

An Empirical Study on Human Resource Development Practices in MNC Industries in Hyderabad

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Abstract

Training and Development is an area where organizations should focus more. In today's corporate world technology is continuously changing and as an organization it's their responsibility to come up with strategies that help them build strength and sustain in the market. Synergy has come up with a few initiatives which are driving them towards a stronger and healthy organization. It has been observed that a lot of focus has been shown on Human Resource Development and Training aspects. Synergy Computer Solutions Intl. Ltd should now concentrate on Employee Engagement Activities and initiate regular surveys and open house sessions. Training must be closely monitored and measured in terms of effectiveness. Post training assessment must be more precise. Based on the feedback from the participants, the training should be planned and executed.

Introduction:

The term "Human Resource Management" refers to the department responsible for hiring and supervising an organization's employees. Included are the procedures and ideas for keeping, developing, and compensating workers. Non-commercial institutions like those involved in teaching, healthcare, etc. may also benefit from it. Human Resource Management (HRM) is the process through which an organisation or a department plans, implements, and evaluates initiatives to increase its own efficiency and that of its employees. Human resource management has a large sphere of influence. Human resource management encompasses everything an employee does, from the moment they first apply for a job to the time they officially depart the company.

Human resource management encompasses several sub-divisions, such as payroll, performance management, training and development, employee retention, industrial relations, and many more. One of the most important of these departments is the one responsible for training and development. Human resources development (HRD) is a theoretical framework for increasing an organization's human capital by working to better itself and its employees. According to Adam Smith, "the potential of people relied on their access to education." Organizations fall under the same generalisation, however a far wider scope is needed to include both. Human resource development (HRD) is the practise of boosting individual, team, and institutional performance via coordinated efforts to build and support human capital. Human resource development, or HRD, is the process by which companies and other organisations train their workers to acquire the knowledge, skills, and attitudes necessary to do the work they are hired to do. HRD is used by

teams within companies to implement and oversee transformation. Human resource development also makes ensuring that employees' wants and requirements are met by the company.

Process, Practice and Relation to Other Fields:

Human resource development is notable in that it is both a study and a career path. Human resource development (HRD) professionals and academics tend to see HRD as a procedure. Within organisations, HRD encompasses 1) Training and Development (TD), or the cultivation of human expertise for the sake of enhanced performance, and 2) Organization Development (OD), or the facilitation of the organization's ability to make the most of its human resource capital. If a company just invests in TD, it may not be able to take advantage of the rise in human, knowledge, or skill capital. By itself, OD has the potential to create a work environment where employees are repressed, and their full potential is not reached. HR professionals seek win-win situations in which both the company and the employee grow. Human resource development (HRD) is impossible outside of a company; thus, the purpose, vision, and values of an organisation either stifle or foster HRD inside that organisation. Human resource development also often includes new hire orientation, professional skills training, technical/job training, customer service training, sales and marketing training, and health and safety training, among other activities.

Human resource development (HRD) professionals work in a wide variety of industries, from business and healthcare to non-profits and education. Common HRD roles include vice president of organisational effectiveness, training manager or director, management development specialist, blended learning designer, training needs analyst, chief learning officer, and career development advisor.

Training and Development in IT/Software Development Industry: Recent research published in Harvard Business Review indicates a correlation between a company's willingness to invest in its employees' professional development and its overall market value. Stock market valuations were higher for corporations that put more money into employee education. The data shows unequivocally that organisations with established training programmes are more likely to meet the needs of their customers and provide satisfactory outcomes. It demonstrates how improved individual performance aids in the achievement of organisational objectives. Gaining a competitive edge in the human resources market is one of the many goals of training. Since many IT firms are placing a premium on employee education, more and more organisations are establishing their own training facilities. Sun, as an example, has its own in-house school for employees. Accenture provides its workers with access to its extensive learning materials via a web-based platform called "My Learning." Companies are spending money on both the technical training that has traditionally been crucial in the IT sector and the development of management abilities. These days, companies set aside 3-5% of their annual sales for employee education. Major competitors like Tata Elxsi and Accenture, for instance, are devoting 7% and 3% of sales, respectively.

