

# How Online Training Augments Manpower Skills and Satisfaction Levels in Logistics Industry in India

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**Abstract:** The role of on line training has seen tremendous growth in recent times and shows an upward movement into establishing relationships between satisfaction level of employees and training modules applied for increasing the skill levels.

This study explores the role of online training in enhancing the skill level of employees in logistics industry.

The key variables were tested for understanding the impact through Regression techniques and show the results for positive outcomes. The logistics industry which largely depends on manual intervention and manpower skills directly influences its growth in overall progress.

The key outcomes would definitely help the top management to consider suitable and required training modules for their employees to strengthen their company and its future growth.

**Key words:** Online-Training, Manpower skills and Logistics Industry

## I. INTRODUCTION

As indicated by the ICRA, the Indian industry is poised to develop at a rate of 8-10 percent over medium term. This is an improvement over the compound yearly development rate (CAGR) of 7.8 percent at which business developed during the most recent five years. Business in India has been assessed to be around US\$ 160 billion. With execution of GST this part is required to profit and attract US\$ 215 billion in the following two years, according to the Economic Survey 2017-18. (Source IBEF 2018)

The most recent years have seen noteworthy advancement for the Logistics industry which is reflected in the worldwide rankings. As indicated by the Global Ranking of the World Bank's 2016 Logistics Performance Index, India bounced to 35th position in 2016 from 54th position in 2014 with respect to business execution at larger scales. The report additionally demonstrated that Indian Logistic Industry has improved its exhibition on all the six parameters calculated towards the rankings. This is an immense jump of 20 positions and unmistakably shows the development in the area. The calculation portrays the wide extent of activities stressed over ground-breaking and capable improvement of semi-finished or finished goods beginning with one business then onto the following and from creators to the end buyers by methods for the shippers and retailers. The Council of Logistics

Management (CLM) has arranged the going with the significance of Logistic stream and its method presentation.

"The way towards arranging, executing, and controlling the proficient, practical stream and capacity of crude materials, in-process stock, completed merchandise, and related data and financials from purpose of inception to purpose of utilization to conform to client necessities"

The exercises inside the circle of Logistics, incorporates cargo transportation, warehousing, material handling, bundling, stock control; request preparation, promotion, determining, and client administration. In this manner, "Logistic is that piece of the production network process that plans, actualizes, and controls the proficient, compelling stream and capacity of merchandise, benefits, and related data from the purpose of birthplace to the point of utilization so as to meet clients" necessities" (Council of Logistics Management).

Logistics is essential in each of the three divisions of the economy: agribusiness, fabricating and the administration business. The Logistic advertise is gigantic. It adds up to 10-15% of each item delivered and is assessed to be at US\$ 4 Trillion around the world. North America has the biggest worldwide piece of the overall industry for Logistic administrations (\$ 2 Trillion), India has a Logistic market of about \$250bn. There were a few advancements, for example, the Suez and Panama canals to improve exchange Logistics by decreasing the ship travel by a huge number of miles and furthermore the manifestations of global transshipping centres, such as, Singapore, Hong Kong, Amsterdam, and so on. In addition, particular item plants of electronic and material items, outsourcing to minimal effort goals have expanded vertical exchange that has made huge development in Logistics foundation. The exceedingly associated and proficient Logistic systems have additionally turned out to be inclined to dangers, for example, government protectionism, exchange breakdown because of money related emergency, theft and host of different unessential variables.

