



## State Cooperative Dept Unlocks the Potential of Office With Training Tool

### Overview

**Country or Region:** India

**Industry:** Government

### Customer Profile

The Office of the Commissioner for Cooperation and Registrar Cooperative Societies, Maharashtra state, Pune, who is the head of the Department of Cooperation takes administrative decisions related to cooperatives in the state.

### Business Situation

The Department uses Microsoft® Office and wanted its employees to get familiar with the powerful features of Office applications and use them to simplify their routine tasks.

### Solution

GurujiWorld's CBTs on Microsoft® Office and Windows® XP became the basis of training conducted by the company to familiarize about 40 employees with using the computer and Office applications.

### Benefits

- Hands-On Learning
- Familiar Language of Delivery
- Customized Interaction Level
- Time and Money Savings
- Increased Productivity

Those who underwent training were clerical staff, semi-skilled or unskilled. But the instructor spoke to them at their level; things were explained according to the mental ability of the staff.

Mangesh Titkare, Assistant Registrar, Department of Cooperation, Government of Maharashtra

The Department of Cooperation, Government of Maharashtra, is the administrative department for all decisions related to cooperatives in the state. The department's employees used Microsoft® Office for their routine tasks, but were unaware of how it could be used to make many of their routine tasks fast and effortless. With help from GurujiWorld Technologies, employees went through a computer-based training (CBT) in Microsoft Office and Microsoft® Windows® XP. This helped employees gain hands-on experience in using some of the powerful and useful features of the software and to resolve any difficulties they had in understanding functions. These employees can now comfortably use Microsoft Office to automate some of their routine tasks.

“Having a good package and institute are important, but it is more important that the training should help the employees give the proper output.”

Mangesh Titkare, Assistant Registrar,  
Department of Cooperation, Government of  
Maharashtra

## Situation

The Office of the Commissioner for Cooperation and Registrar Cooperative Societies, Maharashtra state, Pune, who is the head of the Department of Cooperation takes administrative decisions related to cooperatives in the state. The Department plays a role of friend, philosopher and guide with the concerns.

The employees of the Department use Microsoft® Office for office productivity work. Whether word processing or spreadsheets, the software's rich features are ideal for the needs of the Department.

However, the Department's employees came from different educational backgrounds and had different computer literacy levels. Many of them were more conversant in Marathi than in English, and were not very tech-savvy. Thus, they were unaware of how to use some of the features of Microsoft Office to automate routine tasks, and save both time and effort. Since they were not familiar with the technology, the shift from manual processes to computer-based processes was met with resistance, with many of the employees preferring the former method to the latter.

To help employees get over the mental block over technology and use it better in their day-to-day work, the department needed to train its employees on using both basic and advanced features in Word, Excel, PowerPoint, Access and Outlook. The employees also needed to resolve doubts regarding using Web-based mail and search engines.

## Solution

GurujiWorld Technologies Pvt. Ltd., which is a managed ISV (Independent Software Vendor) for Microsoft India, has developed Computer

Based Training (CBT) in both English and Marathi on Microsoft Office and Windows.

The Department of Cooperation required its employees to undergo 12 hours of training on MS Office, but GurujiWorld came up with a proposal to use their Computer Based Training (CBT) along with a trainer to help employees gain confidence in using MS Office. The Commissioner appreciated the proposal, and after evaluation of the product, asked GurujiWorld to conduct the training.

“We needed training to be imparted in Marathi. Since the employees to be trained were mostly clerical staff, their skill levels were not very high. So, somebody had to explain things to them at their level,” says Mangesh Titkare, Assistant Registrar, Department of Cooperation, Government of Maharashtra.

Two sessions were conducted, each lasting a day (10:00 am to 5:45 pm) and 20 people were trained in each session. Since the Department of Cooperation used MS Office and Windows XP, training was delivered on both. “We conducted a second session, because employees who attended the first session were happy,” says Titkare. The training was conducted in a lab consisting of a setup of computers on which Guruji CBTs on MS Office were installed; every staff member was thus able to get hands-on experience in using and learning MS Office.

The training covered features in Word (such as formatting, using AutoCorrect and Mail Merge), Excel (such as formatting and using charts and tables), PowerPoint (including the use of animation in presentations and using the slideshow mode), Access (such as designing reports and tables), and using the Internet for e-mail and Web searches. Computer basics were also part of the training.

**“The feedback was positive and learners are happy.”**

Mangesh Titkare, Assistant Registrar,  
Department of Cooperation, Government of  
Maharashtra

“The department wanted their staff to become well-versed in all MS Office applications, so that they could do their day-to-day work more efficiently using various powerful tools present in MS Office. The objective was to increase the adaptability of Office applications and make users understand the power of MS Office as a productivity suite,” says Girish Prabhu, CEO, GurujiWorld Technologies.

GurujiWorld’s MS Office CBT covers about 50 hours of learning on Office applications, all of which were not covered during the training; the content of the training was decided upon by the Department and GurujiWorld, on the basis of the level of understanding of the users. However, the Department subsequently procured user licenses and the CBT (available on CDs), to enable employees to revise what they had learnt and move on to more advanced topics.

### **Benefits**

“Having a good package and institute are important,” says Titkare, “but more important is that the training should help employees give the proper output,” he adds. He feels that the training from GurujiWorld helped employees unlock the potential of MS Office in their day-to-day work. They were able to understand the features, practice using them during the training, and thus understand their applicability.

### **Hands-On Training**

The training covered theory as well as practical sessions at the same time, by involving a new methodology of learning. This enabled the staff to practice and perform what they had learnt. “Our training is completely hands-on,” says Prabhu. “When we explain a feature such as AutoCorrect, the learner has to execute each step for using the feature there and then. This helps them

understand how to use it and in what scenarios,” he explains.

### **Familiar Delivery Language**

Since most employees were more conversant in Marathi than in English, the language of delivery was customized to their needs. GurujiWorld’s MS Office CBT itself is available both in Marathi and English.

### **Customized Level of Interaction**

“The employees who underwent training were not gazetted officers; they were clerical staff, semi-skilled or unskilled. But the instructor spoke to them at their level; things were explained according to the mental ability of the staff. That was something I have not seen in earlier trainings. Learners were able to consult the trainer without hesitation and understand what was being explained,” says Titkare.

### **Time and Money Savings**

One of the objectives of the training was to ensure that the same training would not need to be conducted again and again for the same set of people. The solution was to procure the CBT, so that learners could refresh their knowledge anytime, or move on to learning advanced features of the applications. This saved time and expenditure required in organizing further training sessions. “The CBT is interactive, based on practical scenarios, and has step-by-step user-driven procedures facilitated by audio which is in Marathi,” says Prabhu. This ensures that learners can easily use the training on their own and takes care of the vernacular aspects of training.

### **Increased Productivity and Adaptability**

Most employees used MS Office primarily for typing in Microsoft Word and printing; they hardly used any of the powerful tools available in MS Office. Going through the training using GurujiWorld’s CBT would enable them to use more powerful features

## For More Information

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For more information about GurujiWorld Technologies Pvt. Ltd. products and services, call (+91 20) 2566 6350 or visit the Web site at: [www.gurujiworld.com](http://www.gurujiworld.com)

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to automate routine tasks. This would improve efficiency and increase productivity and would also increase the adaptability of MS Office in masses.

Titkare states that user feedback has been positive and the learners are happy. Going forward, they might consider further training sessions for new recruits—about 1,000 state-wide positions have recently been filled in the Department.

## Microsoft Office System

The Microsoft Office system is the business world's chosen environment for information work, providing the programs, servers, and services that help you succeed by transforming information into impact.

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