Need for the Study:

- Understand/Analyzing the Human Resource Planning, Training Policy, and Training Budget in general with the comparison study at Synergy.
- Training Need Assessment System in general and how it is been followed at Synergy.
- Training & other Development Programs and their evaluation at Synergy. Taking into consideration one training program and conducting post-training assessment with a structured questionnaire.
- Based on the above coming up with a few strategies for improving HRD activities, this can be applied at Synergy.

Objectives of the Study:

1. To Understand the HRD and Training Aspects followed by Synergy Computer Solutions Intl. Ltd.

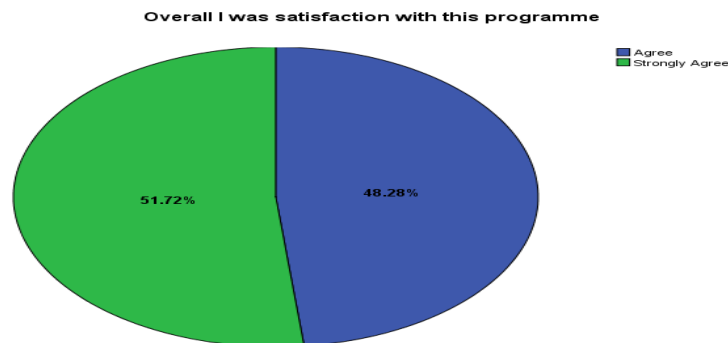
2. Compare Synergy Computer Solutions Intl. Ltd with Information Technology Industry.
3. Suggest the necessary strategies which can be applied in Synergy.
4. Analyze external training in Synergy and provide the areas of improvement for training and development.

RESEARCH METHODOLOGY

1. **Research Type:** The research design used for the study was descriptive in nature. It aims to determine the effectiveness of the Training and Development of the employees.
2. **Measurement Technique:** The measurement technique used for this survey is through a questionnaire.
3. **Sampling Method:** The type of sampling method is Random Sampling method
4. **Sample Size:** The sample size is 50 employees who have participated in the training programme conducted.
 - Training on Communication and interpersonal skills – 100 employees attended.
 - Training on Occupational Health And Safety Management – 80 employees attended
 - **Data Collection Method:Primary Data:** The method of collecting primary data was through the questionnaires.

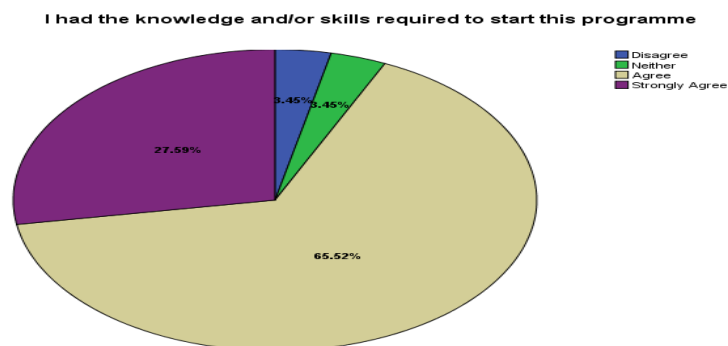
DATA ANALYSIS

Graph 1: Overall I was satisfied with the programme.



