



QUALITY TRAINING AND SKILL LEVEL REVIEW AT MSME INDUSTRIES

Mr. K. Radhakrishnan* Dr. B. Thayumanavar**

**Ph.D. (Part-Time) Research Scholar ,Department of Management Studies,Sree Saraswathi Thyagaraja College (Autonomous)(Affiliated to Bharathiar University)Palani Road, Pollachi. Tamil Nadu State.*

***Associate Professor,Department of Management Studies ,Sree Saraswathi Thyagaraja College (Autonomous)(Affiliated to Bharathiar University),Palani Road, Pollachi. Tamil Nadu State.*

Abstract

Training means the process of growing the information and assistance of an operative for liability for a certain job. Progress in the job performance and work behavior of those trained Skill plays a dynamic character in the MSME sector. The skilled stage is a time period that may be used to outline people knowledge inclusive of novice, intermediate, expert, or professional may be assigned in your non-public and expert attributes to illustrate the extent of enjoyment got with a selected skill. Development of Micro, Small, and Medium Scale Industries to up throw the business and social economy. Modernize and fortify the manufacturing units of the State to make them globally competent. Motivates startups and small firms to endure developing novel ideas and technologies. By applying to the relevant ministries, one may apply for the subsidy. The essential objective of this study is to evaluate quality training and skill levels in MSMEs. For this purpose, a survey method has been adopted and data have been gathered from 250 respondents randomly through a structured questionnaire. The findings are significantly contributing to new knowledge in the existing literature and also for empirical justification of Methods of training, Types of Quality Training, Quality of Products in MSME, and Level of Skills in training management practices on the success of MSME Industries.

Key Words: Training, Skills, MSME, Products

1. Introduction

Micro Small and Medium Enterprises (MSMEs) play an important role in plugging this problem in India. The sector has the ability to the reduction of regional disparity through income generation, create service occasions, decrease deficiency, and above all induce provincial progress. MSME supports entrepreneurs in the development of existing enterprises and encourages entrepreneurs to new establishments. Micro, small, and medium enterprises highpoints the home grown Saini (2008) methods of human resource management that have textured in the Indian MSME context. Manufacturing Sector: Enterprises- Investment in plant & machinery, Micro- Less than Rs.25 lakhs, Small - Over Rs.25 lakhs but not prodigious Rs.5 Crores, Medium- Over Rs.5 Crores but less than Rs.10 Crores. Service Sector - Enterprises - Speculation in plant & machinery, Micro - Less than Rs.10 lakhs, Small - Over Rs.10 lakhs but not exceeding Rs.2 crores, Medium- Over Rs.2 crores but not exceeding Rs.5crores.

Micro Small and Medium (MSME) are contributing significantly to the economic growth of the country. MSME forms 90% of all initiatives in the majority of economies (Garg, 2014).Quality initiatives have long been part of organizational strategies such as Herzallah et al (2014) ISO series, quality assurance, statistical quality control, zero defects, and total quality management. Adding the concepts of Workplace Spirituality Parthasarathi (2016) improve the strategic planning and creation of supportive structures, systems, and resource management in the MSMEs. Quality work-life influences



the administrative distinction among the employees in MSMEs Dayana (2017) competent and helpful employees are the key to success.

For MSME sector enterprises, the distinction between a worker and an apprentice is not apparent gauging from the tasks assigned to them, Sidharth Sonawat (2021) as compared to regular workers, and a labour cost arbitrage may be at play.

