

BIBLIOGRAPHY

Aguinis, H., Kraiger, K. (2009). Benefits of Training and Development for Individuals and Teams, Organizations, and Society, *Annual Review of Psychology*. 2009 p 451-474

Agnaia, AA. (1996). "Assessment of management training needs and selection for training: the case of Libyan companies", *International Journal of Manpower*, Vol. 17 Issue: 3, pp.31 - 51

Ahmad et al. (2015). Increasing Performance through Assessed Training (A Human Recourse Management Strategy). *Journal of Resources Development and Management*. Vol.7, 2015

Akhorshaideh, A. (2013). Investigating factors which influence the quality of training programmes in public university in Jordan, PhD thesis, Salford Business School

Alagheband, A. (2007). *Educational Management*. Tehran, Ravan publication.

Alexandrov et al. (2007). The Effects of Perceived Management Concern for Frontline Employees and Customers on Turnover Intentions. *Journal of Service Research*, 9(4), 356-371.

Ali, G. (2012). Training Needs Analysis: An empirical study of the Abu Dhabi Police, PhD thesis submitted to Brunel Business School, Brunel University, UK, Mar 2012

Al-Kazemi, A., Ali, A. (2002). Managerial problems in Kuwait. *Journal of Management Development*, 21(5) pp. 366-375

Alkinani, H. (2013). Models of training needs assessment for the Iraqi construction industry, Thesis submitted to University of Salford.

Altschuld, JW., Lepicki, TL. (2010). Needs assessment. In Watkins, R., & Leigh, D. (Eds.) *Handbook of improving performance in the workplace: selecting and implementing performance interventions* (pp. 771-91). San Francisco: Pfeiffer Publishing.

Aniti, L. (2015). Article on "India aims to reduce high electricity transmission and distribution system losses." *Today in Energy* published by U.S. Energy Information Administration (EIA).

<http://www.eia.gov/todayinenergy/detail.php?id=23452>

Arshad et al. (2015). A Study on Training Needs Analysis (TNA) Process among Manufacturing Companies Registered with Pembangunan Sumber Manusia Berhad (PSMB) at Bayan Lepas Area, Penang, Malaysia. *Mediterranean Journal of Social Sciences*, Vol 6 No 4 S3. Aug 2015

Asafu-Adjaye J. (2000). The relationship between energy consumption, energy prices and economic growth: Time series evidence from Asian developing countries. *Energy Economics* 22: 615–625.

Asubonteng et al. (1996). SERVQUAL revisited: a critical review of service quality. *THE JOURNAL OF SERVICES MARKETING*, VOL. 10 NO. 6, pp. 62-81 © MCB UNIVERSITY PRESS, 0887-6045

Atoki, O. (2013). An Investigation of Training Needs Assessment Processes in a Libyan Organisational Context: Case Study of the Libyan General Electricity Company. Doctoral thesis

<https://core.ac.uk/download/pdf/29205512.pdf>

Australian Constructors Association (2015). Training Needs Analysis – A Guide for the

<http://www.constructors.com.au/wp-content/uploads/2015/09/Training-Needs-Analysis.pdf>

ADB (2004). Asian Development Bank: Review on Power sector reforms in Madhya Pradesh.

www.adb.org/sites/default/files/linked-documents/47100-004-sd-03.pdf accessed on 28 Nov 2016.

Bacal, R. (2004). Training Needs Assessment Step by Step. *TWITPIC*. 2004.

<http://twitpic.com/80ojvl>

Banerjee, R. (2004). Training & Research in the Indian Power Sector: An Academic Perspective. Talk given at IIT, Mumbai, June 2004

Barbazette, J. (2006). Training needs assessment: Methods, tools and techniques. San Francisco: Pfeiffer.

Beattie, RS. (2006). Line Managers and Workplace Learning: Learning from the Voluntary Sector, Human Resource Development International, Vol. 9, No. 1, 99 – 119, March 2006

Bencsik, A., Feher, J. (2006). Quality of front-line work- Human Resource Management. *Komunike, Scientific letters of University of Zilna*, Volume 7, March 2006.

Bennis, WG. (1969). Organization development: its nature, origins, and prospects. Addison-Wesley Pub. Co.

Berger, NO. (2010). Needs Assessment in Human Resource Development. Human resources and their Development. Encyclopaedia of Life Support Systems. Vol 1, Feb 2010

Bhatnagar et al. (2011). “Organizational change and development in India: a case of strategic organizational change and transformation”, *Journal of Organizational Change Management*, Vol. 23 No. 5, pp. 485-99. Review published "HR powers organizational change at NDPL: Root and branch reform at Indian electricity-distribution company", *Human Resource Management International Digest*, (2011) Vol. 19 ISS: 4, pp.7 – 9.

Bhatt, B. (2011). Institutional Change and Technology Adoption in the Electricity Distribution Networks of Andhra Pradesh, (India), *Paper presented at Fourth Annual Conference on Competition and Regulation in Network Industries*, Belgium, 25th Nov 2011.

Bhattacharya, S., Patel, UR. (2007). An Inquiry into the Efficiency of the Reform process. India Policy Forum 2007. The power sector in India. Brookings Institution – NCAER India Policy Forum Fourth Conference 2007, p66.

Bhattacharya, T. (2016). “An Analysis of ERP Implementation Success Factors in Indian Power Distribution Companies (Discoms)”. *International Journal of Commerce, Business and Management* (IJCBM), ISSN: 2319–2828 Vol. 5, No.3, May-
<http://www.iraest.org/ijcbm/papers/vol5no32016/18vol5no3.pdf>

Binder, C. (1998). The Six Boxes: A Descendent of Gilbert’s Behavior Engineering Model. *Performance Improvement*. July/August: 48-52.

Black, SE., Lynch, LM. (1996). Human-capital investments and productivity. *The American Economic Review*, 86(2), 263-267.