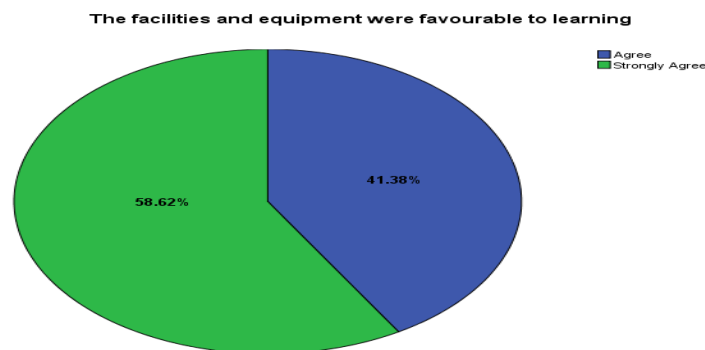
Interpretation: It is clear from the table that 51.72% of the respondents strongly agree and the remaining 48.28% of employees agree that they are satisfied with the programme. 15 Trainees i.e., 51.7% responded as Strongly Agree.

Graph 2: I had the knowledge and/or skills required to start this programme.



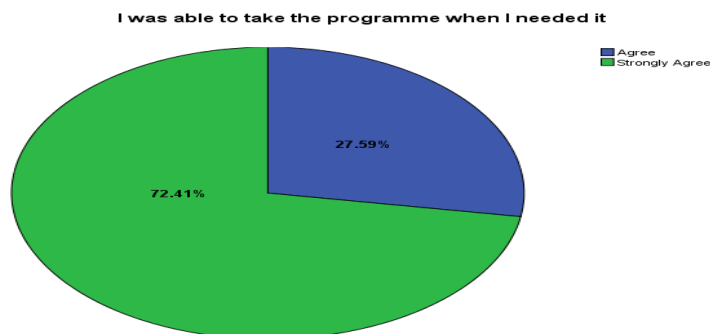
Interpretation: Above table shows that 65.5% of participants agree that they had knowledge or skills required to start this program. 27.6% of them strongly agree and the remaining 3.4% disagree that they had knowledge and/or skills required to start this programme.

Graph 3: The facilities and equipment favorable to learning.



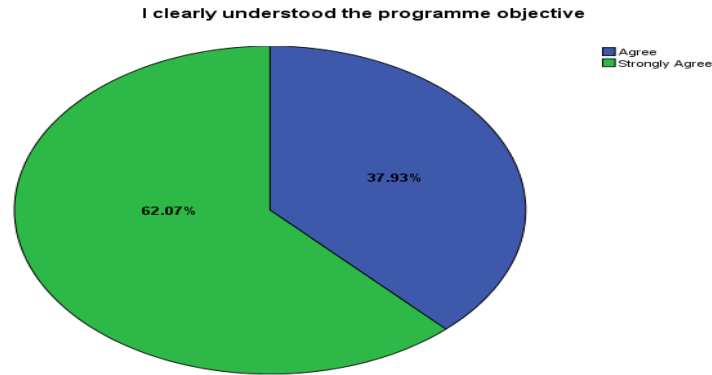
Interpretation: It is observed that 58.6% of respondents strongly agree and 41.38% respondents agree that the facilities and equipment were favorable to learning.

Graph 4: I was able to take programme when I needed it.



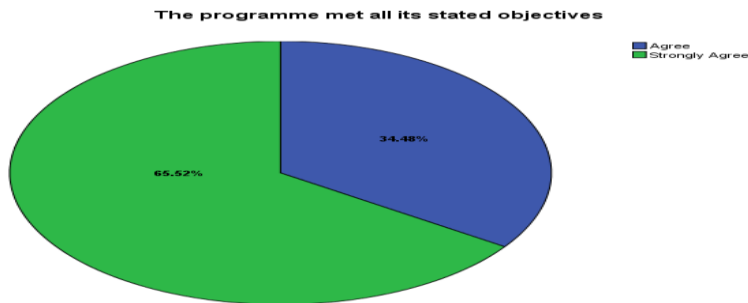
Interpretation: It is observed that 72.41% of the participants strongly agree that they were able to take the programme when they needed it whereas the remaining 27.59% of the participants agree.

Graph 5: I clearly understood the programme objective.



