

“TRAINING PRACTICES AT RELIABLE ALLIED SERVICES”

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CHAPTER 1 COMPANY'S PROFILE

Reliable Allied Services is a job consultancy and is a team of BFSI professionals that have a combined experience of 200 years. They are cognizant of the challenges faced by these industries and offer solutions to bridge these gaps. Since they have first hand experience, they are also aware of the gaps that exist in hiring and retaining human resources. This organization is backed by a rich proprietary network of professionals who continuously feed CVs into our unique data base. The USP of this database is the fact that several candidates may not be registered on job portals or for that matter seeking an immediate movement.

In simpler words, RAS is a placement consultancy that provides manpower to their clients in BFSI sector and bridges the gap between the MNCs and their employees. Whenever these companies have hiring needs, they approach job consultancies for the same (one of us being RAS) and these job consultancies in return perform end-to-end recruitment activities, find various candidates from different job portals matching the job-description, screen their CVs, take their initial interview, and schedule their further round of interviews with the HRs of company for which they are hiring.

RAS has 50+ clients in BFSI domain, has successfully placed 1000+ candidates in their dream company, and has more than 1300 open vacancies that is needed to be filled.

ABOUT COMPANY

Reliable Allied Services is nothing less than a brand. By offering a broad variety of recruitment and selection services to different companies, RAS has made a name for itself in the HR industry. By providing strategic HR services, their team of knowledgeable consultants is committed to maximizing the business potential of their customer or candidates. Furthermore, they have not restricted themselves to a particular location and hence has their presence across nation. RAS provides recruitment services to clients and provides job to candidates in PAN India which acts as a winning streak for them.

By offering solutions in executive search & selection, middle management hiring, project-based hiring, and recruitment process outsourcing through an integrated suite of leadership services, they collaborate with their clients to increase their company potential. We have successfully been able to offer solutions for all kinds of global and local problems thanks to our ten years of domain knowledge and expertise.

They have a group of seasoned, skilled recruiters, as well as strong, integrated employment technologies. All of their recruiters have extensive management expertise as well. They have "been there and done that" for the majority of the positions. They fully comprehend the requirements of the position and recognize that an organization's performance is largely dependent on its human resources.

MISSION OF THE RELIABLE ALLIED SERVICES

- As the time is evolving, RAS aims to be India's leading placement consultancy that provides manpower in bulk to companies in need and to all the companies who cannot perform recruitment activities.
- To indulge in international hiring and hire for international MNCs as well.
- To enable the discovery of opportunities by providing consistently superior HR solutions.
- To value and respect individuality and diversity while growing together as a part of the community.

VISION OF RELIABLE ALLIED SERVICES

RAS took stock of how many people's lives and businesses they had already impacted through their efforts at the beginning of 2015. In some instances, this involves helping people land their ideal employment and matching businesses with the ideal candidate. In other instances, it involves reassuring people that they are making the right decisions, restoring their confidence, offering advice, and sharing tips. There is much more to recruitment than just posting positions and scheduling interviews. The job of a recruiter is diverse; one moment you're an account manager, the next you're a copywriter, the next you're a confidant, your hand's in yours, a guide, an investigator, and so on. You adjust your speech to the requirements of the listener all the time.

Through their quality-driven HR services, which assist people in identifying their talents, competencies, and skills and using them to add value to themselves and to their workplace, their vision is to work towards becoming a significant participant in the development and enhancement of SME businesses in India. Their goal is to transform potential into human capital.

VALUES OF RELIABLE ALLIED SERVICES

1. **INTEGRITY:** RAS embrace and uphold the highest standards of personal and professional ethics, honesty and trust.
2. **RESPONSIBILITY:** With a clear grasp of the urgency and accountability involved in their commitments, RAS is accountable for keeping their promises to their team members, customers, partners, and all other stakeholders.
3. **STRIVE FOR EXCELLENCE:** To keep their customers' loyalty, they are dedicated to providing superior services with honesty, respect, and gratitude. They pledge to provide outstanding business outcomes while enhancing the operations of their clients' businesses.
4. **EMPOWERMENT:** They are empowered to deliver operational excellence through innovation and leadership at all levels.
5. **COLLABORATION:** RAS believes in collaborating and engaging with the team members and encourage employees to voice their opinion out to continuously innovate.
6. **RESPECT:** There's no room for humiliation and biasedness at RAS. They believe in treating people with utmost respect.

