

## **A STUDY ON TRAINING AND DEVELOPMENT IN DRS DILIP ROAD LINES LTD AT CHENNAI**

**S.SUCHARITHA**

**MBA DEPARTMENT**

**NARAYANA ENGINEERING COLLEGE GUDUR**

### **EXECUTIVE SUMMARY**

Every organization needs to have well trained and experienced people to perform the activities that have to be done. If current or potential occupants can meet these requirements, Training is not important. On the other hand, if this is not the case, it is necessary to raise the skill levels and increase the versatility and adoptability of the employees. Moreover, employees are the internal assets of an organization. Training presents a prime opportunity to expand the knowledge base of all employees so that they can relate those training with their workplace and give their best performance achieving company goals. Knowledge and skills development is vital to the health of organizations. We live in an information age today and organizations are routinely valued not just on their physical but on their intellectual capital. Training is one of the chief methods of maintaining and improving intellectual capital, so the quality of an organization's training affects its value. Untrained or poorly trained employees cost significantly more to support than well-trained employees do. Training affects employee retention and is valuable commodities that, if viewed as an investment rather than as an expense, can produce high returns. Employees also miss out on work time while attending training sessions, which may delay the completion of projects. Despite the potential drawbacks, training and development provides both the company as a whole and the individual employees with benefits that make the cost and time a worthwhile investment. This report is based on the Training of DRS DILIP ROAD LINES LTD, a leading garments business established in the year 2009. This report consists of the overall HR practices, such as recruitment and selection, training and development, performance management, staffing etc. It also mentions how the company is developing strategic human resource practices along with their business strategies. Additionally, it provides the outcomes of evolving role of strategic HR instead of traditional HR practices in the organization. We found out that DRS DILIP ROAD LINES LTD mostly follows strategic HR practices. On the report we mentioned all the information we gathered regarding the company and its various HR practices, and came up with some analysis of our own. We also tried to provide some recommendations to the company with our own and limited knowledge

and experience on DRS DILIP ROAD LINES LTD. Finally, the report is based on the DRS DILIP ROAD LINES LTD and also our analysis on the factors concerning their procedures regarding HR.

## REVIEW OF LITERATURE

**According to the Michel Armstrong**, “Training is systematic development of the knowledge, skills and attitudes required by an individual to perform adequately a given task or job”. (Source: **A Handbook of Human Resource Management Practice, Kogan Page, 8th Ed.2001**)

**According to the Edwin B Flippo**, “Training is the act of increasing knowledge and skills of an employee for doing a particular job.” (Source: **Personnel Management, McGraw Hill; 6th Edition, 1984**)

### **Yoder (1970)**

Training and development in today's employment setting is far more appropriate than training alone since human resources can exert their full potentials only when the learning process goes for beyond the simple routine.

### **Hesseling (1971)**

Training is a sequence of experiences or opportunities designed to modify behaviour in order to attain a stated objective.

### **Kane (1986)**

If the training and development function is to be effective in the future, it will need to move beyond its concern with techniques and traditional roles. He describes the strategic approaches that the organization can take to training and development, and suggests that the choice of approach should be based on an analysis of the organization's needs, management and staff attitudes and beliefs, and the level of resources that can be committed. This more strategic viewpoint should be of use in assessing current efforts as well as when planning for the future.

**Raymond (1986)**

The influences of trainees' characteristics on training effectiveness have focused on the level of ability necessary to learn program content. Motivational and environmental influences of training effectiveness have received little attention. This analysis integrates important motivational and situational factors from organizational behaviour theory and research into a model which describes how trainees' attributes and attitudes may influence the effectiveness of training.

**RESEARCH METHODOLOGY**

The research methodology consists of the research design, data collection method, sampling method, and analysis. The nature of the research will be exploratory and descriptive. This technique will incorporate both qualitative and quantitative data using a mixed methodology. The primary research method for this project will be questionnaires completed by company personnel. I approached Asian wires industries pvt ltd. based on my prior experience with executive search firms. Ltd., and our organisation recruited managerial personnel for the company. As a result, I will do my best to contact them and complete the questionnaires for their firm's Recruitment and Selection process.

**Research methods:** The required data has been collected through primary data and secondary data.

**Primary Data:** This will include questionnaires that will give a great deal of qualitative data.

**Secondary Data** - This consists of all the relevant literature, such as books, journals, online sources, and company websites. This collection of data may include both qualitative and quantitative information.