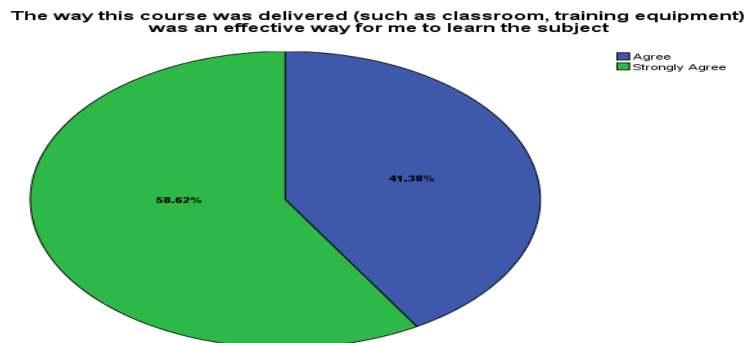
Interpretation: About 62.07% respondents strongly agree that they clearly understood the programme objectives of the training and the other 37.93% of respondents agree that they clearly understood the programme objectives of training.

Graph 6: The programme met all its stated objectives.



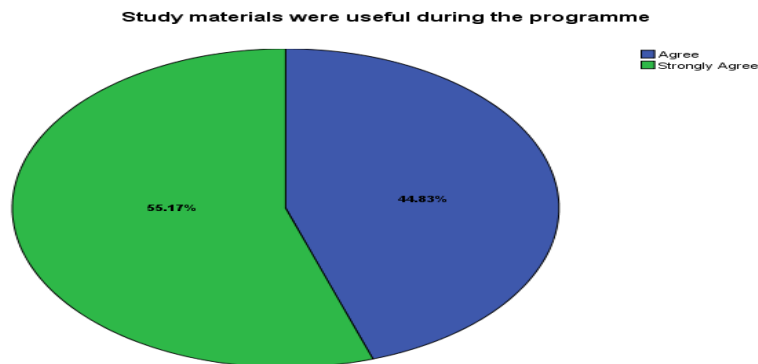
Interpretation: From table 6 the main objective of the training has been met as the respondents have positive opinion about the objective and therefore it shows 65.5% for the option strongly agree and 34.5% as agree.

Graph 7: The way this course was delivered (such as classroom, training equipment) was an effective way for me to learn the subject.



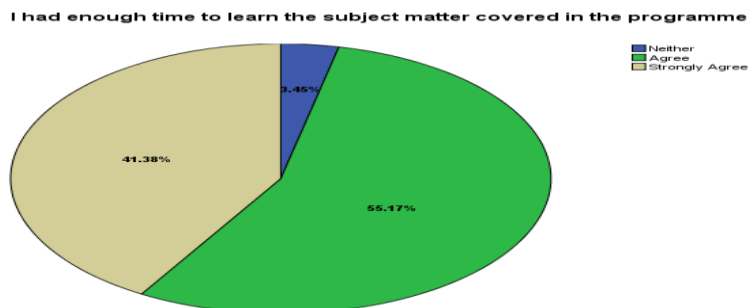
Interpretation: It is inferred from the above that 58.6% of participants strongly agree and 41.38% agree that the way the course delivered was effective to learn the subject.

Graph 8: Study materials were useful during the programme.



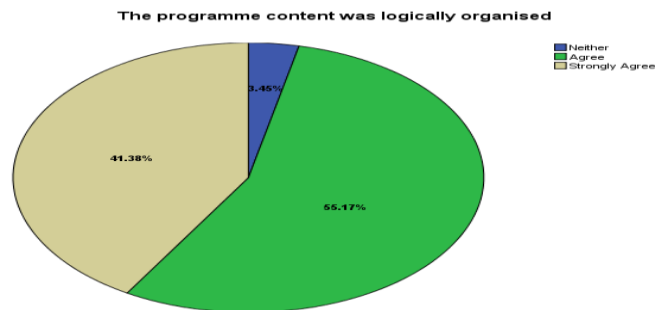
Interpretation: About 55.17% of the participants strongly agree and 44.83% agree that study materials were useful during the training programme.

