



Training & Development Process of Automobile Company

Dr. Shweta Mishra¹ Gaurav Shukla²

Professor, Ambalika Institute of Management & Technology, Lucknow

Assistant Professor, Ambalika Institute of Management & Technology, Lucknow

Abstract- This paper presents the various aspects of the automobile company including the vision to delight customers by pursuing excellence and innovation through committed teamwork. The training and development procedure of an automobile company has been discussed. The company basically promote continuous learning, achievement orientation and ethical business practices with its principle, which will make it shine as a global player. This paper will give the researcher the experiences to conduct a survey. As well as provide an insight to the company that what kind of strategies must be adopted so as to sell more products to custom.

Keywords: Training, development, maruti Suzuki, automobile company.

institutions. With this, Govt. of India no longer has stake in Maruti Udyog. Maruti Suzuki India Limited is a publicly listed automaker in India. It is a leading four-wheeler automobile manufacturer in South Asia. Suzuki Motor Corporation of Japan holds a majority stake in the company. It was the first company in India to mass-produce and sell more than a million cars. It is largely credited for having brought in an automobile revolution to India. The company annually exports more than 50,000 cars and has an extremely large domestic market in India selling over 730,000 cars annually. It is a leading four-wheeler automobile manufacturer in South Asia. Suzuki Motor Corporation of Japan holds a majority stake in the company. It was the first company in India to mass-produce and sell more than a million cars. It is largely credited for having brought in an automobile revolution to India.

I. INTRODUCTION

Training is the process of the learning a sequence of program behavior. It is application of knowledge. It is attempts to improve their performance on the current job and prepare them. Training is essentially a process of developing skills, knowledge, attitude or behavior of the people through instruction, practice domestic demonstration or other techniques, either on the job or in the class room. Training aims at ensuring the effective use of people at all levels and in all types of employment and creating such individually or collectively, enable people to make the best contribution to the success of helping employees to be more effective in present or future work. Well-trained employees will not only do the job efficiently but also get more satisfaction from work.

Maruti Suzuki is the automobile company which has been considered in this paper for the case study. Maruti Suzuki is one of India's leading automobile manufacturers and the market leader in the car segment, both in terms of volume of vehicles sold and revenue earned. Until recently, 18.28% of the company was owned by the Indian government, and 54.2% by Suzuki of Japan. The Indian government held an initial public offering of 25% of the company in June 2003. As of May 10, 2007, Govt. of India sold its complete share to Indian financial

This paper is aimed at training and development procedure through training under an able and experienced industry guide so as to facilitate a clear knowledge of the HR requirements of corporate, the training process involved and service delivery mechanism has been discussed.

II. OBJECTIVES AND BENEFITS OF THE STUDY

The workplace today is in the state of metamorphosis with contemporary issues such as customer satisfaction, competitive advantage, revenue and expenditures, organizational culture, technological advancement, global market, diverse customer demands and need for effective work force with a global mind set, penetrating every aspect of the organization. Effective workforce is therefore crucial as it is the organization's primary player in accomplishing goals and delivering service In order for any organization to be more competitive and successful in achieving its goals, it would have to synergize all its resources which includes the human resources (HR) and their training and development structure that can work well and blend together.

The stress on human resource training and development (HR T&D) to provide strategic and cost efficient training services for employees has never been higher. Employee performance expectation keeps rising while the economic recession has caused training budget to shrink causing the Human Resource Training and Development unit to do more with less.

Training and Development helps in optimizing the utilization of human resource that further helps the employee to achieve the organizational goals as well as their individual goals and also helps to provide an opportunity and broad structure for the development of human resources' technical and behavioral skills in an organization. In addition it also helps the employees in attaining personal growth. Training and Development helps in increasing the job knowledge and skills of employee at each level.

