STUDY THE LEVEL OF TRANSFER OF TRAINING AT SRI LANKA TELECOM LIMITED IN BATTICALOA DISTRICT.

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ABSTRACT

Now a day's organizations have realized the importance of training. Training programmes are planned and managed carefully to ensure that employees who have received the training will be able to apply what they have learned and increase their work performances. Transfer of training may be occurs in positive level or negative level. But the positive level leads to the better performance on the job. In this context, it is vital to study the level of transfer of training and understand the factors that influence in the transfer of training. For this purpose the researcher intended to carry out the research at Sri Lanka Telecom Limited in Batticaloa District.

The main objective of this study is to evaluate the "level of transfer of training at Sri Lanka Telecom Limited in Batticaloa District". The research framework consists of five independent variables namely climate for transfer, supervisor support, peer support, opportunity to perform and personal characteristics; and also one dependent variable namely level of transfer of training.

All the relevant information for this research was collected from all the 99 employees working at Sri Lanka Telecom Limited in Batticaloa District. The structured questionnaire was administered to collect primary data from the employees and the collected data were analyzed and presented by Univariate analysis and descriptive one using SPSS (11.0) computer package.

The result of the study reveals that there is a moderate level of transfer of training at Sri Lanka Telecom Limited in Batticaloa District. Climate for transfer, supervisor support highly contribute to the positive level of transfer of training, meanwhile opportunity to perform is moderately affected the transfer of training, and peer support, personal characteristics are negatively affected the transfer of training.

In order to increase the positive level of transfer of training management should concern on employee's attitudes to be maintained towards positively and create a good habits and culture in the organizational context. Further, in management side they need to be concentrate on work environment and tasks which should meet to training lessons. Through these the organization can upgrade a positive level of transfer of training.

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