A Study on Training and Development: With reference to Employees working at Religare Securities Ltd. Hyderabad.

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ABSTRACT

Training and development, a continuous learning process that involves the acquisition of knowledge, sharpening of skills, Concepts, rules, or changing of attitudes and behaviours to enhance the performance of Employees. It forms the core of apprenticeships and provides the backbone of content at technical colleges and polytechnics. Today it is often referred to as "professional development".
Training is a process of learning a sequence of programmed behaviour. It is application of knowledge. It attempts to improve their performance on the current job or prepare them for an intended job. Development is a related process. It covers not only those activities which improve job performance but also those which bring about growth of the personality, help individuals in the process towards maturity and actualization of their potential capacities so that they become not only good employee but better men and hold greater responsibility. Training a person for a bigger and higher job is development.

Key Words: Training and Development, RELIGARE Securities Ltd. (RSL), Continuous Learning.

I. INTRODUCTION:

An inevitable consequence of change is the need to learn. Changes may be result of the introduction of new technology of new working practices or of the general development and changing aspirations of people. Such changes often require people to learn new knowledge and skills and company this with changes in attitudes. For this training is used which is concerned with helping people to learn quickly and effectively. It requires clearly defined outcome and also affective learning conditions.

Training is defined as "A planned process to modify attitude, knowledge or skill through learning experience to achieve effective performance in an activity or range of activities. Its purpose in the work situation is to develop the abilities of the individual and to satisfy current and future manpower needs of the organization. Training is the corner stone of sound management for it makes employees more effective and productive.

Development is a related process. It covers not only activities, which improve job performance, and also those, which bring about growth of the personality. In organizational terms, it is intended to equip persons to earn promotions and held greater responsibility. Training a person for a bigger and higher job is development.

Techniques of training and development Training and development Techniques

Sr. No.	On the Job training Off the job training	Off the job training
1	Coaching	Lectures
2	Mentoring	Conferences and Seminars
3	Job instruction technique	Programmed instruction learning
4	Job rotation	Brain storming
5	Orientation/ Induction training	Role playing
6	Team building exercises	Sensitivity training
7	Planned progression	Case studies
8	Special projects	Business games

Stages of training and development programs:

a. Assessment of training and development program's needs.

b. Designing the training and development programs.

c. Implementation of the training program

d. Evaluation of the training program

II. NEED OF THE STUDY:

A program of training becomes essential for the purpose of meeting the specific problems of particular organization arising out of the introduction of new limes of production, changes in design, the demands of competition and economy. The quality of material processed individual adjustments, promotions, carrier developments job and personnel changes and changes in volume of business. Collectively these purposes of organizational training programmers to enhance overall effectiveness. The need for the training of employees would be clear from the set objectives.

SCOPE OF STUDY

In this project I have tried to present details about the training and development programs being presently followed in Religare Securities and the feedback, I collected from different employees during my interaction with them.

The scope of training and development can be explained with the help of following points -

- exact position of performance of employees through their feedback
- Development of the employees through various training and development programs.
- Developing altered of unbiased treatment to all employees

RESEARCH METHODOLOGY: In any kind of research process, the research methodology is most famous for studying the Project or Thesis or Dissertation. To design this project report, a through literature survey was conducted which included detailed study of books and journals available on the subject. Based on this survey, a questionnaire was prepared to evaluate training and development programs. The research also included few personal interviews with the trainees as well as the trainers who gave an insight into the various training programs conducted to gain practical view of the programs.

OBJECTIVES OF THE STUDY:

This project work characterizes to evaluate the training programs that are conducted at Hyderabad Division of Religare Securities. The objectives of the study are as follows.

- To study the training programs taken up currently by the organization.
- To analyze the procedure presently followed in planning and conduct of training programs at Religare Securities.
- To evaluate the training management programs.
- To analyze how the training needs of the employees are identified.
- To evaluate the feedback system followed presently.
- To identify and suggest measures for the improvement of the training programs

Method of Study: The present study uses a survey method. This study focuses on the comparatives study on Stress Management in two Banks.
The Data Collection Methods are two types are given below:
1. Primary Data Collection Method:
2. Secondary Data collected through.
SAMPLE SIZE: The questionnaires were administered to 50 executives and workers who had undergone training.

Interview Method: In the present study, the Preliminary interviews were conducted before collecting the original information from the employees.
The questionnaire used for the collection of Data as a Tools: The questionnaires consisted of 31 Standard questions out of which 5 questions were based on employee profile, and 26 were based training and development.

