

A Study on effectiveness of training and development with reference to Hyundai private limited

Submitted in partial fulfillment of the requirement for the award of

Bachelor of Business Administration

by

E. Sathiyamoorthy

(38280082)



**DEPARTMENT OF BUSINESS ADMINISTRATION
OF MANAGEMENT STUDIES**

SCHOOL

**SATHYABAMA
INSTITUTE OF SCIENCE AND TECHNOLOGY**

(DEEMED TO BE UNIVERSITY)

Accredited with Grade "A" by NAAC

JEPPIAAR NAGAR, RAJIV GANDHI SALAI, CHENNAI - 600 119

MARCH 202

ACKNOWLEDGEMENT

I am pleased to acknowledge my sincere thanks to Board of Management of **SATHYABAMA** for their kind encouragement in doing this project and for completing it successfully. I am grateful to them.

I convey my thanks to **Dr. G. Bhuvaneswari M.B.A., Ph.D., Dean – School of Management Studies** and **Dr. A. Palani M.Com., M.Phil., M.B.A., Ph.D., Head of the Department studies** for providing me necessary support and details at the right time during the progressive reviews.

I would like to express my sincere and deep sense of gratitude to my Project Guide **DR.TR.KALAI LAKSHMI M.A., M.B.A., M.Phil., Ph.D.** for her guidance, suggestions and constant encouragement paved way for the successful completion of my project work.

I would like to express my sincere and deep sense of gratitude to my external project guide **E.SATHIYAMOORTHY.DR,SIVAPRIYA, DR.ILANKANTHIR** for his valuable guidance, suggestions and constant encouragement paved way for the successful completion for my project work

I wish to express my thanks to all Teaching Non-teaching staff members of the Department of **Business Administration** who were helpful in many ways for the completion of the project.

CHAPTER NO.	TITLE	PAGE NO.
	ABSTRACT	I
	LIST OF TABLES	li
	LIST OF CHARTS	lii
	INTRODUCTION	
1	1.1 Introduction About The Study	
	1.2 Industry Profile	
	1.3 Company Profile	
	3.1 Need For Study	
	3.2 Scope and Significance of Study	
	3.3 Objective OF Study	
2	REVIEW OF LITERATURE	
	2.1 Review Of Literature	
3		
	RESEARCH METHODOLOGY	
	3.4 Research Design	
	3.5 Sources Of Data	
	3.6 Population	
	3.7 Sample Size	
	3.8 Sampling Technique	
	3.9 Period Of Study	
	3.10 Structure Of Questionnarrie	
	3.11 Analytical Tools	

	3.12 Limitations Of The Study	
4	DATA ANALYSIS AND INTERPRETATION	
	4.1 Percentage Analysis	
	4.2 interpretation	
	4.3 inference	
5	5.1 Findings	
	5.2 Suggestions And Recommendations	
	5.3 Conclusions	
	APPENDIX – 1 (Questionnaire)	

ABSTRACT

Marketing is the activity, the process of creating, communicating delivering and exchanging offerings that have value for the customers.

This study attempts to identify the quality attributes of the services. To measure service quality and consumer satisfaction in the parlours. The main objective is to attract the customers and to increase the sales of Aavin Hi-Tech parlours. Through this study the researcher analysis the need of the customers. This will help the Aavin HI-TECH parlours to increase their sales ratio. The main objectives are to understand the satisfaction level of the customers and to identify the problems in sales of the parlours.

Convenience sampling method has used in the research work. Multiple choice and the statement questions are chosen to collect the responses from 117 customers of Aavin HI-TECH parlours. The data collected has been analysed through various statistical tools like chi-square test, ANOVA. Numerous new findings has been derived from the research has helped to provide few suggestions to improve sales of the HI-TECH parlours.

Chapter 1

Introduction

The research on training and development starts with evaluating the training in true effective manner, the evaluation process must be appropriate for workers and the situation. The training evaluation and changes in development pull out more skills and knowledge required for the job or organization or qualification. Effective training and development to the workers must also consider: individual potential (natural abilities often hidden or suppressed); individual learning styles; and whole person development (life skills, in other words). Where training seeks to develop people rather than merely being focused on a specific qualification or skill, the development must be approached on a more flexible and individual basis than in traditional paternalistic (authoritarian, prescribed) methods of design, delivery and testing. These principles apply to train and develop young people too, which interestingly provides some useful lessons for workplace training, develop

