IMPACT OF TRAINING PROGRAMMES ON THE ACHIEVEMENT OF OBJECTIVES OF THE PUBLIC SERVICE DEPARTMENTS IN THE NORTH – EAST PROVINCE

By
A.J. CHRISTY
Reg. No.: RJT/PGDM/2001/58

පුවේශ අංකය	76176
වගී	658.3124
අංකය	CHR

A research paper submitted to the Faculty of Management Studies, Rajarata University of Sri Lanka in partial fulfillment of the requirements of the Master of Business Administration Degree

> Mihintale, Sri Lanka. 2003

ABSTRACT

This study identified a specific problem that to what extent the outcomes of the training programmes lead to achieve the objectives of the public service departments. Based on this problem the researcher recorded the objectives as to explore the beliefs and the attitudes of the heads of departments regarding the existing training programmes and the achievement of objectives in the public service departments and also to find out the correlation between the exciting training programmes and the achievement of objectives in the public service departments.

For the purpose of this research, the researcher formulated four (4) hypotheses. Three(3) (H₁,H₂,H₃) hypotheses show the relationship between independent variable, the training programme and dependent variables, Organization Development, Self Development, and Performance Improvement. Hypothesis 4 (H₄) shows the relationship between the independent variables, Organization development, Self-Development, Performance Improvement and the dependant variable Objectives of the Public Service Department.

For the purpose of establishing the relationship between the variables, a field survey has been organized to collect information from the respective

Heads of Public Service Department in the North East Province. One Hundred and forty (140) district level Heads of Public Service Departments had been randomly selected for this study. A Questionnaire, which is the commonly used tool to measure attitudes, was used as a tool for data collection.

The researcher used four steps to analyze the collected data. Firstly, hypotheses were analyzed according to the calculation of mean and standard deviation. Secondly, simple correction was used to establish the relationship between the variables. Thirdly, co-efficient determination (R²) was used. Finally simple regression was used to show the directions of variables.

The independent and dependent variables of the hypotheses show that there is a positive correlation among the variables. Hence, the four (04) null hypotheses are rejected and the alternative hypotheses that are the stated hypotheses have been accepted.

TABLE OF CONTENTS

	Page			
List of Exhibits	V			
List of Tables	VI			
Acknowledgements	VIII			
Abstract	X			
CHAPTER 1 INTRODUCTION				
1.1 Background of the Study				
1.2 Identification of the Problem				
1.3 Objectives of the Study				
1.4 Significance of the Study				
1.5 Methodology				
1.6 Limitation of the Study				
1.7 Organization of the Study				
CHAPTER 2 LITERATURE REVIEW				
2.1 Introduction	21			
2.2 General Theoretical Framework of Training				
2.3 Training and Organization Development				

2.4 Training and Self Development		
2.5 Training and Performance Improvement		
2.6 Definition for Public Service Development		
2.7 Changing Roles of the Public Sector in Sri Lanka		
2.8 Summary		
CHAPTER 3 CONCEPTUALIZATION OF RESEARCH PROBLEM		
3.1 Introduction	44	
3.2 Scope of the Study	44	
3.3 Conceptualization		
3.4 Conceptual Model		
3.5 Variables in the Conceptual Framework		
3.6 Hypothesis		
3.7 The Operationalization of the Research	51	
3.8 Summary	54	

CHAPTER 4 SURVEY AND DATA COLLECTION		
4.1 Introduction		
4.2 Population and the Sample Design		
4.3 Definition for Head of Department		
4.4 Design of the Questionnaire		
4.4 Quantification of Responses		
4.5 Summary	67	
CHAPTER 5 DATA ANALYSIS		
5.1 Introduction	68	
5.2 Testing the Hypotheses		
5.3 Summary	89	
CHAPTER 6 DISCUSSION OF FINDINGS		
6.1 Introduction	90	
6.2 Discussion of Results on Hypothesis 1		
6.3 Discussion of Results on Hypothesis 2		
6.4 Discussion of Results on Hypothesis 3	94	
6.5 Discussion of Results on Hypothesis 4		
6.6 Informal Discussion with Heads of Departments	96	

6.7 Implications for Heads of Departments		99	
6.8 Summa	ary		99
CHADTE	D 7	CONCLUCION & DECOMMENDATIONS	
CHAPTE	R /	CONCLUSION & RECOMMENDATIONS	
7.1 Introdu	ction		101
7.2 Conclusion			101
7.3 Recommendations		106	
7.4 Suggest	ion fo	r Future Research	107
APPENDI	CES		
Appendix	I	Questionnaire	108
Appendix	II	Data Sheet	114
Appendix	III	Population & Sample of the Study	115
Appendix	IV	Regression (Model 1)	118
Appendix	V	Regression (Model 2)	119
Appendix	VI	Regression (Model 3)	120
Appendix	VII	Regression (Model 4)	121
References			122