Blanchard, PN., Thacker, JW. (1999). Effective training: Systems, strategies, and practices. Upper Saddle River, NJ: Prentice Hall.

Bolger, F., Wright, G. (1992). Reliability and validity in expert judgement. In G, Wright and F. Bolgar (Eds). *Expertise and decision support*, New York: Plenum.

Boudreau, MC., Gefen, D., Straub, DW. (2001). "Validation in Information Systems Research: A State-of-the-Art Assessment," *MIS Quarterly*, (25:1), 2001, pp 1-16.

Brown, MJ. (1985). A delphi investigation of staff development needs of the child-care personnel in the juvenile detention facilities in the State of Texas. Unpublished doctoral dissertation, May 1985, North Texas State University, Denton.

Brown, J. (2002). Training needs assessment: A must for developing an effective training program. *Public Personnel Management*, Winter 2002 ed. 31(4), 569-578.

Bureau of National Affairs, (1962). "Training Rank and File Employees," Survey No. 66 Washington, D.C.: Personnel Policies Forum, 1962

Bureau of National Affairs, (1969). "Training Employees," Survey No. 88 (Washington, D.C.: Personnel Policies Forum, Survey No. 88,1969).

Carlisle, J., Bhanugopan, R., Fish, A. (2012). Latent factor structures affecting the occupational profile construct of the training needs analysis scale. *The International Journal of Human Resource Management*, Vol. 23, No. 20, Nov 2012, 4319–4341

Carlisle, KE. (1983). The process of task analysis - Integrating training's multiple methods. *Journal of Instructional Development* (1983). 6: 31. doi:10.1007/BF02906216

Cekada, TL. (2010). Training Needs Assessment – Understanding what employees need to know. *Professional Safety*. Mar 2010

CEA (2016). Central Electricity Authority. Monthly Report http://www.cea.nic.in/reports/monthly/executivesummary/2016/exe_summary-01.pdf Accessed on 23 Apr 2016

CEA. (2015) Growth of Electricity Sector in India from 1947-2015, April 2015 Retrieved <http://www.indiaenvironmentportal.org.in/content/413926/growth-of-electricity-sector-in-india-from-1947-2015/>

Chang, J., Chiang, T., Yi, CK. (2012). The Systematic Construction and Influential Factors of Training Needs Assessment. *International Journal of Business and Social Science Vol. 3 No. 24 [Special Issue – Dec 2012]* <http://ijbssnet.com/journals/Vol 3 No 24 Special Issue December 2012/4.pdf>

Chen, H., Hung, S. (2012). "The Utility of OTP Model in Taiwan Coast Guard", *Public Personnel Management*, Vol. 41, no. 1, pp. 15-43.

Chawla, YP. (2012). (Re) Evolution in HR Strategies - Power Sector. IOSR Journal of Business and Management. ISSN: 2278-487X. Volume 4, Issue 5 (Sep-Oct. 2012), pp 25-
<http://iosrjournals.org/iosr-jbm/papers/Vol4-issue5/C0452532.pdf>

Clarke N. (2003). The politics of training needs analysis, *Journal of Workplace Learning*, Vol. 15, No. 4. pp 141-153.

Clifford, JP. (1994). Job analysis: Why do it, and how should it be done. *Public Personnel Management*, 239 (2), 321-340.

Corazzini et al. (2010). The Importance of Organizational Climate to Training Needs and Outcomes in Long-term Care. *Alzheimer's Care Today*. Apr-Jun 2010, p109-
http://downloads.lww.com/wolterskluwer_vitalstream_com/journal_library/acq_19363001_2010_11_2_109.pdf

Csaszar et al. (2015). Training Needs Assessment Report - Capacity Building on Energy Performance Contracting in Public Buildings. Document issued by the consortium formed for the implementation of the EnPC-INTRANS project under Grant Agreement. Slovakia. Nov 2015
Retrie www.enpc-intrans.eu/wp-content/uploads/2015/07/EnPC-INTRANS-D4-1-Final.pdf

D'Abate, CP., Eddy, ER. (2007). Engaging in personal business on the job: Extending the presenteeism construct. *Human Resource Development Quarterly*, 18: 361–383.
doi:10.1002/hrdq.1209

Dalal et al. (2005). Improving Power Distribution Company Operations to Accelerate Power Sector Reform. *USAID* http://pdf.usaid.gov/pdf_docs/Pnadj549.pdf

Dasgupta, M. (2015). Tata Power Delhi Distribution: Automation vs Manpower. *The Journal for Decision Makers*, Indian Institute of Management, Ahmedabad. 40(1) 114–116, 2015. Retrieved
<http://vik.sagepub.com/content/40/1/114.full.pdf>

Davis, FD. (1989). "Perceived Usefulness, Perceived Ease of Use, and User Acceptance of Information Technology," *MIS Quarterly*, (13:3), 1989, pp 319-340.

Deden-Parker, A. (1980). "Needs Assessment in Depth: Professional Training at Wells Fargo Bank", *Journal of Instructional Development*
<http://www.jstor.org/stable/30220632>. Accessed on 15-11-2016

Deloitte (2015). The future of the global power sector - Preparing for emerging opportunities and
www2.deloitte.com/content/dam/Deloitte/global/Documents/Energy-and-Resources/gx-power-future-global-power-sector-report.pdf

DeVon, HA., Block, ME., Moyle-Wright, P., Ernst, DM., Hayden, S., Lazzara, DJ. (2007). A psychometric Toolbox for testing Validity and Reliability. *Journal of Nursing scholarship*, 39 (2), 155-164.

Dillman, DA., Smyth, JD., Christian, LM. (2009). Internet, mail and mixed-mode surveys: *The tailored design method* (3rd ed.). Hoboken, New Jersey: Wiley.

Djoudi, LA., Rome, M. (2014). The Philosophy to Succeed: Team Spirit, Innovation, Research, and the Creation of Technological Competitiveness. Paper presented at The Fourth International Conference on Business Intelligence and Technology BUSTECH 2014, Italy. May 2014.