Automobile Industry produces vehicles and different gasoline-powered vehicles, like buses, trucks, and motorcycles. the auto trade is one among the foremost vital industries within the world, touching not solely the economy however additionally the cultures of the globe. It provides jobs for numerous folks, generates billions of bucks in worldwide revenues, and provides the premise for a mess of connected service and support industries. vehicles revolutionized transportation within the twentieth century, ever-changing forever the approach folks live, travel, and do business. The automobile has enabled folks to travel and transport merchandise farther and quicker, and has opened wider market areas for

business and commerce. As a results of easier and quicker transportation, the us and world economies became addicted to the quality that vehicles, trucks, and buses offer. This quality allowed remote populations to move with each other, that magnified commerce. The transportation {of merchandise|of products} to shoppers associate degreed shoppers to goods has become an trade in itself. the auto has additionally brought connected issues, like pollution, full traffic, and main road fatalities. nonetheless, the auto trade continues to be a crucial supply of employment and transportation for numerous folks worldwide. When establishing and developing a company or other organisation, an internal culture will develop step by step. The purpose of its existence is to improve solidarity and cohesion, stimulate employees' enthusiasm and creativity, and to improve the economic efficiency of an organisation. In general like the cultures, the organisational cultures are very complex and unique. They are based their individual history, leadership and workforce. Hence, in order to improve management and let an organisational culture have the right effect on employees, it is important to understand how organisational cultures affect employee behaviour. Robbins (2010) outlines seven primary characteristics that capture the essence of an organisational culture as follows: (1) Innovation and risk taking. Employees are encouraged to be creative and take risks which produce creativity

Company profile

An automobile is a wheeled motor vehicle used for transporting passengers. It also carries its own engine or motor. Automobiles are designed to run primarily on roads, to have seating for one to eight people, to typically have four wheels, eight people. Automobile, self-propelled

vehicle used primarily on public roads but adaptable to other surfaces. Automobiles changed the world during the 20th century, particularly in the United States and other industrialized nations. The manufacture, sale, and servicing of automobiles have become key elements of industrial economies. But along with greater mobility and job creation, the automobile has brought noise and air pollution and automobile accidents rank among the leading causes of death and injury throughout the world.

2.1 Primary activities Motorcar manufacturing, Motor vehicle engine manufacturing

2.2 Major products and services Passenger motor vehicles (passenger cars, utility vehicles and multipurpose vehicles), Commercial vehicles (heavy, medium and light), two wheelers and three wheelers

Industrial profile

Employee retention is a process in which the employees are encouraged to remain with the organization for the maximum period of time or until the completion of the project. Employee retention is beneficial for the organization do n't have a good opportunity in hand. As soon as they feel dissatisfied with the current job, and they switch over to the next job. It is one of the main responsibilities to the employer to retain their best employee. Employee retention would require a lot of efforts, energy and resources. The results are also helpful for the organization's growth.

Definition

Hyundai Motor India Limited (HMIL) is an entirely claimed auxiliary of Hyundai Motor Company, South Korea and is the second biggest and the quickest developing auto producer in India. Hyundai Motor India Limited was framed in 6 May 1996 by the Hyundai Motor Company-of South Korea. At the point when Hyundai Motor Company entered the Indian Automobile Market in 1996, the Hyundai mark was relatively obscure all through India. Amid the section of Hyundai in 1996, there were just five noteworthy car producers in India, i.e. MUL, HM, PAL, TELCO and M&M. Daewoo had entered the Indian vehicle showcase with Cielo only three years back while Ford, Opel and Honda had entered not as much as multi year back. HMIL's first auto, the Hyundai Santro was propelled in 23 September 1998 and was a runaway achievement. Inside a couple of long stretches of its initiation HMIL turned into the second biggest car producer and the biggest car exporter in India. Hyundai Motor India Limited (HMIL) is a completely possessed backup of Hyundai Motor Company (HMC), South Korea and is the biggest traveler auto exporter and the second biggest auto maker in India. HMIL by and by business sectors 6 models of traveler autos crosswise over fragments. The A2 fragment incorporates the Santro, and the i20, the A3 portion incorporates the Accent and the fluidic Verna and the fluidic elantra , the A5 section incorporates the Sonata Transform and the SUV section incorporates the Santa Fe. HMIL has set up an innovative work office in the digital city of Hyderabad. As HMC's worldwide fare centre for conservative autos, HMIL is the primary car organization in India to accomplish the fare of 10 lakhs autos in a little more than 10 years. HMIL

as of now sends out autos to in excess of 120 nations crosswise over EU, Africa, Middle East, Latin America, Asia and Australia. It has been the main exporter of traveler autos of the nation for the 6th year in succession. HMIL has two assembling plants in Sriperumbudur, Kanchipuram area, Tamil Nadu fit for creating 6, 70,000 vehicles every year

THE ADVANTAGE OF EFFECTIVE ORGANISATIONAL STRUC

Needs of study on Hyundai private limited

The study will help the organization to know about the present employee conditions.

This study may help the organization to bring down the employee turnover.

Identify the factors and their corresponding relationship, which are currently affecting employee retention.

To identify areas and activities that have the greatest potential benefits in retaining employees.

It helps to identify which environment is comfortable and have fun, leading to high morale for labours.

