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Effectiveness of in Service Training on ISO 18001 Certification among Industrial Employees

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Abstract:

The intention of this research work is to discover the effectiveness of in service training on ISO 18001 certification among industrial employees. The paper reviews the literature using an electronic search and focusing on the adoption of the in-service training on ISO 18001 certifications. The paper identifies more articles about ISO 18001. Although various differences can be pragmatic amid the benefits measured by effectiveness on in-service training. There is a great degree of coincidence in the benefits studied. Assessment of effectiveness, otherwise known as an evaluation of training can be carried out by two aspects. Good communication and exchanging of information between training organization and organization them self could be useful for both parties It is suggested that both standards have clear benefits on operational and employees results and that the effects on in service training. Limitation is that, works recognized are habituated by the explore strategy used. In addition, other key words could be included in future studies as training assessment. The main contribution is that the paper identifies the literature gap and prospect study proposals with regard to the benefits of the ISO 18001.

Keywords: Training, Effectiveness, ISO 18001.

1. Introduction

Organizations of all disciplines are gradually alarmed with achieving and representing sound occupational health and safety (OH&S) concert by calculating their OH&S risks reliable with their OH&S policy and objectives. They do so in the framework of progressively more stringent legislation, improvement of economic policies and other measures that cultivate good OH&S practices, and improved concern articulated by interested parties about OH&S issues. Several organizations underwent OH&S reviews and audits to evaluate their OH&S performance and to meet its legal and policy requirements. To be effective, they need to be conducted within a prepared management system that is incorporated within the organization.

OHSAS (Occupational Health & Safety Assessment Series) standards covering OH&S management are proposed to afford organizations with the basics of an efficient OH&S management system that can be incorporated with other management requirements and help organizations achieve OH&S and profitable objectives.

OHSAS standards specify necessities for an OH&S management system to facilitate an organization to extend and execute strategy and objectives which take into description of legal requirements and information about OH&S risks. It is anticipated to apply to all types and sizes of organizations and to put up diverse geographical, cultural and social conditions. The achievement of the system depends on assurance from all levels and functions of the organization. A scheme of this sort enables an organization to extend an OH&S policy, launch objectives and processes to attain the policy commitments, take action as needed to advance its performance and exhibit the consistency of the system to the requirements of this OHSAS Standard. In general, the aim of OHSAS standard is to sustain and encourage good OH&S practices, in stability with socio-economic needs.

The advantages of an effective OHSAS management system are:

- Provides a planned approach for running OH&S
- Establishes and maintains a obligation to OH&S
- Demonstrates tough dedication to safety excellence
- Survival of a permanent improvement culture
- Sturdy levels of trust and statement

- Decline in confrontation levels with augmented actions of performance.
- Contributes to business presentation by tumbling cost and liabilities.

Keeping this practice in mind, the authors conducted a study on the effectiveness of in service training on ISO 18001 certification among industrial employees.

2. Literature Review

Few literatures on the research problem are presented below for the better understanding of the readers.