Dwivedi, YK. (2005) The demographics of broadband residential consumers of a British local community: the London borough of Hillingdon. *Journal of Computer Information Systems*, 45, 4, 93-101.

Elbadri, ANA. (2001). Training practices of polish companies: An appraisal and agenda for improvement. *Journal of European Industrial Training*. 25(2), 69 – 79

Emory, CW., Cooper, DR. (1991). *Business Research Methods*, (4th ed.), Irwin, Boston.

European Training Foundation. (2002). A management tool kit on training needs assessment and programme design. Sep 2002. p11

Firdousi, F. (1999). “Significance of Determining Assessment Needs and Training in The Service Sector”, *International Journal of Business and Social Science*, Vol. 2 No. 17, Page no. 113–116.

Fleishman, EA., Harris, E. (1955). Human relations training and the stability of leadership patterns. *Journal of Applied Psychology*, 39(1), 20-25.

Fornell, C., Larcker, D. (1981). Evaluating Structural Equation Models with Unobservable Variable and Measurement Errors. *JMR, Journal of Marketing Research*, 18, 39-50. doi: 10.2307/3151312

Ghoria, S. (2012). 3 areas distribution companies in India must focus on. Article published in *Asian Power Journal* <http://asian-power.com/regulation/commentary/3-areas-distribution-companies-in-india-must-focus#sthash.08yVniIP.dpuf>

Ghufli, AB. (2014). Training needs analysis: an empirical study of the Abu Dhabi police, PhD Thesis, Brunel Business School, Brunel University London.

Gilbert, TF. (1978). Human competence: Engineering worthy performance. *New York: McGraw-Hill*.

Gilbert, T. (1996). *Human Competency: Engineering Worthy Performance*. Silver Spring, MD: International Society for Performance Improvement.

Gilley, JW., Egglund, SA. (1989). Principles of Human Resource Development, *Addison Wesley*.

Glaser, EM., Taylor, SH. (1973). Factors influencing the success of applied research. *American Psychologist*, 28, 2 (February): 140-146

Goldstein, IL. (1993) Training in organizations: Needs assessment, development, and evaluation. 3rd ed., Thomson Brooks/Cole Publishing Co, CA, US.

Goldstein, IL., Ford, JK. (2002). Training in Organizations. *Belmont: Wadsworth*. Fourth edition

Gouldner, AW. (1954). Patterns of Industrial Bureaucracy. Glencoe, Ill.: The Free Press. 1960
"The Norm of Reciprocity," *American Sociological Review*, 25: 161-178.

Gupta, K. (1999). A practical guide to needs assessment. *San Francisco, CA: Jossey-Bass/Pfeiffer*.

Gupta U. (2008). Valuation of urban air pollution: a case study of Kanpur City in India. *Environ. Resource Econ.* 2008;41:315–326.

Gupta, S., Bhattacharya, T. (2013). DSM Power Plant in India. *Renewable and Sustainable Energy Reviews*, 2013 http://www.teriin.org/projects/nfa/pdf/DSM_power_plant.pdf

Guthrie, JP., Schwoerer, CE. (1994), "Individual and Contextual Influences on Self-Assessed Training Needs," *Journal of Organizational Behavior*, 15, 405–423.

Hair J., R. Anderson, RT., Black, W. (1988). Multivariate Data Analysis, 4th edn. Englewood Cliffs, NJ: Prentice Hall

Haladyna, T. (1999). *Developing and Validating multiple-choice test items*. New Jersey: Lawrence Erlbaum.

Harless, J.H. (1987). Front End Analysis Workshop. Newnan, GA: Harless *Performance* Guild.

Harrison, R. (1997). Employee Development Cromwell

Herbert, G.R., Doverspike, D. (1990) "Performance Appraisal in the Training Needs Analysis Process: A Review and Critique.", *Public Personnel Management*, vol. 19, no. 3, pp. 253-270.

Hinrichs, JR. (1976). "Personnel Training", in Marvin Dunnette (Ed.), *Handbook of Industrial and Organizational Psychology*, (Chicago: Rand McNally, 1976), pp. 829-860,

Holton, EW., Bates, RA., Naquin, SS. (2000). "Large-scale Performance-driven Training Needs Assessment: A Case Study," *Public Personnel Management*, 29, 249–268.

Hutcheson, G., Sofroniou, N. (1999). The multivariate social scientist. London: Sage.

IBM (2014). Training building skills for a smarter planet - The Value of Training, IBM Corporation, Somers, NY 10589, May 2014

Ibrahim, M. (1996). Reka bentuk dan Pengurusan Latihan: Konsep dan Amalan. Kuala Lumpur: Dewan Bahasa dan Pustaka.

IDC, (1999). *Power Reforms in Haryana: Communication Need Assessment Survey*, Institute for Development and Communication. Chandigarh.

Indian Infrastructure. (2003): 'Overview: Charging Ahead with Reforms', Volume 6, Number 1: 1

IEA. (2015). India Energy Outlook, *World Energy Outlook Special Report*, Published by International Energy Agency, 2015

IEMR (2011). Human Capital Challenges in the Indian Power Sector. Institute of Energy
[www.greatlakes.edu.in/gurgaon/pdf/Human Capital Challenges in the Indian Power Sector.pdf](http://www.greatlakes.edu.in/gurgaon/pdf/Human_Capital_Challenges_in_the_Indian_Power_Sector.pdf)

Ilic, M., Apt. J., Khosla, P., Lave, L., Morgan, G., Talukdar, S. (2003). Introducing Electric Power into a Multidisciplinary Curriculum for Network Industries. *IEEE special issue on Education in Power Engineering*, 2003

Infosys. (2008). A study conducted by INFOSYS and Center for Study of Science, Technology & Policy, Bangalore for Government of India, Ministry of Power. Oct 2008

Jamil, R. (2006). Training needs analysis practices: a survey of the top 1000 companies in Malaysia No :75171.

