

Training and Development Research

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INTRODUCTION

background

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

Now and in order to facilitate that organization should make their people grow continuously. Although training and development have existed in some form in the country, earlier a professional outlook came in early seventies.

It is necessary for any Organization to look for the quality in the Human Resource, which paves a better path for the growth of one department, which looks for the quality in employees. So a department by name "Recruitment" evolved to select people for a particular job and just increases the selection ratio. It means that calling more people for one job and thus selecting the best one.

It is a simple but in practice it's a difficult task. Now a days organization realizing of importance of having Right Man in Right Place is giving more importance to recruitment.

Once a person is selected to the job there needs some department to filter all the candidates according to their capabilities. There are various selection Criteria.

Training and Development. Once the required candidates are recruited the training and development programs takes place. India, with second largest population in the world, can only be developed through the latest methodology of training and development.

In a fast changing environment. Organization can become dynamic and grow only through the efforts and competencies of its people. Mere efforts are not enough to make the organization dynamic and take it in new directions.



organizational culture is essential, when employees use their initiative, the risks, experiment, innovate and make use of new needs to adapt to the changing environment. Training and development has gained increasing attention in the last few years. In many dimensions there is likely to be a knowledge explosion in training and development are still being

Employee Development

Employee development is future oriented and more concerned with education than employee job-specific training. By education we mean that employee development activities attempt to instill sound reasoning processes—to enhance one's ability to understand and interpret knowledge—rather than imparting a body of facts or teaching a specific set of motor skills. Development, therefore, focuses more on the employee's personal growth.

Successful employees who are prepared for positions of greater responsibility have developed analytical, human relations, conceptual, and specialized skills. Training cannot overcome an individual's inability to perform. What behaviors are necessary for each job incumbent to complete his or her assigned tasks?

What tasks must be completed to achieve its goals?

What are the organization's goals?

What deficiencies, if any do incumbents have in the skills, knowledge, or abilities required to exhibit the necessary job behaviors Is there a need for training?

Determining Training Needs

How does HR determine when training is necessary?

These questions help make that determination. Employee Development understands cause-and-effect relationships, to synthesize from experience, to visualize relationships, or to think logically. As a result, we suggest that employee development be predominantly an education process rather than a training process.

Consider one critical component of employee development: all employees, regardless of level, can be developed. Historically, development was reserved for potential management personnel. Although it is critical for individuals to be trained in specific skills related to managing, planning, organizing, leading, controlling, and decision making—time has taught us that nonmanagerial employees need to develop these skills as well. The use of work teams, reductions in supervisory roles, allowing workers to participate in setting job goals, and a greater emphasis on quality and customer service have changed the way we view employee development. Accordingly, organizations now require new employee skills, knowledge, and abilities. Thus, as we go through the next few pages, note that the methods used to develop employees in general are the same as those used to develop future management talent.

TRAINING METHODS

On-the-job training

Off-the-job training

nee is given a hands-on experience of tools, techniques, machinery, software, materials, or equipment.

ne-job training is to train the workers on a certain skill set, which they will use in day-to-day tasks.

ON- THE- JOB TRAINING METHODS

Job rotation

Coaching

Job instructions

Committee assignment

Internship training

ience and knowledge. This method is useful to improve employees skill set and provide them overview of overall departments of the organization.

resolve their work related issues and provide feedback on their performance.

n perform and correct them in the case of mistake. **Committee assignments:**

each other. It is also a way to improve team work among employees.

ually start their actual career in corporate world. Most of the time after completions of internship the company offers

Off-the-Job Training:

The **Off-the-Job Training** is the training method wherein the workers/employees learn their job roles away from the actual work floor. Simply, off-thejob training comprises of a place specifically allotted for the training purpose that may be near to the actual workplace, where the workers are required to learn the skills and get well equipped with the tools and techniques that are to be used at the actual work floor.