There are a few new advancements occurring in field of Logistics because of innovations and improvements, for example, Industry 4.0 and Industrial Internet. Likewise, the ascent of online networking, for example, Facebook, Twitter, Google circles and so forth, Mobile telephones and Cloud registering have influenced the Logistic business colossally. The purchaser side effect on Logistics regarding home

delivery, item returns and request retractions because of the enormous information examination and online business have been huge. Likewise, asset deficiencies are affecting Logistic costs hugely. Reusing, Recycling, initiatives towards reduction in green houses gases, carbon exchanging, and so on are issues that have huge effect on Logistic activities. The advancements in Internet of Things (IoT) specifically, sensors for checking the strength of hardware in basic system businesses, for example, power and aircraft transport is changing the support procedure from planned to prescient upkeep. The accessibility of 3D printing is changing the way extra part Logistics is sorted out. While these improvements increment the innovation investigation substance in Logistic activities, they decrease the downtime of hardware and trucks, stock necessities and furthermore the vitality force in tasks. We call these new patterns as E-Logistics and thus characterize the term.

## II. LITERATURE REVIEW

The usage of new IT and reciprocal ventures can prompt developments, and advancements are emphatically connected with turnover development. As such, creative firms are bound to develop (Seddon, 2005). A few nations show amazing monetary development with its guide. Earlier research concerning IT and worldwide economy development exhibit its commitment to yield development as being truly wonderful for economies amid the periods 1990-1995 and 1996-2000 (Bowers bull, 2009). Its biggest financial advantages are ordinarily seen in nations with elevated amounts of IT dissemination. OECD information demonstrates that the United States, Canada, New Zealand, Australia, the Nordic nations and the Netherlands commonly have the most noteworthy rates of dispersion of IT (Bowers bull, 2009). Kenya has been positioned fourth in logistics execution in the area, making it the second last least fortunate performing nation in the alliance, as per an examination (Daily Nation eighteenth August 2014).

The 2014 Logistics Performance Survey (LPS), a yearly report distributed by the Shippers Council of Eastern Africa (SCEA), says Rwanda, Uganda and Tanzania take the initial three positions with totalled scores of 3.52, 3.07 and 2.89, respectively. This poor execution has been credited to low dissemination of IT among the strategic firms in the nation. In certain nations, prominently the United States and Australia, there is proof that parts that have put most in IT, for example, discount and retail exchange, have encountered an expansion in the general effectiveness of utilizing work and capital, or multifaceted efficiency development. This could be on the grounds that these areas have gotten profitability gains from

IT use far beyond the work efficiency as they got from investment in IT, as a result of system impacts (Bowers bull, 2009).

Each of the organizations canvassed in the review had PCs and Internet accessibility, however just 62 percent had webpenetration on the Internet. This means estimate, age together with possession isn't segregating factors in securing IT in Uganda. A finding reliable with Dunne, that young and old firms access IT at pretty much a similar rate. While each of these organizations invested in IT, it had been done at various occasions. The little firms are looked at with restriction of speculation capital, will in general be hazard disinclined and aware of vulnerabilities, and are increasingly receptive to tax collection. The outcomes demonstrate that smaller firms began receiving IT over the recent three years when the legislature began dropping some taxes.

Set up that the appropriation of IT increments with firm size; bigger firms will in general embrace IT sooner than they will in general receive IT than the smaller firms do. With respect to the Internet, there is likewise huge connection between firm size and the term of Internet use. This is in accordance with certain investigations that have built up that bigger firms because of their capacity to have talented supervisors and workforce, propelled business rehearses are bound to receive the Internet more rapidly than different firms.

## III. RESEARCH OBJECTIVES

The main objective of the Research was to establish a relationship between Online training on employee satisfaction level.

Further research objective has been divided into two sub objectives:

- 1) To understand the relationship between training and skill growth among employees.
- 2) To find out the relative impact of online training on employee's performances and satisfaction.

