TRAINING DESIGN AT INDIA INFOLINE LTD

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ABSTRACT

Training is vital to any company. Employee training is essential for an organization's success. Training program, you can save your company thousands of rupees a year. Not only will the savings pay off for your company, but you can increase productivity from your employees.

Training is very much Important and benefits in all the hierarchical levels of the employees for improving their performance. This study gives a clear understanding about the eff ectiveness and Importance of the training in respect of employees' performance in the organizati on.

For entry level employees training is very important as well as must for their respective Job. At the same time training would help all levels of employees in their enhancement of their performance on day today bases. Training is not only enhancing their performance also help employees to upgrade their knowledge as well skills in respective of their specialized job as per the current market trends. The primary purpose of organization training is to provide the skills, employees need to make your business better overall. In essence, trained employees can help to achieve high quality performance in a shorter time period.

INTRODUCTION

Training and Development plays a major role. There is need for training and retraining personal in order to enable them to adopt new situations. In this era of knowledge every person needs to embrace a life time of learning and it is up to the organizations to give their employees this opportunities. Training and development -- or "learning and development" as many refer to it now -- is one of the most important aspects to our lives and our work. In our culture, we highly value learning. Yet, despite our having attended many years of schooling, many of us have no idea how to carefully design an approach to training and development. This topic in the Library provides an extensive range of information about training and development, including depicting how the many aspects of training and development relate to each other. Also, this topic explains how training and development can be used, informally or formally, to meet the nature and needs of the reader.

NEED FOR THE STUDY

"India infoline" will come to know about the effectiveness of training, which it gives for its employees. It will also come to know whether further improvement be made for better productivity. The questionnaire is used to conduct the study of effectiveness of training.

The training provides an opportunity to increase the individual skills as well as organization goals. It also covers productivity improvement. So the training leads high productivity in the organization.

SCOPE OF THE STUDY

This research provides me with an opportunity to explore in the field of Human Resources. This research also provides the feedback of people involved in the Training and development process Apart from that it would provide me a great deal of exposure to interact with the highprofile managers of the company.

OBJECTIVES OF THE STUDY

- ➢ To study the existing training programs in **India Infoline**

- ➢ To study the effectiveness of training program

- ➢ To ascertain about the changes required in training program

➢ To find what type of training is required to different level of employees in **IndiaInfoline**
➢ To suggest and recommend the measures for effective training and developmentprograms.

RESEARCH METHODOLOGY

In common, research refers to a search for knowledge. In fact research is an art of scientific investigation. Research Methodology is way to systematically solve the problems. Its guides us how research is done scientifically. It consists of the different steps that are generally adopted by the researcher to study this research problem along with logic behind them. It is necessary for the researcher to develop certain tests, how to calculate the mean, the mode, themedian or the standard deviation or chi-square.

DATA COLLECTION:

The required data was collected through primary and secondary data.

PRIMARY DATA:

The data for the present study will be collected from the India info line at secundrabad. The data was collected through questionnaire and face-to-face interaction with the employees.

LIMITATIONS OF THE STUDY

1. Since the study is conducted for 45 days therefore time is the major constraint.

2. Due to the management fear we may get the average response from the employees..

3. Since, the employees are busy in their work; it is also a limiting factor to discusstheir opinions clearly.

REVIEW OF LITERATURE

Training evaluation is a systematic process to analyze if training programs and initiatives are effective and efficient. Trainers and human resource professionals use training evaluation to assess if the employee training programs are aligned with the company‟s goals and objectives.

This article will briefly explain the benefits of training evaluation, provide four points to an effective training evaluation derived from Kirkpatrick‟s model, and offer some helpful resources to get started with an effective training evaluation.

The Need to Evaluate Training

Training evaluation basically helps with the discovery of training gaps and opportunities in training employees. Training evaluation collects information that can help determine improvements on training programs and help trainers decide if certain programs should be discontinued. The training evaluation process is essential to assess training effectiveness, helpimprove overall work quality, and boost employee morale and motivation by engaging them in the development of training programs.