Objectives

To study on employees job satisfaction in Hyundai Motor India • To study on work environment and Health and Safety measures • To study about performance appraisal system in the organization • To analyze the effectiveness of training and development program • To provide suitable suggestions on the basis of findings

1 Primary activities Motorcar manufacturing, Motor vehicle engine manufacturing

2 Major products and services Passenger motor vehicles (passenger cars, utility vehicles and multipurpose vehicles), Commercial vehicles (heavy, medium and light), two wheelers and three wheelers

Primary data The primary data were collected directly from employees with a structured questionnaire.

Secondary data The secondary data are those which have already been collected by someone else and which have already been passed through the statistical process.

The secondary data were collected through company records and magazines, journals, and from the website.

Sample size The sample size of the study was 120 employees at Hyundai Motor India Ltd.

Period of study The study was carried out for a period of 2 months. Tools used for the study Simple Percentage analysis and Ranking Method
NEED FOR THE STUDY

The main purpose of the study is to understand the customer satisfaction and to know the customers behavior towards Hyundai private limited.

Project objectives are the purpose or main aim of a project. The project objectives ought also to describe an outcome. Objectives specify what activities are required for agreed goals. Objectives help to define the project.1. To study about the working of Hyundai Motor India Ltd.2. To study the variety of advertising medium's taken by

the company.3. To study the various factors which improve the efficiency of advertisement in respect to Hyundai Motor India Ltd.4. To observe and understand customer's behaviour, attitude, etc.

LIMITATIONS

1. The survey was conducted within Nashik city, so the field area was limited and it could not cover the preferences of customers belonging to different parts or region.
2. Every customer need not necessarily fill the Questionnaire
3. Differences in understanding and Interpretation, Dishonesty.
4. The respondent may be forgetful or not thinking within the full context of the situation.
5. It was a consumer survey and not a market survey.
6. The study was conducted for a period of 30 Days.

SCOPE

Project scope is a part of project planning that involves determining and documenting a list of specific project goals that includes Tasks, Resources, Project Calendar, etc. Project scope is most important part. In other words, it is what needs to be achieved and the work that must be done to deliver a project.1. To study the relationship of Advertising with Sales and Marketing.

2. Better Advertising with new techniques like Digital Marketing, Dressing the showroom according to the occasion, etc.

3. Advertisement aspects which most influence the customers.
4. Proper implementation of Advertising Strategies
5. To know the factors that customers consider important while buying

Review of literature

Erik Erikson's

Psychosocial (Life Stages)[1] Theory is very helpful in understanding how employees training and development needs change according to age and stage of life. These generational aspects are increasingly important in meeting people's needs (now firmly a legal requirement within age discrimination law) and also in making the most of what different age groups can offer work and organisations.

Dr anitha (2013)

in this study the researcher objective was to identify the product strategy and brand building strategies of Hyundai in this study the researcher has used primary source method of data collection the data was collected on the basis of personal interview using the structured questionnaire the analysis data was done by using descriptive analysis the finding the study was that the respondents were of the opinion that Hyundai is benefiting the customers with global standards but not with all models.

DR. MURLIDHAR A. LOKHANDE*; MR. VISHAL S. RANA** (2013) in this study the research objective was To focus on historical growth of Hyundai Motors India Limited To evaluate the performance of Hyundai Motors India Limited with respect to Export, Sales, Production, Profit after tax. With a prime objective to fulfill the needs of diversified customers, the company has been continuously offering variety of its brand with innovative features to Indian customers. Since inception, Hyundai Motors India Limited has dominated the automobile market with the reputation of being the fastest growing automobile manufacturer in India. Presently, Hyundai Motor is considered as the largest exporter of automobiles to European countries. The object of this paper is to evaluate the performance of Hyundai Motors India Limited with respect to Domestic Sales, Export, Profit after tax, Production.

Arvind Mallik D.M and Aqib Javeed Khan, (2018) Hyundai, Brand Positioning, Consumer Behavior, Automobile, Promotional Activities To sustain in this competitive environment, we need to differentiate our products from the competitors for doing that we have to understand the customer very well. This project is based on the survey, which will be done in the Shimoga city. We will take almost all aspects & suggestions from customers, which are related to branding and brand positioning. The market survey report will help the entire organization by

making them to realize the importance and impact of brand positioning. The data will be collected by the help of questionnaire. This gives us an opportunity to apply our classroom learning to apply for real life situation .

Dr. Anitha Thimmaiah(2013)

in this study the research To identify the product strategies and brand building strategies of Hyundai automobile companies. The data for this research has been collected through the personal interview method by using the structured questionnaire. The various managers of the Hyundai Company were contacted and the required information for this research was collected

final questionnaire was used to collect data from 102 respondents. The researchers have adopted convenient sampling technique to gather the data. The data are analyzed using the simple percentage analysis and weighted average methods. The result of this study reveals that levels of satisfaction and the overall performance of the Hyundai were good and satisfaction there is a no significant relationship between occupation and amount of money spent to purchase the Hyundai cars.