RECRUITMENT STRATEGIES AT RELIABLE ALLIED SERVICES

In the last ten years, recruiting has undergone a significant transformation across all sectors, including that of banking, financial services, and insurance (BFSI). In an environment where hiring talent is more difficult than ever, businesses frequently find themselves having to sell themselves to candidates rather than the other way around. To find the finest candidates, gain their trust, and ultimately persuade them to work for you, the recruitment function needs to be infused with marketing strategies.

1. Utilize social media to establish enduring connections with candidates: The use of social media for recruiting is steadily enhancing—and in some instances, even replacing—traditional methods. A staggering 96% of job seekers use social media in their job hunt, and 49% of professionals use it to monitor job openings. Between 2017 and 2020, Instagram recruitment more than quadrupled.

2. Boost the visibility of your website: Over the past ten years, job searching has progressively moved online. Although some in-person hiring practices, like campus interviews, are still effective, most job seekers now search for and apply for jobs online. As a result, recruiting has changed; it now centres more on "being found" than "looking for" candidates. Your website must be very visible in internet searches if you want to increase the likelihood that applicants will find it. For this, you must optimize your website with search engine optimization (SEO) in mind, focusing on your jobs page in particular.

3. Organize memorable recruiting events: Although most hiring is now done online, hiring strategies still include hiring events. You can get to know prospective employees and engage with them at a recruitment event. It allows you to judge the candidate's degree of curiosity, speaking style, and interpersonal skills—things that a resume wouldn't allow you to do.

4. Create a strong employer brand: A strong employer brand will help you attract the finest talent. Your business will be more appealing to both current employees and job seekers if you have a strong employer brand. One needs to design employee experiences that attract to job applicants if they want to develop a strong employer brand on websites like Indeed and Glassdoor. You can tell a compelling business story by highlighting your solid company values.

Social media messaging and traditional and digital recruitment advertising help to strengthen the brand of your company. Continuous employee development and knowledge of the demands of today's employment seekers are also important.

5. Create a compelling program for staff referral: Your greatest asset is your workforce, particularly when it comes to hiring. Every one of your employees has their own network. A recommendation from them is more credible than one you give in a commercial or on social media. If your staff raves about their experiences working for you, it will naturally affect your efforts to attract new workers. For instance, in 2021, 82% of job seekers clicked on a job opening that was posted on a social network by an employee of the business. You could implement a compelling employee referral program to further encourage employees to suggest you as a potential employer.

6. Ensure a positive candidate encounter right away: It's essential that job seekers who engage with you have a positive experience right away if you want to draw in the best talent. Make sure your job openings are simple to discover and include all the pertinent details a potential applicant might require. Make sure the material you use for recruitment is interesting, up-to-date, informative, and, most importantly, equipped with a call to action so that potential candidates can apply. You should provide a way for interested applicants to contact you if they have any questions on your company's page on websites like Indeed and Glassdoor, which lists job positions in sufficient detail.

RELIABLE ALLIED SERVICES's CLIENTALE

RAS has offered its services to more than 50+ companies. Some of them are listed below:

- 1. Max Life Insurance**
- 2. UTI Mutual Fund**
- 3. SBI Life Insurance**
- 4. PNB Met Life Insurance**
- 5. Kotak Mahendra Life Insurance**

6. GFK

7. Taurus Mutual Fund

8. Birla Sun Life Insurance

9. Kotak Asset Management

10. Edelweiss Mutual Fund

11. IDBI Mutual

12. Future Generali Life Insurance



SERVICES OFFERED BY RELIABLE ALLIED SERVICES

1. Placement/Recruitment Services
2. Employment Services
3. Home loan services
4. Mutual Fund services
5. Company deposits
6. Customer services