The Four Points to an Effective Training Evaluation

The Kirkpatrick Four-Level Training Evaluation Model was designed to evaluate and examine training programs. It is used globally by businesses that aim to get ROI through cost-effective and time-efficient training sessions. Here‟s our four points version derivedfrom Kirkpatrick‟s model:

INDUSTRY PROFILE

The securities market achieves one of the most important functions of channeling idle resources to productive resources or from less productive resources to more productive resources. Hence in the broader context the people who save and investors who invest focus more towards the economy''s abilities to invest and save respectively. This enhances savings and investments in the economy, the two pillars for economic growth. The Indian Capital Market has come a long way in this process and with a strong regulator it has been able to usher an era of a modern capital market regime. The past decade in many ways has been remarkable for securities market in India. It has grown exponentially as measured in terms of amount raised from the market, the number of listed stocks, market capitalization, trading volumes and turnover on stock exchanges, and investor population. The market has witnessed fundamental institutional changes resulting in drastic reduction in transaction costs and significant improvements in efficiency, transparency and safety.

STOCK MARKET:

When investors think of the stock market, they Nov imagine a specific place - such as a stock exchange. In fact, the stock market is the abstract idea of stock trading and stock exchange. All selling of stocks - at stock exchanges and in other ways - affects the market overall. Following stock market information in the news can help you make the right decisions about stock market investing.

NEED OF STOCK MARKET:

The stock market is simply a term for the overall market or industry that is concerned with buying and selling company stock, both private and publicly traded securities. The stock market does many things. It helps to set prices of stocks. The more a stock is traded on thebmarket and the more in demand the stock, the higher is its value. Having a stock market that is interconnected with stock markets around the world helps traders and investors to see how Specific stocks are doing.

COMPANY PROFILE

IIFL was co-founded on Oct 17, 1995 by Nirmal Jain and R. Venkatraman. Jain was previously employed with Hindustan Lever Limited. The company was founded as Probity Research and Services Private Limited which provided research on the Indian economy, businesses and corporates. The name was later changed to India Infoline Limited.
A few years into the business, the organisation found itself with clients which included Research organisations, banks and corporates. They then began launching their research products to become more noticeable in the market. In the meanwhile, the dotcom revolution was beginning to take place in India. Taking advantage of this revolution would mean an increase in the number of readers to millions. The website was created in1999.

Operations and global offices

India Infoline has about 4000 business locations in about 900 cities. Apart from India

they are present in 8 other countries - Singapore, Dubai, USA, UK, Switzerland, Hong Kong, Mauritius and Sri Lanka.
The IIFL (India Infoline) group, comprising the holding company, India InfolineLtd and its subsidiaries, is one of the leading players in the Indian financial services space. IIFL offers advice and execution platform for the entire range of financial services covering products ranging from Equities and derivatives, Commodities, Wealth management, Asset management, Insurance, Fixed deposits, Loans, Investment Banking,and other small savings