## IV. RESEARCH METHODOLOGY

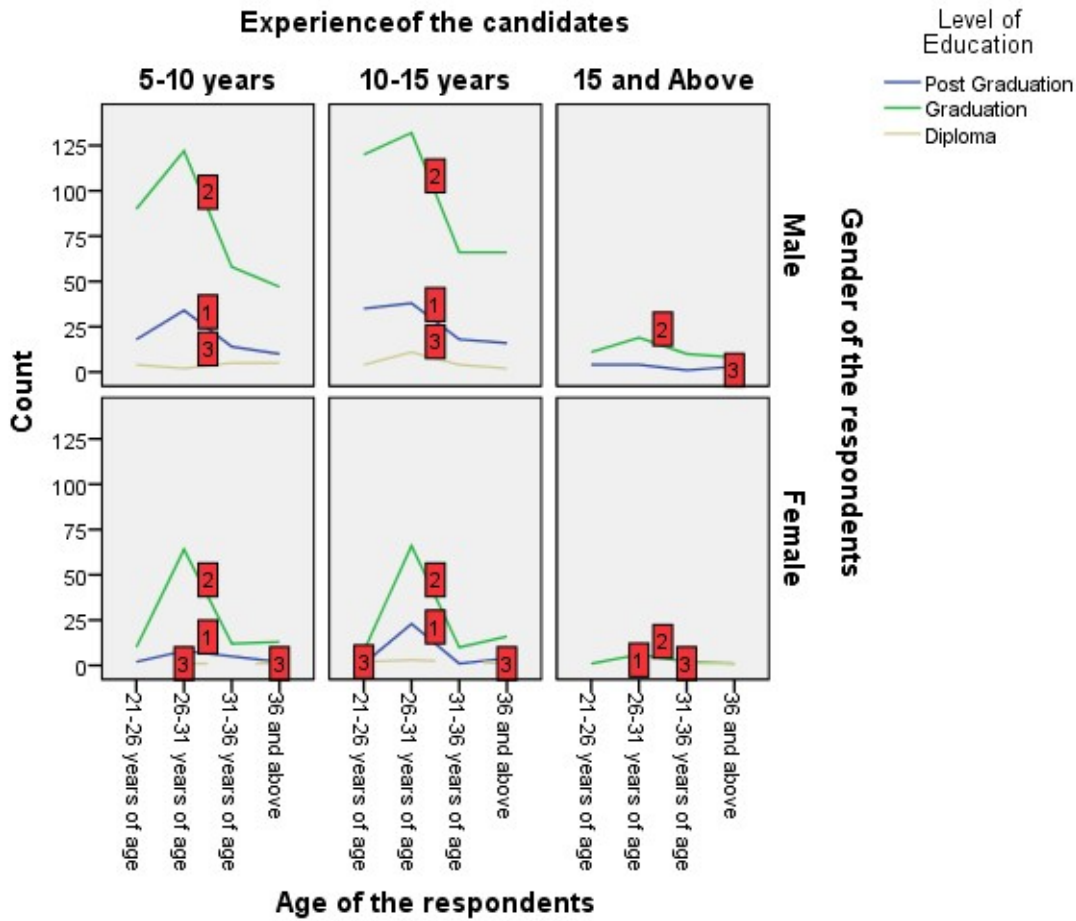
The research methodology depicts the blue print of any research; hence designing the methodology is all about choosing right structure and steps to get the best outcomes.

The universe selected for the study was Logistic companies and the sample units were employees from those logistic companies.

**Sample Size: 125**

**Sampling technique: Purposive sampling**

Demographic Profile



**Discussion:** The demographic statistics suggest that there were four categories, Age, Gender, Level of Education and Experience of the Candidates. The highest frequency obtained for Graduates with 5-10 years of experience.

V. RESULTS AND DISCUSSION

The results from the regression techniques also proves that online training has positive impact on employees in respect to increasing the skill levels and impact the overall satisfaction level in positive approach.