Training is the corner stone of sound management. For it makes employees more effective and productive. It is actively and intimately connected with all the personnel or managerial activities. It is an integral part of the whole management program, with all its many activities functionally inter-related. Training is a practical and vital necessity because; it enables employees to develop and rise within the organization. The main benefits are given below:

- Training helps the trainees to acquire the subject matter.
- Training helps to bring about a change of attitude and behavior.
- Training helps to bring about a change of attitude and behavior towards a particular problem. Training aims at enhancing the capabilities of the trainees so as to enable them to increase their problem solving capacity.
- Training aims at bridging the gap between the expected levels of performance and actual performance.
- To assure the organization the availability of required number of manager with requisite skills to meet the present and anticipated future needs of business.
- To encourage manager to grow as efficient person and increased their capacities and handling more responsibility.
- To improve the performance of managers at all levels of the job they hold.

III. RESEARCH METHODOLOGY

In this paper, the study is carried out on the basis of information and data collected from Training and development center .The following procedure is followed:

A. Research Design

The research includes interpretation of training and development

- Understanding the HR policies
- Determining the training plan
- Analyzing the training process, evaluation and conclusion

B. Data collection

Both primary and secondary data are collected for the purpose of completion of this paper.

a. Primary method:

Information gathered by feedback forms filled by and interview and discussions with the employees of various departments and my project guide/mentor.

b. Secondary methods

Secondary data is being collected through following methods;

- Training report and manuals available in the Organization.
- Information from Dealer Management System (DMS) software used by Company annual report and other publication.
- Other training documents available at the training center.
- Company Website

C. Data analysis:

Data is analyzed on the basis of available information.

D. Sample Size

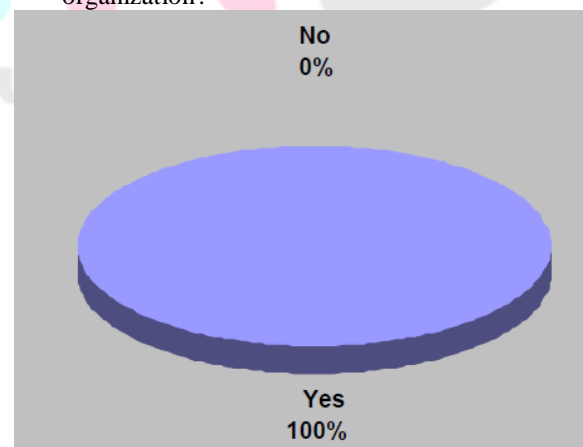
Sample size used is 100.

Research area: Lucknow

IV. DATA ANALYSIS

Data analysis has been shown below:

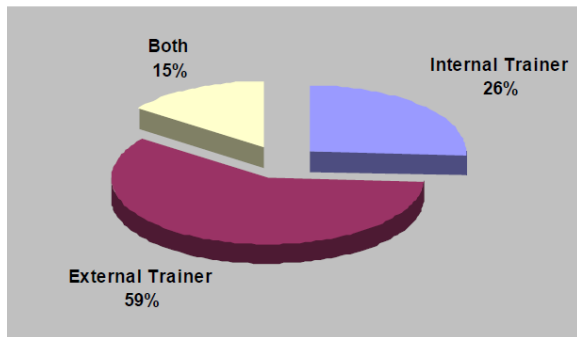
1. Is there any training program conducted by the organization?



Findings:

- In this organization, 100% employees said that there is training program conducted by the organization.
- In this organization, 0% employees said that there is no training program conducted by the organization.