- **Sampling method:** Random sampling method
- **Sample Size:** 113
- **Statistical tool:** percentage method

$$percentage = \frac{\text{NO.OF RESPONDENTS}}{\text{TOTAL NO.OF RESPONDENTS}} * 100$$

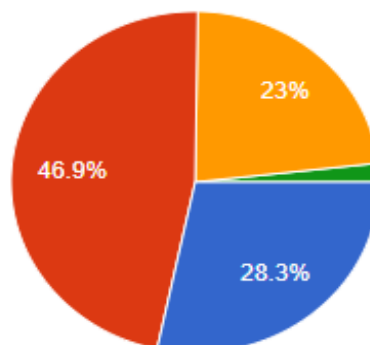
## DATA ANALYSIS AND INTERPRETATION

### 1. IS THE COMPANY IS PROVIDING BETTER ENVIRONMENT FOR TRAINING PROGRAM

**TABLE 5.1:** Distribution of samples respondents with respect to opinion on providing better environment for training program

RESPONSE PATTERN	NO.OF RESPONDENTS	PERCENTAGE
EXCELLENT	32	28.3%
GOOD	53	46.9%
FAIR	26	23%
POOR	2	1.8%
TOTAL	113	100%

**CHART 5.1:** Graphical representation of distribution of samples respondents with respect to opinion on providing better environment for training program



#### INTERPRETATION:

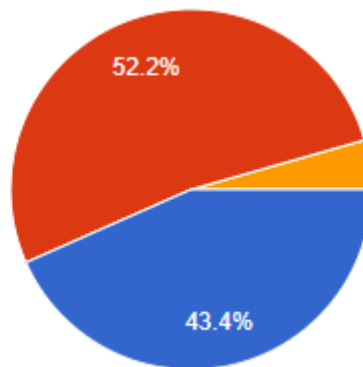
The above table and chart 5.1 shows that 54% of employees says that excellent about environment for training program and 37% of employee's opinion are good and 8% of employee's opinion are fair and 1% of employee's opinion are poor.

## 2. HOW MUCH FUND THE COMPANY ALLOCATING FOR TRAINING PROGRAM FOR DEVELOPMENT OF EMPLOYEES

**Table 5.2: Distribution of samples respondents with respect to opinion fund the company allocating for training program for development of employees**

RESPONSE PATTERN	NO.OF RESPONDENTS	PERCENTAGE
Less than 1,00,000	49	43.4%
1,00,001 to 2,00,000	59	52.2%
More than 2,00,001	5	4.4%
<b>TOTAL</b>	<b>113</b>	<b>100%</b>

**Chart 5.2: Graphical representation of distribution of samples respondents with respect to opinion fund the company allocating for training program for development of employees**



### INTERPRETATION:

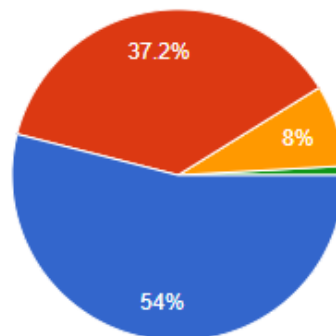
The above chart shows that 52% of employees are saying that less than 1,00,000 rupees spending on employee training program and 43% of employees are saying that 1,00,001 to 2,00,000 rupees spending on employee training program and 5% of employees saying that more than 2,00,001 spending on employee training program.

### 3. IS THE COMPANY ALLOCATING SUFFICIENT FUND FOR TRAINING PROGRAM

**Table 5.3: Distribution of samples respondents with respect to Opinion Company allocating sufficient fund for training program**

RESPONSE PATTERN	NO.OF RESPONDENTS	PERCENTAGE
EXCELLENT	61	54%
GOOD	42	37.2%
FAIR	9	8%
POOR	1	0.8%
<b>TOTAL</b>	<b>113</b>	<b>100%</b>

**Chart 5.3: Graphical representation of distribution of samples respondents with respect to Opinion Company allocating sufficient fund for training program**



#### INTERPRETATION:

The above chart says that 54% of employees are saying excellent allocating funds on training and 37% of employees are saying that good allocating funds on training and 8% of employees are saying that fair allocating funds on training and 1% of employees saying that poor allocating funds on training.

## SUGGESTIONS

- The trainer session should be made more interactive and participative so that trainers and trainee are in constant interaction.
- Training program should evaluate the abilities, competencies and potentials of the trainees for a particular job or work skills.
- The company should conduct training program at regular intervals, which helps the employees to enhance their knowledge for their current jobs

## CONCLUSION

Training and development is considered as a strategy for growth in every organization. It is adopted by the organization to fill the gap between skills and future opportunities. These training programs definitely enhance skills, improve efficiency, and productivity and growth opportunities for employees.

## BIBLIOGRAPHY

### REFERENCE BOOKS:

- Employee training and development, by Raymond Noe, 2006
- Training and development: enhancing communication and leadership skills, by Steven A. Beebe, Timothy P. Mottet and K. David Roach, 2012
- The learning and development book, by Tricia Emerson and Mary Stewart, 2011