OFF- THE- JOB TRAINING METHODS

Case study method

incident method

Role play

Business games

Lectures

Simulation

Conferences

es. The employees can analyze the entire case and provide various possible solutions on the given situation.

on the given issue. The group discussion is a way to take a decision on the real-life situation.

sent in a problem. According to the assigned role the different participants interacts and try to resolve the problem.

helps to improve decision making and team work among employees.

various job related concepts and principles to the employees through face to face lectures.

situation. It helps in development of strategic way of thinking on different aspect of organization.

as with each other. It is a best way to know about the latest updates in the industry

NEED OF THE STUDY

nt requirement in any organization. This study includes the various methods followed organization for training
he 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

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

To study the Employee Training and Development at AMAZON India,

To study the employees attitude towards Employee Training and Development

To understand the H.R. Practices regarding Employee Training and Development

To evaluate the effectiveness of Employee Training and Development.

To make suggestions on Creative Ideas for Employee Training and Development.

LITERATURE SURVEY

As human competence is being acknowledged as the ultimate differentiating factor in all forward looking organizations, the HR function is increasingly gaining importance in the overall strategic fit in the organizations and conscious care of the human capital for sustained organizational growth. In the article, an attempt has been made to understand factors that have helped companies to rise to the changing business environment and contributed towards achieving growth. The author undertakes a survey of the state of software industry in India. This industry has been growing at over 50% per year and is a major export earner for the country. In 1997-98 software exports were \$1.75 billion with an overall growth of 15%. Through satellite links, Indian programmers are providing IT support to US. And European firms in areas ranging from maintenance, back-office operations, data transcription and transmission, telemarketing, and other related areas. Despite the growth of this industry, its share of the \$360 billion software and services industry is less than 1%. We examine the key policy issues in the operational, manpower, finance, HR development and marketing issues making comprehensive recommendations to further accelerate the growth of this industry both in the domestic and global markets.

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.

RESEARCH METHODOLOGY SAMPLE DESIGN:

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

The questionnaire is prepared and collected information through the questionnaire from all the employees of the organization.

Data is collected from the company records and the websites of the organization.

Simple Random Sampling STATISTICAL TOOLS APPLIED:

Using the hypothesis when distribution of the population is not known and nominal data is to be analyzed. Chi square test is used to test the goodness of fit to verify the distribution of observed data with assumed theoretical distribution. It is a measure of the difference between observed 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 wring finding in the study.

The interpretation being based on percentage method is not definite.

The report is subjects to changes with fast changing scenario.

. FINDINGS OF THE STUDY

Most of the Respondents (97%) had job experience before they are placed under training.

It is found that 100% of the respondents have attended the training programmed provided by AMAZON INDIA.

It is found that 90% of the respondents felt that the training programme in AMAZON INDIA is satisfactory.

Most of the respondents (87%) opinioned that the topics discussed is good in the training programme.

It is found that 100% of the respondents feel that the method of teaching in the training programme is good.

According to my analysis and interpretation majority of the respondents given positive opinion towards training methods followed by the company.

Most of the respondents (94 %) agreed that they are improving their knowledge through training program given in AMAZON INDIA .

It is found that 80% of the respondents agreed that they are benefited both quality of work and quality of life.

It is found that 100% of the respondents said that the training programme will helping achieving 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.

Modules of program to be rescheduled on par with changing conditions.

To ensure maximum benefit from the training, performance of employees should be evaluated by the employee supervisor before and after training program.

their individual as well as organizational goals. experiences.

A positive way to improve productivity is to ensure that cordial relationship among the employees is converted into learning

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.

Most of the respondents (90%) have felt that the cordial relationship between colleagues and subordinates is good.

Most of the respondents (75%) have suggested that continue the same training programme and improvement in present training programme.

Recommendations

ization of training programmes by the employees in AMAZON INDIA.

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.

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

upcoming

training

CONCLUSION

development of employees in AMAZON INDIA highlighted that almost all employees are satisfied with their

the workers both by the internal and external faculty on a whole gamut of work related activities, it is the internal y transmit the ergonomic knowledge and translate the same into the requisite skills in practice particularly with the biances and the easily comprehensible vernacular version used by them

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