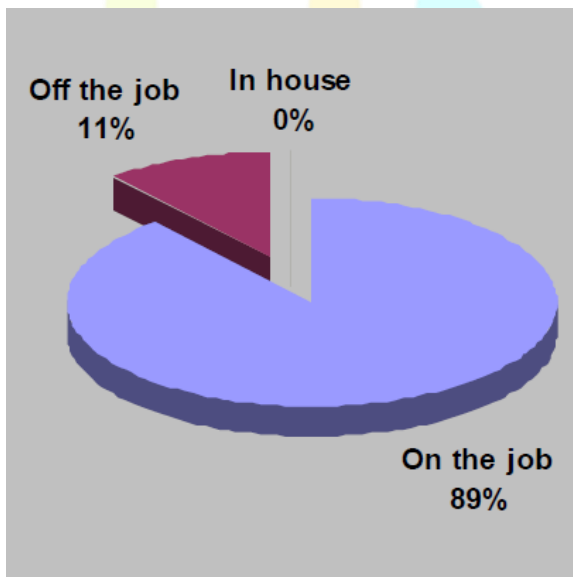
2. If Yes, Training is provided by Internal Trainer or External Trainer agency is hired to provide any type of training?



Findings:

- 59% employees said that training is provided by Internal Trainer.
- 26% employees said that training is provided by External Trainer.
- 15% employees said that training is provided by both Trainers.

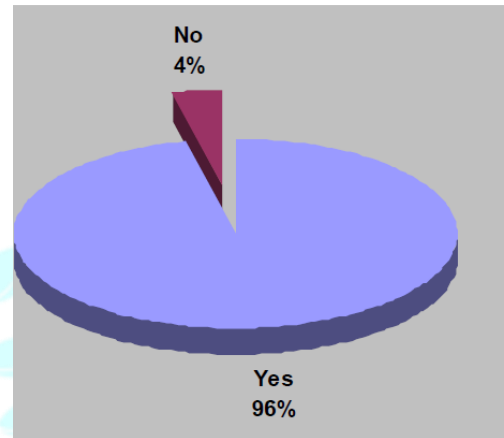
3. Which method of training is more accepted and successful?



Findings:

- 89% employees said that on the job training is more accepted and successful.
- 11% employees said that off the job training is more accepted and successful.

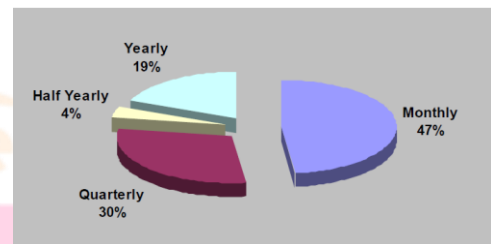
4. Are there any standard parameters for giving nomination for training?



Findings:

- 96% staff said that standard parameters for giving nomination for training.
- 4% staff said that no standard parameters for giving nomination for training.

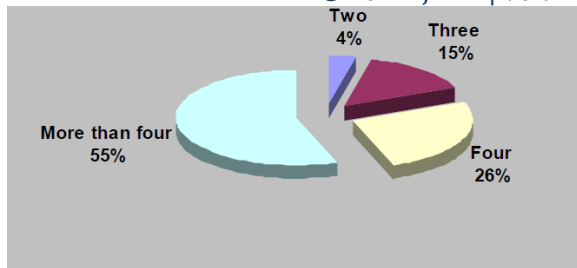
5. How frequently training program are



Findings:

- 47% employees said that frequently training programs are monthly.
- 30% employees said that frequently training programs are quarterly.
- 19% employees said that frequently training programs are yearly.
- 4% employees said that frequently training programs are half yearly.

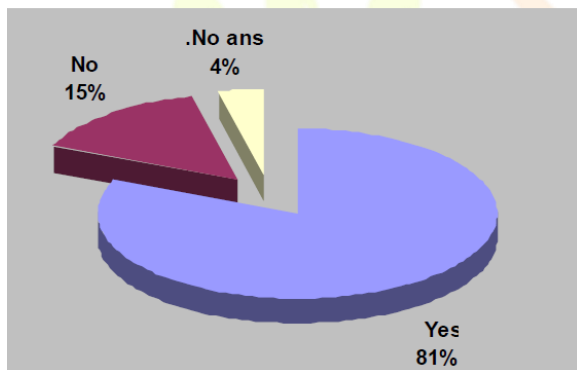
6. How many trainings are compulsory in a year?