Jonassen, DH., Tessmer, M., Hannum, WH. (1999). Task analysis methods for instructional design. Mahwah, NJ: Lawrence Erlbaum Associates, Publishers. Retrieved December 8, 2008 from NetLibrary.

Jones, AC. (2008). Development and Validation of a Dog Personality Questionnaire. PhD Thesis submitted to The University of Texas at Austin, May 2008

José, RG., Bobby, CV., John, DP. (2003). “Effects of Trust in Superiors and Influence of Superiors on the Association between Individual-Job Congruence and Job Performance/Satisfaction” *Journal of Business and Psychology*, Vol. 17, No. 3 (Mar., 2003), pp. 327-
<http://www.jstor.org/stable/25092825> Accessed on 15-11-2016.

Joseph, K. (2015). Smart Grid and Retail Competition in India: A Review on Technological and Managerial Initiatives and Challenges. *Procedia Technology – Smart Grid Technologies*. Vol. 21, 2015, p155-
www.sciencedirect.com/science/article/pii/S2212017315003114

Jun, M., Cai, S. (2001), "The key Determinant of Internet Banking Services Quality: A content analysis," *International Journal of Bank Marketing*, Vol.19 No.7, pp. 276-291.

Jungert et al. (2012). The gender gap in science studies: cognitive style, not cognitive ability. *Pédagogie collégiale*. 2012

Kaiser, H. (1974). An index of factorial simplicity. *Psychometrika*, 39, 31–36.

Katz, D., Kahn, RL. (1966). The Social Psychology of Organizations. *New York*: John Wiley, pp. 347-348.

Kaufman, R., English, F. (1979). Needs Assessment: Concept and Application. Englewood Cliffs, NJ: Educational Technology Publications.

Kihongo, V. (2011). Factors Inhibiting Effective Staff Trainin: Cases of Emeke Municipal and Kisarawe District Councils, Tanzania, *Asian Journal of Business Management*. 2011

Kirmeyer, SL., Lin, T. (1987). Social Support: Its Relationship to Observed Communication with Peers and Superiors. *Academy of Management Journal* 30/1: 151-162

Kitchenham, BA., Pfleeger, SL. (2002). Preliminary guidelines for empirical research in software engineering. *IEEE Trans Softw Eng* 28(8):721–734

Konovsky, MA., Pugh, SD. (1994). Citizenship between behavior and social exchange. *Academy of Management Journal*, 37:2, 656-669.

Krishnaveni, R., Sripirabaa, B. (2008). Does Partnering and financial support have impact on alignment of training and development with strategic goals. *Indian Journal of Training and Development*, 71-77.

Kushwah, SV., Bhargava, A. (2014), "Service Quality Perception of Telecom Sector In India". *International Journal of Advancement in Technology*, Vol. 5, No. 15 Pg. No.1-10

Lal, S (2005). Can Good Economics Ever Be Good Politics: Case study of power sector in India, *Economic and Political Weekly*, Vol. XL, No. 7, pp. 649-656.

Lamia, AD., Miguel, R. (2014). The Philosophy to Succeed: Team Spirit, Innovation, Research, and the Creation of Technological Competitiveness. Paper presented at BUSTECH14. Available <https://www.iaria.org/conferences2014/filesBUSTECH14/ThePhilosophyToSucceed.pdf>

Lancaster, S., Di Milia, L. (2014). Organizational support for employee learning - an employee perspective. *European Journal of Training and Development*, 38 (7), 642-657.

Latham, G., Wexley, K. (1991). *Developing and Training Human Resources in Organization*. Harper Collins Publishers, New York

Lawshe, CH. (1975). A quantitative approach to content validity. *Personnel Psychology*, 28 (4), pp. 563-575.

Lee, Howard D., Nelson, OW. (2006). *Instructional analysis and course development*. Homewood, IL: American Technical Publishers.

Leigh, D., Watkins, R., Platt, WA., Kaufman, R. (2000). Alternate Models of Needs Assessment: Selecting the Right One for Your Organization, *Human Resource Development Quarterly*, Spring 2000, 11, 1, pp 87 – 93.

Lewis, CA., Joseph, S. (1995). Convergent validity of Depression-Happiness Scale with measures of happiness and satisfaction with life. *Psychological Reports*, 76. 876-878.

Liu et al. (2007). Toward a learner-oriented community college online course dropout framework. *International Journal on E-Learning*, 6(4), 519-542.

Lowe, GS., Northcott, HC. (1995). "Stressful Working Conditions and Union Dissatisfaction." *Relations industrielles / Industrial Relations*, Vol. 50, No. 2, 420-442.

Mahler, W., W. Monroe. (1952). "How Industry Determines the Need for and Effectiveness of Training," PRB Technical Report 929 (Personnel Research Branch, Department of the Army: 1952).

Maksoud, B., Saknidy, S. (2016) A New Approach for Training Needs Assessment. *Journal of Human Resource and Sustainability Studies*, 4, 102- [10.4236/jhrss.2016.42012](https://doi.org/10.4236/jhrss.2016.42012).

Man et al. (2000). POWER SAGE: comparing statistical tests for SAGE experiments. *BIOINFORMATICS*
<http://bioinformatics.oxfordjournals.org/content/16/11/953.full.pdf> Accessed on Nov 28, 2016

Manikandan, P., Anwer, M. (2008). Assessment of management training needs of agricultural research managers. *The Icfaiian Journal of Management Research*, Vol. VII, No. 4, 2008, 21-31.

McClelland, S. (1993). Training needs assessment: An "open systems" application. *Journal of European Industrial Training*, 17(1), 12-17

McConnell, J. (2003). How to identify your organization's training needs. New York: *American Management Association*.

