# EFFECTIVENESS OF 'ON THE JOB TRAINING METHOD - PRESENTATION SKILLS IN WORKSHOP' FOR COMPETITIVE PERFORMANCE
## (A study with reference to SBI Life Insurance Company Limited, Andhra Pradesh, India)

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## ABSTRACT

*The aim of training and orientation is to make the employees understand what to do and how to do. Orientation provides the employee with the information on company rules which are to be needed to get emotionally attached with the work place. It aims at making them to feel at home, introduces the work behaviour expected, helps to understand the organization as a whole and to socialize with the organizations culture, people etc. The insurance sector plays a very crucial role in the economy of any country – it increases avenues for savings of individuals, protects the future of individuals and spreads risks of institutions by forming a large pool of fund. The sector also contributes significantly to the capital markets and assists in large capital infrastructure developments of our country through their funds. Review of related literature in the area of life insurance services, products, private life insurance companies, awareness about insurance policies, perception of the policy holders, buying behaviour of the policy holders and policy holder satisfaction had been made by the researcher to establish validity of the research on Training Methods like On the job training, Off the job training and combination training in insurance industry. The present research is descriptive and conclusive, involving illustration and explanation descriptively followed by conclusions based on findings. It encompasses "Training Methods for Competitive Performance" (A study with reference to SBI Life, Andhra Pradesh). Primary data gathered by questionnaires form the empirical base which undergoes Statistical processing leading to findings. Findings are then transformed into suggestions and conclusions with inputs from the researcher's academic experience.*

## INTRODUCTION

Training means giving the employees necessary skills to do assigned jobs. If the training is inadequate the employee may harm the interest of third parties which may pull the company into legal suits. Hence employee's skills are to be confirmed, adequate training is to be provided and proper evaluation is to be done to reduce risks. Employers should deduce the competencies employees will need in order to meet the strategic goals of the company. Training is more important than appraisal or feedback for improving performance. It influences performance a lot than any other factor. The aim of training and orientation is to make the employees understand what to do and how to do. On boarding or employee orientation provides the employee with the information such as passwords or company rules which are to be needed to get emotionally attached with the work place. It aims at making them to feel at home, introduces the work behavior expected, helps to understand the organization as a whole and to socialize with the organizations culture, people etc.

### On-the-job training

OJT is training the employee by actually making him to do the work. The most common OJT is coaching or understudy in which an experienced worker will train the employee. The experienced worker shows step by step procedure or process of doing a work. Many firms use peer training for OJT.

## Steps of OJT process

- Step 1. Prepare the learner by putting him at ease, by creating interest. Explain the whole job by keeping the learner close to possible normal working position. Familiarize the tools used.
- Step2: Present the operation by explain the quality and quantity requirements. Explain step by step process at learners pace and ask the learner to explain it back to the trainer.
- Step3: make the learner do the actual work step by step by correcting the mistakes if necessary. Run the job in its normal pace so that the learner will improve his skill and speed. Once the learner gets the ability allow the learner to do job on their own.
- Step4: Designate to whom he should lean on for help. Check work from time to time but gradually decrease the supervision.

## PROFILE OF THE INDUSTRY

It's now been nearer to two decades since the opening up of the insurance sector in India to the private sector and for foreign players. The past decade has seen considerable growth in the insurance sector and has seen the introduction of a large number of innovative products – a natural and positive outcome of increasing competition. The insurance sector plays a very crucial role in the economy of any country – it increases avenues for savings of individuals, protects the future of individuals and spreads risks of institutions by forming a large pool of fund. The sector also contributes significantly to the capital markets and assists in large capital infrastructure developments of our country through their funds. The insurance industry in India is divided into 2 basic sectors – **Life Insurance** and **Non-life Insurance** (also called **General Insurance)**. Both these sectors are governed by **Insurance Regulatory and Development Authority of India (IRDAI)** which is a government body which frames the rules for the entire industry and all insurance companies have to abide by them. IRDAI is the policy maker for the entire insurance industry in India and also serves as the custodian of consumers rights.

## Overview of SBI Life Insurance Company Ltd.

SBI Life Insurance Company Limited is leading Life Insurance Company in India which is established on 29th March 2001. SBI Life is joint venture between State Bank of India (SBI) and BNP Paribas Cardif . BNP Paribas is a French multinational bank and financial services company with global headquarters in Paris. SBI owns 62.1% of the total capital and BNP Paribas Cardif 22% of the capital. Other investors are Value Line Pte. Ltd. and MacRitchie Investments Pte. Ltd., holding 1.95% of the total capital each and remaining 12% with Public. SBI Life Insurance has an authorized capital of ¹ 20 billion (US$290 million) and a paid-up capital of ¹ 10 billion (US$140 million). This company is listed in BSE and NSE.