CHAPTER – 2

TRAINING PRACTICES AT RELIABLE ALLIED SERVICES

When an organisation undergoes a shift, the process of change must be managed to make sure that all employees are working with and accepting the change, as well as other stakeholders. When an organisation recognises the need for change and implements a program, a team must assess the value the change is adding to the organisation and decide how to keep the programme going in order to continue value-added efforts. The organisation's sustainability leader must be skilled at identifying new possibilities, anticipating and analysing long-term sustainability trends, and creating strategies to reposition the company to capitalise on them. In addition to helping workers who need assistance adjusting to the changes brought about by new changes, change management would reduce the risks that the change would bring about. Reliable Allied Services has increased its Relevance ratio and turn-up ratio through effective change management, preventing employee inefficiency. It took RAS almost three years to standardise many of their HR procedures and hiring practices. Determining how an employee intends to improve their abilities and development requires collaboration between the employee and the manager. It is time to update the new technological systems that were introduced in 2015 to monitor skills to include new and acquired skills.

TYPES OF TRAINING PRACTICES AT RELIABLE ALLIED SERVICES.

1. Case Studies

This kind of instruction is excellent for fostering logical, problem-solving, and critical thinking abilities. The scenarios can be real or made up, but they all serve to demonstrate workplace circumstances in the context of employee training.

2. Coaching

Coaching, also known as mentoring, ought to be a fruitful and lasting educational experience. At least, that is what teachers and mentees anticipate.

New hires will feel appreciated and supported when your experienced staff makes time and effort to train them. Put some emphasis on the time and effort that mentors demand, and keep in mind that it is worthwhile.

3. E-learning

This one may be familiar to you from online instruction. It is online computer-based training that is provided remotely. The benefits?

- a. The tasks and content can be completed at the learners' own pace.
- b. There is no requirement to employ a teacher.
- c. The number of simultaneous learners can greatly grow because it scales wonderfully.

Frequently, this kind of training:

- a. similar to school instruction
- b. uses voiceover and images
- c. provides readings and videos to supplement the teachings

You must use other methods to measure engagement levels since you lack an instructor to do so. Tests and other interactive tasks are excellent for achieving that goal. Additionally, they enable you to evaluate the development of each employee and the success of the instruction.

4. Instructor-led training

An instructor-led training exercise is heavily influenced by the dynamics of a classroom whether it is in person or online.

a. supervised by a teacher

b. Like a lesson, a presentation is used.

c. Even though some students may not find an academic-style classroom experience exciting, the approach has some important advantages.

In-person inquiries from students about topics not covered in the course materials are welcome.

The growth and interest of their students can be tracked by teachers.

Relationships between teachers and learners are possible.

Sometimes it's simpler to teach difficult subjects in a classroom.

On the other hand, classrooms—or instructor-led training sessions—have some drawbacks whether they are in person or online.

5. Interactive Training

Our focus can be drawn to anything interactive. Training is no exception, either! Because of this, interactive instruction is very interesting and successful. More knowledge is absorbed, retained more quickly, and remembered for longer.

Interactive training is successful because it emphasises practise over theory. Employees thus gain knowledge by using it in a practical situation.

Three instances of interactive instruction are provided below:

Game-based training. Utilizing incentives like points boosts drive, and this kind of training can make learning enjoyable. **Roleplaying.** Different job scenarios are acted out with the learners under the supervision of a facilitator. Due to the fact that it explores challenging situations in a safe setting, it is particularly effective for client or customer interaction training. **Simulations.** These can be appropriate for learning specialized, complex skills, like for medicine or aviation training. Simulations set up real work scenarios for the learners, so augmented or virtual reality can be great simulation tools.

6. On-the-job training

On-the-job training, also referred to as hands-on training, focuses on the practical abilities needed for a work. As a result, the employee gains knowledge through the practise of carrying out actual tasks at work.

The amount of time it takes an employee to begin executing their job function is shortened by on-the-job training, like observing the fellow interns before starting the recruitment process. This is often called Shadowing.

7. Video-based training

Speed and efficiency were the driving forces behind video as a method of staff training. It also gained popularity because it can be much more entertaining than conventional training techniques. It can be both extremely entertaining and engaging.