McEnery, J., McEnery, JM. (1987). Self-Rating in Management Training Needs Assessment: A Neglected Opportunity? *Journal of Occupational Psychology*, 60, 1, pp 49 – 61.

McGehee, W., Thayer, PW. (1961). Training in Business and Industry. *New York: John Wiley & Sons*, 1961

Masoud et al. (2013). A study on effects of knowledge management on the success of customer relationship management. *Management Science Letters*, 2013, Vol. 3 Issue 9, p2431

MDRA (2013), *Report on Survey of Electricity Customer submitted to MERC*, 2013

Mehta, S., Madhav M. (2010). Case of reforms in the Indian power distribution sector: a move towards eradicating energy poverty, *paper presented at 21st World Energy Congress*, Montreal, Sept. 2010

Kreitz, PA. (2007). Best Practices for Managing Organizational Diversity. PhD thesis submitted to Graduate School of Library and Information Sciences, Simmons College, 2007

Mendonca et al. (2001). Decision support for improvisation during emergency response operations. *International Journal Emergency Management*, Vol. 1, No. 1, 2001. p30

MHIPE. (2012). Report on Training Needs Assessment and Recommendations for Capacity Building in State Level Public Enterprises. The Department of Public Enterprises, Ministry of Heavy Industry & Public Enterprises, Government of India.

Miller, JA., Osinski, D. (1961). Training Needs Assessment, *SPHR*.

Miller, J., Osinski, D. (1996). Training needs assessment. Feb 1996. Retrieved Jan. 26, 2010, http://www.ispi.org/pdf/suggestedReading/Miller_Osinski.pdf

Miller, JA. and Osinski, DM. (2002) Training needs assessment, White Paper edn, *Society for Human Resource Management (SHRM)*, USA.

Min. of Panchayati Raj. (2012). Guide to Training Needs Assessment (TNA) Methodologies for file:///C:/Users/user/Downloads/PRI_forWeb.pdf

Min. of Power, Govt. of India (2012) - Report of working group on Power for 12th plan

Min. of Power. (2002). National Training Policy of India for the Power Sector, Ministry of Power, Government of India. Article 1 and 5, June 2002

Ministry of Statistics and Programme Implementation, (2016). National Accounts Statistics.

http://mospi.nic.in/Mospi_New/site/home.aspx. Accessed on 23 Oct 2016

Mishra, S. (2008). Training and development need analysis for ushering change- a study in Jindal Steel and power Ltd. *Indian Journal of Training and Development*, 63-71.

Mishra, PC. (2011). "Models and Relevance of Training Needs Analysis for Effective Design, Delivery and Evaluation of Training Activities and Improvement of Organizational Performance", *SAARANSH*, vol. 2, no. 2, pp. 1-8.

Moore, G., Benbasat, I. (1991). Development of an instrument to measure the perceptions of adopting an information technology innovation. *Information Systems Research*, 2(3), pp. 192-222.

Moore, ML., Dutton, P. (1978). "Training Needs Analysis: Review and Critique", *The Academy of Management Review*, Vol. 3, No. 3 (July), pp. 532-
<http://www.jstor.org/stable/257543> . Accessed on 15-11-2016.

Mufeed, SA., Hamdani, QA. (2013). HRD Mechanisms in Health Care Sector in J&K: A Comparative Study. Conference proceedings of the 1st Annual International Interdisciplinary Conference, AIIC 2013, Azores, Portugal. Apr 2013

MPCRDC, (2010)

http://www.mpcz.co.in/portal/Bhopal_home.portal on Nov 26, 2016

Nathan, M. (2011). "Cultivation, Capital and Contamination: Urban Agriculture in Oakland California" 2011

Nfila, C. (2005). Training needs analysis for Bachibanga Company in Botswana. MS Thesis submitted to The Graduate School University of Wisconsin-Stout. Aug 2005.

Nikolić et al. (2011). Study Training Needs Assessment Analysis, Tran Municipality, 2014, <http://trgoviste.rs/data/documents/01-TNA-BEST-2014-V4.pdf>

Noe, RA. (2005). Employee Training and Development. Singapore: McGraw Hill. Third edition.

Noe, RA. (2010). Employee Training and Development (5th Edition), McGraw-Hill/Irwin, New York, NY, 10020

NPTI. (2012). Chapter 09: HUMAN RESOURCE DEVELOPMENT – Working Group on Power for 12th Plan. National Power Training Institute. 25.01.2012 p 387.

Oade, A. (2009). Managing Workplace Bullying. Basingtoke: Palgrave Macmillan.

Odiorne, GS. (1975). "The Hard Technologies of Training," *Training and Development Journal* (Oct 1975), pp. 3-7.

Okoro, O.I., Govender, P., Chikuni, E. (2007). "Power Sector Reforms in Nigeria: Opportunities and Challenges" *Proceedings for 10th International Conference on the Domestic Use of Energy*, Cape Town, SA

Olaniyan, DA, Ojo, LB. (2008). Staff Training and Development: A Vital Tool for Organizational Effectiveness. *European Journal of Scientific Research.*, 24(3): 326-331.

Olivas, L. (2007). Designing and conduction a training needs analysis; Putting the horse before the cart. *Journal of Management Development*. 2(3): 19-41.

Omar, CMZC. (2009). Organizational Commitment and Climate in Training Objectives and Implementation on Organizational Training Needs: Extent of Organizational Structure as a Moderating Effect. *The Journal of Human Resource and Adult Learning*. Vol. 5, Num. 2, Dec
www.hraljournal.com/Page/7%20Che%20Mohd%20Zulkifli%20Che%20Omar.pdf

Ostroff, C, Ford, JK. (1989). Assessing Training Needs: Critical Levels of Analysis, in Goldstein, I L & Associates (eds) *Training and Development in Organizations*. San Francisco, Jossey-Bass Publishers, pp 25 – 62.