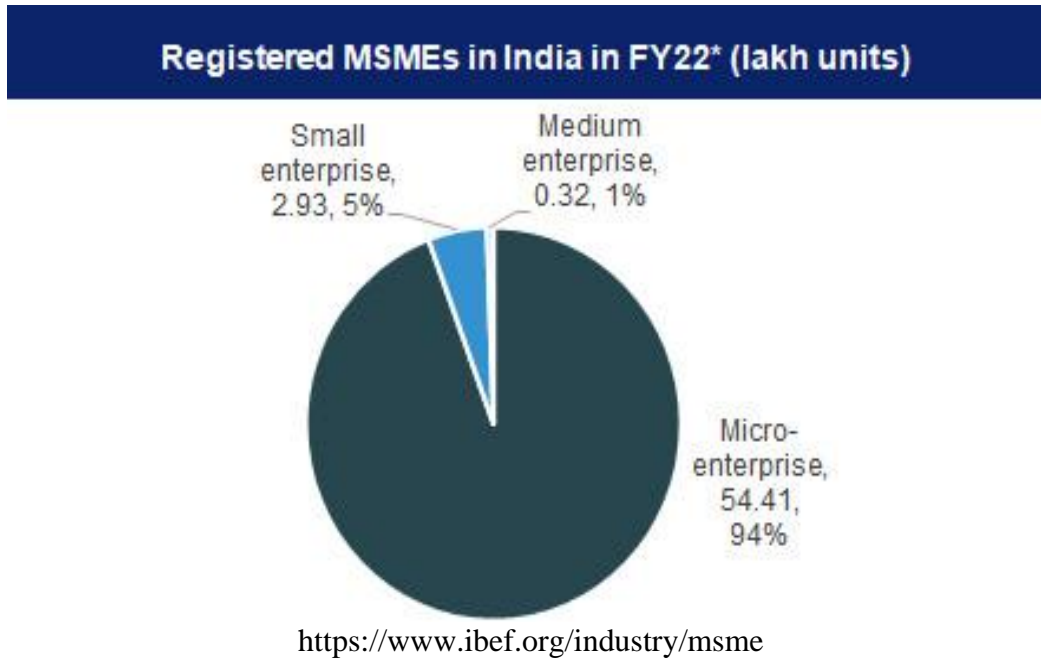


Figure - 1: MSME in India

MSMEs are being reinvigorated to market their products on the e-commerce site, especially through Government e-Bazaar, owned and run by the government, wherefrom Ministries and PSUs (public sector undertakings) source their procurement.

As of November 2022, the GeM portal has served 12.28 million orders worth Rs.334,933 crores from 5.44 million recorded sellers and service providers for 62,247 buyer administrations. As per data from the Ministry of Micro, Small & Medium Enterprises, as of November 25, 2022, the Udyam Registration portal registered 12,201,448 MSMEs, replacing the former process of filing for a Udyog Aadhaar Memorandum. Registered micro-enterprises stood at 11,735,117 (96.17%), followed by small enterprises at 426,864 (3.49%) and midsized enterprises at 39,467 (0.32%).

Domestic commercial enterprise calls for a sturdy monetary stimulus with concessional operating capital loans to make sure ok fluidity is sustained in profitable enterprise operations from the government and financial institutes. Indian Micro, Small, and Medium Enterprises are quickly assuming digital outgoings over cash, with 72% of expenditures done completing the digital mode likened with 28% of cash transactions. Successful operation of quality administration practices in micro, small and medium enterprises Kharub & Sharma (2016) provide training to employees and benchmark the practices with best-emerging companies.



2. Review of Literature and Research Gap

2.1. Quality Training and level of skills in MSME

Quality training denotes explaining personnel with the means of preventing, detecting, and eliminating non-quality substances, usually in a society that crops a product. According to Edwin B. Flippo (1984), Performing of growing the information and services of a worker for doing a specific job. Employees require some training in order to manage the enlargement of their work role following the delegation of responsibilities for quality, (Schonberger 1994) and require some training in non-technical skills to be able to participate in quality improvement activities.

According to Michael Armstrong (2006), “Keeping fit is the methodical advance of the information, attitudes, and skills required by a separate to perform adequately a given task or job.” DeCenzo & Robbins (1996), training is essentially a learning experience, at changing the current level of skills and knowledge regarding a job. The measure of productivity was based on net sales per employee and found that the introduction of new training programs Bartel (1994) led to a productivity gain of 18.86% over three years. Identify new markets, constraints on modernization and improvement, and the absence of highly skilled manpower. Without employee development, productivity cannot be increased and, in that case, the organization is going to suffer in the long run Green et al (2011) training possibilities must attract people, and Williams (2011) there are possibilities to grow indoors the corporation, even in a small enterprise.

Das (2012) can be improved upon for the betterment of the MSME Odhiambo (2013) including training programs for business entrepreneurial skills, programs to enhance leadership styles for greater performance, and twelve million annually year-on-year growth of the workforce (Skill Development 2014).

Training method has also been developed for micro-entrepreneurial skills Nag & Das (2015). Need a type of training that can support legal aspects Rohayati (2017) training with on-the-job training and simulation. Lohith (2017) researched critical factors of the identified constructs affecting the recital of MSMEs. Training methods to increase employee capacity to grow worker skills, ability, expertise, and knowledge to work effectively and efficiently (Abdurohim, 2021).

