LIST OF TABLES

S.	Table	Description	Pg.
No.	No.		No.
1	1.1	Annual Per Capita Consumption of Electricity in India (2005-	3
		2014)	
2	1.2	Power – Demand and Supply Statistics of India (2009-2016)	4
3	1.3	Electricity Generation in India (Installed Capacity Up to	5
		January 2016)	
4	1.4	Pre and Post-Reform Developments in Indian Power Industry	7
5	2.1	MPERPDC's Mission, Vision and Values	21
6	2.2	MPCRPDC's Mission, Vision and Values	22
7	2.3	MPWRPDC's Mission, Vision and Values	23
8	2.4	CSPDCL's Mission, Vision and Values	24
9	2.5	Demographic and Technical Composition of DISCOMs Under	25
		Study	
10	2.6	Studies Undertaken on DISCOMs Customer Services	26
11	2.7	Training Programs and Activities of DISCOMs Under Study	32
12	2.8	Studies carried out Coding to Develop Questionnaire Items'	34
		Statement	
13	2.9	Coding upper level Reflections to Develop Questionnaire	34
		Items' Statement	
14	2.10	Studies Undertaken on DISCOMs' Front Line Manages'	36
		Customer Related Skills	
15	2.11	Coding upper level reflections on FLM's Customer Related	37
		Skills to develop Questionnaire Items' Statement	
16	2.12	Studies undertaken on DISCOMs' frontline managers' technical	39
		skills	
17	2.13	Coding upper level reflections on FLM's technical skills to	40
		develop Questionnaire items' statement	
18	3.1	Review on Training Needs Assessment Theories (1967 – 2012)	45

19	3.2	Review on Training Needs Assessment Processes (1952 – 2015)	48
20	3.3	Review on Benefits of Training Needs Assessment (1988 -	50
		2012)	
21	3.4	Review on Training Needs Assessment models (1961 - 2016)	52
22	4.1	Studies undertaken on Training Needs Assessment using O-T-P	63
		Model	
23	4.2	Relevant studies Undertaken on Organization Analysis for	69
		Training Needs Assessment (1955 – 2015)	
24	4.3	Relevant studies Undertaken on Task Analysis for Training	72
		Needs Assessment (1961 – 2015)	
25	4.4	Relevant studies Undertaken on Person Analysis for Training	75
		Needs Assessment (1987-2015)	
26	4.5	Identifying Research Gap 1	78
27	4.6	Identifying Research Gap 2	80
28	4.7	Identifying Research Gap 3	81
29	5.1	Research Gaps leading to Research Objectives	88
30	5.2	Organisational items	90
31	5.3	Task items – Technical	91
32	5.4	Task items – Commercial	92
33	5.5	Person items – Knowledge	93
34	5.6	Person items – Skills	94
35	5.7	Person items – Abilities	94
36	5.8	Different management levels at DISCOMs under study	97
37	5.9	Sample Size	98
38	5.10	Structure of questionnaire developed	99
39	5.11	Cronbach Alpha value (middle managers)	101
40	5.12	Cronbach Alpha value (frontline managers)	102
41	5.13	Face Validity Evaluation Form	104
42	5.14	Face Validity Evaluation Form - frontline managers' response	104

43	5.15	Face Validity Evaluation Form - middle managers' response	105
44	5.16	Content Validity Ratio of Organisational items	107
45	5.17	Content Validity Ratio for Task items	108
46	5.18	Content Validity for Person items	109
47	5.19	Content Validity Ratio Summary (Organisation, task, and	111
		person items)	
48	5.20	Construct Validity for organisational, task, and person items	111
49	5.21	Convergent validity (Organisational items)	112
50	5.22	Convergent validity (Task items)	113
51	5.23	Convergent validity (Person items)	115
52	5.24	Discriminant Validity (Organisational items)	117
53	5.25	Discriminant Validity (Task items)	118
54	5.26	Discriminant Validity (Person items)	119
55	6.1	Middle Managers' Demographic Profile	126
56	6.2	Frontline Managers' Demographic Profile	128
57	6.3	Relevant studies using Chi-Square test for Organisation	130
		Analysis	
58	6.4	Chi-Square Test (Organizational Items)	130
59	6.5	Relevant studies using Chi-Square test for Task Analysis	137
60	6.6	Chi-Square Test (Task Items – Technical)	137
61	6.7	Chi-Square Test Results for Task Items (Commercial)	142
62	6.8	Relevant studies using Chi-Square test for Person Analysis	153
63	6.9	Chi-Square Test (Person Items - Knowledge)	154
64	6.10	Chi-Square Test (Person Items - Skills)	158
65	6.11	Chi-Square Test (Person Items - Ability)	160