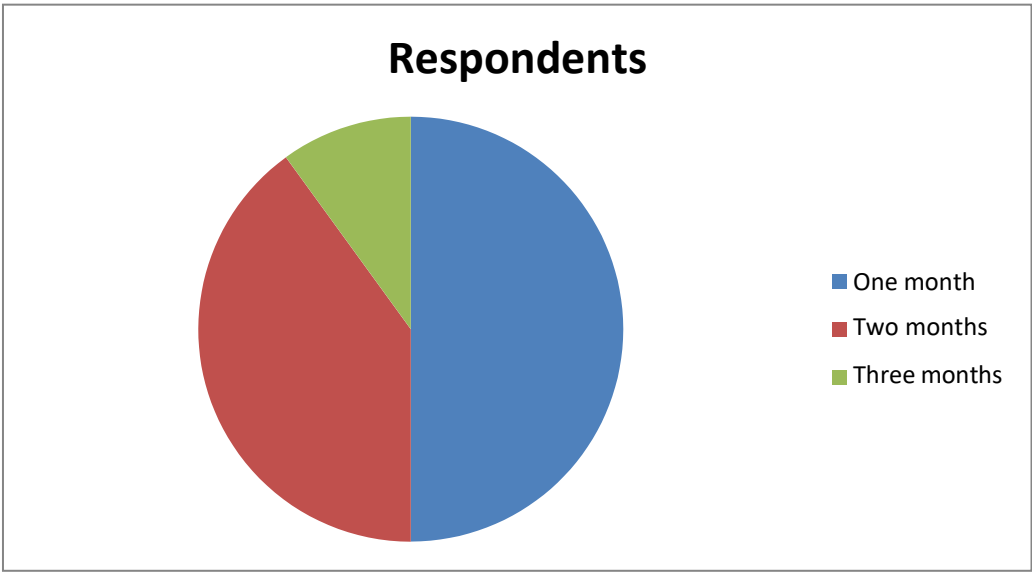instrume. IIFL owns and manages the website,
DATA ANALYSIS AND INTERPRETATION

Q1. On an average, how much time did it used to take for training programme ?

- . One Month

- . Two Months

- . Three MonthsTable

1:

S.no	Particulars	Respondents
1	One month	50
2	Two months	40
3	Three months	10

Graph 1:

Interpretation:

50% of employees says that it takes one month time for a training programme, 40% says ittakes 2 months and remaining 10% says it takes 3 months.
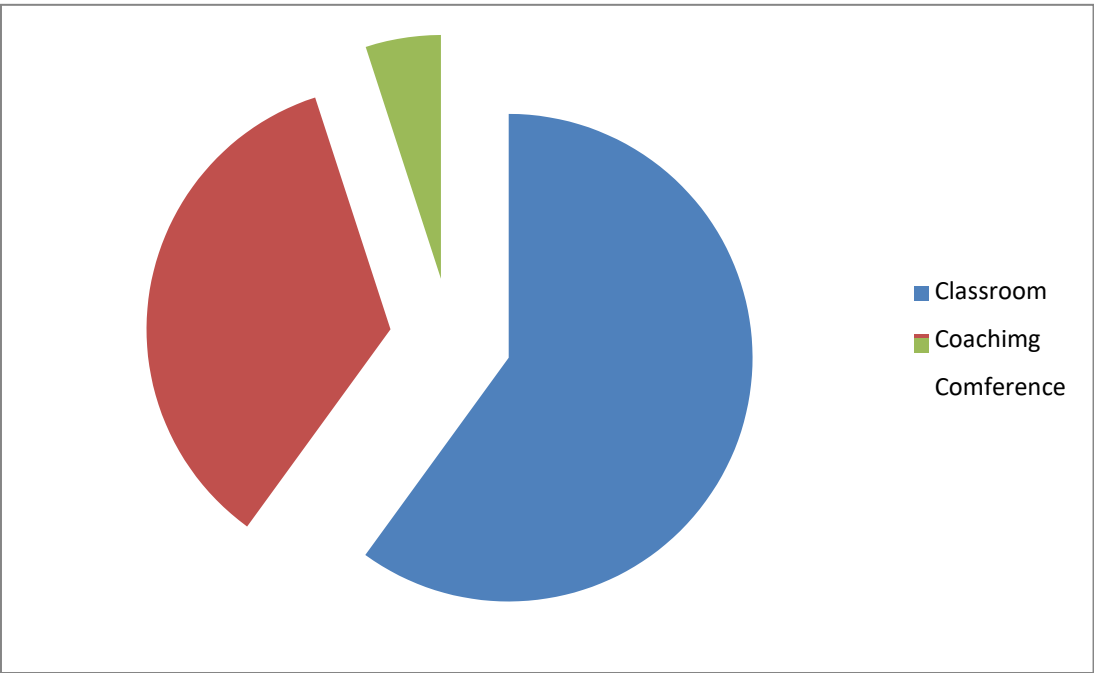
Q2.What are the most effective training methods used in your organization?