Lack of use of modernized skills Mukherjee (2018) business regulations can assist in enlightening the attractiveness of the MSMEs. Biswas & Vernekar (2019) important factor the external factors affecting the performance of MSME. Determine the number of rendezvous in the MSME segment (Shyni & Priya 2020) underpaid and the management clearly justifies improving the skill and capabilities of the workers. Method of community empowerment through socialization, training and mentoring Zusnita (2022) increased knowledge and awareness of MSME.

Mukhlis et al (2022) previous experience in recruiting employees' top priority in "on the job" and "demonstration. Business skills training cover all general management training areas in a business. Technical skills training tries to address the ability to use knowledge or techniques of a particular discipline Ibrahim & Soufani (2002) main areas of concern are business skills training, entrepreneurial skills training, and technical skills training.

Technical skills include oral and written communication, technical management, and shaping skills (Henry et al, 2005). Wright et (2010) sectors like MSME, where employment opportunities are



innumerable dexterity shortages that exist in this sector (Patnaik et al 2015) making in India will be attained Ashu Katyal (2015) that appropriate policy events should be executed in this affection for most the stakeholders.

Skill level for entrepreneurs as it helps them to understand the demand for the local market, new opportunities, and improved business Josephat (2013) on product quality, process quality, workforce quality, and raw material quality has been carried out by researchers in the fields of production and operations, including Santoso and Trianti (2021).

Encouraging and momentous consequence on product quality, Supriadi (2022) increase of one unit of partnership with suppliers can growth one component of invention quality. (Patnaik et al 2015) lack of admittance to the current organization, improper government policy, inappropriate tax system and rate, lack of skills to intensification the bazaar, lack of skills to appreciate the export possible, lack of skills to understand customer-specific product prerequisite and lack of skills connected to advertising strategies.



2.2. Management Practices for Quality training in MSME

The implementation of eminence management practices has long been related with an intensification in the provision of employee training Deming (1982) founders of exceptional exercise in production emphasized the significance of worker development, education, and training for the enhancement of superiority routine, and Ishikawa (1984) firms seeking to device quality organization have dependably found it essential to progress their exercise determination. Informal education and training are investigated, with the importance of in-house training as well as cross-organizational collaborations and exchanges being emphasized Martinez (2013) Motivators and challenges to training provision and skill development are investigated in depth, including the benefits of having training plans.

Training Management helps businesses ensure their workforce and there is consistent knowledge sharing Mc Kenzie (2021), training is a short-term educational process with a methodical and prepared procedure Mangkunegara (2019). Sustainable growth of enterprise and managerial skills have a positive relationship Vallarie, Syngkon (2019). Rao (2021) needs a Quality management system for MSME Organizations in India. Improve the effectiveness of old-style training McKenzie (2021) uses the bazaar, using expertise, or directing and funneling firms.

2.3 Research Gap

As per the literature, Nag & Das (2015) scope for further research to explore various new training methods needed to develop the skills of micro-entrepreneurs. Due to a lack of lenient skills, or interpersonal skills, Hoffman, (2007) with the business itself, with respect to MSMEs adopting quality



training, it is very rigid to find any firm adopting products, training methods, and quality training of different variables under quality training and level of skills together to improve performance. It is hard to find such studies with respect to an Indian context. Hence this paper is a challenge to fill the identified gap that exists in the Indian MSMEs sector.

3. Objectives of the Study

- I. To explore various types of quality training, the challenge of the MSME sector, and the quality of products and practices of MSME.
- II. To evaluate methods of quality training and Level of Skills, and various factors under study, on the best practices of MSMEs.

4. Research Methodology

This study used the descriptive survey and adopted a case study of these MSMEs. The research study utilized primary data, which was obtained directly from the sample population. The researcher established in advance the kind of information to answer the research questions. Based on this, these questionnaires were drawn and used to collect the data. The questionnaire was pilot tested and adjusted to ensure internal validity and enhance its reliability. Data analysis was analyzed using descriptive statistics. The Statistical Package for Social Sciences (SPSS) package was used to analyze and summarize the data. To evaluate the Methods of training, Level of Skills, and various factors under study, on the best practices of MSMEs, inferential statistics were used.

