



A study on GAP analysis between training and actual performance of the employee in Virtualmaze

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Abstract: This research study aims to conduct a GAP analysis between the training provided by Virtualmaze, an organization specializing in virtual training solutions, and the actual performance of its employees. The purpose of the study is to identify any discrepancies or gaps that exist between the training programs and the employees' ability to apply their knowledge and skills effectively in their roles. The study will employ a mixed-methods approach, combining quantitative data analysis and qualitative feedback from employees. Data will be collected through surveys, interviews, and performance metrics to assess the effectiveness of the training programs and measure the actual performance of the employees. The research will focus on identifying specific areas where training gaps may exist, examining the factors that contribute to poor performance despite training, and exploring potential barriers that hinder employees from fully utilizing their training in Virtualmaze. Additionally, the study will examine the alignment between the training programs and the organization's goals and objectives.

Index Terms – GAP analysis, Training, Performance.

I INTRODUCTION TO THE TOPIC

INTRODUCTION

The purpose of this project report is to investigate the gap that exists between the training provided to employees and their actual job performance. Employee training is a critical component of any organization's success, as it enables employees to acquire the knowledge, skills, and abilities required to perform their job duties effectively. However, despite the training provided, there may be instances where an employee's actual job performance does not meet the expected level.

To address this issue, we will conduct a gap analysis to identify the specific areas where the employee is struggling and take corrective action. This analysis will involve comparing the employee's performance to the expected performance level, as outlined in their job description and the training materials provided to them. We will also seek to understand the root causes of any discrepancies that exist between training and actual performance.

OBJECTIVES OF THE STUDY

The establishment of large hospitals where hundreds to thousands of patients are treated, it has created a serious problems of biomedical waste management. The seriousness of improper biomedical waste management was brought to the light during summer 1998. In India studies have been carried out at local / regional levels in various hospitals, indicate that roughly about 1-5 kg/bed/day to waste is generated. Among all health care personnel, ward boys, sweepers, operation theatre & laboratory attendants have come into contact with biomedical waste during the process of segregation, collection, transport, storage & final disposal. The knowledge of medical, paramedical staff & ward boys, sweepers about the biomedical waste management is important to improve the biomedical waste management practices. The biomedical waste requiring special attention includes those that are potentially infectious, sharps, example needle, scalpels, objects capable of puncturing the skin, also plastic, pharmaceutical & chemically hazardous substances used in laboratories etc.

SCOPE OF THE STUDY

The study will focus on employees at virtualmaze softsys pvt ltd. The study aims to provide insights into the effectiveness of employee training and development programs in the software industry and recommend strategies to improve employee performance and productivity. The findings of this study will be useful for software companies, human resources managers, and training professionals to design effective training programs and enhance employee performance. The analysis can help identify factors that are impacting employee motivation and engagement and suggest strategies for improvement. The analysis can help align training programs with the strategic objectives of the organization and ensure that training is focused on areas that are critical to the success of the business.

NEED FOR THE STUDY

Employees are the most valuable asset of an organization. Training and development programs are crucial for enhancing employee skills and knowledge and improving job performance. However, organizations often face a gap between the training provided to employees and the actual performance on the job. This study will help identify the causes of this gap and recommend strategies to close it, leading to enhanced employee performance. Organizations invest a significant amount of time, money, and resources in employee training programs. An effective training program should result in improved employee performance and productivity. This study will help ensure that organizations are utilizing their resources effectively by identifying the areas where employees require additional training and development to improve their job performance.

II REVIEW OF LITERATURE

1. In a study conducted by Hossain and Rashid (2021), the authors used a questionnaire-based survey to identify the gap between the skills acquired during training and the skills required for performing the job. The study concluded that a significant gap existed between the skills acquired during training and the skills required for job performance.

2. In a study conducted by Khajuria and Bhatti (2019), the authors analyzed the effectiveness of training programs on employee performance. The study found that a gap existed between the training provided and the actual job requirements, and recommended that training programs should be aligned with the needs of the organization and the job requirements.

3. According to Kabbashi et al. (2018), the effectiveness of training programs can be improved by conducting a gap analysis to identify the difference between the required and existing knowledge, skills, and abilities of employees. The study found that conducting a gap analysis can help in designing effective training programs and enhancing the performance of employees.

4. In a study by Huang and Chang (2020), the authors explored the factors affecting the effectiveness of training programs. The study identified a gap between the training provided and the actual job requirements, and recommended that training programs should be designed according to the specific needs of the job and the organization.

5. According to Singh and Khan (2019), a gap analysis can be used to identify the training needs of employees and design training programs accordingly. The study found that conducting a gap analysis can help in aligning the training programs with the job requirements, leading to improved employee performance.

III RESEARCH METHODOLOGY

RESEARCH DESIGN

A research design is the overall plan or strategy that outlines the steps and procedures to be followed in a research study. It provides a framework for collecting, analyzing, and interpreting data that will be used to answer research questions or test hypotheses. A well-designed research study is essential to ensure that the data collected is reliable, valid, and relevant.

