

A STUDY ON TRAINING AND DEVELOPMENT

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1. INTRODUCTION:

Human Brain, which has high degree of reasoning and analytical ability, retains its strength even after 80 years of life. So we can imagine the capacity of human brain and the abundant resource, which a human has. If the man starts developing the human resource, he can make wonders in this world as he is making now. But the facts is let us put a question to ourselves are we there where we should have been? In all aspects of human development I think we cannot definitely say yes. It is not too late to realize the human resource and its development.

People make organization grow and in order to facilitate that organization should make their people grow continuously. Although training and development processes may have exported in some form in the country, earlier a professional out look came in early seventies.

Human Resource Development mainly deals with the Recruitment, Training Development Programs. It is necessary for any Organization to look for the quality in the Human Resource, which paves a better path for the success of organization. Appointing the employees with good skills and qualification can do it. So we need one department, which looks for the quality in employees. So a department by name "Recruitment" evolved to increase the success rate of the organization

This generally deals with attracting the human resource for a particular job and just increases the selection ratio. It means that calling more people for one job and thus selecting the higher quality employees including his merit, skills, qualification etc

It seems to a very simple principle but in practices it's a difficult task. Now a days organization realizing of importance of having Right Man in Right Place for a Right job and giving more importance to recruitment.

Not all the candidates can be selected to the job there needs some department to filter all the candidates according to their capabilities. There comes the evolution of Selection Criteria.

After all these two stages are completed there comes into the picture of training and development programs. Once the required candidates are recruited the training and development programs takes place. India, with second largest population in world, which means are rich with human resources in proper way to prosper our country. It can be only done through the latest methodology of training and development.

Training is required by any organization that desires to be dynamic and growth oriented or to succeed in a fast changing environment. Organization can become dynamic and grow only through the efforts and competencies of human resources. Personnel Policies can keep the morale and motivation of employees high, but these efforts are not enough to make the organization dynamic and take it in new directions.

Employee capabilities must continuously be acquired, sharpened, and used for this purpose. An enabling organizational culture is essential, when employees use their initiative, the risks, experiment, innovate and make use of their initiative, to make things happen. An organization even if has reached

its limit in terms of growth needs to adapt to the changing environment.

Training and development has gained increasing attention in the last decade from human resource specialist, training and development professionals, chief executives and line managers many dimensions there is likely to be a knowledge explosion in training and development are still being explored in the next decade, there is likely to be a knowledge in training department.

AMAZON India is one of the biggest organizations using the highest manpower. So on order to be convenient to my topic EMPLOYEES TRAINING AND DEVELOPMENT and to get the more details and to have a clear view about the subject

I am interested to the select AMAZON India as an example and explained about the Recruitment, Training and development activities in AMAZON India.

The followed data gives a clear picture about the Recruitment, Training and Development activities in AMAZON India.

NEED OF THE STUDY

Human resource is an important requirement in any organization. This study includes the various methods followed organization for training & development. And to know the effectiveness of the training and development

SCOPE OF THE STUDY

The scope of the study is limited in Hyderabad with employees of AMAZON India. The result was taking out of the data collected.

OBJECTIVES OF THE STUDY

The objective of the study is the survival of every organization in the market, it is very essential to enhance its production and productivity. To raise the production and productivity, Human resources are important factor:

- 1) To study the Employee Training and Development at AMAZON India, Hyderabad.
- 2) To study the employees attitude towards Employee Training and Development
- 3) To understand the H.R. Practices regarding Employee Training and Development
- 4) To evaluate the effectiveness of Employee Training and Development.
- 5) To make suggestions on Creative Ideas for Employee Training and Development.

2. LITERATURE SURVEY

Empirical study 1:

With the line of differentiation diminishing, human competence is being acknowledged as the ultimate differentiating factor in all forward looking organizations. Accordingly, the HR function is increasingly gaining importance in the overall strategic fit in the organizations and conscious efforts are being put into take care of the human capital for sustained organizational growth. In the article, an attempt has been made to understand some important HR initiatives that have helped companies to rise to the changing business environment and contributed towards achieving corporate objectives. The paper undertakes a survey of the state of software industry In India. This industry has been growing at over 50% per year since 1991, and has emerged as a major export earner for the country. In 1997- 98 soft ware exports were \$1.75 billion's with an overall growth rate of 58% operating through satellite links, Indian programmers are providing IT support to US. And European firms in areas ranging from software development and maintenance, back-office operations, data transcription and transmission, telemarketing, and other related areas. Despite India's success in the software industry, its share of the \$360 billion's software and services industry is less than 1%. We examine the key policy issues for the sector, as well as the operational, manpower, finance, HR development and marketing issues making comprehensive recommendations that can

further accelerate the growth of this industry both in the domestic and global markets.

Empirical study 2:

Between January and March 2008, Blessing- White, global consulting firm based in the US, in partnership with HR Annexe, a leading HR consulting firm based in Mumbai, collected global responses to an online survey. The objective of the study was to analyse worldwide employee engagement trends. Blessing White's global survey results in 2004 and 2006 determined that the majority of employees liked their work but were not necessarily focused on what mattered most to the organisation. Last year's findings suggested that, despite a majority (60 per cent) saying they planned to remain with their employers, a disappointing portion of those employees (21 per cent) was truly engaged.

3. RESEARCH METHODOLOGY

SAMPLE DESIGN:

The sample of the present study is of all the employees in organization. And the sampling method is used simple random sampling method

SOURCES OF DATA:

Primary data: A structured questionnaire is prepared and collected information through the questionnaire from all the employees of the organization.

Secondary data: Details were collected from the company records and the websites of the organization.

SAMPLE METHOD:

Sample size : 100 Employees.

Sample unit : All Employees.