Hyung Je Jo University of Ulsan College of Social Science South Korea (2018) This research aims to compare the human resource management (HRM) of Toyota Motor Company and Hyundai Motor Company, focusing

on their overseas plants. TMC and HMC have separately developed their HRM in the different institutional conditions of the home country and the host country. Even though Toyota overseas plants have tried to upgrade the skill level of the local production workers, that is functional flexibility, the performances of the overseas plants have not reached those of the domestic plant. On the other hand, Hyundai has tried to increase the numerical flexibility of the overseas plant with the preemptive labor management. The performances of the overseas plant have already overtaken those of the domestic plant within the short period.

This research shows the “converging divergences” of HRM in the globalizing

industrial world. There is no “one best way”, while there is a converging trend toward “flexibility.”

Branko rakita (2017).

the research objective was

Auto industry, Hyundai-Kia, internationalization, global economic crisis, competitive strategies,

The research methodology is based on an individual case study of the late follower in automotive industry. The data presented in the official annual reports, presentations given to investors and sustainability reports delivered by Hyundai Motor Company, Kia Motors, Toyota Motor Company and Volkswagen were used. The data released by individual auto companies are combined with the data released by professional

associations and specialized the findings of this research, although the nature of the data did not permit statistical interference. Despite this limitation, the research yielded some very interesting results different from the findings of previous studies and theoretical models. Murlidhar Ananda Lokhande uly (2015). the research objective was A Study of Consumer Preferences & Attitude towards Passenger cars of Maruti Suzuki & Hyundai Motors in Marathwada Region of Maharashtra help of structured questionnaire. The study reveals that the preferred Maruti cars on parameters like fuel efficiency, after sales service, resale value, availability of spare parts whereas in view of Hyundai customers they preferred vehicles on parameters like comfort & convenience, exterior, technology etc. The study concludes that proper customer care strategy plays vital role in satisfying & delighting the customer

Hyundai's Customer Satisfaction Analysis in Azerbaijan Market the survey. In addition to

these, NPS level of Hyundai has been computed. Those figures help the authors to measure

the real population's satisfaction level. The results of the analysis claim that ultimate amount of customers are dissatisfied with car's quality. Furthermore most of drivers'

satisfaction level of services which Hyundai provides is satisfactory

DR Arvind Mallik

(2018) in this study the research objective was A STUDY ON BRANDPOSITIONING OF HYUNDAI SUV WITH SPECIAL REFERENCE TO HYUNDAISANTA FE To sustain in this competitive environment, we need to differentiate ourproducts from the competitors for doing that we have to understand the customer verywell. This project is based on the survey, which will be done in the Shimoga city. We willtake almost all aspects & suggestions from customers, which are related to branding andbrand positioning. The market survey report will help the entire organization by makingthem to realize the importance and impact of brand positioning. The data will be collectedby the help of questionnaire. This gives us an opportunity to apply our classroom learningto apply for real life situation.

Subhadip Roy (2005)

in his article “An overview of brand valuation” identified that the need for brand valuation, the source of the brand value and the different methods of brandvaluation practiced in the market place. The author suggested that it should be kept inmind that for most of the companies the major assets is the brand, and so whatevermeasure is taken up for assessing the brand value, care should be taken to see that itactually preserves the brand value of the success.\

David Vinjamuri (2005) in his article “What s in a name? Brand comes to the nonprofitworld” Identified that explores how to brand a nonprofit organization. The author

suggested that into two dimensions. First to understand the costs and the time involved in branding. Secondly it was important to choose your guides carefully Chin-

FengLin (2002) in his article "Segmenting customer brand preference: demographic or psychographic identified that the utilizing multiple segmentation variables" to identify

smaller, better, defined target sub-markets for enhancing business competitive advantages. The author suggested that the relation between consumer brand preference and the characteristics of a submarket is the key for marketers to develop effective sub-market strategies. Chin-

FengLin (2002)

in his article "Segmenting customer brand preference: demographic or psychographic identified that the utilizing multiple segmentation variables" to identify

smaller, better, defined target sub-markets for enhancing business competitive advantages. The author suggested that the relation between consumer brand preference and the characteristics of a submarket is the key for marketers to develop effective sub-market strategies.

on brand preference of buying behavior" identified that the life style of the buying changes

due to some of the factors such as age, income, education, social class and some other factors. And also observed in changing the life style of the consumers are price, place, attributes, advertisement, favorite programs attributes preferred by the consumers, The author suggested that to taken

into the account the needs of not only urban consumers lifestyle but look the change in rural consumers life style, because consumers is basic foundation of every business. Ms.

Roshni P Sawant (2012)

in her article "Impact of advertising on brand awareness and consumer preference (with special reference to men's wear)" identified t

hat if the consumers experience dissonance or discomforts owing to their purchase decision, then advertisement reduce this feeling of discomforts provided information on the product attributes and it was an impact of the advertisements of rival brands. The author suggested that the advertising is presented in an inspired and efficient manner it creates an perpetual notion on the consumers mind about brands and more consumer to be drawn into their field of influence and advertising in dubitable plays a momentous role in their pursuits.