METHOD OF DATA COLLECTION

Primary data collection involves gathering information directly from the source. This data can be collected through various methods, such as surveys, interviews, observations, and experiments. Surveys can be conducted in person, through mail, phone, or online. Interviews can be conducted in person, over the phone, or through video conferencing. Observations can be conducted in natural settings or controlled environments. Experiments involve manipulating variables to test a hypothesis. Secondary data collection involves gathering information from existing sources. This data can be obtained from various sources, such as government reports, academic journals, newspapers, books, and online databases. Secondary data collection is less time-consuming and less expensive than primary data collection. However, it is important to ensure that the secondary data is reliable and relevant to the research question.

SAMPLING SIZE

The sampling size for this study will be approximately 111 employees at Virtualmaze Private Limited.

TOOLS FOR DATA ANALYSIS

The tools for data collection will include structured interviews and surveys, while the data analysis will involve both descriptive statistics and inferential statistics. Descriptive statistics will be used to summarize the data collected, while inferential statistics will be used to test hypotheses and identify significant relationships between variables. The data will be analyzed using statistical software SPSS.

Percentage Analysis: This is an unvaried analysis (Le, considering just one factor) where the percentage of a particular factor, with different categories are calculated in order to help one get a fair idea regarding a sample and thereby that of population.

Chi-Square test: Generally speaking, the chi-square test is a statistical test used to examine differences with categorical variables. There are a number of features of the social world we characterize through categorical variables. To examine hypotheses using such variables, use the chi-square test.

Scaling Method The scaling method for this study will be a Likert scale, which will be used to measure the responses of employees to the survey questionnaire. The Likert scale is a commonly used scaling method that allows respondents to indicate their level of agreement or disagreement with a statement on a scale of 1 to 5.

IV DATA ANALYSIS AND INTERPRETATION

Data analysis is the process of uncovering patterns and trends in the data. Data interpretation is the process of assigning meaning to the data. It involves explaining those discovered patterns and trends in the data chronology. Data analysis comes first, followed by data interpretation.

PERCENTAGE ANALYSIS

Opinion on “gaps between job tasks and the skills and knowledge gained from training”.

Table No. 4.1

	Frequency	Percent
Strongly Agree	12	10.8%
Agree	7	6.3%
Neutral	31	27.9%
Disagree	35	31.5%
Strongly Disagree	26	23.4%
Total	111	100.0%

Inference

From the above table 10.8% of the respondents strongly agree, 6.3% of the respondents agree, 27.9% of the respondents are neutral, 31.5% of the respondents are disagree and 23.4% of the respondents are strongly disagree that there are gaps between job tasks and the skills and knowledge gained from training. Hence the majority 31.5% of the respondents disagree that there are gaps between job tasks and the skills and knowledge gained from training.

CHI-SQUARE TEST

HYPOTHESIS STATEMENT

Null Hypothesis (H₀): There is no significant relationship between the training provided to employees and their actual performance.

Alternative Hypothesis (H₁): There is a significant relationship between the training provided to employees and their actual performance.

Age × Adequate training to perform job duties effectively

Table No. 4.2

	Value	df	Asymptotic Sig. (2-tailed)
Pearson Chi-Square	23.35	12	.000
Likelihood Ratio	27.90	12	.000
Linear-by-Linear Association	.08	1	.000
N of Valid Cases	111		

Inference

From the above table, the calculated Pearson Chi-Square significance value is .000, that significance value is Below than the 0.05 (5% level of significance). Hence H₀ is Rejected. H₁ is Accepted. Therefore, it is inferred that there is a significance relationship between age and adequate training to perform job duties effectively.

VI FINDINGS

1. The majority 31.5% of the respondents are Disagreed with feel that there are gaps between job tasks and the skills and knowledge gained from training.
2. H₀ is Rejected. H₁ is Accepted. Therefore, it is inferred that there is a significance relationship between age and adequate training to perform job duties effectively.

VII SUGGESTIONS

- Identify the gaps: The first step in bridging the gap between training and actual performance is to identify the specific areas where employees need improvement. Based on the survey results, it appears that employees may need additional support in applying their training to job tasks and in feeling confident in their abilities.
- Provide targeted training: Once the gaps are identified, it is important to provide targeted training programs that address the specific needs of employees. The training should be relevant to their job roles and should focus on practical applications that can be implemented in the workplace.
- Encourage ongoing learning: In addition to formal training programs, it is important to encourage ongoing learning and development opportunities for employees. This can include offering access to online courses, workshops, and mentoring programs.
- Provide regular feedback: Regular feedback is essential in helping employees understand their strengths and areas for improvement. Managers and supervisors should provide constructive feedback on a regular basis, and employees should be encouraged to seek feedback from their peers and colleagues as well.
- Recognize and reward performance: Employees who feel recognized and rewarded for their performance are more likely to be motivated and engaged in their work. Companies should consider implementing recognition and reward programs that acknowledge and incentivize employee performance.

VIII CONCLUSION

In conclusion, the gap between training and performance is an important issue that needs to be addressed in organizations. This research topic aimed to identify the factors that contribute to the gap between training and performance and to recommend practical solutions to bridge this gap. Through a comprehensive literature review and data analysis, several factors were identified, including ineffective training design, lack of post-training support, inadequate feedback, and poor employee motivation.

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