Information retention is impressively increased by animations. Videos with live activity are excellent for teaching. A straightforward list can be transformed into an entertaining, narrative-based how-to through webinars and screen videos of step-by-step instructions.

The employee can view the video as many times as necessary during video-based training because it is both repeatable and simple to access. Additionally, it is not instructor-required.

TRAINING ON END-TO-END RECRUITMENT

The entire hiring process, from planning to carrying out, is included in an end-to-end recruiting process, also known as a "full cycle of recruitment." The ultimate objective is a successful on-boarding. Companies are more likely to place the appropriate people when human resource departments and recruiting consultants use an end-to-end approach.

1. Planning & preparation

You must take the time to develop a candidate persona and job description as part of a complete cycle recruiting strategy.

The perfect candidate for the position should be portrayed in your candidate persona. Keep a list of the traits, abilities, and other qualities that are relevant to the job you are hiring for. Take the necessary time to completely develop the profile because this persona will direct your entire hiring procedure.

After that, draught a work description that appeals to that persona. There shouldn't be a long list of criteria in your job description. Discuss the pay scale, perks, and company culture and values.

2. Sourcing

Sourcing means “finding candidates.” There are two ways in which we can source candidates:

- a. Internal Recruitment
- b. External Recruitment

Internal Recruitment: The ideal candidate may already be a worker! Employee friends or former coworkers may be a fantastic fit for employee referral programmes.

External Recruitment: Despite not actively looking for work, passive candidates may be a perfect fit for your company's or your client's job openings. Find them by asking around, doing a web search, or using your staff.

Use social media to attract both active and passive candidates to your open position by using both sponsored and organic social media marketing strategies. Get your job description in front of candidates who are browsing job boards like indeed.com or monster.com by using job boards.

3. Screening

Are you prepared to select among the candidates you have found? You can either employ an automated applicant tracking system (ATS) that incorporates screening or a manual screening approach that makes use of resume parsing technologies to speed up the screening process.

While resume parsing software can assist you in searching for suitable candidates by using phrases or keywords, you are only seeking the narrative that the candidate wants you to hear.

With an ATS, you may employ data collecting techniques to complement resumes and give important insights into the personalities of your applicants.

4. Selecting

It's time to choose the best candidate for the job now that you've reduced your list of prospects. Keep these things in mind when choosing the best candidate:

Identify some standard interview questions to ask.

Use a few special interview questions that can reveal something about a candidate's motivations, personality, or skills.

Avoid asking "no-no" interview questions that could harm your customer or your business.

5. Hiring

You may reach out to the potential employee to extend the employment offer once you've found the ideal applicant. A formal job offer letter or email should be sent as soon as possible, outlining the position's responsibilities, start date, work schedule, salary, and other important information.

In the event that the other party rejects your initial offer, be prepared to bargain.

6. On-boarding

This step is key when it comes to reducing turnover. Few things will scare off a new hire more than a lack of guidance and clarity on what he or she should be doing.

Create an onboarding plan for new employees. Be sure to include:

- Introductions to other team members.

- An orientation that covers corporate guidelines, values, and culture.
- A training schedule to help new staffers get acclimated and ready to succeed.

Above mentioned were the steps that every recruiter has to go through one by one. These steps are taught by the newbies at Reliable Allied Services.

WHAT ARE THE BENEFITS OF EMPLOYEE TRAINING AND DEVELOPMENT?

The benefits of training and development programs can also be seen in how they increase productivity. Effective training and development programmes have been shown to increase productivity among staff members. Managers and HR departments can use the measures listed below to assess this increased productivity.

Measure performance results: Evaluate outcomes by analysing the results of several tasks to ascertain how far an individual has advanced.

Pre-training assessment and post-training assessment: Here, you would have a conversation with your team members about what they anticipate from training and development issues, what they hope to gain from them, and how your company might satisfy those expectations.

Analysing data: To determine how much employees are interacting with the programmes offered, you can check statistics to see how much time was spent on a course and how many people dropped out.