Ashutosh Nigam (2011)

in his article "Impact of brand equity on customer purchase

decision :empirical investigation with special reference to Hatch back car owners in central

Haryana" identified that the light on various fac

tors of brand equity marketers much focus onto attract and retain their prospective and existing customers. The author suggested that

strong brand equity allows the companies to retain customer's better, service their needs

more effectively and increasing profit

A study provided by Kotter and Heskett (1992)

gave a good example on the relationship between organizational culture and organizational behavior. In their study, their conclusion can be categorized into two: a contingency model and a universal model. Culture has been defined in many different ways

Jan Hofstede & Michael Minkov (2010). Cultures and Organizations.

H. J. Leavit. (1964).

Managerial Psychology.

Innes, James (2012)

. The interview book: your definitive guide to the perfect interview.

Joppe, M. (2000).

The Research Process.

Kotter, J., & Heskett, J. (1992).

Corporate Culture and Performance.

Moorhead, G., & Griffin, R. W. (1995).

Organizational behavior: Managing people and organizations.

Robbins, Stephen P. & Judge, Timothy A. & Campbell, Timothy T. (2010). Organizational behaviour

. Schein, Edgar, H. (2004). Organizational culture and leadership.

CONCEPTS OF TRAINING AND DEVELOPEMENT

In other words training improves, changes, moulds the employee's knowledge, skill, behavior, aptitude, and attitude towards the requirements of the job and organization. Training refers to the teaching and learning activities carried on for the primary purpose of helping members of an organization, to acquire and apply the knowledge, skills, abilities and attitudes needed by a particular job and organization. Thus, training bridge the difference between job requirements and employee's present specifications.

DIFFERENCE BETWEEN TRAINING AND DEVELOPEMENT

-

Technical skills and knowledge

-

Specific job- related

-

Short terms

CHAPTER .3 RESEARCH METHODOLOGY

3.1 Research design

3.1.1 Population;10,0000 in this area of Chennai for a population

3.2 Sampling area: Chennai

3.3 Sampling size: 150

3.4 Sampling method; convenience sampling method

3.5 Primary data: collected directly from the respondent with the help of a questionnaire.

3.6 Tools used for analysis; percentage ana

3.7 sampling technique; convenience sampling method

A convenience sample is one of the main type of non profitability sampling method. A convenience sample is made up of people who are easy to reach.

3.8 structure of question

Questionnaires was dividend in to two section. Frist part was designed to know the general information customer and the second part of contained the respondents options about customers experience

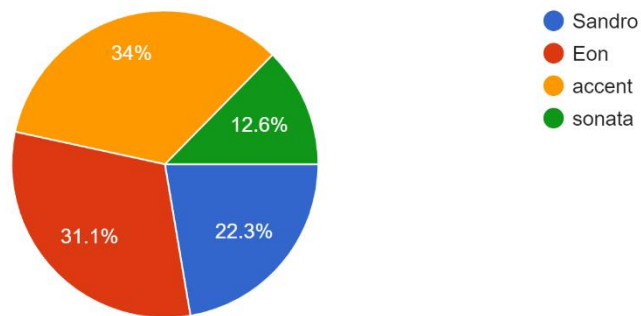
3.9 period of study

the duration of study is from December 2020 to march 2021 which is a four months of study

3.10 Analytical tool

Car selling on the sport of the customer and the car showroom

1) At present Hyundai car you own?
103 responses



	No of. Respondents	Percent
Sando	11	12.6
Eon	21	22.3
Accent	30	31.1
sonata	32	34
Total	64	00.34

INTERPRETATION

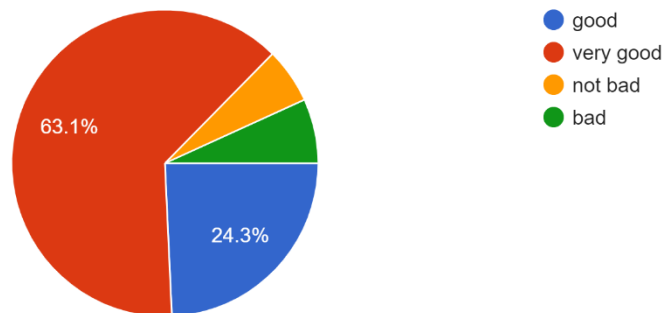
From the above table it is interpreted that 12.5 % of the respondents are less than , 222.3% of them are, 31.1 % of them are in the group and rest respondents are more than 34

INFERENCE

Majority (34.5%) of the respondents are less than

2) How was the sales executives attitude towards you?

