

A comparative study on the Quality of Coaching Services provided by various institutions with regard to Total Quality Management in Haryana state

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Abstract: The purpose of the study is analyze and compare the quality of coaching services provided by various institutions in the selected 3 districts of Haryana State. for the purpose of the present study researcher selected 3 districts of Haryana state i.e. Jind, Hisar and Bhiwani on the basis of the availability and conveyance. A sample of 60 (60 trainees/players from Jind, 60 trainees/players from Hisar and 60 trainees/players from Bhiwani) trainees/players were taken from each selected district so that total trainees/players selected from all 3 districts will make a sample of 180 trainees/players. A self-made questionnaire was employed to collect the data. Data was coded in the numerical form for the statistical analysis. Percentage along with the suitable histograms was used for assessing the objectives of the study. It can be concluded the services provided by personnel (coach/trainer) in Bhiwani is better than the other two districts.

Keywords: Quality, Coaching Services

Purpose: The purpose of the study is to analyze and compare the quality of coaching services provided by various institutions in the selected 3 districts of Haryana State.

Hypothesis: There will be no difference between the quality of coaching services provided by various institutions in selected 3 districts of Haryana state.

Sample: The area understudy was the Haryana state. Researcher selected 3 districts of Haryana state i.e. Jind, Hisar and Bhiwani on the basis of the availability and conveyance. A sample of 60 (60 trainees/players from Jind, 60 trainees/players from hisar and 60 trainees/players from Bhiwani) trainees/players were taken from each selected district so that total trainees/players selected from all 3 districts will make a sample of 180 trainees/players.

Criterion Measure: A self-made questionnaire was employed to collect the data.

Statistical Technique: Data was coded in the numerical form for the statistical analysis. Percentage along with the suitable histograms was used for assessing the objectives of the study.

Discussion on findings:

Table No. 4.1
Analysis of Services of Personnel (Coach/Trainer) in Bhiwani

S.No.	Variables	Agree		Disagree	
		No.	%age	No.	%age
1.	You have skilled coaches	56	93.33	4	6.67
2.	Are you satisfied with the knowledge of your coach/Trainer	53	88.33	7	11.67
3.	Your Coach/Trainer has a positive attitude towards your training	50	83.33	10	16.67
4.	Does your Coach/Trainer discuss your training plan and goals with you	39	65	21	35
5.	Your Coach/Trainer keep a track of your daily training schedule	25	41.67	35	58.33
6.	Your Coach/Trainer provide you feedback regarding your technique and performance	28	46.67	32	53.33

Table no. 4.1 represents the number and the percentage of Analysis of services of personnel (Coach/Trainer) in district Bhiwani. The related data was tabulated with the help of responses received from the Players/trainees of district Bhiwani.

On the basis of responses indicated in table 4.1 regarding whether they have skilled coaches 2 categories were formed. The first category (agree) recorded 56 players/trainees who agreed that their coaches are skilled. The second category (disagree) recorded 4 players/trainees i.e. they disagree that their coaches are skilled.

On the basis of responses indicated in table 4.1 regarding whether they are satisfied with the knowledge of their coach/Trainer 2 categories were formed. The first category (agree) recorded 53 players/trainees who agreed that they are satisfied with the knowledge of their coach/Trainer. The second category (disagree) recorded 7 players/trainees who disagreed that they are satisfied with the knowledge of their coach/Trainer.

On the basis of responses indicated in table 4.1 regarding whether their Coach/Trainer has a positive attitude towards their training 2 categories were formed. The first category (agree) recorded 50 players/trainees who agreed that they are satisfied with the knowledge of their coach/Trainer. The second category (disagree) recorded 10 players/trainees who disagreed that they are satisfied with the knowledge of their coach/Trainer.

On the basis of responses indicated in table 4.1 regarding whether their Coach/Trainer discuss their training plan and goals with them 2 categories were formed. The first category (agree) recorded 39 players/trainees who agreed that their Coach/Trainer discuss their training plan and goals with them. The second category (disagree) recorded 21 players/trainees who disagreed that their Coach/Trainer discuss their training plan and goals with them.

On the basis of responses indicated in table 4.1 regarding whether their Coach/Trainer keep a track of their daily training schedule 2 categories were formed. The first category (agree) recorded 25 players/trainees who agreed that their Coach/Trainer keep a track of their daily training schedule. The second category (disagree) recorded 35 players/trainees who disagreed that their Coach/Trainer keep a track of their daily training schedule.

