRP) in terms of the proportion of the variation in the dependent variables explained by the fitted sample regression equation. Thus, the value of R square is 0.534 simply means that about 53.4% of the variation in

training and development is explained by the estimated SRP that uses knowledge, skills and attitude as the independent variables and R square value is significant at 1 % level.

The multiple regression equation is

$$Y = 0.912 + 0.372X_1 + 0.519X_2 + 0.169X_3$$

Here the coefficient of X_1 is 0.372 represents the partial effect of knowledge on training and development, holding two other independent variables as constant. The estimated positive sign implies that such effect is positive that training and development score would increase by 0.372 for every unit increase in knowledge and this coefficient value is significant at 1% level. The study established that the knowledge significantly influences the employees towards the training and development in IT companies in Tamil Nadu.

The coefficient of X_2 is 0.519 represents the partial effect of skills on training and development, holding skills as constant. The estimated positive sign implies that such effect is positive that training and development score would increase by 0.519 for every unit increase in skills of the employees. It leads to skills is significantly influencing the employees towards the training and development in IT companies.

The coefficient of X_3 is 0.169 represents the partial effect of attitude on training and development. The estimated positive sign implies that such effect is positive that training and development score would increase by 0.169 for every unit increase in attitude and this coefficient value is significant at 1% level. The study established that the attitude significantly influences the employees towards the training and development in IT companies in Tamil Nadu.

IX. Findings of The Study

- The study established that majority 52% of the employees are male category and 57% of the employees are in the age group between 21-30 Years.
- The study identified that 58% of the employees are married and 86 % of the employees are graduates

- The study originates that 24% of the employee's monthly income is Rs.25, 000 to Rs.50, 000
- 33.0 % of the employees are having 5-10 years of experience
- It is observed from the study that there is significant effect of training on self-efficacy through enhancement of KSA among the employees of IT companies in Tamil Nadu.
- The study found that there is significant difference between male and female employees concerning the knowledge factor.
- The study originated that the male and female employees are having the similar view on skills and attitude aspect of effectiveness of training on self-efficacy in IT companies in the study area.
- The study confirms that all the age group of employees are having the same view on Effectiveness of Training on Self-Efficacy through Enhancement of KSA among the age group of employees
- The study found that the independent variables i.e., knowledge, skills and attitudes significantly influence the employees towards the training and development in IT companies in Tamil Nadu.
- The study found that skills are significantly influencing the employees towards the training and development in IT companies.

X. Suggestion

- Management can help in optimizing the utilization of human resource that further helps the employee to achieve the organizational goals as well as their individual goals.
- Management can help in increasing the job knowledge and skills of employees at each level. It helps to expand the horizons of human intellect and overall personality of the employees.

- Management can provide an opportunity and broad structure for the development of human resources technical and behavioural skills in an organization.
- Management can help in building the positive perception and feeling about the organization, the employees get these feelings from leaders, sub-ordinates and peers.
- Management can help in improving upon the quality of work and work-life.
- Management can help in improving the morale of the work force.
- Management can improve profitability and more positive attitudes towards profit orientation.
- Management can help in developing leadership skills, motivation, loyalty, better attitudes, and other aspects that successful workers usually display.

XI. Conclusion

Training is a learning method that includes the benefit of knowledge, clarifying of skill, theories, rules, or shifting of emotions and behaviours to improve the appearance of employees. Training is an exercise leading to experienced behaviour. Training is about understanding where you reach present, and where you will be after some point of time. Training is about the acquisition of knowledge, skills, and attitudes (KSA) through professional development.

It is observed from the study that there is significant effect of training on self-efficacy through enhancement of KSA among the employees of IT companies in Tamil Nadu at 1% level. In addition, the study originated that the male and female employees are having the similar view on skills and attitude aspect of effectiveness of training on self-efficacy in IT companies in the study area. The study confirms that all the age group of employees is having the same view on Effectiveness of Training on Self-Efficacy through Enhancement of KSA among the age group of employees. The study also identified that the independent variables i.e., knowledge, skills and attitudes significantly influence the employees towards the training and development in IT companies in Tamil Nadu.

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