## REVIEW OF LITERATURE

**Chopra K (2017)** attempted to conceptualize interactive training techniques that would help employees to adopt changing working patterns and lifestyle. Techniques like the not-so-valued perspective, Empathize with boss, Rapidly changing roles of competitors, twenty seconds per slide and Learning Management System. Recommends these techniques can be add-on to the traditional training methods and part of on the job training. Methods targeted to any segment of trainee and stage of the training process.

**Dash and Das (2017)** studied HRD climate prevailing in the LIC of India and satisfaction level of employees regarding the prevailing HRD climate in their organization. The study found that the employees were fairly satisfied with the top management initiatives but they were somewhat dissatisfied with the employees relationships. The study suggested that superior officers should show more personal interest in the development of their subordinates. Various team building exercises should be implemented to increase the team spirit of the employees. Moreover, informal functions, holiday celebrations, birthday celebrations, informal get–to-gathers, picnics etc. should be organized in organization to improve employee relationships.

**Anita and Ashok Kumar (2016)** research concentrated on the impact of training on the employee's performance. Educational level, designation of employee and work experiences factors are critical in employee productivity through training. They observed positive effect of other organization practices on the employee's effectiveness.

**Sharma & Sharma (2016)** investigated the training practices for organizational development in LIC of India. They examined continuous learning culture and self-efficacy considering few dimensions for training effectiveness. The association between continuous learning culture and training effectiveness was positive and significant and self-efficacy had constructive relationship with training. Both predictors in combination positive and significantly affect training effectiveness among employees.

**Abomeh & Peace (2015),** studied the significance of the training on the employees' productivity in Nigeria insurance industry. As part of study they explained various types of employees training, viz., refresher courses classroom training, apprentice training, vestibule training, Programmed instruction as part of "On the job" training. Off the job training includes classroom lectures, vestibule training. Study used the behavioral attitudinal theory, that emphasis on discretionary behavior to help others, strive for more and quality, creative to solve work problems and willing to take responsibilities to achieve results effectively.

## RESEARCH GAP

Core part of the research is identifying the potential concept capable of generating spark or the need for a research, the gap can be conceptually unexplored domain or an explored domain with negligent or limited research. Review of related literature in the area of life insurance services, products, private life insurance companies, awareness about insurance policies, perception of the policy holders, buying behavior of the policy holders and policy holder satisfaction had been made by the researcher to establish validity of the research topic: "Training Methods for Competitive Performance". Various research studies conducted by eminent researchers for a span of two decades have been reviewed and the researcher understood the gaps in the earlier studies. The researcher understood no studies were conducted about the policy holder's service quality perception along with their satisfaction. Further, in the recent years no studies were conducted in Andhra Pradesh related to this Competitive Performance research study and hence the researcher has undertaken to understand the Performance of Training Methods in SBI Life Insurance.

## NEED FOR THE STUDY

The objective of training is to improve the employees and organization's capacity to handle its internal and external functioning. This would include things such as scientific

Management, Human Relations, and effectiveness on employee performance. These objectives stem from a value system based on an optimistic view of the nature of man - that man in a supportive environment is capable of achieving higher levels of development and accomplishment. Essential to existence of organization and effectiveness is the scientific method - inquiry, a rigorous search for causes, experimental testing, and review of results.

## SCOPE OF THE STUDY

The purpose of training is to address perennial evolving needs of successful organizations - a concerted collaboration of internal and external experts in the field to discover the process an organization can use to become more stakeholders effective. Training is a lifelong, built-in mechanism to improve performance of organization's health to renew itself. Experts in training mind maps, body mind synchronicity, structure of intuition in decision making, and coaching whose perspective is not steeped in just the behavioral sciences, but a much more multi-disciplinary and inter-disciplinary approach have emerged as Chief training methods. These emergent expert perspectives see the organization as the holistic interplay of a number of systems that impact the process and outputs of the entire organization. Academic Scope of the present research is that of the concept of Training methods, industry scope is SBI life, and location scope is Andhra Pradesh. Period scope refers to the research period 2012 to 2017.