Graph 9: I had enough time to learn the subject matter covered in the programme.



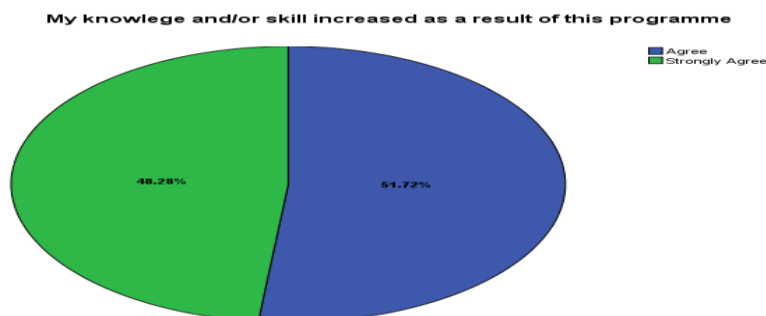
Interpretation: From the table 9, it is clear that 55.17 % of the participants agree that they had enough time to learn the subject matter covered in the programme whereas 41.38% have rated that they are strongly agree and 3.45% neither agreed nor disagreed with this.

Graph 10: The programme content was logically organized.



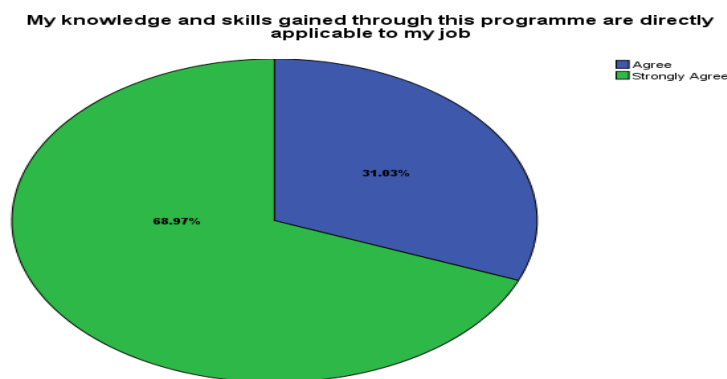
Interpretation: Above table shows that 55.17% of participants agree and 41.38% strongly agree that the programme content was logically organized and 3.45% are neither agree nor disagree that the program content was logically organized.

Graph 11: My knowledge and/or skills increased as a result of this programme.



Interpretation: It is clear from the table that 51.72% respondents strongly agree that the knowledge and/or skills increased as a result of this programme and 48.3% agree that the knowledge and/ or skill increased as a result of this programme.

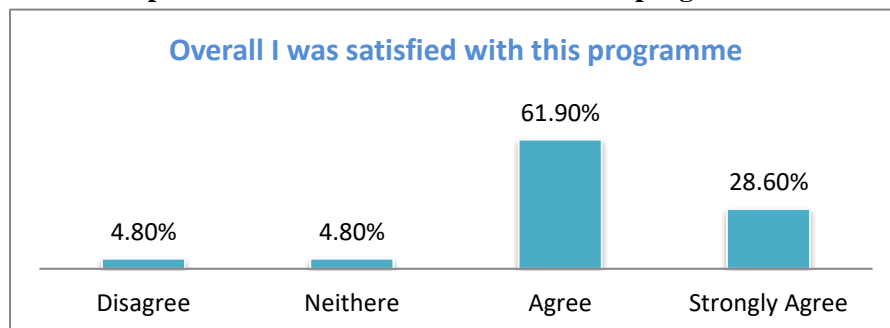
Graph 12: My knowledge and skills gained through this programme are directly applicable to my job.



Interpretation: It shows that 69% of participants strongly agree that knowledge and skills gained through this programme are directly applicable to their job and 31.83% agree for the same.

