



TRAINING AND DEVELOPMENT AIRTEL

PREETI GOND

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ABSTRACT

The current situation of the global economy is dangerous for the survival of any firm, but especially those that strive for uniqueness. The promise of a competitive edge in the market may remain just that without well-trained staff. In a world where resources are few, it is increasingly required of trainers of all colours to defend their positions and offer proof of their effectiveness. Training sessions that are poorly designed and lack concentration will not help trainers meet their objectives. For this reason, it is crucial for every progressive business to do thorough needs analyses of both its own employees and their trainees. Correctly assessing training requirements lays the groundwork for planning subsequent training activities and leads to

multiskilling, which in turn improves individuals' adaptability to new situations, raises their level of expertise in general, and prepares them for future leadership roles.

INTRODUCTION

In order to run efficiently, a company needs employees that are well-versed in their field and have the necessary skills. The increased complexity of jobs and the increased demand on businesses to rapidly alter their products and services in response to environmental shifts have both contributed to an increase in the difficulty of doing business in the modern world. Consequently, in today's dynamic society, training is crucial to maintaining a skilled and versatile work force.

An accurate evaluation of training needs is crucial to the success of any training programme. Managers become aware of the need for training when there is

a gap between expected and actual performance. It's not simply the working population that needs training and improvement. At the same time, persons in power must be provided with the resources they need to grow and mature into trustworthy adults. Many companies invest much in training and development, but they seldom evaluate the program's effectiveness in achieving their aims and fostering the growth of their staff. If the institute does not determine its training needs, it will waste time and money on ineffective training courses. Therefore, it is crucial to evaluate training needs before developing and delivering curriculum.

The following equation shows why it's smart to invest in people via training:

Power to capacity multiplied by speed equals efficiency.

Training has the potential to improve each of these areas. It might boost output and morale by encouraging employees to acquire new skills and take initiative.

OBJECTIVES OF THE STUDY

- The purpose of this research is to learn about the present training and development procedures at Bharti Cellular (Airtel).

- Bharti Cellular Ltd. (Airtel) conducted a training programme evaluation and needs analysis.

RESEARCH METHODOLOGY

TYPE OF RESEARCH

Descriptive Research

SAMPLE UNIT

Trainees at Okhla office

SAMPLE SIZE

Twenty

TYPE OF DATA

Primary and secondary data

REASEARCH INSTRUMENT

Structured and non
Disguised
Questionnaire

TYPE OF QUESTION

Close ended & open- ended.

techniques for gathering data

Primary data was collected using questionnaires and in-person interviews.

Data culled from the Internet and print publications like business journals and newspapers.

STATISTICAL TOOLS USED

- Pie Charts
- Bar diagrams

Vision

“To make mobile communications a way of life and be the customers' first choice”

Mission

To ensure that our customers' needs for mobile communication are met, we will: Service provision free of mistakes New and useful products and services

Money and material savings

Answers for Streamlined Communication

The Bharti Manifesto • The Art of Hotel Management

The creative and innovative ideas we come up with and put into action will continuously provide new growth drivers.

To Put Customers First

We always aim to provide our customers with more than they bargained for. The quality of our replies to customer service inquiries sets us apart from the competitors.

Excellence as a Way of Life We benchmark our methods and output against the global gold standard. By valuing individual and collective achievement, we can identify and distinguish between high- and low-performers. We encourage an atmosphere of

open dialogue and welcome the ideas and feedback of all team members.

Thanks, Collaborators!

We're committed to building mutually beneficial relationships based on trust and cooperation.

Individuality and Freedom of Expression"

We make every effort to ensure that everyone can speak freely and honestly here. We believe that our people are what make us unique.

"Corporate Social Responsibility"

We intend to have a positive influence in the community. We promise to always do **what's right for the community and the planet.**

Integrity Criteria

We commit to maintaining the highest standards of honesty and fairness in all of our dealings with both internal and external parties. Any misrepresentation or other type of abuse will not be tolerated.

PROFITABLE ACCOUNT

The AIRTEL brand of Bharti Cellular's mobile phone service was introduced in Delhi on September 27, 1995.

Over 55% of Delhi's over 200,000 subscribers are currently on the AIRTEL network.

It wasn't simple for the company that brought mobile phones to Delhi. The number of people using their cell phones fell across the country. "The introduction of mobile phone services was initially met with scepticism and alarm. Executive Director of AIRTEL Anil Nayyar claims that "some Therefore, educating the public is the first step. Demand for cellular services could not have been created without first educating the people. According to Mr. Nayyar, "a lot of work" was invested in this. Now one of the most well-known brands in the country, AIRTEL's efforts paid off and the company counts more than 100,000 consumers. AIRTEL has more consumers than any other service provider in the private sector. For the past three years, it has dominated the Delhi market. Currently, the network can accommodate at most 240,000 people. They hope to have 500,000 paying users before the next millennium.

Analysis and Conclusions

We'll make an effort to analyse and evaluate the data right now. We begin off by checking the T&D personnel records.

Strategies for Identifying Educational Needs

Interviews with managers at all levels of an organisation are typically used to compile data for a training needs analysis.

Facilitator and trainee cooperation is ideal for identifying training requirements.

Customer feedback and performance reviews are two other methods for determining training needs.

Domains of Instructional Emphasis

Bharti does provide training in all of these areas, but the precise classes available to employees depend on the division they work in.

How often you'll be training and when

Bharti offers ongoing training opportunities. Different lengths of time are allotted for training sessions. While executives spend a whole year in school, beginners might get by with just three to five days of instruction.

The new trends in T&D

Consider the employee's outlook and development as a whole.

Keep in mind how far forward technology has come.

Educator-student collaboration

The Elements of a Successful Training Programme

TP success depends on having clear objectives, competent trainers, an acceptable training strategy, accessible training locations, sufficient training time, applicable resources, and post-TP rewards and recognition.

Using a technique based on moving averages, we rated them.

With 90% participation, training needs may be determined and 10% can be ignored.

Eighty-five percent of respondents viewed the training approach favourably, whereas fifteen percent did not.

Reaching Your Training Objectives: Positive: 95%; Negative: 15%

Sixty percent are satisfied with their continued training, while forty percent are not.

Five-hundred-fifty are pleased with their input with the project's development, whereas forty-five percent are not.

Half are engaged and content with how issues are relayed to upper management, while a third are dissatisfied..

LIMITATIONS

- When the sender and the recipient have different points of view, communication might be hampered by misunderstanding, selective perception, etc. Again, I had no say in these matters, and they may have played a role in the relative imprecision of I got here, in the end. Significant obstacles included time and the sometimes-unavailability of the relevant parties. Respondents may have been unable to provide certain information because of the company's policies.

CONCLUSION AND RECOMMENDATIONS

Analysis of Procedures covers perspectives from both superiors and offenders. It is widely accepted that in the not-too-distant future, soft skills like interpersonal and communication will be valued more highly than technical ones. IT would be one of the primary areas of interest. There is widespread dissatisfaction among teachers about kids' development. Trainees frequently juggle many courses at once. This suggests that Bharti's efforts to promote staff learning and development have been successful.

We think that training should also include discussion of timely topics like change management. Short sessions that empower individuals to learn at their own pace are recommended.

The training plan of Bharti Cellular Ltd. is based on the following tenets: -

Locating Instructional Weaknesses

Selecting the Best Training Plan

Planning training sessions Finalising the training strategy and communicating the specifics to the relevant personnel

Make a practical timetable for your training.

Instruction and verification of learning Verification of a training programme and evaluation of its effectiveness

Examine training programmes and modify them as needed.

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