On the basis of responses indicated in table 4.1 regarding whether their Coach/Trainer provide them feedback regarding their technique and performance 2 categories were formed. The first category (agree) recorded 28 players/trainees who agreed that their Coach/Trainer provide them feedback regarding their technique and performance. The second category (disagree) recorded 32 players/trainees who disagreed that their Coach/Trainer provide them feedback regarding their technique and performance.

As a matter of analysis the result indicates that 93.33% players/trainees responded that their coaches are skilled, 6.67 % players/trainees responded that they don't think that their coaches are skilled. Further 88.33% players/trainees agreed that they are satisfied with the knowledge of their coach/Trainer and 11.67 % players/trainees disagreed that they are satisfied with the knowledge of their coach/Trainer. 83.33% players/trainees agreed that their Coach/Trainer has a positive attitude towards their training and 16.67 % players/trainees disagreed that their Coach/Trainer has a positive attitude towards their training. Furthermore, 65% players/trainees agreed that their Coach/Trainer discuss their training plan and goals with them and 35% players/trainees disagreed that their Coach/Trainer discuss their training plan and goals with them. 41.67% players/trainees agreed that their Coach/Trainer keep a track of their daily training schedule and 58.33% players/trainees disagreed that their Coach/Trainer keep a track of their daily training schedule. 46.67% players/trainees agreed that their Coach/Trainer provide them feedback regarding their technique and performance and 53.33% players/trainees disagreed that their Coach/Trainer provide them feedback regarding their technique and performance.

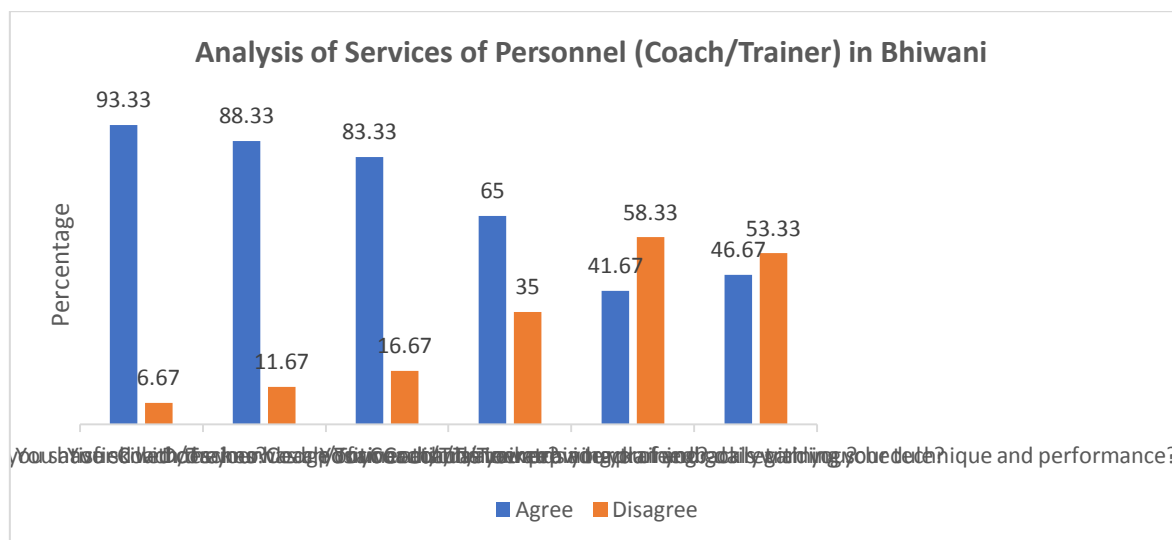


Figure 4.1: Illustrates the Analysis of Services of Personnel (Coach/Trainer) in Bhiwani

Table No. 4.2
Analysis of Services of Personnel (Coach/Trainer) in Hisar

S.No.	Variables	Agree		Disagree	
		No.	%age	No.	%age
1.	You have skilled coaches	54	90	6	10
2.	Are you satisfied with the knowledge of your coach/Trainer	55	91.67	5	8.33
3.	Your Coach/Trainer has a positive attitude towards your training	51	85	9	15
4.	Does your Coach/Trainer discuss your training plan and goals with you	48	80	12	20
5.	Your Coach/Trainer keep a track of your daily training schedule	26	43.33	34	56.67
6.	Your Coach/Trainer provide you feedback regarding your technique and performance	20	33.33	40	66.67

Table no. 4.2 represents the number and the percentage of Analysis of services of personnel(Coach/Trainer) in district Hisar. The related data was tabulated with the help of responses received from the Players/trainees of district Hisar.