Tests and polls: Including polls and contests in training programmes allows trainers to monitor how much the trainees are paying attention and learning.

Now that we are aware of how to evaluate the efficacy of training, it is time to examine in more detail how training and development initiatives boost productivity.

Enhances task management: Training and development programmes can assist staff members in better managing tasks, both individually and collectively, as well as in better understanding how procedures work. Employees can spend less time attempting to finish a task once they have mastered the abilities required to do so.

Target important abilities: Employers can emphasize the skills and information that their employees require through training and development programmes. Additionally, these programmes can refresh or educate personnel new skills that will increase productivity.

Encourages constant improvement: As technology advances, there are greater requirements for skill upgrades. These needs are met by training and development, which also provides personnel with educational opportunities. Additionally, it encourages employees to innovate, take calculated risks, and suggest changes to procedures with less oversight.

Increases self-assurance: Training and development initiatives not only boost employees' self-assurance in their knowledge and abilities, but also supervisors' as well. This results in a more enthusiastic team and motivates workers to take greater responsibility.

Setting clear expectations: Training and development initiatives can assist in setting clear expectations for employees from managers and the entire organisation.

It promotes a performance-oriented culture in which employees are given attainable goals based on precise organisational goals.

Encourages employee engagement: It is understandable that an employee will be more excited, engaged, and motivated to work to a high standard when they feel their employer is on their side. An organisation can demonstrate its desire to support its employees in their careers by offering training and development programmes to their staff.

OBJECTIVE OF THE STUDY:

The main objective of studying TRAINING PRACTICES OF RELIABLE ALLIED SERVICES:

- The effectiveness of training and development in company
- Impact on workers performance
- Impact on organization as a whole

To build upon and enhance existing skill sets of associates through need based training.

CHAPTER – 3

REVIEW OF LITERATURE

"Training is systematic development of the knowledge, skills, and attitudes required by an individual to perform adequately in a given task or job," says Michel Armstrong. (Source: Kogan Page, 8th Edition, A Handbook of Human Resource Management Practice, 2001) "Training is the act of increasing knowledge and skills of an employee for doing a particular job," says Edwin B. Flippo. (Source: Personnel Management, McGraw Hill; 6th Edition, 1984)

The process of enhancing an employee's aptitude, skill, and ability to do a certain profession is referred to as training. Training assists in gaining new skills and improving existing ones. Successful job candidates require training in order to carry

out their responsibilities well. (Source: Tata Mcgraw-Hill Publishing Company Limited, 2000, Aswathappa, K. Human resource and personnel management, p. 189) The main goal of training is to make sure that the organisation has a skilled and willing workforce available. There are also four other goals: individual, organizational, functional, and social.

Individual Objectives: These goals aid staff members in accomplishing their own goals, which in turn improves their contribution to the organisation as a whole.

Organizational Objectives: By enhancing individual effectiveness, organisational objectives help the organisation achieve its main goal.

Functional Objectives: The department's contribution must be maintained at a level that is appropriate for the demands of the organisation.

Social aims make sure that the company is morally and socially responsive to the demands and issues facing society. Additionally, the additional goals are as follows:

a. to provide current and future personnel with the skills necessary to satisfy the organisation's and their respective jobs' evolving needs.

b. to avoid becoming obsolete.

c. to teach new hires the fundamental knowledge and skills they require for a smart performance of a specific profession.

d. to get workers ready for higher level activities.

e. by introducing them to the most recent ideas, knowledge, and techniques and helping them to build the skills they will need in their specific sectors, it will help the employees perform in their current roles more successfully.

Stages of Training and Development Programs: In order to reap the training's anticipated benefits, it should be carried out in a systematic order.

The four stages of the training system are as follows: a. Needs assessment for training and development programmes.