## RESEARCH METHODOLOGY

The present research study strictly abides by the conceptual frame work enunciated by the subject Research Methodology for the design and conduct of the research, this part of the study aims at presenting all the components of the research in a descriptive style which includes Statement of the problem, Objectives of the study, Hypotheses formulation, Data gathering, Data processing, interpretation or Description, finally followed by presenting the Findings, suggestions and Conclusions of the study. All elements in various stages of research process are explained descriptively, offering due importance to them and treating them individually and distinctively.

## OBJECTIVES OF THE STUDY
### Primary Objective
- To evaluate effectiveness of "On the Job Training Methods" on Employees, Advisors and Bankers of SBI life.

### Secondary Objective
- To evaluate effectiveness of presentation skills in 'on the job training' on Employees, Advisors and Bankers of SBI life.

## HYPOTHESIS
### Primary Hypothesis
$H_o$ -    "On the Job Training Methods" and "Competitive Performance" are not significantly  related.

$H_1$ -    "On the Job Training Methods" and "Competitive Performance" are significantly  related.

### Secondary Hypothesis
$H_o$-    *Presentation skills in workshop* and "Competitive Performance" are not significantly related.

$H_1$-    *Presentation skills in workshop* and "Competitive Performance" are significantly related.

## SAMPLING DESIGN
### Sampling Plan
The sample plan consists of choosing employees, Advisors and Bankers from SBI life for the study from the geographical region of Andhra Pradesh. Further, the total size of SBI life forms the base for prescribing number and size of respondents to be drawn from various category levels of SBI Life.

### Universe
Encompasses total number of Male and Female employees, Advisors and Bankers at various category levels of SBI Life of Andhra Pradesh. Please find total population in brackets.

### Sample size
It is a proportionate representation of the employee density at a given location, firms and their various category levels. These form the base for fixing the sample size of 1114 from 13 districts of Andhra Pradesh Region of SBI Life Insurance Company Limited

### Table of Sample size

| Category Gender | Employees | Advisors | Bankers | Total |
|---|---|---|---|---|
| MALE | 166 | 493 | 204 | 863 |
| FEMALE | 59 | 124 | 68 | 251 |
| Total | 225 | 617 | 272 | 1114 |

### Sampling Technique
The process of drawing sample respondents from the sample universe is known as sampling technique, among many techniques available, Stratified sampling method is employed for the purpose since it is more appropriate as the sample respondents are distributed in different places as stratified groups at different hierarchical levels of the firms. The organizational setting of the employee pre determines the suitability of the sampling technique making the exercise more meaningful, appropriate and relevant.

### Sampling Framework
Refers to the framework that is fixed for the purpose of predefining and drawing the sample from the sample universe, the framework pre supposes to draw the sample from the districts of Andhra Pradesh from the male and female employees, Advisors and Bankers various category levels of

SBI Life of Andhra Pradesh during the period of conduct of the research study i.e. 2012-18.

### Sampling Procedure
The study has been based on convenient sampling method which stipulates picking up of samples according to the convenience of the researcher from the clusters of samples existing in the organization.

### Sample Unit
Sample unit defines the single unit of the sample, in the pre decided sample which is to be drawn from the selected organization, a respondent who finds a place will be a male or female, in the age group 25 to >60 years, with any occupational title or hierarchical position, and with the income level presupposed.

# DATA COLLECTION

The data collected for the present study comprises of both primary and secondary sources.

## Primary data

Data Collected from respondents through questionnaire. The respondents were interviewed and asked to fill the questionnaire. The first part deals respondents' profile in terms of their age, sex, occupation, educational background and income. The second part of the questionnaire contains the questions concern to with concepts of training and their techniques in SBI life.

## Secondary Data

In order to fulfil the objectives of the study, secondary data were collected. The secondary data pertaining to Andhra Pradesh collected from various government publications and records, the major source of secondary data being Census of India 2001, 2011 (provisional results), District Statistical Centre and Collectorate. The secondary data has been collected from various magazines, journals, daily newspapers, survey reports and reference books etc.

# STATISTICAL DESIGN

## Data analysis

The data was analysed giving thought to the main hypothesis to find relationships between, different motivational factors. Each assessment was looked at individually and descriptive statistics were computed for each. Frequency reports on the specific questions were run to determine agreement within the measures. All assessments were also correlated with one another to find existence of any relationships between the variables. The scale used in the Questionnaire was from 1 to 5, where 5 being the very high score and 1 being the very low for each question.

# STATISTICAL TOOLS APPLIED

The following tests were performed to explore different relationships.