On the basis of responses indicated in table 4.2 regarding whether they have skilled coaches 2 categories were formed. The first category (agree) recorded 54 players/trainees who agreed that their coaches are skilled. The second category (disagree) recorded 6 players i.e. they disagree that their coaches are skilled.

On the basis of responses indicated in table 4.2 regarding whether they are satisfied with the knowledge of their coach/Trainer 2 categories were formed. The first category (agree) recorded 55 players/trainees who agreed that they are satisfied with the knowledge of their coach/Trainer. The second category (disagree) recorded 5 players/trainees who disagreed that they are satisfied with the knowledge of their coach/Trainer.

On the basis of responses indicated in table 4.2 regarding whether their Coach/Trainer has a positive attitude towards their training 2 categories were formed. The first category (agree) recorded 51 players/trainees who agreed that they are satisfied with the knowledge of their coach/Trainer. The second category (disagree) recorded 9 players/trainees who disagreed that they are satisfied with the knowledge of their coach/Trainer.

On the basis of responses indicated in table 4.2 regarding whether their Coach/Trainer discuss their training plan and goals with them 2 categories were formed. The first category (agree) recorded 48 players/trainees who agreed that their Coach/Trainer discuss their training plan and goals with them. The second category (disagree) recorded 12 players/trainees who disagreed that their Coach/Trainer discuss their training plan and goals with them.

On the basis of responses indicated in table 4.2 regarding whether their Coach/Trainer keep a track of their daily training schedule 2 categories were formed. The first category (agree) recorded 26 players/trainees who agreed that their Coach/Trainer keep a track of their daily training schedule. The second category (disagree) recorded 34 players/trainees who disagreed that their Coach/Trainer keep a track of their daily training schedule.

On the basis of responses indicated in table 4.2 regarding whether their Coach/Trainer provide them feedback regarding their technique and performance 2 categories were formed. The first category (agree) recorded 20 players/trainees who agreed that their Coach/Trainer provide them feedback regarding their technique and performance. The second category (disagree) recorded 40 players/trainees who disagreed that their Coach/Trainer provide them feedback regarding their technique and performance.

As a matter of analysis the result indicates that 90% players/trainees responded that their coaches are skilled ,10% players/trainees responded that they don't think that their coaches are skilled. Further 91.67 % players/trainees agreed that they are satisfied with the knowledge of their coach/Trainer and 8.33% players/trainees disagreed that they are satisfied with the knowledge of their coach/Trainer. 85% players/trainees agreed that their Coach/Trainer has a positive attitude towards their training and 15% players/trainees disagreed that their Coach/Trainer has a positive attitude towards their training .Furthermore, 80% players/trainees agreed that their Coach/Trainer discuss their training plan and goals with them and 20% players/trainees disagreed that their Coach/Trainer discuss their training plan and goals with them. 43.33% players/trainees agreed that their Coach/Trainer keep a track of their daily training schedule and56.67 % players/trainees disagreed that their Coach/Trainer keep a track of their daily training schedule. 33.33% players/trainees agreed that their Coach/Trainer provide them feedback regarding their technique and performance and66.67% players/trainees disagreed that their Coach/Trainer provide them feedback regarding their technique and performance.