- a. Creating the programmes for training and development.
- b. The training programme's execution
- c. Assessment of the training course

Training and Development Program Stages

(Source: P. Subba Rao, "Essentials of Human Resource management and Industrial Relations," 3rd Revised & Enlarged Edition 2009, Pg-199-203)

Edwin B. Flippo asserts that "training is the act of increasing an employee's knowledge and skills for performing a particular job." training in any method that helps people develop the attitudes, abilities, and skills they need to do particular occupations, (Michael J. Jucious). Training is the practice of methodically fostering expertise in people with the aim of enhancing performance. (O'Connell & Barrett) (2001) Organizational productivity, according to Stavrou-Costea (2005), was connected to issues with efficiency and adaptability as well as employee interactions, training, and development practices. The strongest connections between perceived access to training and organizational commitment were observed by Bartlett (2001), who studied the impact of training on organizational commitment. According to the findings, employees felt that their employer was supporting them by offering training, which increased their loyalty to the company. By improving their skill set or their morale and job happiness, each employee's productive output can be increased by investing in their continued professional development. (Dessler,2003)

Schmidt claims that among workers in customer service roles, there is a significant relationship between job training satisfaction and total job satisfaction. Employees place a high value on the training they receive, perceive it as a crucial component of their jobs, and see it as a key factor in determining how satisfied they are at work.

CHAPTER-4

RESEARCH METHODOLOGY

Objective of the study:

A. PRIMARY OBJECTIVES

1. Understanding the efficiency of training and development in ITS SOLUTIONS is one of the main goals.

B. SECONDARY GOALS

1. To evaluate how training aids in the growth of the organisation.
2. To determine whether employees are happy with the training method used currently.
3. To track down and evaluate the participants' and superiors' perspectives on the training.
4. To examine the employee's training approach and evaluation process.

RESEARCH DESIGN

A study's research design serves as a bridge between what has been established and what must be done to accomplish the goal. In this study, a descriptive research design was employed.

METHODS OF DATA COLLECTION

A. PRIMARY SOURCE

Data that is gathered firsthand, directly from the source, is referred to be a primary source. Interviews and discussions with managers and employees served as the preliminary steps in this process.

The primary data was gathered via a structured, unmasked questionnaire.

B. SECONDARY SOURCE

The term "secondary data" refers to information that has already been gathered by someone else for a different reason. It consists of the following: the company website; the internet; manuals, research papers, and books. Secondary source of data collection was done to gain a clear insight of the topic.

CHAPTER – 5

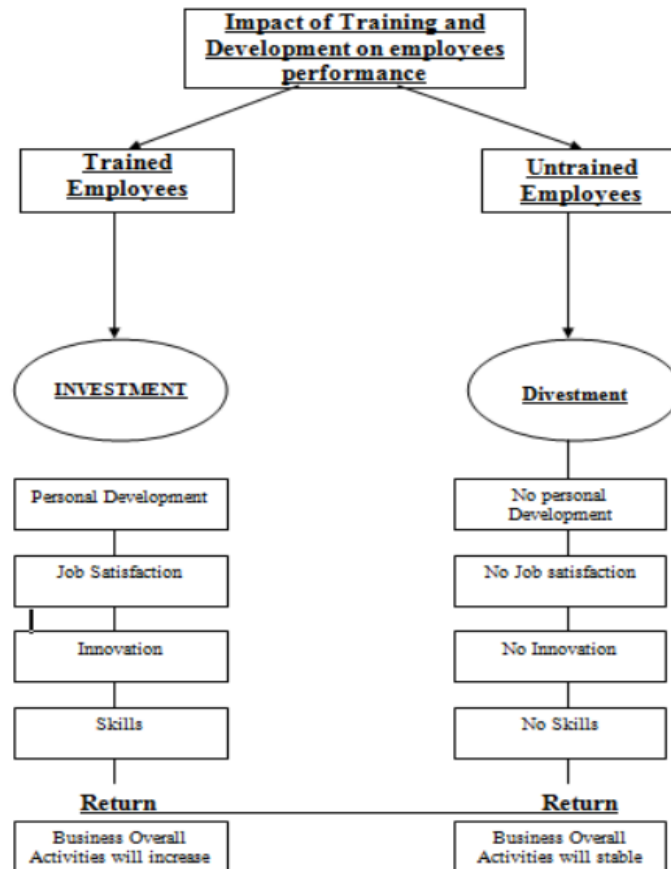
Trained employees V/S Untrained employees

Impact of untrained employees:

- If an employee is poorly taught, it may end up costing you more than just their salary.
- It may also result in the loss of a current customer.
- Your company's profit will also be impacted.
- The morale of employees might be negatively impacted by untrained workers.