- ANOVA
- t-test

## Presentation skills in workshop and Age Group

$H_o$- 1   *Presentation skills in workshop* and "Competitive Performance" are not significantly related between *Age groups*

$H_1$- 2   *Presentation skills in workshop* and "Competitive Performance" are significantly related between *Age groups*

**Table: 1- Anova test for Presentation skills in workshop - Age wise**

|  |  | Sum of Squares | Df | Mean Square | F | Sig. |
|---|---|---|---|---|---|---|
| Managing the Stage | Between Groups | 15.552 | 3 | 5.184 | 5.427 | .001 |
|  | Within Groups | 1060.323 | 1110 | .955 |  |  |
|  | Total | 1075.875 | 1113 |  |  |  |
| Body Language | Between Groups | 18.885 | 3 | 6.295 | 6.667 | .000 |
|  | Within Groups | 1048.085 | 1110 | .944 |  |  |
|  | Total | 1066.970 | 1113 |  |  |  |
| Eye contact | Between Groups | .726 | 3 | .242 | .246 | .864 |
|  | Within Groups | 1090.614 | 1110 | .983 |  |  |
|  | Total | 1091.340 | 1113 |  |  |  |
| Board/Audio visuals usage | Between Groups | 12.011 | 3 | 4.004 | 4.291 | .005 |
|  | Within Groups | 1035.760 | 1110 | .933 |  |  |
|  | Total | 1047.771 | 1113 |  |  |  |
| Voice modulation | Between Groups | 15.552 | 3 | 5.184 | 5.427 | .001 |
|  | Within Groups | 1060.323 | 1110 | .955 |  |  |
|  | Total | 1075.875 | 1113 |  |  |  |

*Source: Calculations and data through SPSS*

A one-way ANOVA was conducted to compare the perception of Managing the Stage among the different age groups of Employees, Advisors & CIFs. Normality checks and Levene's test are carried out and the assumptions met. There is significant difference in the perception of Managing the Stage F (3, 1110) =5.427, p=.001 among the age groups. Since the P value is less than .05 null hypothesis is rejected and alternate hypothesis is accepted. This signifies that

managing the stage of Presentation skills in workshop and competitive performance are significantly related.

A one-way ANOVA was conducted to compare the perception of Body Language among the different age groups of Employees, Advisors & CIFs. Normality checks and Levene's test are carried out and the assumptions met. There is significant difference in the perception of Managing the Stage with F 6.667, p=.000 among the age groups. Since the P value is less than .05 null hypothesis is rejected and alternate

hypothesis is accepted. This signifies that Body Language of Presentation skills in workshop and competitive performance are significantly related.

A one-way ANOVA was conducted to compare the perception of Eye contact among the different age groups of Employees, Advisors & CIFs. Normality checks and Levene's test are carried out and the assumptions met. There is significant difference in the perception of Managing the Stage with F= .246, p=.864 among the age groups.  Since the P value is greater than .05 null hypothesis is accepted and alternate hypothesis is rejected. This signifies that Eye contact of Presentation skills in workshop and competitive performance are not related.

A one-way ANOVA was conducted to compare the perception of Board/Audio visuals usage tact among the different age groups of Employees, Advisors & CIFs. Normality checks and Levene's test are carried out and the assumptions met. There is significant difference in the perception of Managing the Stage with F= 4.291 p=.005 among the age groups.  Since the P value is greater than .05 null hypothesis is accepted and alternate hypothesis is rejected.

This signifies that Board/Audio visuals usage t of Presentation skills in workshop and competitive performance are related.

A one-way ANOVA was conducted to compare the perception of Voice modulation among the different age groups of Employees, Advisors & CIFs. Normality checks and Levene's test are carried out and the assumptions met. There is significant difference in the perception of Managing the Stage with F= 5.427 p=.001 among the age groups.  Since the P value is less than .05 null hypothesis is rejected and alternate hypothesis is accepted. This signifies that Voice modulation of Presentation skills in workshop and competitive performance are related.