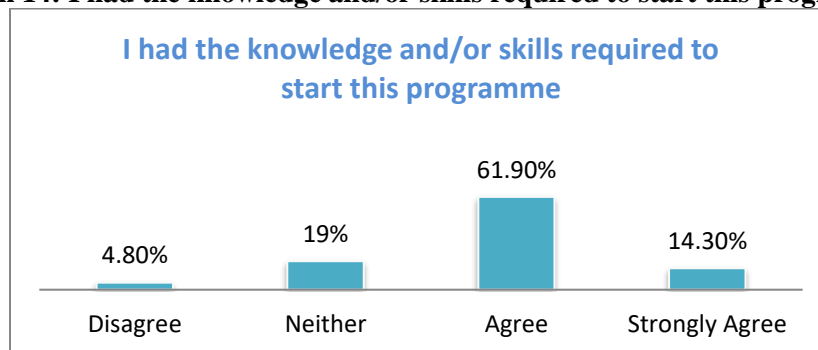
TRAINING PROGRAMME EVALUATED: OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM (OHSAS)

Graph 13: Overall I was satisfied with this programme.



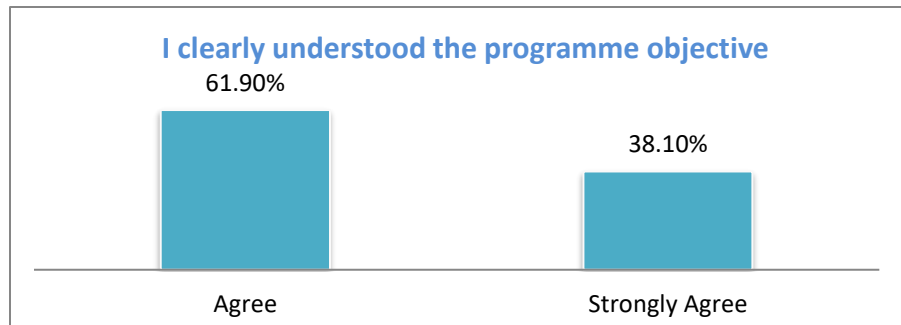
Interpretation: 61.9% of respondents agree that they are satisfied with the training programme. 28.6% strongly agree and 4.80% neither agree nor disagree that they are satisfied overall with this training programme whereas 4.8% of them disagree.

Graph 14: I had the knowledge and/or skills required to start this programme.



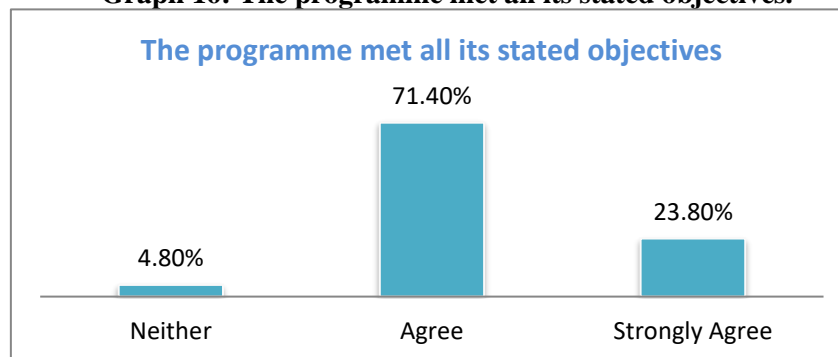
Interpretation: It is clear from the table that 61.9% of the participants agree, 14.3% of them strongly agree whereas 4.8% of them disagree that they had knowledge and/or skills required starting this programme.

Graph 15: I clearly understood the programme objective.