Findings:

- 55% employees said that more than four trainings are compulsory in a year.
- 26% employees said that four trainings are compulsory in a year.
- 15% employees said that three trainings are compulsory in a year.
- 4% employees said that two trainings are compulsory in a year.

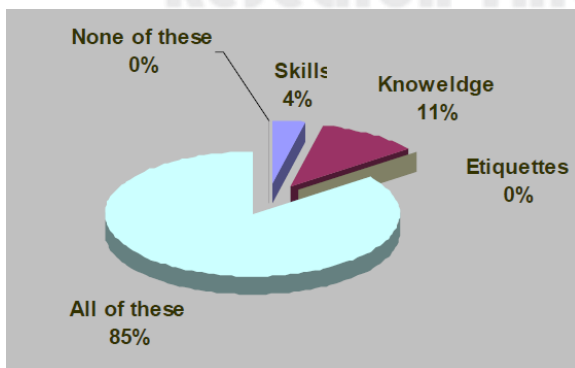
7. Any extra effort do you need to take the beyond the training programs to perform your job effectively?



Findings:

- ❖ 81% employees said that they want to need to take the training program to perform your job effectively.
- ❖ 15% employees said that they don't want to need to take the training program to perform your job effectively.

8. In your view training helps to develop



Findings:

- Most of the employees (85%) said that Training helps to develop the skill, knowledge and etiquettes.
- Some employees (11%) said that Training helps to develop the knowledge
- Few employees (4%) said that Training helps to develop the skill.
- No employees (0%) said that Training helps to develop the etiquettes.

V. FINDINGS & SUGGESTIONS

A. Findings

- No proper feedback given by trainees to the departments.
- Organization has to bear losses if the nominated employee doesn't attend the external training.
- The organization has criteria for giving induction in-house training only for the fresher.
- No proper time management during conduction of training.
- During training some trainees have faced problems like- product knowledge and communication problem.
- Mostly employees are interested for the Level- 1 training.
- Maximum employees are not aware about vestibule training.
- Mostly employees need to take extra effort beyond the training program.
- Before the development of Training Path there was no proper rule for attending, step by step external training.
- Employees are not much aware of skill enhancement.

B. Suggestions

- The training program should be conducted in such a way that it gives a trainees practical view or on the job training should be conducted.
- The duration of training program should be increased, so that the trainees get a clear understanding of the subject matter taught.
- The participants of the training programs should be divided in to different groups according to their level of knowledge and grasping power.
- The groups to be made in the training programs should be made on the basis of a pre-training evaluation test.
- Either the training should be conducted after working hours or it should be conducted on leave days, so that the trainees are free from carrying the work pressure to the training center.
- There should be clear cut written instructions that the trainees are free from any sort of work accountability or responsibility at the time of training.

This paper has presented the objective and benefits of Training and Development Program to be held in the Human Resource Department of an automobile company. It has been observed that any employee who is getting training from the company can work in a very appropriate manner and can go for promotion in very less time because of the training program provided by this company, which is very fruitful in order to develop the skill, Product Knowledge & Etiquettes. The training and development also increase efficiency as well as morale of employees, better human relations, reduce supervision, and to increase organizational viability and flexibility.

REFERENCES

- [1] V.S.P. Rao, "Human Resource Management," Excel Books, New Delhi, 2014.
- [2] John Prior, "Encyclopedia of Management (Trg. & Dev)," Excel Publications, 2002.
- [3] L. M. Prasad, "Human resource management," Sultan chand & sons, New delhi, 2000.
- [4] C.R. Kothari, "Research Methodology," New Age publications, New Delhi, 2003.
- [5] S.K. Bedi, "Economic Environment of business," Excel books, New delhi, 2004.
- [6] www.marutisuzuki.com
- [7] www.hrindia.com