## Presentation skills in workshop and Gender Group

$H_o$- 1    *Presentation skills in workshop* and "Competitive Performance" are not significantly related between Gender *groups*

$H_1$- 2    *Presentation skills in workshop* and "Competitive Performance" are significantly related between *Gender groups*

### Independent Samples Test for Presentation skills in workshop – Gender wise

| | | Levene's Test for Equality of Variances | | t-test for Equality of Means | | | |
|---|---|---|---|---|---|---|---|
| | | F | Sig. | T | df | Sig. (2-tailed) (P) | Mean Difference |
| Managing the Stage | Equal variances assumed | 0.806 | 0.37 | 2.287 | 1112 | 0.022 | 0.16094 |
| | Equal variances not assumed | | | 2.241 | 395.032 | 0.026 | 0.16094 |
| Body Language | Equal variances assumed | 0.661 | 0.416 | 2.503 | 1112 | 0.012 | 0.17535 |
| | Equal variances not assumed | | | 2.449 | 394.094 | 0.015 | 0.17535 |
| Eye contact | Equal variances assumed | 3.194 | 0.074 | 0.819 | 1112 | 0.413 | 0.05817 |
| | Equal variances not assumed | | | 0.814 | 403.177 | 0.416 | 0.05817 |
| Board/Audio visuals usage | Equal variances assumed | 1.853 | 0.174 | 1.949 | 1112 | 0.052 | 0.13544 |
| | Equal variances not assumed | | | 1.898 | 391.619 | 0.058 | 0.13544 |
| Voice modulation | Equal variances assumed | 0.806 | 0.37 | 2.287 | 1112 | 0.022 | 0.16094 |

Using an alpha level of 0.5 an independent samples at t test was conducted to evaluate whether managing the stage is differed significantly between male and female respondents. The independent t–test indicated that managing the stage after training program were statistically significant difference between male and female respondents as T value is 2.287 and P value is 0.022. Since the P value is less than .05 null hypothesis is rejected and alternate hypothesis is accepted. This signifies that managing the stage of Presentation skills in workshop and competitive performance are related.

Using an alpha level of 0.5 an independent samples at t test was conducted to evaluate whether Body Language is differed significantly between male and female respondents. The independent t–test indicated that Body Language after training program were statistically significant difference between male and female respondents as T value is 2.503 and P value is 0.012. Since the P value is less than .05 null hypothesis is rejected and alternate hypothesis is accepted. This signifies that Body Language of Presentation skills in workshop and competitive performance are related.

Using an alpha level of 0.5 an independent samples at t test was conducted to evaluate whether Eye contact is differed

significantly between male and female respondents. The independent t–test indicated that Eye contact after training program were statistically significant difference between male and female respondents as T value is 0.819 and P value is 0.413. Since the P value is greater than .05 null hypothesis is accepted and alternate hypothesis is rejected. This signifies that Eye contact of Presentation skills in workshop and competitive performance are not related.

Using an alpha level of 0.5 an independent samples at t test was conducted to evaluate whether Board/Audio visuals usage is differed significantly between male and female respondents. The independent t–test indicated that Board/Audio visuals usage after training program were statistically significant difference between male and female respondents as T value is 1.949 and P value is 0.052. Since the P value is greater than .05 null hypothesis is accepted and alternate hypothesis is rejected. This signifies that Board/Audio visuals of Presentation skills in workshop and competitive performance are not related.

Using an alpha level of 0.5 an independent samples at t test was conducted to evaluate whether Voice modulation is differed significantly between male and female respondents.

The independent t–test indicated that Voice modulation after training program were statistically significant difference between male and female respondents as T value is 2.287 and P value is 0.022. Since the P value is less than .05 null hypothesis is rejected and alternate hypothesis is accepted. This signifies that Voice modulation of Presentation skills in workshop and competitive performance are related.

## Presentation skills in workshop and Education Group

$H_o$- 1    *Presentation skills in workshop* and "Competitive Performance" are not significantly related between Education *groups*

$H_1$- 2    *Presentation skills in workshop* and "Competitive Performance" are significantly related between *Education groups*

**Anova for Presentation skills in workshop – Education wise**

| | | Sum of Squares | df | Mean Square | F | Sig. |
|---|---|---|---|---|---|---|
| Managing the Stage | Between Groups | 18.409 | 2 | 9.204 | 9.67 | 0 |
| | Within Groups | 1057.466 | 1111 | 0.952 | | |
| | Total | 1075.875 | 1113 | | | |
| Body Language | Between Groups | 21.235 | 2 | 10.618 | 11.28 | 0 |
| | Within Groups | 1045.735 | 1111 | 0.941 | | |
| | Total | 1066.97 | 1113 | | | |
| Eye contact | Between Groups | 1.314 | 2 | 0.657 | 0.67 | 0.512 |
| | Within Groups | 1090.026 | 1111 | 0.981 | | |
| | Total | 1091.34 | 1113 | | | |
| Board/Audio visuals usage | Between Groups | 13.978 | 2 | 6.989 | 7.511 | 0.001 |
| | Within Groups | 1033.793 | 1111 | 0.931 | | |
| | Total | 1047.771 | 1113 | | | |
| Voice modulation | Between Groups | 18.409 | 2 | 9.204 | 9.67 | 0 |
| | Within Groups | 1057.466 | 1111 | 0.952 | | |
| | Total | 1075.875 | 1113 | | | |