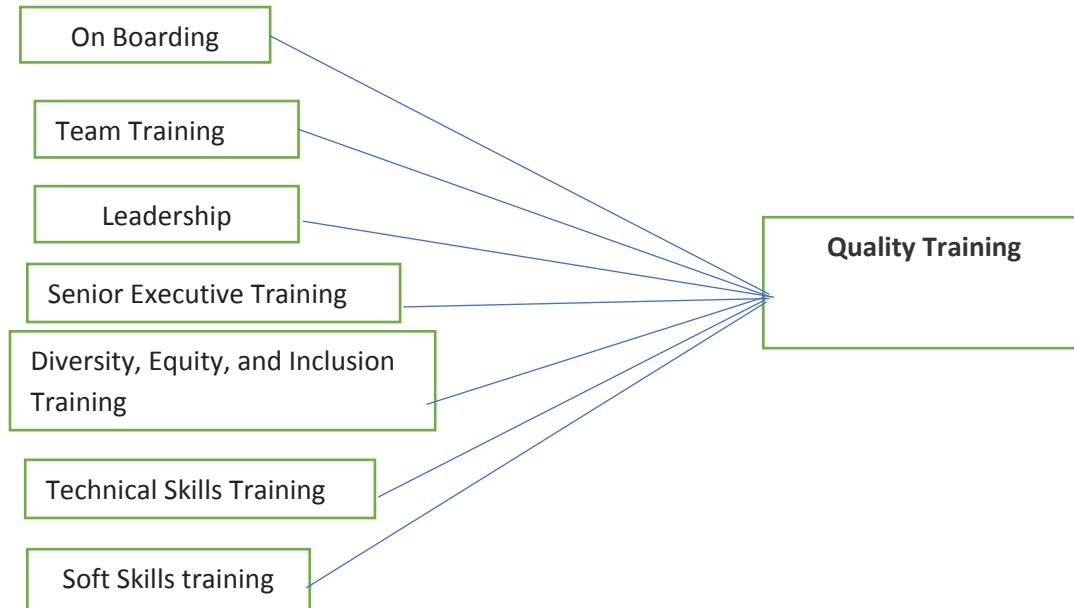


Figure - 2: Research Model
Table -1: Reliability Statistics

CRONBACH'S ALPHA	NUMBER OF ITEMS
.779	43

Table – 1 represents the Cronbach Alpha Test, throughout the questionnaire.



5. Results

5.1. Characteristics of Respondents

The characteristics of respondents are given in Table 3. The results explain gender is male working in MSME 54 percent, the maximum of working age category people is 30-39 years of people and her average qualification is graduate is 40 percent. Working experience is 30%, machine operatives, personal services, senior officials are more interactive during the data collection. Rs.30,000 to Rs.60,000 is the maximum of people having a Monthly salary. Rural people are working in the MSME Sector.

Table - 2: Characteristics of Respondents

Characteristics	Frequency	Percentage
Gender of the Respondents		
Male	135	54.0
Female	115	46.0
Age		
20-29 Years	18	7.2
30-49 Years	116	46.4
50-59 Years	30	12.0
Above 60 Years	86	34.4
Education Qualification		
Diploma	111	44.4
Under Graduate	101	40.4
Post Graduate	38	15.2
Working Experience		
Less than 5 years	30	12.0
6-10 years	52	20.8
11-15 years	50	20.0
16-20 years	42	16.8
Above 20 years	76	30.4
Occupation		
Managers and Senior Officials	37	14.8
Professional	27	10.8
Skilled Trades	43	17.2
Personal Service	57	22.8
Sales and Customer Service	37	14.8
Process, Plant, and Machine Operatives	49	19.6
Monthly Salary		
Rs.20,000 to Rs.50,000	108	43.2
Rs.50,001 to Rs.70,000	126	50.4
Rs.70,001 to Rs.1,00000	16	6.4
Characteristics	Frequency	Percentage
Area of Residency		
Rural	137	54.8
Urban	113	45.2



Table - 3: Rank The Methods of quality training

Methods of Quality Training	Frequency	Percent	Rank
On-the-job training	121	48.4	I
Interactive approach	1	.4	V
Product and Process Validation	41	16.4	III
Video-Based Training	57	22.8	II
Knowledge-Based Method	30	12.0	IV
Total	250	100.0	

Table - 3 represents the methods of Quality training in MSME, Rank the sub-variables of quality training, the first method is on-the-job training, the second one is video-based training, Product and Process validation has an average is 41, Fourth method is knowledge-based is sample size out of 30 frequencies. The final method is the interactive approach.