103 responses



	No of. Respondents	Percent
Good	62	63.1
Very good	23	24.3
Not bad	4	;5.5
Bad	5	5.4
Total		

INTERPRETATION

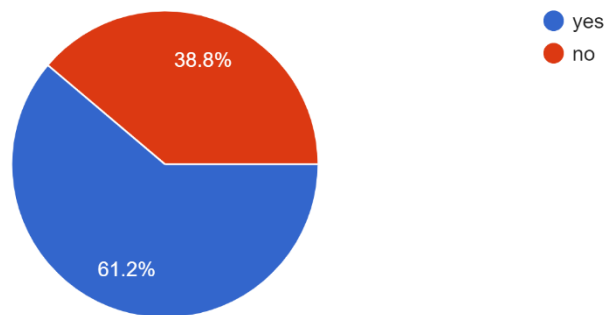
From the above table it is interpreted that 12.5 % of the respondents are less than , 222.3% of them are, 31.1 % of them are in the group and rest respondents are more than 34

INFERENCE

Majority (34.5%) of the respondents are less than 64

3) Are you satisfied with the service provided by Hyundai?

103 responses



	No of. Respondents	Percent
Yes	36	38.8
No	60	61.2
	96	02.0
Total		

INTERPRETATION

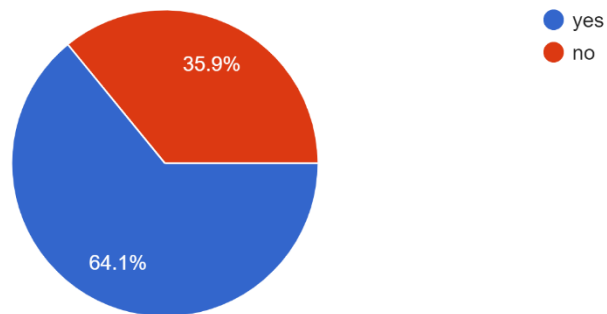
From the above table it is interpreted that 38.8 % of the respondents are less than , 020.0% of them are, 61.2 % of them are in the group and rest respondents are more than60

INFERENCE

Majority (61.0%) of the respondents are less than 96 ye

4) Do you prefer to buy next car from Hyundai?

103 responses



	No of. Respondents	Percent
Yes	34	35.9
No	64	64.1
	108	0.024
Total		

INTERPRETATION

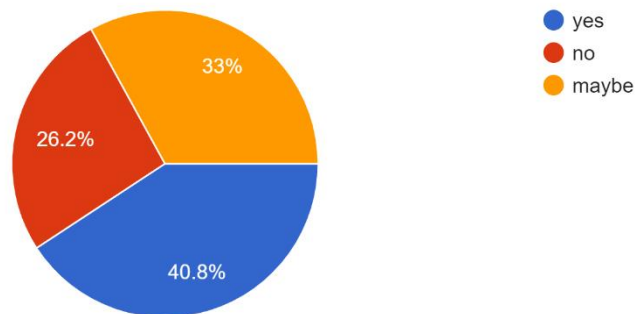
From the above table it is interpreted that 35.5 % of the respondents are less than ,63 of them are, 64.1 % of them are in the group and rest respondents are more than 34

INFERENCE

Majority (35.9%) of the respondents are less than 108

5)Would you suggest your family and friend to buy a car Hyundai?

103 responses



	No of. Respondents	Percent
Yes	38	40.8
No	25	26.2
Maybe	32	33

	104	013.0
Total		

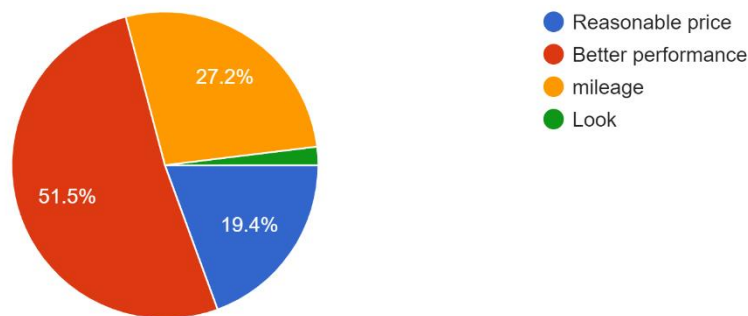
INTERPRETATION

From the above table it is interpreted that 26.5 % of the respondents are less than , 25.3% of them are, 32 of them are in the group and rest respondents are more than 34