Padmanabhan, S., Sarkar, A. (2001) Demand Side Management in India: A Strategic and Policy Perspective, International Conference on Distribution reforms, New Delhi, Oct 2001

Panagariya, A. (2016). Speech of Arvind Panagariya, Vice Chairman, Niti Aayog, India at the annual session of industry lobby Confederation of Indian Industries,
http://economictimes.indiatimes.com/articleshow/51683506.cms?utm_source=contentofinterest&utm_medium=text&utm_campaign=cppst. Accessed on 22.07.2016

Parikh, KS., Radhakrishna, R. (2002). India development Report 2002. Oxford University Press, New Delhi. pp 140-156

Parsian, N., Dunning, T. (2009). Developing and validating a questionnaire to measure spirituality: a psychometric process, *Global Journal of Health Science*, vol. 1, no. 1, pp. 2-11.

Parvatiyar, A., Sheth, JN. (2002). Customer Relationship Management: Emerging Practice, Process, and Discipline, *Journal of Economic and Social Research*, Vol. 3(2) 2001, 2002 Preliminary Issue, pp 1-34.

Patrick, A., Karl, JM., John, ES. (1996). SERVQUAL revisited: a critical review of service quality. *The Journal of Services Marketing*, Vol. 10 No. 6, pp 62-81

Paul, G. (2004). Statistics and statistical reasoning. Chapter 10 - Chi Square Tests. University of Regina, p 705- <http://uregina.ca/~gingrich/ch10.pdf> Accessed on Nov 26, 2016

PCL (2013). Electricity Supply in Niger
<http://phillipsconsulting.net/images/files/pcl-power-survey-report-2013.pdf>

Phillips, JL., Phillips, PP (2002). Reasons why training & development fails...and what you can
<http://www.allbusiness.com/services/educational-services/4281026-1.html>

Planning Commission. (2014). Orissa Development Report Chapter XIII - Power Sector Reforms in Orissa: A Case Study in Restructuring, Sep 2014, p 381

Planning Commission. (2006). Energy Policy Report - Electricity Demand and GDP Projections (2011-2032). Planning Commission, Government of India.

Poon, JML., Rozhan, O. (2000). Management Training and Development Practices of Malaysian Organizations. *Malaysian Management Review*. Dec 2000. pp. 77-84.

Power Advisor (2016). Info of power distribution companies ope
<http://www.poweradvisor.in/> Accessed on 22.12.2016

Priestland, A., Hanig, R. (2005). Developing First-Level Leaders. *Harvard Business Review*. Jun 2005

Purcell et al. (2003). *Understanding the People and Performance Link: Unlocking the black box*. London, CIPD. 2003.

Quinlan et al. (2001). The global expansion of precarious employment, work disorganisation and occupational health: A review of recent research. *International Journal of Health Services*, 31(2): 335–414.

Ramachandra, TV., Hegde, G. (2015). Energy Trajectory in India: Challenges and Opportunities for Innovation, *Journal of Resources, Energy and Development*, 12(1&2):1-24.

Ramachandra, U., Bilolikar, R. (2014). CRM Practices in Electricity Distribution in India – Supply Side Perspective. *CRM in Electricity Distribution in India*. Administrative Staff College of India.

REIHE Scheme (2013). Continuation of Rajiv Gandhi Grameen Vidyutikaran Yojana (RGGVY) in 12th & 13th Plan - Scheme of Rural Electricity Infrastructure and Household Electrification 2013.

Remme, U., Trudeau, N., Graczyk, D., Taylor, P. (2011). Technology Development Prospects for the India Power Sector. *Information Paper. International Energy Agency (IEA)*. Feb 20
www.iea.org/publications/freepublications/publication/technology_development_india.pdf

Robbins, DW., Doyle, TR, Orandi, S., Prokop, PT. (1996). Technical skills training. In R L. Craig (Ed.), *The ASTD Training & Development Handbook: A Guide to Human Resource Development* (4th ed., pp 776-802). New York: McGraw-Hill.

Rossett, A. (1987). Training needs assessment. Englewood Cliffs, N.J.: Educational Technology Publications.

Rossett, A., Bickham, T. (1994). Diversity training: Hope, faith and cynicism. *Training*, 31(1), 40-46.

Rossett, A. (1999). Analysis for human performance technology. In H. Stolovitch & E. Keeps (Eds.), *Handbook of human performance technology* (pp. 139-162). San Francisco: Jossey-Bass Pfeiffer.

Rossilah, J. (2002). The Theory and Practice of Training Needs Analysis. University of Warwick. Unpublished dissertation.

Rothwell, WJ., Kazanas, HC. (2004). Mastering the instructional design process: A systematic approach (3rd ed.). *San Francisco: Jossey-Bass Publishers.*

Ruet, Joel. (2003). Against the Current Organisational Restructuring of State Electricity Boards. *Chapter 2 – The “Entreprisation” of the State Electricity Boards* CSH – Manohar Publication, New Delhi 2003.

Sankar, TL., Brown, G., Ligny, G., Ramchandra, U. (2006). Capacity Building for the Bhutan Electricity Authority *ADB TA 4188 BHU – Final Report. Asian Development Bank Project No. 36248-01-2.* Oct 2006. p19

Schneier, CE., Guthrie, JP., Olian, JD. (1988). A practical approach to conducting and using the training needs assessment. *Public Personnel Management*, 17(2), 191-205.

Selvam, M., Panchalan, R. (2003). Evaluation of executive training at NLC Ltd. - A case study. *Indian Journal of Training and Development* XXXIII: 3-4, July-December 2003, 60-70.

Seetha, U. (2012). Training Need Analysis & Methodology for Using IT in Power Utility, *Global Journal of Computer Science and Technology*, Vol 12, Issue 3, Feb 2012 Published by Global Journals Inc (USA).