Table: Regression Analysis

Model Summary <sup>b</sup>					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.246 <sup>a</sup>	.061	.059	1.273	2.653
a. Predictors: (Constant), Company is using the distance and internet-based training, Company is using training to improve employee performance					
b. Dependent Variable: Employees are satisfied with workload					

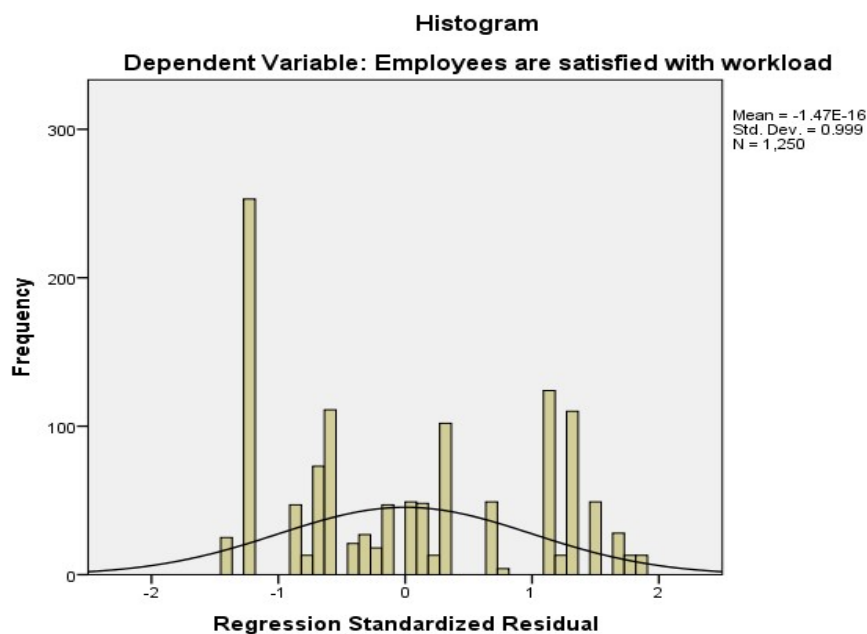
ANOVA <sup>a</sup>						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	130.682	2	65.341	40.301	.000 <sup>b</sup>
	Residual	2021.798	1247	1.621		
	Total	2152.480	1249			
a. Dependent Variable: Employees are satisfied with workload						
b. Predictors: (Constant), Company is using the distance and internet-based training, Company is using training to improve employee performance						

The ANOVA table also confirm the satisfactory results. The sig.000 proves that employees are satisfied with the online training modules in the company.

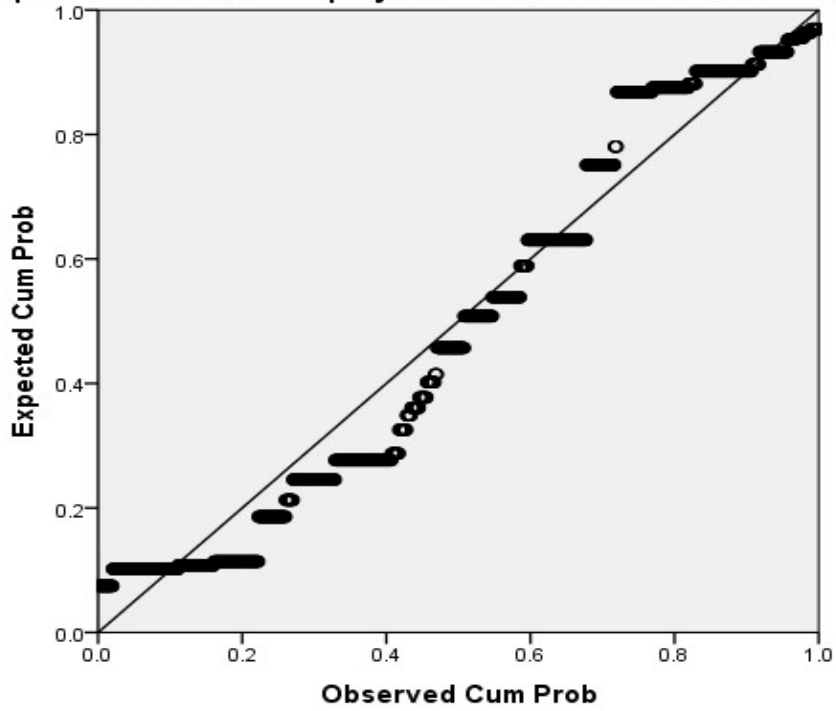
Residuals Statistics <sup>a</sup>					
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	2.45	3.62	2.90	.323	1250
Residual	-1.836	2.383	.000	1.272	1250
Std. Predicted Value	-1.367	2.228	.000	1.000	1250
Std. Residual	-1.442	1.872	.000	.999	1250
a. Dependent Variable: Employees are satisfied with workload					