INFERENCE

Majority (13.5%) of the respondents are less than 104

6) Why do you prefer Hyundai car?
103 responses



	No of. Respondents	Percent
Reasonable	26	27.2
Better	18	19.4
Mileage	50	51.5

Look	2	2.1
Total	96	0.62

INTERPRETATION

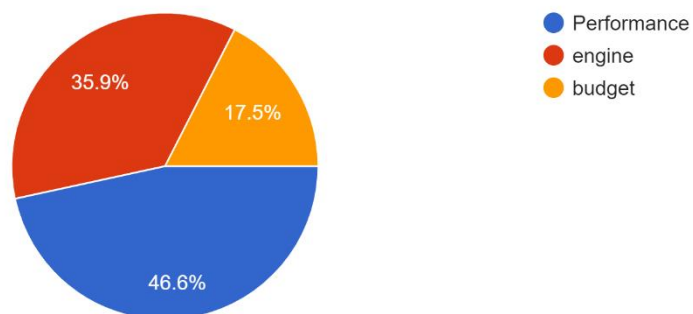
From the above table it is interpreted that 12.5 % of the respondents are less than , 2.3% of them are,511.1 % of them are in the group and rest respondents are more than 34

INFERENCE

Majority (02.5%) of the respondents are less than 9

7) What kind of advice attracted you to in Hyundai?

103 responses



	No of. Respondents	Percent
Performance	16	17.5
Engine	34	35.9
budget	45	46.6
Total	105	17.00

INTERPRETATION

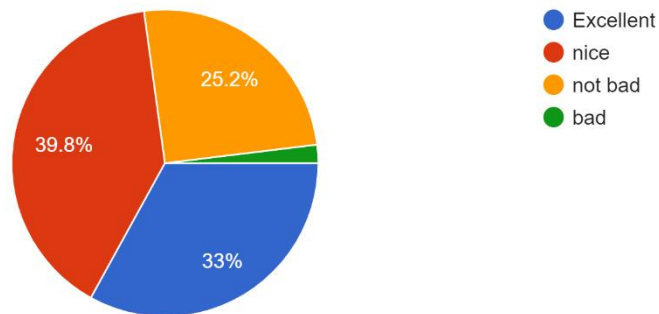
From the above table it is interpreted that 17.5 % of the respondents are less than , 46.3% of them are, 35.9 % of them are in the group and rest respondents are more than 45

INFERENCE

Majority (17.0%) of the respondents are less than 105

8) Rate your car?

103 responses



	No of. Respondents	Percent
Excellent	32	33
Nice	38	39.8
Not bad	24	25.2
Bad	94	0.72
Total		

INTERPRETATION

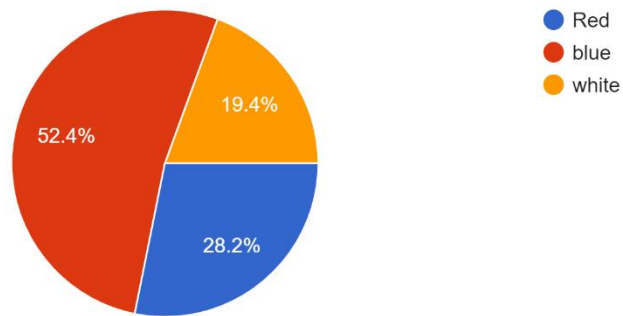
From the above table it is interpreted that 33.5 % of the respondents are less than ,25.3% of them are, 39.1 % of them are in the group and rest respondents are more than 34

INFERENCE

Majority (72.2%) of the respondents are less than 94

9) What is your favourite Color in Hyundai?

103 responses



	No of. Respondents	Percent
Red	18	19.4
Blue	19	28.2
Whilte	51	52.4
		04.8
Total		

INTERPRETATION

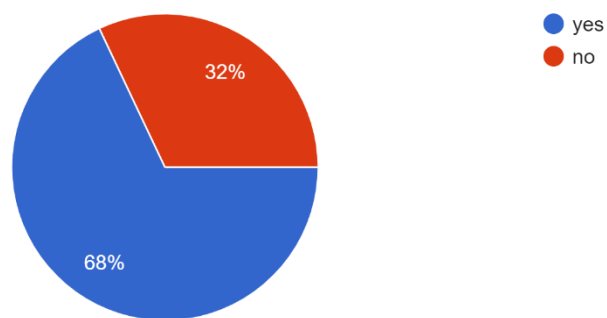
From the above table it is interpreted that 19.5 % of the respondents are less than , 28.2% of them are, 54.4 % of them are in the group and rest respondents are more than 34

INFERENCE

Majority (52.8%) of the respondents are less than 51

10) Are you satisfied with the Maintenance cost of your Hyundai car?

103 responses



	No of. Respondents	Percent
		32
	31	68
	67	
Total	96	00.15

INTERPRETATION

From the above table it is interpreted that 68.5 % of the respondents are less than , 22.3% of them are, 31.1 % of them are in the group and rest respondents are more than67

INFERENCE

Majority (31.1%) of the respondents are less than 67

Chapter 5

Findings

After an employee is selected, placed and introduced he or she must be provided with training facilities. Training is the act of increasing the knowledge and skill of an employee for doing a particular job. Training is a short-term educational process and utilizing a systematic and organized procedure by which employees learn technical knowledge and skills for a definite purpose. Dales. Beach defines the training as the organized procedure by which people learn knowledge and or skill for a definite purpose. REFERENCE

We recommend the future researchers in this field to enhance the scope of this kind of study into many areas to garner exact results and the findings would be beneficial to the employees as well as the industry.