Impact of Trained Employees:

- Employees will perform better as a result of training and development since they feel like a part of the business.
- Employees' abilities and professionalism are improved.
- There will be less absenteeism and fewer salary demands as a result of well-trained staff.
- Mistakes will be less frequent among trained workers.



MODEL EXPLANATION: "The Impact of Training and Development" is divided into two heads in the model above. Employees who have received training come first, followed by untrained personnel. The first head demonstrates that if training and development is planned out within an organization, we can argue that it is an investment that not only benefits the workers but also the company. Training and development have an indirect or direct impact on staff performance and help expand business operations.

Training gives employees a sense of belonging to the business, which starts the fulfilment process. Because they are skilled workers, their confidence in the workplace also grows. Because of the knowledge they have accumulated, innovation and talents will also start to increase.

The second head illustrates how this will resemble divestiture if there is no training and development. This typically occurs when an employer feels that scheduling training sessions for his employees would be a waste of time.

Here, the word "stable" is the key because a lack of inventiveness, talent, or other traits in one employee will have an impact on how the entire firm operates. They won't know how to operate correctly, thus the time will be completely wasted.

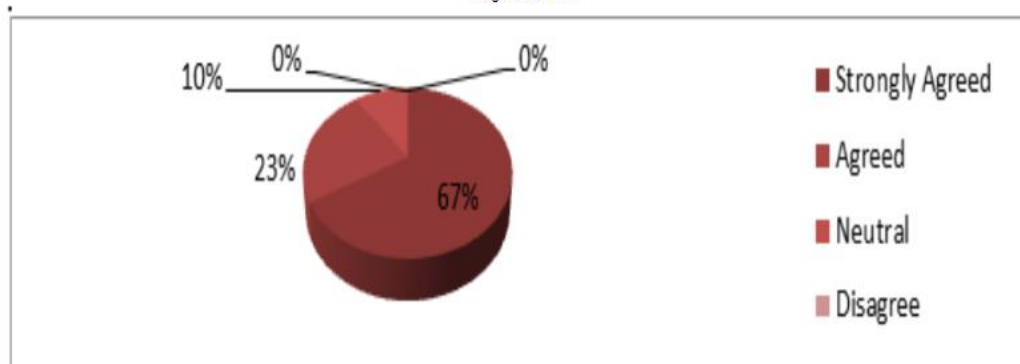
CHAPTER -6

ANALYSIS AND FINDINGS

This study's primary goal is to assess how training and development affect employees' performance within the company. Here, information on the effects of the sampled respondents has been gathered.

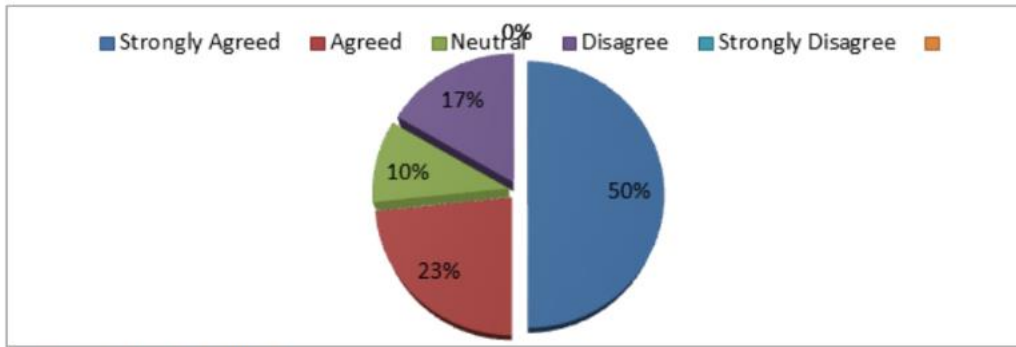
The important areas of training and development and their challenges on employee performance, motivation, retention, and morale are reflected in the outcomes of this research study and the evaluation that was afterwards done on the responses. Results from Employees Thirty (30) employees in total were chosen to furnish responses to the structured questionnaire. Below is an analysis of the survey results.

