Detection of the Effectiveness of Training Courses and Their Limitations Using CIPP Model (Case Study: Isfahan Oil Refinery)

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Abstract : The present study aimed to investigate the effectiveness of training courses and their limitations using the CIPP model. The investigations were done on Isfahan Refinery as a case study. From a purpose point of view, the present paper is included among applied research and from a data gathering point of view, it is included among descriptive research of the field type survey. The population of the study included participants in training courses, their supervisors and experts of the training department. Probability-proportional-to-size (PPS) was used as the sampling method. The sample size for participants in training courses included 195 individuals, 30 supervisors and 11 individuals from the training experts' group. To collect data, a questionnaire designed by the researcher and a semi-structured interview was used. The content validity of the data was confirmed by training management experts and the reliability was calculated through 0.92 Cronbach's alpha. To analyze the data in descriptive statistics aspect (tables, frequency, frequency percentage and mean) were applied, and inferential statistics (Mann Whitney and Wilcoxon tests, Kruskal-Wallis test to determine the significance of the opinion of the groups) have been applied. Results of the study indicated that all groups, i.e., participants, supervisors and training experts, absolutely believe in the importance of training courses; however, participants in training courses regard content, teacher, atmosphere and facilities, training process, managing process and product as to be in a relatively appropriate level. The supervisors also regard output to be at a relatively appropriate level, but training experts regard content, teacher and managing processes as to be in an appropriate and higher than average level.

Keywords : training courses, limitations of training effectiveness, CIPP model, Isfahan oil refinery company
Conference Title : ICHRM 2024 : International Conference on Economics and Human Resource Management
Conference Location : Montreal, Canada
Conference Dates : May 23-24, 2024