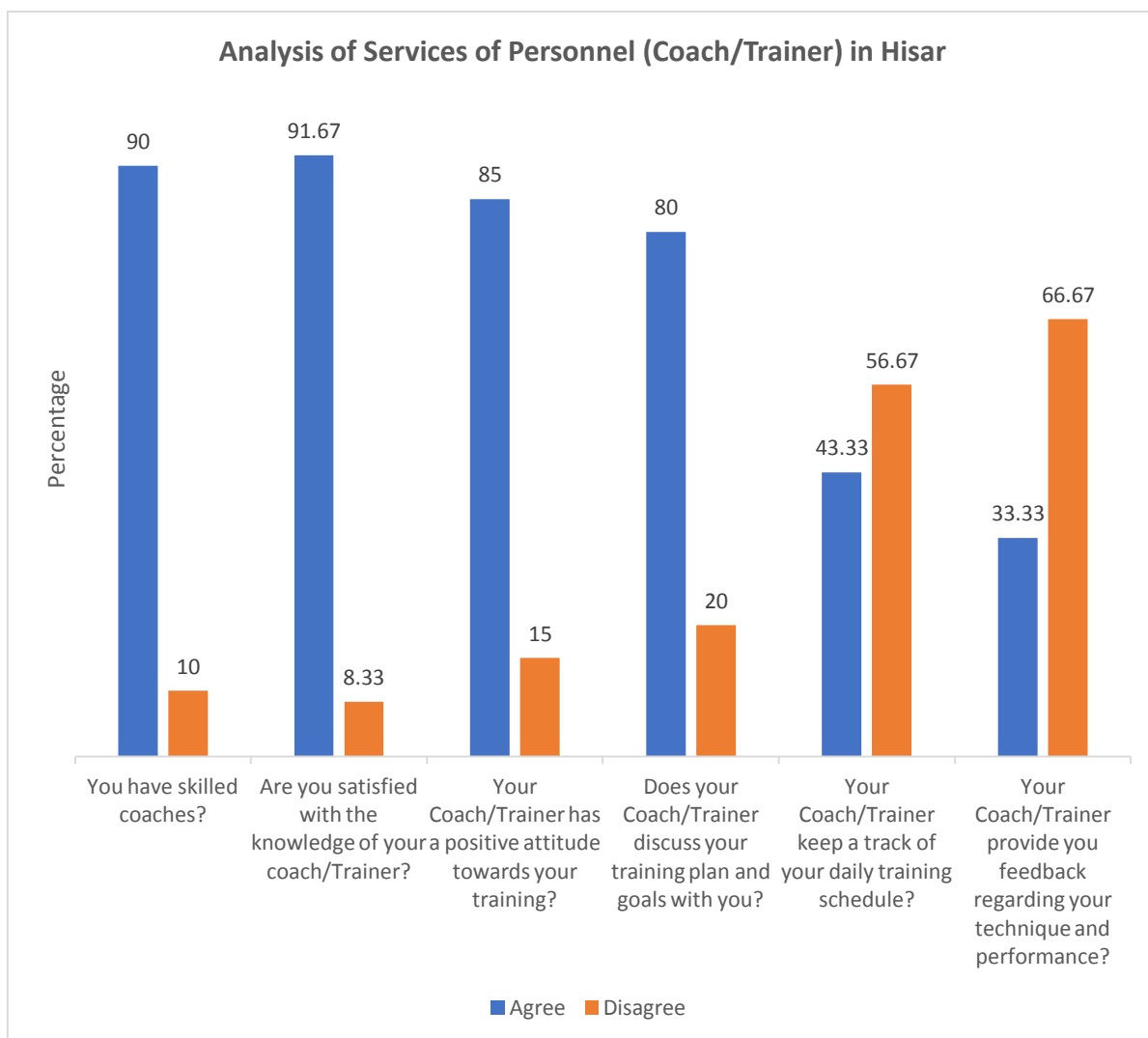


Figure 4.2 : Illustrates the Analysis of Services of Personnel (Coach/Trainer) in Hisar

Table No. 4.3
Analysis of Services of Personnel (Coach/Trainer) in Jind

S.No.	Variables	Agree		Disagree	
		No.	%age	No.	%age
1.	You have skilled coaches	55	91.67	5	8.33
2.	Are you satisfied with the knowledge of your coach/Trainer	48	80	12	20
3.	Your Coach/Trainer has a positive attitude towards your training	35	58.33	25	41.67
4.	Does your Coach/Trainer discuss your training plan and goals with you	28	46.67	32	53.33
5.	Your Coach/Trainer keep a track of your daily training schedule	30	50	30	50
6.	Your Coach/Trainer provide you feedback regarding your technique and performance	28	46.67	32	53.33

Table no. 4.3 represents the number and the percentage of Analysis of services of personnel(Coach/Trainer) in district Jind. The related data was tabulated with the help of responses received from the Players/trainees of district Jind.

On the basis of responses indicated in table 4.3 regarding whether they have skilled coaches 2 categories were formed. The first category (agree) recorded 55 players/trainees who agreed that their coaches are skilled. The second category (disagree) recorded 5 players/trainees i.e. they disagree that their coaches are skilled.

On the basis of responses indicated in table 4.3 regarding whether they are satisfied with the knowledge of their Coach/Trainer 2 categories were formed. The first category (agree) recorded 48 players/trainees who agreed that they are satisfied with the knowledge of their coach/Trainer. The second

category (disagree) recorded players/trainees who 12 disagreed that they are satisfied with the knowledge of their coach/Trainer.

On the basis of responses indicated in table 4.3 regarding whether their Coach/Trainer has a positive attitude towards their training 2 categories were formed. The first category (agree) recorded 35 players/trainees who agreed that they are satisfied with the knowledge of their Coach/Trainer. The second category (disagree) recorded 25 players/trainees who disagreed that they are satisfied with the knowledge of their coach/Trainer.