- Lo et al., (2014), found that the certification to OHSAS 18001 lead to significant increases in abnormal performance on safety, sales growth, labor efficiency, and productivity.
- Haight and Yorio, (2014), suggest that organizations may adopt activities for traditional safety and health program. Such activities include; security training, behavioral security remarks, protection meetings, safety inspections and audits. They also suggest hazard and risk assessments and safety awareness campaigns.
- Seivold and Akaner, (2013), found the typical necessities of OHSAS 1800. It includes health and security plan, planning, accomplishment and action, scrutiny of management review and continuous improvement. OHSAS 18001 also become instrument for performance dimension on OSHA by the Plan-Do-Check-Act (PDCA) cycle, to accomplish continuous improvement. Continuous improvement (CI) is a managing approach that systematically includes employee suggestions concerning enhances the expansion of diverse aspects of the construction process. The CI execution assist the necessities of OHSAS 18001 form of essential philosophy for implementing performance measurement.
- Pojasek. (2012), considers the use of PDCA approach to implement OHSAS 18001 along with the supplementary excellence system as mainly clear-cut approach to take on a management system construction. For the execution of OHSAS 18001, firms have to extend their scheme handbook, objectives, programs as well as policies, risk recognition and assessment, lawful necessities related to physical condition, sufficient wealth, communication and contribution, crisis procedures, monitoring, audit certification, documentation control and supervision analysis.
- According to Vinodkumar and Bhasi, (2010), OHSAS 18001 is the essential standard for emergent of health as well as safety management system for organizations. It assists an association to organize work-related health & security risk and to extend responds to pervasive demand. OHSAS 18001 was purposely developed to permit organizations to methodically organize OH&S risks and advance performance.
- Lynda S. Robson, (2010), observed that an occupational health and safety (OHS) management system is premeditated to guard the physical condition of workers by the subsequent methods: designating roles and responsibilities linked to OHS; setting organizational targets and objectives related to OHS; planning and establishing the maintenance of hazard controls; and monitoring, reviewing and improving the system's implementation and effectiveness. Exemplary organizations furthermore inquire about conformity with charitable principles and strategy that are supplementary wide-ranging.
- Philip L. Bigelow, (2010), believed that validity refers to the comprehensiveness of the inspection apparatus in its demonstration of management system concepts. There are five methods for which content validity is established. 1. ISO 9001 as the organizing skeleton and draw its content from numerous OHS. 2. "Universe" of OHS management system elements. 3. Matrix approach to the audit content. 4. Consensus-based, high-level, self-audits by organizational representatives. 5. Reviewing existing methods, generating items surveying employers regarding item importance, identifying organizing categories through factor analysis, and determining scoring weights through systematic consultation with experts.

3. Objectives of the Study

- To find out the personal profile (age, sex, marital status, religion, community, educational qualification, work experience, monthly income and type of family) of the respondents in the chosen study area.
- To assess the effectiveness of training programmes on ISO 18001 certification among the respondents in the study area.

4. Methodology

The investigation of the present study deals with survey method and design used is descriptive in nature. Both dependent and independent variables are adopted in the present study. The research tool used for collecting primary data is made through structured questionnaire, specially developed by the authors, which would exactly measure the Training Programmes on ISO Certification of the study area. The study was done in Southern Railway Central Workshop, with a sample of 224 respondents in order to test and modify the research tool. The finalized research tool divided into 2 parts. Part - 1 deals with Personal Profile of the Employees and Part - 2 deals with Dimensions of ISO Certification, in Southern Railway, Central Workshop, Tiruchirappalli, Tamil Nadu. Three point scaling technique was used for getting responses from the respondents in the study area with appropriate scoring pattern. The raw data collected was systematically coded, scored and tabulated by using statistical techniques with the support of SPSS package.

4.1. Research Universe and Sample

The present research is focused on the employees of Central Railway Workshop, Golden Rock, Tiruchirappalli, Tamil Nadu. The languages of the employees are Tamil and English. The universe of study comprises of 2007 employees in only seven departments, but the researchers adopted simple random sampling method i.e., 224 employees were selected for the study. The questionnaire was used to collect necessary information from the respondents.

4.2. Variables of the Study

Primarily the authors studied & reviewed the literatures from various books, journals, research reports, periodicals and some of the conference papers, as secondary sources of data. Primary data were collected from 224 employees on using standard questionnaire, specially designed for the purpose in the study area.

4.3. Statistical Tools Used

Once the questionnaires was filled and collected from the respondents, the authors coded the data as given in the scoring keys along with the standardized questionnaire. The scores are entered for analysis with SPSS. Chi-square test was done for analyzing the data.

4.3.1. Personal Profile

Sl. No.	Variables	No. of Respondents	Percentage	
1	Age Group	Upto 30 Yrs.	52	23.2
		31-45 Yrs.	116	51.8
		46 Yrs. Above	56	25.0
2	Sex	Male	193	86.2
		Female	31	13.8
3	Marital Status	Married	148	66.1
		Un Married	37	16.5
		Divorced/Separated	39	17.4
4	Religion	Hindu	174	77.7
		Christian	28	12.5
		Islam	22	9.8
5	Community	Other Caste	12	5.4
		Backward Class	93	41.5
		Most Backward Class	56	25.0
		Scheduled Caste	31	13.8
		Scheduled Tribe	32	14.3
6	Educational Qualification	Upto 11th including ITI Completed	125	55.8
		12th Pass & Diploma Holder	59	26.3
		UG Degree & Above	40	17.9
7	Work Experience	Upto 10 Yrs.	128	57.1
		11-20 Yrs.	65	29.0
		21 Yrs. & Above	31	13.8
8	Monthly Income	Rs.10,000 - 25,000/-	96	42.9
		Rs.25,001 - 40,000/-	90	40.2
		Rs.40,001/- & Above	38	17.0
9	Family Type	Joint Family	75	33.5
		Nuclear Family	149	66.5