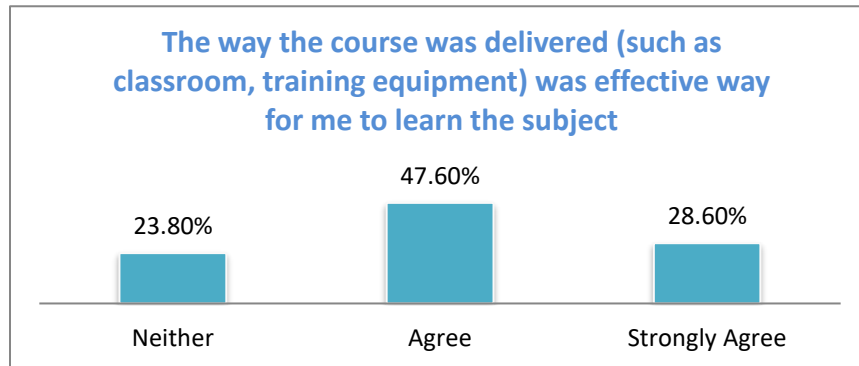
Interpretation: It is inferred that 61.9% of the participants agree and 38.1% strongly agree that they clearly understood the programme objective.

Graph 16: The programme met all its stated objectives.



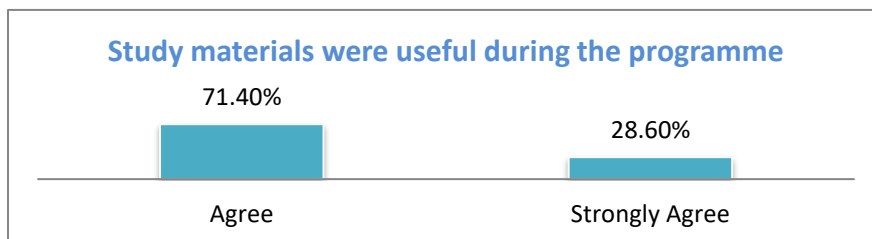
Interpretation: 71.4% of respondents agree, 23.8% of them strongly agree that the programme met all its stated objectives and 4.76% of respondents neither agree nor disagree that the programme met all its stated objectives.

Graph 17: The way the course was delivered (such as classroom, training equipment) was effective way for me to learn the subject.



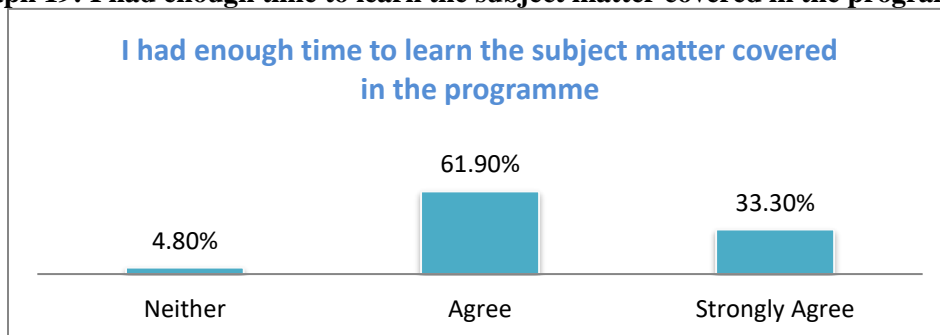
Interpretation: About 47.6% of respondents agree, 28.6% strongly agree and 23.81% neither agree nor disagree that the way this programme was delivered was an effective way to learn the subject.

Graph 18: Study materials were useful during the programme.



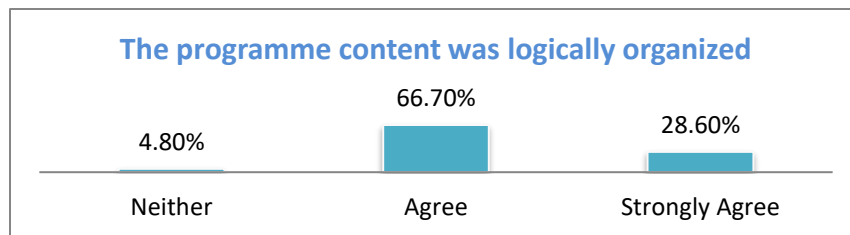
Interpretation: It is inferred from the above table that 71.4 % respondents agree that the study materials were useful during the programme and 28.57% strongly agree that the study materials were useful during the programme.

