Efficiency of Training Courses

Rolando Pena-Sanchez, Texas A&M International University

EXECUTIVE SUMMARY

This paper describes the efficiency of several training courses coordinated by an American County Appraisal District during the period 2006-2010, where each employee must maintain updated his/her state-license, as well as the overall employment requirements of the District. A nonparametric statistical technique named the Kruskal-Wallis test was selected (whose justification is explained) to perform the data analysis. This report focuses on the statistical summary of the employees’ performance through course examinations. The set of training courses was divided into two competitive groups. This was done according to the range of variability on the average rank percent of correct answers obtained by the employees from different departments. These two groups were graphically described through a box-plot.

Keywords: Efficiency, Training courses, E-Learning, Kruskal-Wallis test, Box-plot