Sherazi et al. (2011). Training needs assessment practices in corporate sector of Pakistan. *African Journal of Business Management*. Vol. 5(28), pp. 11435-

<http://www.academicjournals.org/journal/AJBM/article-full-text-pdf/B5568AD18284>

Šimberová, Z. (2009). Organizational Climate Versus Training System: What is More Important in Workplace Learning? Paper presented at European Conference on Educational Research (ECER), 28- <http://www.leeds.ac.uk/educol/documents/185735.pdf>

Sims, RR. (2006). Human Resource Development: *Today and Tomorrow*. Information Age Publishing, Inc.

Singhania, M., Kinker, R. (2015). Tata Power Delhi Distribution: Automation vs. Manpower, 2015, *Vikalpa*, Vol. 40, No.1, pp. 97-113 Sage Publications [ISSN: 0256-0909]

Singh, LP. (2014). Survey related to Power Quality Issues in Indian Electricity Market. *International Journal of Electrical, Electronics and Computer Engineering*. 3(1): 37-47(2014)

Sinha, J. (2011). IT applications in Power Distribution - UPCL's agenda for reforms. India Core Bulle <http://www.indiacore.com/bulletin/2011-nov-jayant-k-sinha-it-applications-in-power-distribution.pdf>

Smith, B., Delahaye, B., Gates, P. (1986). Some observations on TNA. *Training and Development Journal*, August 1986

Smith, EA. (2000). "Applying knowledge-enabling methods in the classroom and in the workplace", *Journal of Workplace Learning*, Vol. 12 Issue 6, pp.236 – 244

Smith, B., Delahaye, B., Gates, P. (1986). Some observations on TNA. *Training and Development Journal*, Aug 1986

Smith, G., Wood, B. (2004). CONCEPT PAPER Performance Benchmarks for Electricity Distribution Companies in South Asia, *NEXANT*, Nov 2004, p 3-11

Smith, K., Vasudevan, S., Tanniru, M. (1996). Organizational learning and resource-based theory: an integrative model. *Management*, 9(6), pp. 41-53.

Smith, SM., Albaum, GS. (2005). Fundamentals of Marketing Research. *Thousand Oaks*: Sage Publications.

Snell, SA., Bohlander, GW. (2013). *Human Resource Management*, India edition. p 285

Som, HM., Nam, RYT. (2009). "Organizational Level Training Needs Analysis (TNA): Findings from the Top 1000 Companies in Malaysia" Vol.5 number 1. *Journal of Global Business Management*, 2009

Sony, M., Mekoth, N. (2012). The dimensions of frontline employee adaptability in power sector, *International Journal of Energy Sector Management*, Vol. 8 ISS 2 pp. 240 - 258

Srivastava, P. (2002). Human Resource Development in Electricity Distribution Sector - The Training Policy Document redone. CORE International, Inc. Communication Skills, Employee Motivation and Morale *Development Distribution Reform, Upgrades and Management (DRUM) Training Program*. USADID and Min. of Power, Govt. of India.

Stone, R. (2002) Human Resource Management. 4th Edition, Wiley Art Department, Milton, Australia.

Storey, V., Straub, D., Stewart, K., Welke, R. (2000). "A Conceptual Investigation of the Electronic Commerce Industry," *Communications of the ACM* (43:7 (July)) 2000, pp 117-123.

Straub, DW., Boudreau, MC., Gefen, D. (2004). "Validation Guidelines for IS Positivist Research," *Communications of the Association for Information Systems*, (13:24), 2004, pp 380-427.

Swanson, RA. (1994). Analysis for improving performance: Tools/or diagnosing organizations & documenting workplace expertise. *San Francisco*: Berrett Koehler Publishers, Inc.

Szmigin, I. (2003). Understanding the Consumer. London, *GBR*: SAGE Publications Inc. (US), pp 79-116.

Tahmina, F., Razzak, BM. (2012). Importance of Training Needs Assessment in the Banking Sector of Bangladesh: A Case Study on National Bank Limited (NBL). *International Journal of Business and Management*.

[file:///C:/Users/user/Downloads/14644-54758-1-PB%20\(1\).pdf](file:///C:/Users/user/Downloads/14644-54758-1-PB%20(1).pdf)

Talbott, W. (2013). Lighting the Way: Unlocking Performance Gains in Electricity Distribution and Retailing in India. Discussion Paper 2013-46, The Harvard Environmental Economics Program. Harvard Kennedy School, May https://www.hks.harvard.edu/m-rcbg/heap/papers/Talbott_DP46.pdf

Tannehill, RJ., Janeksela, G. (1984). Role and task analysis: An effective tool for manpower development and curriculum development in law enforcement education. *Journal of Police Science and Administration*, 12, (1), 19-26.

Taylor, PJ., O'Driscoll, MP. (1998) A New Integrated Framework for Training Needs Analysis. *Human Resource Management Journal*. 8, 2, pp 29 – 50.

Tao, YH., Yeh, CR., Sun, SI. (2006). Improving training needs assessment processes via the Internet: System design and qualitative study. *Internet Research* 16(4): 427-449.

Tavakol, M., Dennick, R. (2011). Making sense of Cronbach's alpha, *International Journal of Medical Education*. 2011; 2:53-55, Editorial ISSN: 2042-6372, DOI: 10.5116/ijme.4dfb.8dfd

TERI. (2015). Public Private Partnership (PPP) in Electricity Distribution - Case Studies of Delhi and Odhisa, The Energy & Resources Institute, New Delhi. 64pp [Project Report No. 2014ER03]

www.teriin.org/eventdocs/files/TERI-GSEP-PPP-in-Electricity-Distribution_Case-Studies.pdf

Thukral, K., Ramesh, S., Kaul, B. (1990). "Integration of Short and Medium/Long Term Planning in the Indian Power Sector", *The Energy Journal*, Vol. 11, No. 1 (January), pp. 101-
<http://www.jstor.org/stable/41323438> Accessed on 15-11-2016.