Figure 1: Do you think your organization's provided trainings are enough for you to achieve your performance objectives?



Source: Questionnaire Survey

Figure 2: Do you think the training and development program has positive impact to develop organization?



Source: Questionnaire Survey

Figure 4: Does the training lead you to be satisfied with your job?

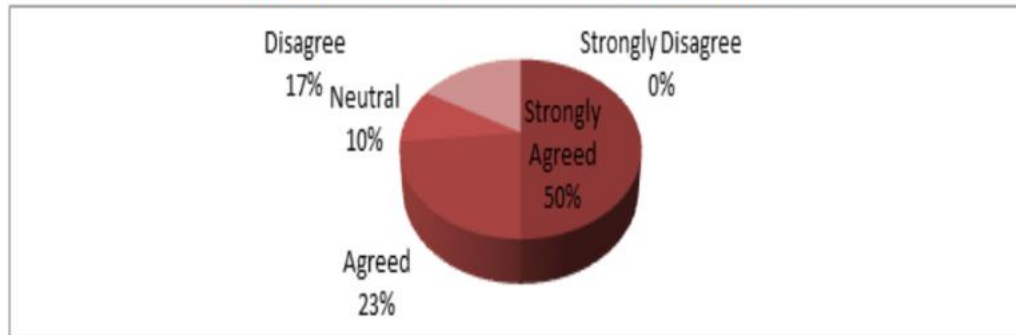


Table 1. Training program is compulsory for the employees for better performance and productivity

Responses	Frequency	Percentage
YES	20	66.6
NO	10	33.3
CAN'T SAY	/	/
TOTAL	30	%

Source: Questionnaire Survey

From the analysis, 66.7 % of the employees beliefs that training program is compulsory for better performance and 33.33% employees are not agree with this statement.

One of the most effective motivators that can result in a variety of positive outcomes for both individuals and the organisation and assist the latter achieve its goals is training. The study's findings included the strong view of the average employee that training enhances skills, knowledge, and competencies and contributes to workers' job satisfaction. This claim is consistent with Ewuim and Ubochi's viewpoint. In general, improved productivity depends on providing personnel with sufficient training.

CHAPTER-7

LIMITATIONS OF THE STUDY

It is a quick study that was completed in a short amount of time. One needs a lot of knowledge, money, and labour engagement to understand the depth. This study, like many other research endeavors, has a lot of opportunity for improvement. The study's main limitations are listed below.

- The project was unable to be completed at the external level because some of the samples were not cooperative.
- Because the questionnaires were only filled out by the sample's managers and employees, bias in the results cannot be ruled out.
- The difficulty in gathering data was caused by sudden changes in certain participants' schedules at the time of interviews.
- Many topics were not touched during the interview because there wasn't enough time. Only a few of the key themes were discussed.

CHAPTER-8

CONCLUSION

An essential component of human resource management is training and development. For improved performance, it is crucial for an organisation to hire capable and skilled workers, and workers are more competent when they possess the necessary knowledge and abilities. Employees would have possibilities through training and development to improve their career prospects and status within the company. As a result, this study's goal is to examine how training and development affect employee performance. The HR department regularly hires qualified individuals from a wide range of sources and offers training to meet international challenges. Through a variety of HR initiatives and training programs, they

maintain talent within the company, ensuring that performers have a clear career path, and help them operate more effectively and efficiently.

CHAPTER-9

RECOMMENDATIONS

In order to reap the rewards of training initiatives, many organisations have realised the value of the role that training plays. According to the research, training and development have a significant impact on employee performance. All organisation employees believe that their training and development is useful to their performance. In order to lower the cost of hiring and training new employees, additional training programmes should be made available to employers. On the other hand, giving employees feedback after training is advised so that they are aware of areas in which their performance can be improved.

CHAPTER-10

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