Table 1: Socio-Economic Profile of the Respondents

The table -1 presents the respondent's socio-economic aspects like their age group, gender, marital status, religion, community, educational qualification, work experience, monthly income and family type. Further it is revealed that 51.8% of the respondents belongs to the age group of 31-45 years, 86.2% are male, 66.1% are married, 77.7% belongs to the Hindu religion, 28% belongs to SC&ST community, only 17.9% have studied UG Degree and above, 57.1% of the respondents having 10years work experience, 42.9% are getting monthly income of Rs. 10,000 to Rs. 25,000 and 66.5% belongs to nuclear family.

5. Hypotheses, Test and Results

As discussed earlier, research tool was divided into 2 parts. Part - 1 deals with Personal Profile of the Employees and Part - 2 deals with Six Dimensions of the ISO Certification. For the purposes of analysis, the different dimensions/contents of the ISO Certification - Occupational Health and Safety Assessment Series are defined in the form of Table-2 under major contents of the Training Programmes on ISO Certification.

Group Identity No.	Dimensions of ISO Certification	Item No.s in the Research Tool
Group 1	General Requirement	1 & 2
Group 2	OH&S Policy	3 & 4
Group 3	Planning	5 & 6
Group 4	Implementation and Operation	7 & 8
Group 5	Checking	9 & 10
Group 6	Management Review	11 & 12

Table 2: Training Programmes on ISO Certification

5.1. Hypothesis - 1

There will be no significant association between work experience and effectiveness of the training programme on general requirement under ISO-18001 certification of the respondents in the study area.

	Value	Df	Table Value	Asymp. Sig. (2-sided)
Pearson Chi-Square	5.040(a)	2	5.991	.080
Likelihood Ratio	5.055	2		.080
N of Valid Cases	224			

- a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 13.98.

Table 3: Chi-Square Test between Work Experience and Effectiveness of the Training Programme on General Requirement under ISO-18001 Certification of the Respondents

Table-3 infers that, the chi-square value of 5.040 is less than the table value of 5.991, which states that, there is no significant association between work experience and effectiveness of the training programme on general requirement of ISO-18001 certification of the respondents in the study area. Further, it implies that respondents of the study are well understood the following aspects on general requirement though a good training underwent under ISO-18001 certification.

- * The rating on occupational health and safety management system and also training helps on ISO 18001 to assess the companies' occupational health and safety management
- * Frequent training has to be given to the staff engaged in occupational health and safety management

Hence, the Hypothesis -1 "There will be no significant association between work experience and effectiveness of the training programme on general requirement under ISO-18001 certification of the respondents in the study area" is accepted and concluded as "there is no significant association between the work experience and general requirement under ISO 18001 Certification of the respondents in the study area".

5.2. Hypothesis - 2

There will be no significant association between work experience and effectiveness of the training programme on OH&S policy under ISO-18001 certification of the respondents in the study area.

	Value	Df	Table Value	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.840(a)	2	5.991	.089
Likelihood Ratio	4.981	2		.083
N of Valid Cases	224			

- a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 12.04.

Table 4: Chi-Square Test between Work Experience and Effectiveness of the Training Programme on OH&S Policy under ISO-18001 Certification of the Respondents

Table-4 infers that, the chi-square value of 4.840 is less than the table value of 5.991, which states that, there is no significant association between work experience and OH&S policy of ISO-18001 certification of the respondents in the study area. Further, it implies that respondents of the study are well understood the following aspects on OH&S policy though a good training underwent under ISO-18001 certification.

- * Installation of first aid and related facilities is essential at the work place
- * Training is giving first aid treatment imparted to you is a part of the companies' safety management system

Hence, the Hypothesis-2 "There will be no significant association between work experience and effectiveness of the training programme on OH&S policy under ISO-18001 certification of the respondents in the study area" is accepted and concluded as "there is no significant association between the work experience and OH&S policy under ISO 18001 Certification of the respondents in the study area".

5.3. Hypothesis - 3

There will be no significant association between work experience & effectiveness of the training programme on planning under ISO-18001 certification of respondents in the study area.