Tobey, DD. (2005). *Needs Assessment Basics: A Complete, How-to Guide to Help You: Design Effective, On-Target Training Solutions, Get Support, Ensure Bottom Line Impact*. Alexandria, VA: ASTD Press.

Torkzadeh, G., Dhillon, G. (2002). "Measuring Factors that Influence the Success of Internet Commerce," *Information Systems Research*, (13:2), June, 2002, pp.187– 204.

Tracey, WR. (2004), *The Human Resources Glossary: The Complete Desk Reference for HR Executives, Managers, and Practitioners*, 3rd ed., CRC Press, New York, NY.

Tracey et al. (2001). The influence of individual characteristics and the work environment on varying levels of training outcomes, *Human Resource Development Quarterly*. 12(1) 5-23.

Tracey, WR., American Management Association (1992). *Designing training and development systems* (3rd ed). American Management Association, New York.

Trehan, S. (2009), Joint report of A.T. Kearney Limited and Confederation of Indian Industry on Sustaining Growth: Future of Indian Power Sector, October 2009.

Tripathy, SC., Thakur, T. (2007). Distribution Sector Reforms in India. *International Journal of Energy, Environment, and Economics*. Vol. 20, Number 4.

Trochim, WMK. (2001). *The Research Methods Knowledge Base*. Cincinnati: Atomic Dog.

USAID (2011). *The Participant Training Practitioner's Manual (PTPM)*. Developed by the http://trainethelp.usaid.gov/Documents/rawmedia_repository/Participant%20Training%20Practitioners%20Manual.pdf Accessed on 22 Feb 2016

Vaughn, RH. (2005). *The Professional Trainer. A Comprehensive Guide to Planning, Delivery and Evaluating Training Programs*. Second Edition. San Francisco, CA: Berrett-Koehler Publishers, Inc.

Veebel, V., Kulu, L., Markus, R. (2015). Conclusions from the EU-related training need assessments in Estonia in 2002-2013. *International Journal of Teaching and Education*, Vol. III (1), pp. 76-91.

Verhoest et al. (2007). Pressure, Legitimacy and Innovative Behavior by Public Organizations. *Governance: An International Journal of Policy, Administration, and Institutions*, Vol. 20, No. 3, July 2007 (pp. 469–496).

Vishwakarma, S., Dwivedi, A. (2016). Customers' Expectations from Frontline Managers in Utility Sector: Case Study of Power Distribution Companies in Central India. In U. Panwar, R. Kumar, & N. Ray (Eds.) *Handbook of Research on Promotional Strategies and Consumer Influence in the Service Sector* (pp. 105-124). Hershey, PA: Business Science Reference. doi:10.4018/978-1-5225-0143-5.ch006

Vishwakarma, S., Tyagi, R. (2016). “Post-reforms training needs of front-line managers at Indian power distribution companies: A middle managers’ perspective”, *African Journal of Business Management*, 10(15), 361-372.

W. van Eerde, WV., Tang KCS., Talbot, G. (2008). The mediating role of training utility in the relationship between training needs assessment and organizational effectiveness. *The International Journal of Human Resource Management*, Vol. 19, No. 1, January 2008, 63–73

Wacker, JG. (2004). "A theory of formal conceptual definitions: developing theory-building measurement instruments." *Journal of Operations Management*. 22 (2004) 629–650

Warshauer, S. (1988). *Inside training & development: Creating effective programs*. San Diego, CA: University Associates.

WBI. (2007). Task Analysis. Needs Assessment Knowledge Base. *World Bank Institute Evaluation Group*.

http://siteresources.worldbank.org/WBI/Resources/213798-1194538727144/4Final-Task_Analysis.pdf

Wexley, KN. (1984). Personnel Training. *Annual Review of Psychology*, 35, 519–551.

Wood, WF. (1956). Identification of Management Training Needs (Ph.D. Thesis, Purdue University, June 1956).

Woodruff, D. (2009).

<http://ezinearticles.com/?How-to-Determine-Training-Needs&id=2811051>

World Bank. (2016). Report No. 103586-IN – International Bank for Reconstruction and Development Program. *Document for a proposed loan in the amount of USD 250 million to the Rep. of India for the first programmatic electricity distribution reform development policy loan for Rajasthan*. Mar 3, 2016

World Bank's report (2002). '*More Power to India: The Challenge of Distribution*', 2002, p128

Wright, P., Geroy, DG. (1992) Needs Analysis Theory and the Effectiveness of Large-Scale Government-Sponsored Training Programmes: A Case Study, *The Journal of Management Development*, 11, 5, p 16.

Wright, P., Geroy, DG. (2010), "Changing the mindset: the training myth and the need for word-class performance", *International Journal of Human Resource Management*, Vol. 12 No. 4, pp. 586-600.

Yadav, SS. (2009). Power engineers allege ill-treatment, HPEA Article of Haryana Power Engineers Association (HPEA), *Tribune News Service*, Dec 5, 2009

Yadav, SK. (2013). GIS in Power Sector Management. *International Journal of Engineering Research and Technology*. ISSN 0974-3154 Volume 6, Number 6 (2013), pp. 759-766

Yeh, CR. (2000). Planning in Training and Development, Conference series, *Formosa Society of Training and Development*, Kaohsiung, Taiwan.

Yin, RK. (2009). *Case Study Research: Design and Methods*. SAGE Publications Ltd: London.

Young, GJ., Yvonne S., Rafik IB. (2000). "Boards of directors and adoption of a CEO performance evaluation process: Agency and Institutional theory perspectives", *Journal of Management Studies*, 37:2, 277-295.

Zeithaml et al. (2006). Service marketing: *Integrating customer focus across the firm* (4th ed.). New York, NY: McGraw-Hill/Irwin.

Zemke, R., Kramlinger, T. (1982). Figuring Things Out: A Trainer's Guide to Needs and Task Analysis. *Reading, MA*: Addison-Wesley Publishing Company.