A one-way ANOVA was conducted to compare the perception of Managing the Stage among the different age groups of Employees, Advisors & CIFs. Normality checks and Levene's test are carried out and the assumptions met. There is significant difference in the perception of Managing the Stage i.e F value is 9.67 and p value is .000 among the age groups. Since the P value is less than .05 null hypothesis is rejected and alternate hypothesis is accepted. This signifies that managing the stage of Presentation skills in workshop and competitive performance are significantly related.

A one-way ANOVA was conducted to compare the perception of Body Language among the different age groups of Employees, Advisors & CIFs. Normality checks and Levene's test are carried out and the assumptions met. There is significant difference in the perception of Managing the Stage with F value as 11.28 and p value is 000 among the age groups. Since the P value is less than .05 null hypothesis is rejected and alternate hypothesis is accepted. This signifies that Body Language of Presentation skills in workshop and competitive performance are significantly related.

A one-way ANOVA was conducted to compare the perception of Eye contact among the different age groups of Employees, Advisors & CIFs. Normality checks and Levene's test are carried out and the assumptions met. There is significant difference in the perception of Managing the Stage with F=. 0.67, p= 0.512 among the age groups. Since the P value is greater than .05 null hypothesis is accepted and alternate hypothesis is rejected. This signifies that Eye contact of Presentation skills in workshop and competitive performance are not related.

A one-way ANOVA was conducted to compare the perception of Board/Audio visuals usage tact among the different age groups of Employees, Advisors & CIFs. Normality checks and Levene's test are carried out and the assumptions met. There is significant difference in the perception of Managing the Stage with F= 7.511 p=0.001 among the age groups. Since the P value is greater than .05 null hypothesis is accepted and alternate hypothesis is rejected. This signifies that Board/Audio visuals usage t of Presentation skills in workshop and competitive performance are related.

A one-way ANOVA was conducted to compare the perception of Voice modulation among the different age groups of Employees, Advisors & CIFs. Normality checks and Levene's test are carried out and the assumptions met. There is significant difference in the perception of Managing the Stage with F= 5.427 p=.000 among the age groups. Since the P value is less than .05 null hypothesis is rejected and alternate hypothesis is accepted. This signifies that Voice modulation of Presentation skills in workshop and competitive performance are related.

## Presentation skills in workshop and Designation Group

$H_o$- 1    *Presentation skills in workshop* and "Competitive Performance" are not significantly related between Designation *groups*

$H_1$- 2    *Presentation skills in workshop* and "Competitive Performance" are significantly related between *Designation groups*

### Anova for Presentation skills in workshop – Designation wise

| | | Sum of Squares | df | Mean Square | F | Sig. |
|---|---|---|---|---|---|---|
| Managing the Stage | Between Groups | 9.207 | 2 | 4.604 | 4.795 | 0.008 |
| | Within Groups | 1066.668 | 1111 | 0.96 | | |
| | Total | 1075.875 | 1113 | | | |
| Body Language | Between Groups | 10.529 | 2 | 5.265 | 5.536 | 0.004 |
| | Within Groups | 1056.441 | 1111 | 0.951 | | |
| | Total | 1066.97 | 1113 | | | |
| Eye contact | Between Groups | 1.146 | 2 | 0.573 | 0.584 | 0.558 |
| | Within Groups | 1090.195 | 1111 | 0.981 | | |
| | Total | 1091.34 | 1113 | | | |
| Board/Audio visuals usage | Between Groups | 6.666 | 2 | 3.333 | 3.557 | 0.029 |
| | Within Groups | 1041.105 | 1111 | 0.937 | | |
| | Total | 1047.771 | 1113 | | | |
| Voice modulation | Between Groups | 9.207 | 2 | 4.604 | 4.795 | 0.008 |
| | Within Groups | 1066.668 | 1111 | 0.96 | | |
| | Total | 1075.875 | 1113 | | | |

A one-way ANOVA was conducted to compare the perception of Managing the Stage among the different age groups of Employees, Advisors & CIFs. Normality checks and Levene's test are carried out and the assumptions met. There is significant difference in the perception of Managing the Stage i.e F value is 4.795and p value is .008 among the age groups. Since the P value is less than .05 null hypothesis is rejected and alternate hypothesis is accepted. This signifies that managing the stage of Presentation skills in workshop and competitive performance are significantly related.