	Value	Df	Table Value	Asymp. Sig. (2-sided)
Pearson Chi-Square	.301(a)	2	5.991	.860
Likelihood Ratio	.298	2		.862
N of Valid Cases	224			

- a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 10.79.

Table 5: Chi-Square Test between Monthly Income and Effectiveness of the Training Programme on Planning under ISO-18001 Certification of the Respondents

Table-5 infers that, the chi-square value of .301 is less than the table value of 5.991, which states that, there is no significant association between work experience and effectiveness of the training programme on planning of ISO-18001 certification of the respondents in the study area. Further, it implies that respondents of the study are well understood the subsequent aspect on setting up a good training underwent under ISO-18001 certification.

- * The employees/workers are subject to timely medical examinations when in need organization
- * In-house training and job related health and security programmes have helped planning in management system

Hence, the Hypothesis-3 “There will be no significant association between work experience and effectiveness of the training programme on planning under ISO-18001 certification of the respondents in the study area” is accepted and concluded as “there is no significant association between the work experience and planning under ISO 18001 Certification of the respondents in the study area”.

5.4. Hypothesis - 4

There will be no significant association between work experience and effectiveness of the training programme on implementation & operation under ISO-18001 certification of the respondents in the study area.

	Value	Df	Table Value	Asymp. Sig. (2-sided)
Pearson Chi-Square	.524(a)	2	5.991	.770
Likelihood Ratio	.526	2		.769
N of Valid Cases	224			

- a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 13.56.

Table 6: Chi-Square Test between Work Experience and Effectiveness of the Training Programme on Implementation and Operation under ISO-18001 Certification of the Respondents

Table-6 infers that, the chi-square value of .524 is less than the table value of 5.991, which states that, there is no significant association between work experience and effectiveness of the training programme on implementation and operation of ISO-18001 certification of the respondents in the study area. Further, it implies that respondents of the study are well understood the following aspects on implementation and operation though a good training underwent under ISO-18001 certification.

- * Personal safety equipment’s are provided for the factory workers and the safety management system insists in its proper use to ensure safety of workers.
- * The implementation and the workings of accident safety measures, as training has been given in the factory on the said aspect.

Hence, the Hypothesis-4 “There will be no significant association between work experience & effectiveness of the training programme on implementation & operation under ISO-18001 certification of the respondents in the study area” is accepted and concluded as “there is a no significant association between work experience and implementation and operation under ISO 18001 Certification of the respondents in the study area”.

5.5. Hypothesis - 5

There will be no significant association between work experience & effectiveness of the training programme on checking under ISO-18001 certification of the respondents in the study area.

	Value	Df	Table Value	Asymp. Sig. (2-sided)
Pearson Chi-Square	.366(a)	2	5.991	.833
Likelihood Ratio	.367	2		.832
N of Valid Cases	224			

- a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 13.84.

Table 7: Chi-Square Test between Work Experience and Effectiveness of the Training Programme on Checking under ISO-18001 Certification of the Respondents

Table-7 infers that, the chi-square value of .366 is less than the table value of 5.991, which states that the there is no significant association between work experience and effectiveness of the training programme on checking of ISO-18001 certification of the respondents in the study area. Further, it implies that respondents of the study are well understood the following aspects on checking though a good training underwent under ISO-18001 certification.

- * Firefighting equipment’s are installed in the organization
- * Training in the right usage of firefighting equipment’s is a part of safety management system of the companies

Hence, the Hypothesis-5 “There will be no significant association between work experience and effectiveness of the training programme on checking under ISO-18001 certification of the respondents in the study area” is accepted and concluded as “there is no significant association between the work experience and checking under ISO 18001 Certification of the respondents in the study area”.

5.6. Hypothesis - 6

There will be no significant association between work experience & effectiveness of the training programme on management review under ISO-18001 certification of respondents in the study area.

	Value	df	Table Value	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.738(a)	2	5.991	.419
Likelihood Ratio	1.779	2		.411
N of Valid Cases	224			

- a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 13.29.

Table 8: Chi-Square Test between Work Experience and Effectiveness of the Training Programme on Management Review under ISO-18001 Certification of the Respondents

Table-8 infers that, the chi-square value of 1.738 is less than the table value of 5.991, which states that there is no significant association between work experience and effectiveness of the training programme on management review of ISO-18001 certification of the respondents in the study area. Further, it implies that respondents of the study are well understood the following aspects on management review though a good training underwent under ISO-18001 certification.