Sample method : Simple Random Sampling

STATISTICAL TOOLS APPLIED:

CHI SQUARE TEST:

The square test is used for testing the hypothesis when distribution of the population is not known and nominal data is to be analyzed. Chi square test is applied in statistics to test the goodness of fit to verify the distribution of observed data with assumed theoretical distribution. It is a measure to study the divergence of actual and expected frequencies. It has great use in statistics, especially in sampling studies.

If the computed value of chi square is greater than the table value of chi square at certain level of significance, we reject null hypothesis. On the other hand, if the calculated value is lesser than the table value, we accept the null hypothesis. This implies that the discrepancy may be due to fluctuations in sampling.

LIMITATIONS OF THE STUDY:

- ❖ Due to time constraints the study was limited only for 45 days .The remaining 20 days were devoted to part I schedule work.
- ❖ Random sampling method has been adopted and all limitations applicable to that method are applicable here also.
- ❖ The authenticity of information provided by the New Entrant Manager cannot be assured.
- ❖ Analysis of the data has been done based on the assumptions that the information provided by the respondents is genuine.
- ❖ The sample size is small when compared to total universe, Hence the capability of study to the whole universe is constraint.
- ❖ This study covers those employees who are working at AMAZON INDIA.

- ❖ To understand and knowledge may vary from person to person. The replied gives by the respondents are taken for granted, though they are not uniform.
- ❖ Since names are mentioned in most of questionnaires, most of the employees answered favorable to the company. This might have led to wrong finding in the study.
- ❖ The interpretation being based on percentage method is not definite.
- ❖ The report is subjects to changes with fast changing scenario.

4. DATA ANALYSIS & INTERPRETATION

1. Age Profile of the respondents

INTERPRETATION:

The above table shows that 53% of the respondents belong to the age group of 20-30 years, 39% of the respondents fall in the group of 31-40 years 8% of the respondents fall in the group of 41-50, years. The respondents belong to the young workforce group.

2. QUALIFICATION OF RESPONDENTS

INTERPRETATION:

In the above table shows that the majority 39% of the respondents constitute Diploma, 33% of the Respondents constitute Inter, 12% of the respondents constitute SSC, 8% of the respondents constitute Degree and the same percent of respondents constitute IT I.

3. EXPERIENCE OF THE EMPLOYEES

INTERPRETATION:

In the above table shows that the majority 70% of respondents have an experience ranging from 5 – 10 years, and 13% of the respondents have an

experience ranging from 10-15 years, 12 % of the respondents have an experience ranging from 1-5 years, 3% of the respondents have an experience ranging from 16-20 years, and 2% of the respondents have on experience ranging from 21-25 years. Most of the employees are long standing once in the organization with several years of experience.

4. DEPARTMENT

INTERPRETATION:

Majority of the respondents belong to technical divisions. In the above table 53% of the employers are employed in manufacturing dept., while another 30% of employers are employed in plant engineering department and 9% of employers are employed in procurement & services department, another 7% of employers are employed in marketing while a meager 1% of them are employed in research & development.

5. HELD OF ANY JOB BEFORE TRAINING IN THE ORGANIZATION

INTERPRETATION:

The above table shows that the 97% of respondents hold working experience, before gaining job in this company and 3% are fresher.

5. FINDINGS OF THE STUDY

- 1) Most of the Respondents (97%) had job experience before they are placed under training.
- 2) It is found that 100% of the respondents have attended the training programmed provided by AMAZON INDIA.
- 3) It is found that 90% of the respondents felt that the training programme in AMAZON INDIA is satisfactory.
- 4) Most of the respondents (87%) opinioned that the topics discussed is good in the training programme.

- 5) It is found that 100% of the respondents feel that the method of teaching in the training programme is good.
- 6) According to my analysis and interpretation majority of the respondents given positive opinion towards training methods followed by the company.
- 7) Most of the respondents (94 %) agreed that they are improving their knowledge through training program given in AMAZON INDIA .
- 8) It is found that 80% of the respondents agreed that they are benefited both quality of work and quality of life.
- 9) It is found that 100% of the respondents said that the training programme will helping achieving their individual as well as organizational goals.
- 10) It is found that 90% of the respondents have opinioned that they are identified positive changes in attending duty regularly, improving skills and knowledge and increasing productivity.
- 11) Most of the respondents (90%) have felt that the cordial relationship between colleagues and subordinates is good.
- 12) Most of the respondents (75%) have suggested that continue the same training programme and improvement in present training programme.

SUGGESTIONS

It is suggested that the management has to take the following steps that are necessary for the effective utilization of training programmes by the employees in AMAZON INDIA.

- 1) It is suggested that in the Off- the- job methods the organization has to introduce conference or discussion training programs. So that the employees are put in the situation or will help them to explore into the application of skills.
- 2) The company has to give complete information about the training programs and the benefits of training to employees before conducting training. every small piece of information about the up coming training

program, its modules, the kind of employees who ought to take the benefits have to be made transparent. This encourages the employees not only to prepare themselves but also to participate in the program and put forward their best efforts.

- 3) Modules of program to be rescheduled on par with changing conditions.
- 4) To ensure maximum benefit from the training, performance of employees should be evaluated by the employee supervisor before and after training program.
- 5) A positive way to improve productivity is to ensure that cordial relationship among the employees is converted into learning experiences.

6. CONCLUSION

The study “on Training and Development of employees in AMAZON INDIA highlighted that almost all employees are satisfied with their training.

Though training is imparted to the workers both by the internal and external faculty on a whole gamut of work related activities, it is the internal faculty who could successfully transmit the ergonomic knowledge and translate the same into the requisite skills in practice particularly with the workers in a conducive job ambiances and the easily comprehensible vernacular version used by them

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