A STUDY ON TRAINING & DEVELOPMENT WITH REFERNCE TO THE BSNL TELECOM LTD

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ABSTRACT

The present study investigate that the training & development with special reference to BSNL. The training & development is a key function of human resource management which is mainly engaged with people at work and with their relationship within the organisation. Training & development policy of the organisation are considered to be one of the essential determinants of effectiveness of human resource management.

Training makes the employees versatile in operations. All rounder can be transferred to any job. Flexibility is therefore ensured. Growth indicates prosperity. Which is reflected in increase profits from time to time?

Training is the act of increasing the knowledge of an employee for doing particular job. The training is to acquire new skill, technical knowledge, problem-solving etc. Training improve the performance of employees on present jobs and prepares them for taking up new assignments in the future. Training also helps in the development of the employees. The main objective of the study is to identify the Training & Development practices adopted by a public sector by a public sector.

Keywords: Training and Development, public sector, T&D practices, Improves performance of employees.

INTRODUCTION TO TRAINING AND DEVELOPMENT
HUMAN RESOURCE MANAGEMENT

Human Resource Management is defined as the people who staff and manage organisation . It comprise of the functions and principles that are applied to retaining training, developing, and compensating the employees in organisations**.** It is also applied to non-business organizations, such as education, healthcare, etc Human Resource Management is defined as the of activities , programs, and functions that are designed to maximize both organizational as well as employee effectiveness .All the activities of employee from the time of his entry into an organisation until he leaves, come under the horizon of HRM. The divisions included in HRM are Recruitment, Payroll, Performance Management, Training and Development, Retention, Industrial Relation, etc. Out of all these divisions, one such important division is training and development.

OBJECTIVESOF STUDY
→To know the basic training methods in BSNL
→To study the various techniques which was adapted by BSNL.
→To find out relevance needs of training & development to achieving goals of an organization

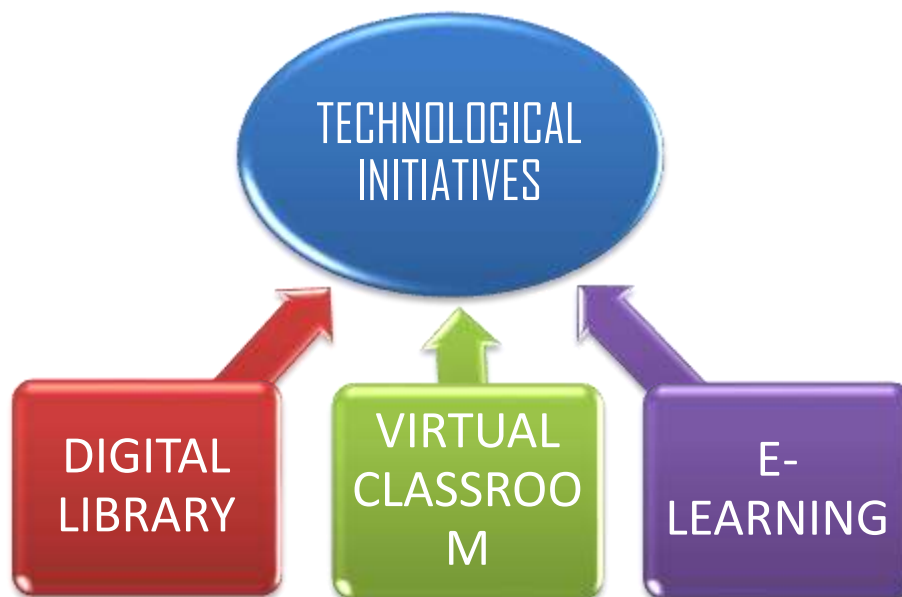# METHODS OF TRAINING & DEVLOPMENT IN BSNL TELECOM LTD

TRAINING AT BSNL

BSNL has 38 Telecom Training centers country wide comprising of three Apex level Training centers namely.

•**Advanced level Telecom Training Centers (ALTTC), Ghaziabad.**

•**Bharat Ratna Bhim Rao Ambedkar Institute of Telecom Training (BRBRAITT),Jabalpur.**

•**National Academy of Telecom Finance and Management (NATFM) Hyderabad.**

  During the previous year(April 2011 to December 2011) 50,046 of personal were impacted training such as:

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        TECHNOLOGICAL
          INITIATIVES


   DIGITAL        VIRTUAL         E-
   LIBRARY       CLASSROO      LEARNING
                     M
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Digital library:-
A digital library is a collection documents in organized   electronic from available on the internet or on CD- Rom(compact –disk read only memory) disks. Depending an the specific library, a user may be able to access

EX:-Magazine articles, books, papers, images, sound files & videos.

Virtual Class Room
A virtual class room is an online class room that allows participants to communication with one another view presentations or videos interact with   other participants & engage with resources in work groups.
EX: - Self-managed traditional syllabus, Electronic textbook, Collaboration &discussion, Active learning

E-Learning:-
Education or training that is created or delivered using a computer or other online learning technologies.
Ex:-web based learning, distance learning, computer based learning

NEED FOR TRAINING AT BSNL
•BSNL has to train its employees to impart specific skills and knowledge so that they contribute to organizational efficiency and cope with changing environment .
•Training is necessary when existing employees are promoted to higher level in the organization or when there is some new job due to transfer.
•It is necessary to equip the senior employees with the new techniques or technology and advanced disciplines.
•It is necessary for maintaining human relation besides maintaining sound industrial relations and also to deal with human problems.

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METHODOLOGY

The methodology of the study is based on the secondary data were the documents and records of the organization, the annual reports of BSNL and the literature review.

Time Frame

The collection of background information and review of literature for the study were undertaken during the period March 2008 to April 2009. On completion of defining the research work title, the secondary data collection and the primary data collection were carried out between May 2009 and December 2010.

TRADITIONAL AND MODERN APPROACH OF TRAINING AND DEVELOPMENT

Traditional Approach :–

Most of the organizations before never used to believe in training. They were holding the traditional view that managers are born and not made. There were also some views that training is a very costly affair and not worth. Organizations used to believe more in executive pinching. But now the scenario seems to be changing.

Modern Approach :-

Training and development in India Organizations have realized the importance of corporate training .Training is now considered as more of retention tool than a cost.The training system in India Industry has been changed to create a smarter workforce and yield the best results.

LIMITATIONS

•Limited   reports   are   avail   by   BSNL.
•Study based on 2016-2017 present .
•limited data collection.

SUGGESTIONS

•The Researcher are of the opinion that in BSNL training needs should be assessed more frequently.
•The training records must be maintained, preserved properly and updated timely. Proper care should be taken while selecting the trainers.
•Trainers must be given continuous feedback and the training should be performed as a continuous planned activity.
•New trainers should be invited.
•Co –ordination and interaction of the employees of all levels must be encouraged to locate new talents among employees

CONCLUSION

The purpose of this research study was to inspect whether or not there exists a relationship between overall training satisfaction and Employee Development aspect of job satisfaction. A vital aspect of the learning experience is the trainers, majority of the respondents did find training session to be joint effort where they were given freedom to express, the respondents highly values this kind of trainer who is helpful and well prepared. This implies the significance of a trainer in achievement of success with the training program. This study has provided support for the idea that training initiatives are a wise investment. Rather than merely an expense and in addition to add values beyond the content covered in such initiatives. . Such opportunities seem to increase job satisfaction, and commitment which have appositive impact on the bottom line by motivating employees, and decreasing turnover

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