- * Necessary precautionary measures have to be taken by the factory management for the smooth functioning of occupational health and safety management system.
- * All facilities have been provided by the management in the factory, to maintain the health of all the workers there-in.

Hence, the Hypothesis-6 “There will be no significant association between work experience and effectiveness of the training programme on management review under ISO-18001 certification of the respondents in the study area” is accepted and concluded as “there is no significant association between the work experience and management review under ISO 18001 Certification of the respondents in the study area”.

6. Findings of the Study

6.1. General Findings

- ✓ Age Group: Majority of the respondents (51.8 percent) of the present study are in the age group of 31 - 45 years, twenty five percent of the respondents are in the age of 46 years above and only 23.2 percent of the respondents are in the age of upto 30 years old.
- ✓ Sex: Majority of the respondents (86.2 percent) of the present study is males and only 31 of the respondents are female.
- ✓ Marital Status: Majority of the respondents (66.1 percent) of the present study is married, 17.4 percent are divorced/separated and 16.5 percent are unmarried.
- ✓ Religion: 77.7 percent of the respondents belong to Hindu religion, 12.5 percent of the respondents are Christian and 9.8 percent of the respondents are Islam.
- ✓ Community: Most of the respondents (41.5 percent) belong to Backward Class Community, 25.0 percent belong to Most Backward Class Community, 14.3 percent belongs to Scheduled Tribe Community, 13.8 percent are of Scheduled Caste Community and 5.4 percent of the respondents of the present study belong to Other Caste like Upper Caste and Forward Community.
- ✓ Educational Qualification: Most of the respondents (55.8 percent) are studied upto 11th std including ITI completed, 26.3 percent are 12th passed & Diploma Holders and remaining 17.9 percent are holding any UG Degree & Above.
- ✓ Work Experience: 57.1 percent of the respondents are having upto 10 years of work experience, 29.0 percent are having 11-20 years of work experience and 13.8 percent of the respondents are having 21 & above years of work experience in their respective field.
- ✓ Monthly Income: 42.9 percent of the respondents are earning between Rs.10,000 - 25,000/- per month, 40.2 percent are earning Rs.25,001 - 40,000/- per month and only 17.0 percent of the respondents are earning Rs.40,001 & above per month.
- ✓ Family Type: majority of the respondents (66.5 percent) belongs to nuclear family and only 33.5 percent of the respondents are living in joint family system.

6.2. Hypotheses Related Findings

- There is no significant association between the work experience and general requirement under ISO 18001 Certification of the respondents in the study area.
- There is no significant association between the work experience and OH&S policy under ISO 18001 Certification of the respondents in the study area.
- There is no significant association between the work experience and planning under ISO 18001 Certification of the respondents in the study area.
- There is no significant association between the work experience and implementation and operation under ISO 18001 Certification of the respondents in the study area.
- There is no significant association between the work experience and checking under ISO 18001 Certification of the respondents in the study area.
- There is no significant association between the work experience and management review under ISO 18001 Certification of the respondents in the study area.

7. Discussion and Conclusion

Human Resource management is an often-underestimated task in work-environments. However meticulous HR Management will launch and preserve a competent, well-cooperating workforce and therefore, ultimately, an increase of organizational growth, competence, and productivity. Needs for ISO practice is changing rapidly in the 21st Century as a fresh situation emerge from speedy political, technological, marketplace and demographic modifications. The confront for both HR leaders and universal managers is to construct capabilities that guarantee the successful execution of business strategy. The next generation of senior HR professionals will require sensing in new ways, acquiring miscellaneous perspectives and leading their organization with confidence. OHSAS standards give requirements for an occupational safety and health management system, to facilitate organizations to systematize its OH&S risk and advance its performance.

The simple message embedded is that citizens need to be kept pleased in order to act upon well in a workplace. Managers ought to delight all workers correctly and never compose the fault of playing workers adjacent to each other; while, at the identical moment, they should also be aware that the ways in which employees get aggravated vary richly. Thus, concluding that the overall ISO Certification practices in Service Industries - Tiruchirappalli is satisfactory, this is an appreciable factor in private sector. It is satisfactory and good to hear that they were properly motivated and trained on ISO Certification.

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