

CONTENTS

ACKNOWLEDGMENT	ii
DECLARATION BY AUTHOR	iii
THESIS COMPLETION CERTIFICATE	iv
CERTIFICATE FROM SUPERVISOR	v
CONTENTS	vi
EXECUTIVE SUMMARY	x
LIST OF SYMBOLS	xii
LIST OF ABBREVIATIONS	xii
LIST OF FIGURES	xv
LIST OF TABLES	xvi

Chapter No.	Title	Page
1.	Background and Introduction.....	2
1.1.	Background	
1.2.	Indian Power Industry	
1.3.	Indian Power Distribution Companies (DISCOMs)	
1.3.1.	Training Needs Assessment in DISCOMs	
1.4.	Need for Research	
1.5.	Business Problem	
1.6.	Significance of the Study	
1.7.	Rationale of the Study	
1.8.	Organizational Schemata of Report	
1.9.	Summary	
2.	Power Distribution Companies in Central India.....	20
2.1.	Introduction	

2.2.	Brief genesis and present profile of DISCOMs in central India	
2.3.	Training Department at DISCOMs in central India	
2.4.	Summary	
3.	Training Needs Assessment.....	44
3.1.	Introduction	
3.2.	Training Needs Assessment: Theory and Processes	
3.3.	Training Needs Assessment Models	
3.3.1.	Why OTP model of TNA is used for present study	
3.4.	Summary	
4.	Structured Review of Literature.....	62
4.1.	Introduction	
4.2.	Conceptual Foundation of O-T-P Model for Training Needs Assessment in Utility Sector	
4.3.	Theme based Research Gaps	
4.4.	Critical Analysis of Research Gaps	
4.5.	Summary	
5.	Research Methodology	86
5.1.	Introduction	
5.2.	Statement of Research Problem	
5.3.	Research Questions	
5.4.	Research Objectives	
5.5.	Operating Definitions	
5.6.	Sampling Procedures	
5.6.1.	Target Population	
5.6.2.	Sampling Element	
5.6.3.	Sampling Unit	
5.6.4.	Extent	
5.6.5.	Sampling Technique	

5.6.6.	Sample Size	
5.7.	Instrument Design	
5.7.1.	Questionnaire Development	
5.7.2.	Scale Formation	
5.7.3.	Hypothesis Formation	
5.8.	Pilot Testing	
5.9.	Instrument Reliability	
5.9.1.	Internal Consistency - Reliability	
5.10.	Instrument Validity	
5.10.1.	Face Validity (Construct Validity - Content)	
5.10.2.	Content Validity (Construct Validity - Content)	
5.10.3.	Convergent Validity (Construct Validity - Criterion)	
5.10.4.	Discriminant Validity (Construct Validity - Criterion)	
5.11.	Data Collection and Tabulation	
5.12.	Data Analysis Tools used	
5.13.	Research Process Flow Chart	
5.14.	Summary	
6.	Data Analysis and Findings	125
6.1.	Introduction	
6.2.	Demographic Profile of Respondents	
6.3.	Data Analysis and Findings	
6.3.1.	Analysing Organisation Items	
6.3.2.	Analysing Task Item	
6.3.3.	Analysing Person Items	
6.4.	Summary	
7.	Conclusions and Suggestions	172
7.1.	Introduction	
7.2.	Summary	
7.3.	Conclusions	

- 7.4. Implications of the Study
 - 7.4.1. Academic Contribution
 - 7.4.2. Recommendation for Practice
 - 7.4.3. Managerial Implications
 - 7.4.4. Recommendation for Policy
 - 7.4.5. Recommendation for Research
- 7.5. Limitations of the Study

BIBLIOGRAPGHY

APPENDICES

Curriculum Vitae with List of Publications