Statistical Tools for Data Analysis: For this study, the researcher has used the analytical tool for the processing of the data is simple sampling Percentage % method and other appropriate statistical methods and tools used for the selected study.

LIMITATIONS OF THE STUDY:

- The company under study being a very large organization with large number of employees, all of them could not be contacted for views and opinions on the topic "TRAINING AND DEVELOPEMENT".
- Wing to the paucity of time the questionnaires could be distributed only to a limited number of employees. Therefore, the findings of the study neither may or be 100% accurate.
- The Present Study is Limited; it is at Selected to Religare Employees of Hyderabad only.

DATA ANALYSIS AND INTERPRETATIONS.

Table 1: AGE PROFILE OF THE EMPLOYEES

Age in years	20-29	30-39	40-49	50 and above
No. Of employees	5	5	15	25
Percentage	10	10	30	50

Table 2: DESIGNATION LEVEL OF EMPLOYEES

DSGN LEVEL	FIRST LINE SUPERVISOR	MIDDLE MANAGEMENT	SENIOR MANAGEMENT
NO. OF EMPLOYEES	10	35	5
PERCENTAGE	20	70	10

Table 3. EDUCATION QUALIFICATIONS

QUALIFICATION	DIP IN ENG/ARTS/SCIENCE/COMMERCE	DIPLOMA IN ENG	MASTER IN ARTS/SCIENCE/COMMERCE	ITI/INTER/SSC
NO. OF EMP	25	10	5	10
PERCENTAGE	50	20	10	20

Table 4. YEARS OF EXPERIENCE at Religare Securities

Years of service	Less than 5 years	5-10 years	11-15 years	15 years and above
No. Of employees	2	18	5	25
Percentage	4	36	10	50

Table 8: Employees Satisfaction of the Training

RESPONSES	Strongly Agree	Agree	Not sure	Disagree	Strongly disagree
PERCENTAGE	25	50	10	10	5

Table 24: Employees opinion about a change is required in the present working climate

RESPONSES	Strongly Agree	Agree	Not sure	Disagree	Strongly disagree
PERCENTAGE	15	25	50	10	0

Table 26: Employee Positive action is taken on the feedback received from the participants

RESPONSES	Strongly Agree	Agree	Not sure	Disagree	Strongly disagree
PERCENTAGE	20	30	25	15	10

III. FINDINGS

1. A majority (66%) has responded that the objectives of the training programmes were in line with their needs.
2. Majorities (62%) of the respondents were not satisfied with the nomination procedure.
3. A majority of 71% has responded that the methodology adopted in the training programme
4. Structure (74%) of the programme has been satisfactory.
5. 60% of the respondents agreed or strongly agreed that the contents of the programme contributed to their on – the – job effectiveness

6. 76% of the respondents have opined that the programmes contributed in identifying there strong and weak points.
   Only 44% of the respondents felt that the organization climate was satisfactory

IV. SUGGESTIONS

1. In view of the response to the nomination procedure, it will be ideal to contact the employees before they are selected. This will give a feeling of importance to the employee and also enable the organization to cover the training programmes based on their need and requirements.
2. The study has brought out that the organization climate is not progressive as pointed by respondents for implementation of the ideas generated in the training programmes. This is a major issue and any decision on this call for a deeper organizational study.
3. Employees should be given sensitivity training to improve their human skills because employees should be groomed for future managerial positions in the organization.
4. Organization should try to deal with resistance to change exhibited by employees. Employees should be train how to learn.
5. Training programmes may be conducted frequently and for longer period stressing on job skills and interpersonal skills.
6. More of case studies, seminars and group discussions; may be included in the training programme.
7. Faculty from reputed institution may be invited to enhance the training management programmes.
8. More training programmes may be conducted in the field of computers due to increase technological changes.
9. Contents of the training may include more about the products, policies, present and future plans of the company may be job oriented.
10. The training may also include a visit to other factories as well.
11. Training programmes may be imported a manner in which it can be practically implemented in the organization.
12. The programmes should consist of employees from the same discipline in order to have more homogeneity among the participants.

V. CONCLUSIONS

It was good learning session for me during my tenure with the company. While doing the project, I learnt the practical implications of a training programme. I got practical exposure to study the effectiveness of the changes brought in the training program at Religare Securities.

Employees at Religare Securities are satisfied with the training program at Religare Securities but if organization desires to have improved response from employees, it should try to concentrate not just on technical skills but also on personality development.

Employees should learn how to survive in the present competitive environment.

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