On the basis of responses indicated in table 4.3 regarding whether their Coach/Trainer discuss their training plan and goals with them 2 categories were formed. The first category (agree) recorded 28 players/trainees who agreed that their Coach/Trainer discuss their training plan and goals with them. The second category (disagree) recorded 32 players/trainees who disagreed that their Coach/Trainer discuss their training plan and goals with them.

On the basis of responses indicated in table 4.3 regarding whether their Coach/Trainer keep a track of their daily training schedule 2 categories were formed. The first category (agree) recorded 30 players/trainees who agreed that their Coach/Trainer keep a track of their daily training schedule. The second category (disagree) recorded 30 players/trainees who disagreed that their Coach/Trainer keep a track of their daily training schedule.

On the basis of responses indicated in table 4.3 regarding whether their Coach/Trainer provide them feedback regarding their technique and performance 2 categories were formed. The first category (agree) recorded 28 players/trainees who agreed that their Coach/Trainer provide them feedback regarding their technique and performance. The second category (disagree) recorded 32 players/trainees who disagreed that their Coach/Trainer provide them feedback regarding their technique and performance.

As a matter of analysis the result indicates that 91.67% players/trainees responded that their coaches are skilled , 8.33%players/trainees responded that they don't think that their coaches are skilled. Further 80% players/trainees agreed that they are satisfied with the knowledge of their coach/Trainer and 20% players/trainees disagreed that they are satisfied with the knowledge of their coach/Trainer. 58.33% players/trainees agreed that their Coach/Trainer has a positive attitude towards their training and 41.67% players/trainees disagreed that their Coach/Trainer has a positive attitude towards their training. Furthermore, 46.67% players/trainees agreed that their Coach/Trainer discuss their training plan and goals with them and 53.33% players/trainees disagreed that their Coach/Trainer discuss their training plan and goals with them. 50% players/trainees agreed that their Coach/Trainer keep a track of their daily training schedule and 50% players/trainees disagreed that their Coach/Trainer keep a track of their daily training schedule. 46.67% players/trainees agreed that their Coach/Trainer provide them feedback regarding their technique and performance and 53.33% players/trainees disagreed that their Coach/Trainer provide them feedback regarding their technique and performance.

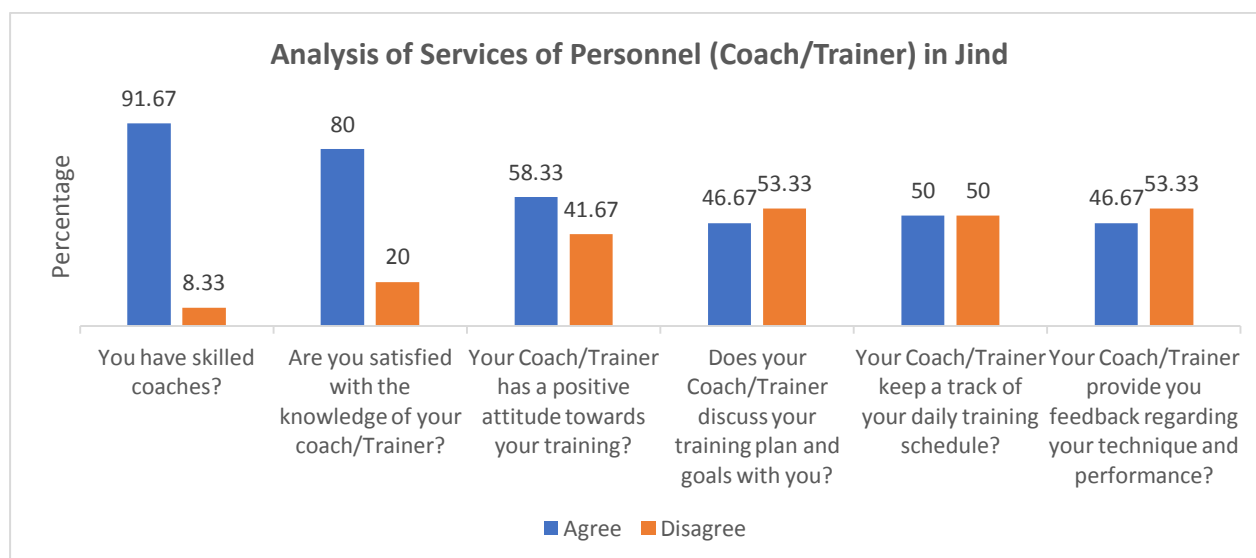


Figure 4.6 : Illustrates the Analysis of Services of Personnel (Coach/Trainer) in Jind

Conclusions:

It can be concluded the services provided by personnel (coach/trainer) in Bhiwani is better than the other two districts.

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