A one-way ANOVA was conducted to compare the perception of Body Language among the different age groups of Employees, Advisors & CIFs. Normality checks and Levene's test are carried out and the assumptions met. There is significant difference in the perception of Managing the Stage with F value as 5.536 and p value is 004 among the age groups. Since the P value is less than .05 null hypothesis is rejected and alternate hypothesis is accepted. This signifies that Body Language of Presentation skills in workshop and competitive performance are significantly related.

A one-way ANOVA was conducted to compare the perception of Eye contact among the different age groups of Employees, Advisors & CIFs. Normality checks and Levene's test are carried out and the assumptions met. There is significant difference in the perception of Managing the Stage with F= 0.584, p= 0.558 among the age groups. Since the P value is greater than .05 null hypothesis is accepted and alternate hypothesis is rejected. This signifies that Eye contact of Presentation skills in workshop and competitive performance are not related.

A one-way ANOVA was conducted to compare the perception of Board/Audio visuals usage tact among the different age groups of Employees, Advisors & CIFs. Normality checks and Levene's test are carried out and the assumptions met. There is significant difference in the perception of Managing the Stage with F= 3.557p=0.029 among the age groups. Since the P value is greater than .05 null hypothesis is accepted and alternate hypothesis is rejected. This signifies that Board/Audio visuals usage t of Presentation skills in workshop and competitive performance are related.

A one-way ANOVA was conducted to compare the perception of Voice modulation among the different age groups of Employees, Advisors & CIFs. Normality checks and Levene's test are carried out and the assumptions met. There is significant difference in the perception of Managing the Stage with F= 4.795 p=.008 among the age groups. Since the P value is less than .05 null hypothesis is rejected and alternate hypothesis is accepted. This signifies that Voice modulation of Presentation skills in workshop and competitive performance are related.

### Presentation skills in workshop and Income Group

$H_o$- 1 *Presentation skills in workshop* and "Competitive Performance" are not significantly related between Income *groups*

$H_1$- 2 *Presentation skills in workshop* and "Competitive Performance" are significantly related between *Income groups*

**Anova for Presentation skills in workshop – Income wise**

| | | Sum of Squares | Df | Mean Square | F | Sig. |
|---|---|---|---|---|---|---|
| Managing the Stage | Between Groups | 8.240 | 3 | 2.747 | 2.856 | .036 |
| | Within Groups | 1067.636 | 1110 | .962 | | |
| | Total | 1075.875 | 1113 | | | |
| Body Language | Between Groups | 7.688 | 3 | 2.563 | 2.685 | .045 |
| | Within Groups | 1059.283 | 1110 | .954 | | |
| | Total | 1066.970 | 1113 | | | |
| Eye contact | Between Groups | .296 | 3 | .099 | .100 | .960 |
| | Within Groups | 1091.044 | 1110 | .983 | | |
| | Total | 1091.340 | 1113 | | | |
| Board/Audio visuals usage | Between Groups | 5.431 | 3 | 1.810 | 1.928 | .123 |
| | Within Groups | 1042.340 | 1110 | .939 | | |
| | Total | 1047.771 | 1113 | | | |
| Voice modulation | Between Groups | 8.240 | 3 | 2.747 | 2.856 | .036 |
| | Within Groups | 1067.636 | 1110 | .962 | | |
| | Total | 1075.875 | 1113 | | | |

A one-way ANOVA was conducted to compare the perception of Managing the Stage among the different age groups of Employees, Advisors & CIFs. Normality checks and Levene's test are carried out and the assumptions met. There is significant difference in the perception of Managing the Stage i.e F value is 2.856 and p value is .036 among the age groups. Since the P value is less than .05 null hypothesis is rejected and alternate hypothesis is accepted. This signifies that managing the stage of Presentation skills in workshop and competitive performance are significantly related.

A one-way ANOVA was conducted to compare the perception of Body Language among the different age groups of Employees, Advisors & CIFs. Normality checks and Levene's test are carried out and the assumptions met. There is significant difference in the perception of Body Language with F value as 2.685 and p value is 045 among the age groups. Since the P value is less than .05 null hypothesis is rejected and alternate hypothesis is accepted. This signifies that Body Language of Presentation skills in workshop and competitive performance are significantly related.