Figure - 3: Rank the Methods of Quality Training



Table – 4: Skewness and Kurtosis- Measures of Quality Products

Measures of Quality Products	Mean	Skewness	Kurtosis
Product Performance	4.58	-2.202	5.616
Product Features	4.21	-1.188	.583
Product Reliability	4.46	-1.844	2.924
Product Aesthetics	3.85	-.890	.599
Product Durability	4.77	-2.879	8.990
Production Process Quality	4.46	-1.569	1.175

The above table indicates the value of Mean, Skewness, and Kurtosis, measures of Quality Products are Product Performance, Product Features, Product Reliability, Product Aesthetics, Product Durability, and Production Process Quality. The skewness value in between the quality of the product is -.890 to -2.2879 and the kurtosis range is between .583 to 8.990.



Figure - 4: Value of Skewness and Kurtosis

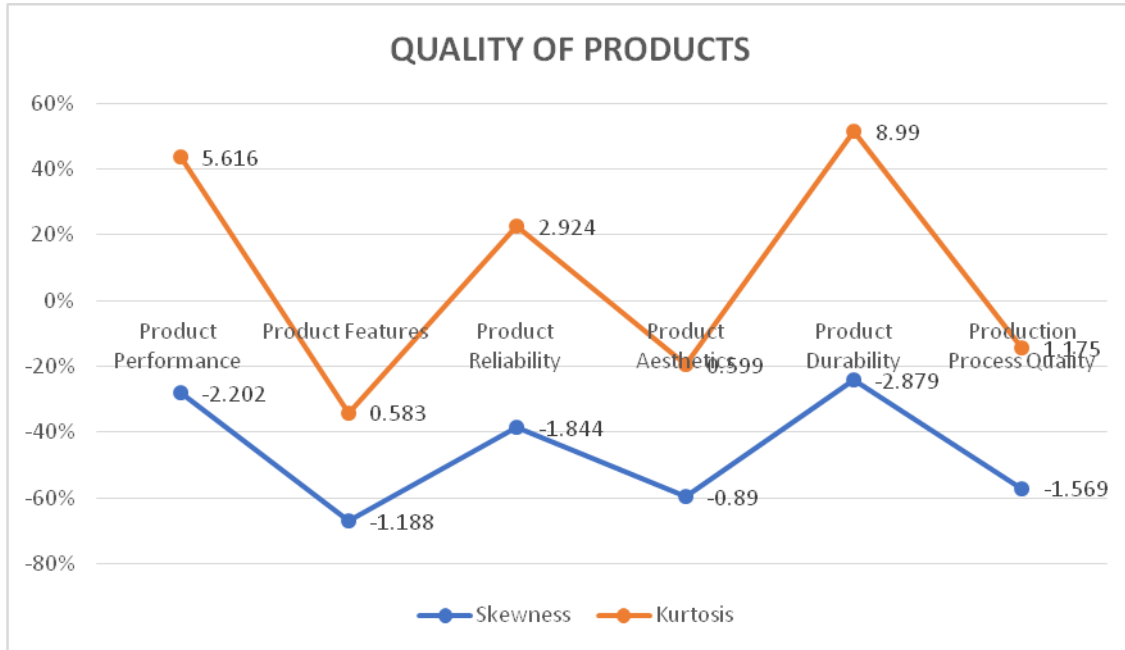


Table - 5: ANOVA Test

Quality Training	Mean	SD	F-Value	Sig.
On Boarding	4.67	.578	5.909	.000
Team Training	4.66	.554	2.754	.019
Leadership Training	4.66	.553	2.902	.015
Senior Executive Training	4.65	.577	2.214	.054
Diversity, Impartiality, and Inclusion Training	4.67	.578	5.909	.000
Technical Skills Training	4.65	.555	2.011	.078
Soft Skills Training	4.61	.867	1.420	.218

The F-values are elucidating that there exists a significant disparity in the views of respondents about the quality of training satisfied by them for identification of the work quality of the individual person and their characteristics.

Table - 6: T-Test

Best Practices of MSME	t	DF	Sig. (2-tailed)	Mean Difference
Identify potential trainers	84.036	249	.000	4.500
Structure training process	97.808	249	.000	4.584
Automate the learning process	65.203	249	.000	4.212
Practice their skills	76.407	249	.000	4.460
Follow after training	61.335	249	.000	3.852



The above table indicates the, best practices of the MSME sector are Identifying potential trainers, structuring the training process, automating the learning process, Practicing their skills, and After training, with t value range between 61.335 to 97.808. All the significant value is accepted, so the insignificant proposition is rejected.