Graph 19: I had enough time to learn the subject matter covered in the programme.



Interpretation: It is observed from the above table that 61.9% of participants agree, 33.3% of participants strongly agree and 4.76% said that they did not have enough time to learn the subject matter covered in the programme.

Graph 20: The programme content was logically organized.



Interpretation: It shows in the above table that 66.7% of respondents agree, 28.57% strongly agree that the programme content was logically organized and 4.76% neither agree nor disagree that the programme content was logically organized.

Graph 21: My knowledge or skill increased because of this programme.



Interpretation: It is observed that 52.4% respondents agree that the knowledge or skill increased because of this programme and 47.6% strongly agree that their knowledge or skill increased as a result of this programme.

FINDINGS

PROGRAMME 1: COMMUNICATION AND INTERPERSONAL SKILLS

- It was found that 100% of the respondents are satisfied with the training programme.
- 93% of respondents say that they had enough knowledge or skills required to start the programme and remaining 7% of respondents say that they do not have enough knowledge to start the training programme.
- All respondents say that the facilities and equipment were favorable to learning.
- 72% respondents are highly satisfied, and 28% respondents are satisfied that they got the training when they needed it.
- The main objective of the training has been met, as the respondents have a positive opinion about the objective and therefore it shows 65.5% of respondents are highly satisfied and the remaining 34.5% respondents are satisfied.

- 62% of respondents are highly satisfied that the programme objective has clearly been understood by them and 38% of respondents are satisfied with the same.
- 59% of respondents are strongly satisfied and 41% are satisfied with the way the course was delivered and it helped them to learn the subject.
- 55% of participants are highly satisfied with the study materials provided to them and 45% of participants are satisfied with study materials which are provided to them during the programme.
- 96% of respondents say that they had enough time to learn the subject matter in the programme whereas 4% are dissatisfied with the time factor.
- All the respondents say that knowledge or skills has increased due to this programme.
- The participants feel that they have gained knowledge and skills which are required to their job with the help of this programme.
- 96% of participants are happy with the programme content which was logically organized.

PROGRAMME 2: OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM.

- 90% of respondents are satisfied with the programme and 10% of respondents are dissatisfied with the training programme.
- 76% of respondents say that they have enough knowledge/skills which are required to start this programme and 24% respondents do not have the enough knowledge/skills required to start this programme.
- The respondents are satisfied with facilities and equipment's are favorable to learning.
- 90% of respondents say that they were able to take the programme when they needed it whereas 10% of them were unable to take the programme.
- All the participants have clearly understood the programme objective.
- 95% of the respondents say that the programme met all its stated objectives whereas 5% say that the programme has not met its stated objectives.
- 76% of participants are satisfied with the way the course was delivered to them whereas 24% are partially satisfied.
- The study materials were useful during the programme which helped the respondents to get a thorough knowledge about the programme.
- 95% of respondents say that they had enough time to learn the subject whereas 5% say that they did not have enough time to learn the subject matter covered in the programme.
- 94% of the respondents are satisfied with the programme content but 6% of respondents are dissatisfied with the same.
- All the respondents are happy as they have gained knowledge or skill due to this programme.
- The participants feel that the knowledge and skills which are learnt in this programme are related to their jobs.

SUGGESTIONS

The HR department, in addition to providing on-the-job training, should also provide regular value-added programmes, such as Time Management and Stress Management training, which are both helpful and necessary in the modern company environment. It should be aimed at bridging the gap between the desired and actual levels of performance. To prepare workers for their training, the HR department should provide briefing sessions to explain the purpose of the training and go over the material that will be covered. There must be more two-way communication between the trainer and the trainees during the training session for it to be effective. The Department may also consult with workers and take necessary action to guarantee their safety. Program needs will dictate the most appropriate manner of collecting input. Less frequently delivered training with a focus on manufacturing.

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