- Class room

- Coaching

- ConferenceTable

2:

S.no	Particulars	Respondents
1	Classroom	60
2	Coaching	35
3	Conference	5

Graph 2:

Interpretation:

60% of employees support that class room training is the most effective training, 35%support to coaching training, 5% support to coaching.
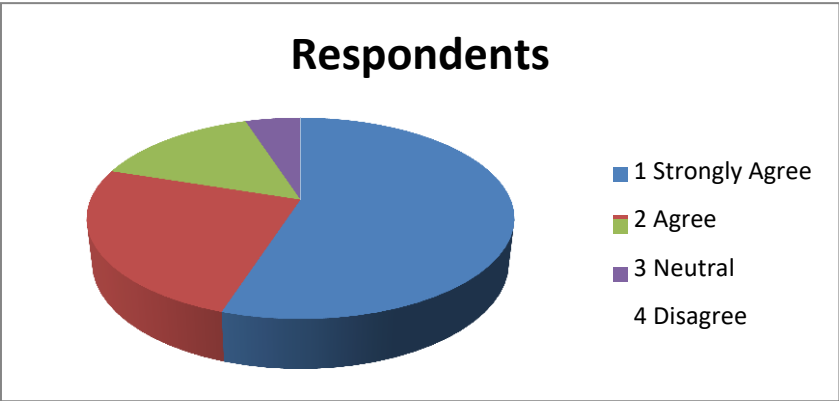
Q3. Do you think the training programs are of relevant and good quality?

- Strongly agree

- Agree

- Neutral

- Disagree

Table 3:

S.no	Particulars	Respondents
1	Strongly Agree	55
2	Agree	25
3	Neutral	15
4	Disagree	5

Graph 3:

Interpretation:

55% of employees „strongly agree‟ that training programs are of good and relevant quality,15% showed a „neutral‟ response, 25% were strongly agreed to it and 5% disagree with it.

FINDINGS

- The study reveals that class room training is the most effective training provided by the organization.
- The employees agree that there are opportunities for career development.

- From the study it was found that development needs are discussed with the employees.
- The study reveals that training program is helpful for the employees.

- As per the study, employees are able to acquire technical knowledge and skills through training.
- The study reveals that the training programs help them to provide better customer service.
- The employees are satisfied with the training program in the organization.

- The study shows that the practical implementation of knowledge and skills should be improved.
- From the study it was found that training should be periodically evaluated and improve.

SUGGESTIONS

In any organization people makes the difference. And a successful team is one, which is trained, developed, motivated and sustained with almost military precision. While technology, infrastructure and products can be replicated, it is people who are the key differentiators in the growth of any organization. Hence investment in people to understand and solve their difficulties will make an organization successful.

- External training should be given more emphasis.

- Employees suggestion should be consider while taking decision regarding training.

- A detailed need based training analysis should be conducted and personnel should be given training accordingly.
- The training program should emphasis both theory and practice.

- Employee"s performance should be evaluated after the training program.

- Ensure that the training program is conducted by well qualified and experienced trainers.
- Training program must be conducted for employees as well as organization development.

CONCLUSION

Proper training of employees is an important part of human resource management for every organization. The employer should assess the employee's skill level, identify what the learner should be able to do, and develop strategies in training the employee. Well planned and conducted training takes time and effort by both the employer and employee however; the far-reaching benefits result in positive, productive, and motivated individuals. The study was conducted to evaluate the effectiveness of training programs of employees in Value added knowledge services. A questionnaire was distributed to the employees for collecting their opinions regarding the training programs undergone by them. From the study it was found out that training programs has satisfaction to large extend. However certain improvement should be made in the training program for better output in future. The study on training and development of employees in Value added knowledge services has given an in-depth knowledge on the importance of training and development in organizations. In a rapidly changing society, employee training and development not only an activity that is desirable but also an activity that an organization must commit resources to, if

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