Figure - 5: Best Practice of MSME Sector



Figure - 5 specifies the practices of the MSME sector, and five practices of MSME, Foremost practice is the structure training process 97.808 it is in orange indicates, the least practice is to check thru and subsequently training of the employees.

Table -7: KMO and BARTLETT'S Test

KMO and Bartlett's Test		
Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.710
Bartlett's Test of Sphericity	Approx. Chi-square	377.776
	Degrees of Freedom	28
	Significant	.000

KMO value of 0.710 indicates that the degree of common variance among the variable is quite high, therefore factor analysis can be conducted.

Communalities		
	Initial	Extraction
Generic skills	1.000	.656
Routine skills	1.000	.658
Social skills	1.000	.777
Language and cultural skills	1.000	.465
Technical skills	1.000	.745
Management skills	1.000	.607
Entrepreneurial skills	1.000	.594
Green skills	1.000	.442
Extraction Method: Principal Component Analysis.		

Explicates the adjustment of the 8 variables ranging from .442 to .777. It shows that the 8 variables exhibit a considerable variance from 44 percent to 77 percent. Hence it is finalized that these entire



eight variables are capable of segmenting themselves with respect to the factors including the level of skills.

Total Variance Explained									
Component	Initial EigenValues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.554	31.930	31.930	2.554	31.930	31.930	2.552	31.900	31.900
2	1.299	16.234	48.164	1.299	16.234	48.164	1.300	16.247	48.147
3	1.092	13.650	61.814	1.092	13.650	61.814	1.093	13.667	61.814
Extraction Method: Principal Component Analysis									

Eigen values are greater than one for three factors. From this one, it is confirmed that the eight variables are grouped into three factors. The rotated sum of squared loading should be greater than 60 percent. The eight variables were abridged into three principal factors with an individual variance of 31.900, 48.147, and 61.814. It is also found that the total variance of the eight variables is found to be 61 percent which is greater than the benchmark value of 77 percent. Moreover, it confirms that the factor segment is the meaningful one.

Level of Skills- Compound Matrix

The rotated sum of the square value indicates the cumulative percentage of the variance is 61.814. Hence factorization is more suitable for the cost involved in the level of skills. Explains the value of the rotated component matrix for the level of skills.

Component Matrix^a			
	Component		
	1	2	3
Social skills	.872		
Generic skills	.809		
Routine skills	.801		
Green skills	.660		
Entrepreneurial skills		.747	
Language and cultural skills		.676	
Technical skills			.838
Management skills			.579
Extraction Method: Principal Component Analysis			
a. 3 components extracted			

Shows factor loadings of three factors extracted through factor analysis. The first factor consists of four sub-factors; Social skills, Generic skills, Routine skills, and green skills. The first factor is named “General skill”. The second factor contains two sub-factors; Entrepreneurial skills, Language, and cultural skills. Hence, it is named “Strategic skills”. Finally, the third factor contains another two factors technical skills, Management skills, hence the factor is named “Monitoring Skills”. It is therefore concluded that levels of skills give much importance to eight variables.



6. Conclusion and Suggestions

MSME envisages putting in place a set of devices production identical or comparable merchandise in a neighborhood with tolerable assembly MSMEs exertion to advance the lives of personnel and artisans by offering jobs, loans, and different services. MSMEs offer banks credit score limits or financing assistance. They encourage the growth of entrepreneurship and the upgrading of skills by establishing specialized training centers. MSME is a perilous character in great service occasions at moderately inferior investment costs than large businesses but also assists in the mechanization of rural & regressive areas, plummeting provincial disparities, and pledging a more impartial circulation of coast-to-coast revenue and prosperity. As for the results that have been achieved, an increase in the level of skills the employee and the best practices in the MSME sector, Quality training, and increased knowledge and awareness of MSME. In the end, after conducting training and following training, Measure of Quality products, and outreach to MSME partners, MSMEs felt very helped by the info and materials obtainable. The hope is that culinary products consisting of products guarantee the superiority of their health. Improved production processes, reduced materials, reduced environmental damage, Replacement of products / services, reduced energy consumption, and Conformance to regulations.

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