

Factors influencing the satisfaction of undergraduates' of industrial training: an empirical investigation using the Minnesota Satisfaction Questionnaire

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In recent years, there has been a strong emphasis on providing work related training for undergraduates as a part of their degree programs. Completion of industrial training of a specific duration by undergraduates is an important expectation of employers. During the training, undergraduates get their first experience of real working environment and, an understanding on working patterns within an organization.

Training satisfaction is a measure of the attitude that individuals develop about the training undergone and is based on individuals' perceptions. This is an indicator of the outcome of training on individual trainees. Understanding of the factors affecting on trainees' satisfaction helps trainers to improve the quality of training.

This study was conducted with the objectives of identifying factors influencing training undergraduates' satisfaction on their training and on their trainer. Data for the study were gathered from 143 final year undergraduates who underwent training arranged by the Department of Accountancy at the University of Kelaniya through a survey using Minnesota Satisfaction Questionnaire (MSQ).

Findings reveal that the opportunity to be engaged in diverse work activities in the organization was ranked as the highest and the payment received for the work done was ranked as the lowest of the examined factors. Trainees are very satisfied with the chance of doing something that makes use of their abilities and supervisors' competence on decisions making. They are very dissatisfied with the working environment and the way that co-workers get along with each other. 75% of trainees indicated high level of overall satisfaction on their training.

Key words: Satisfaction, Training undergraduates, Working environment, Minnesota Satisfaction questionnaire, Expectations

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