A one-way ANOVA was conducted to compare the perception of Eye contact among the different age groups of Employees, Advisors & CIFs. Normality checks and Levene's test are carried out and the assumptions met. There is significant difference in the perception of Eye contact with

F= .100, p= 0.960 among the age groups. Since the P value is greater than .05 null hypothesis is accepted and alternate hypothesis is rejected. This signifies that Eye contact of Presentation skills in workshop and competitive performance are not related.

A one-way ANOVA was conducted to compare the perception of Board/Audio visuals usage tact among the different age groups of Employees, Advisors & CIFs. Normality checks and Levene's test are carried out and the assumptions met. There is significant difference in the perception of Board/Audio visuals usage tact with F= 1.928 p=0.123 among the age groups. Since the P value is greater than .05 null hypothesis is accepted and alternate hypothesis is rejected. This signifies that Board/Audio visuals usage t of Presentation skills in workshop and competitive performance are related.

A one-way ANOVA was conducted to compare the perception of Voice modulation among the different age groups of Employees, Advisors & CIFs. Normality checks and Levene's test are carried out and the assumptions met. There is significant difference in the perception of Voice modulation with F= 2.856 p=.036 among the age groups. Since the P value is less than .05 null hypothesis is rejected and alternate hypothesis is accepted. This signifies that Voice modulation of Presentation skills in workshop and competitive performance are related.

**Consolidated analysis of components under Presentation skills in workshop**

**ANOVA**

PRESENTATION

| | Sum of Squares | df | Mean Square | F | Sig. |
|---|---|---|---|---|---|
| Between Groups | 111.033 | 2 | 55.516 | 3.489 | .031 |
| Within Groups | 17675.734 | 1111 | 15.910 | | |
| Total | 17786.766 | 1113 | | | |

## Multiple comparison of Presentation skills in workshop

**Multiple Comparisons**

Dependent Variable: PRESENTATION
Tukey HSD

| (I) Designation | (J) Designation | Mean Difference (I-J) | Std. Error | Sig. |
|---|---|---|---|---|
| Advisors | CIFs | -.47661 | .29031 | .229 |
|  | Employees | .47025 | .31064 | .285 |
| CIFs | Advisors | .47661 | .29031 | .229 |
|  | Employees | .94686* | .35945 | .023 |
| Employees | Advisors | -.47025 | .31064 | .285 |
|  | CIFs | -.94686* | .35945 | .023 |

*. The mean difference is significant at the 0.05 level.

A one-way ANOVA was conducted to compare the responses of managing the stage dimension. Normality checks and Levene's test were carried out and the assumptions met. There was significant difference in the perception of presentation skill $F_{(2, 1111)} = 3.489$, $p = .03$ between the employees. Post hoc comparisons using the Tukey test was confirmed a statistical significant difference between CIFS and Employees ($p = 0.02$). Since the P value is less than .05, hence null hypothesis rejected and conclude that there is a significant relation between presentation skills and competitive performance among employees, advisors and CIFs in SBI life in Andhra Pradesh.

## FINDINGS

*Age*
- Coherence between Presentation skills in workshop and competitive performance as a prime requisite is thus established except for the component eye contact among all age groups.

*Gender*
- Consistency between Presentation skills in workshop and competitive performance as a prime requisite is thus established except for the component eye contact among all gender groups.

*Education*
- Rationality between Presentation skills in workshop and competitive performance as a prime requisite is thus established except for the component eye contact among all education groups.

*Designation*
- Lucidness between Presentation skills in workshop and competitive performance as a prime requisite is thus established except for the component eye contact among all designations groups.

*Income*
- Steadiness between Presentation skills in workshop and competitive performance as a prime requisite is thus established except for the component eye contact among all income groups.

## SUGGESTION

*Age*
- To sustain the prevailing intensity without letting it down among all age groups.

*Gender*
- To sustain the prevailing intensity without letting it down among both the gender age groups.

*Education*
- To withstand the prevailing intensity without letting it down among all education groups.

*Designation*
- To endure the prevailing intensity without letting it down among all designations.

*Income*
- To endure the prevailing intensity without letting it down among all income groups.

## CONCLUSION
- Research concludes SBI life HR training practices to be more aggressive to face the competition from competitors.

## SCOPE FOR FURTHER STUDY

The effectiveness of presentation skills in 'on the job training' on Employees, Advisors and Bankers of SBI life can be stretched by investigating respondents insights and identifying any other training methods. Larger geographic sample and different geographical regions considering few more training attributes can be included.

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