Coefficients <sup>a</sup>								
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	95.0% Confidence Interval for B	
		B	Std. Error	Beta			Lower Bound	Upper Bound
1	(Constant)	3.714	.142		26.199	.000	3.436	3.992
	Company is using training to improve employee performance	-.260	.029	-.249	-8.977	.000	-.317	-.203
	Company is using the distance and internet-based training	.041	.028	.040	1.454	.146	-.014	.096
a. Dependent Variable: Employees are satisfied with workload								

Charts

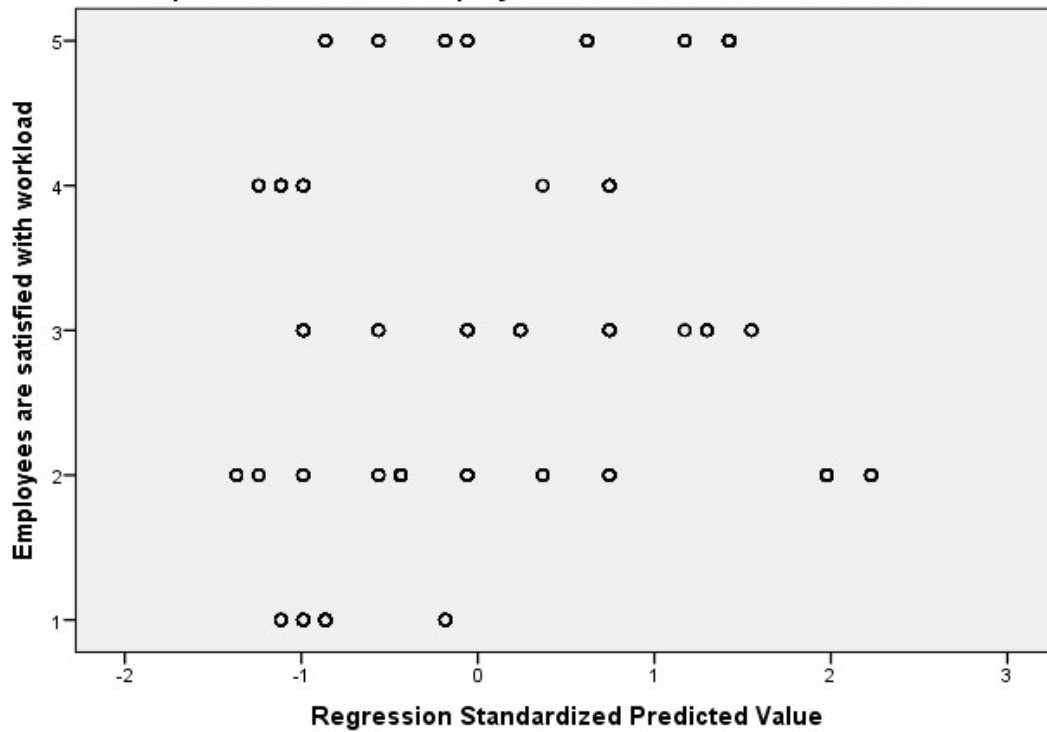


**Normal P-P Plot of Regression Standardized Residual**  
Dependent Variable: Employees are satisfied with workload



**Scatterplot**

Dependent Variable: Employees are satisfied with workload



## VI. CONCLUSION

**The employee's satisfaction and the performance is interrelated and to enhance the skills set of employees, organizations takes various steps. Online training modules for the employees have proved beneficial and the above results prove that Online training has positive impact on the performances of employees and overall growth of the organizations.**

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