References

1. Alliger, G. M., & Janak, E. A. (1989). Kirkpatrick's levels of training criteria: Thirty years later. *Personnel Psychology*, 41, 331–342
2. Alliger, G. M., Tannenbaum, S. I., Bennett, W., Jr., Traver, H., & Shotland, (1997). A meta-analysis of relations among training critical

3. Arthur, W., Jr., Tubre, T. C., Paul, D. S., & Edens, P. S. (in press). Teaching effectiveness: The relationship between reaction and learning criteria.

Educational Psychology, 23, 275–285.

4. Day, E. A., Arthur, W., Jr., & Gettman, D. (2001). Knowledge structures and the acquisition of a complex skill. *Journal of Applied Psychology*, 86, 1022–1033.

5. Goldstein, I. L. (1980). Training in work organizations. *Annual Review of Psychology*, 31, 229–272.

6. Goldstein, I. L., & Ford, J. K. (2002). *Training in organizations: Needs assessment, development, and evaluation* (4th ed.). Belmont, CA: Wadsworth.

7. Gagne, R. M., Briggs, L. J., & Wagner, W. W. (1992). *Principles of instructional design*. New York: Harcourt Brace Jovanovich.

8. Henry Ongori, Jennifer Chishamiso Nzonzo, University of Botswana, Faculty of Business, Department of Management, Botswana, *International Journal of Engineering & Management Sciences* of ISSN 2229-600X I.J.E.M.S., VOL.2(4) 2011, 187-198

9. Huffcutt, A. I., & Arthur, W., Jr. (1995). Development of a new outlier statistic for meta-analytic data. *Journal of Applied Psychology*, 80, 327–334.

10. Latham, G. P. (1988). Human resource training and development. *Annual Review of Psychology*, 39, 545–582.

11. Noe, R. A., & Schmitt, N. M. (1986). The influence of trainee attitudes on training effectiveness: Test of a model. *Personnel Psychology*, 39, 497–523

12. Palo S., and Padhi, N. (2003) Measuring Effectiveness of TQM Training: An Indian Study; *International Journal of Training and Development* 3(7): 3-16

13. Quinones, M. A., Ford, J. K., Sego, D. J., & Smith, E. M. (1995). The effects of individual and transfer environment characteristics on the opportunity to perform trained tasks. *Training Research Journal*, 12
Robert L.M and John H.J (2004) *Human Resource Management*. 10th

Ed.Thomson Training and Development Practices in an Organisation:
An Intervention to Enhance Organisational Effectiveness

15. Schneider, W., & Shiffrin, R. M. (1977). Controlled and automatic human information processing: I. Detection, search, and attention. *Psychological Review*, 84, 1–66.

16. Severin, D. (1952). The predictability of various kinds of criteria. *Personnel Psychology*, 5, 93–104

17. Stewart, J. (1996) *Managing Change through Training and Development*; 2nd edition.

18. Tannenbaum, S. I., & Yukl, G. (1992). Training and development in work organizations. *Annual Review of Psychology*, 43, 399–441.

19. Van Buren, M. E., & Erskine, W. (2002). The 2002 ASTD state of the industry report. Alexandria, VA: American Society of Training and Development .

SUGGESTION

The employees need training in time management. The working hours of the organisation must be considered, as the employees who belongs to general shift work for more than 10 hours. It is recommended that the employees need to be known about the WLB policy of the company and most of the employees are not satisfied with the paternity policy of the company. Hence revising the paternity leave policy helps to satisfy the employees. Employees also should try to find out way in which they can balance both personal and professional life. Organisation must take additional care on new employee in maintaining good relation with them in order to retain the employees. The HR and the workers of the company frequently faces pressure of work in the organisation which causes mainly due to the time allotted to them in order to complete the assigned task. Hence the time allotted to them must be considered and it is suggested that they should be given as on able time for completing the work allotted to them. Employees also should try to find out way in which they can balance both personal and professional life.

CONCLUSIONS

Investigation uncovers that Work-life balance remains an issue that requires impressive consideration from society. The changing idea of the world wide economy, where associations regularly work on a day in and day out timetable and mechanical advances have made it feasible for a representative to be associated consistently, has introduced work-life balance issue into the cutting edge of the brains of many. Work-life balance programs have been shown to affect representatives as far as enlistment, maintenance/turnover, responsibility and fulfillment, non-attendance, efficiency and mishap rates. From the examination it very well may be inferred that the workers of HMIL have great professional development which demonstrates that the organization gives numerous approaches to improving the productivity of their representatives which straightforwardly impacts the organization development in a worldwide situation. It additionally plans numerous strategies for keeping up the WLB of the representative and furthermore discovers ways for its advancement. At long last, self-administration is significant; individuals need to control their very own conduct and assumptions about work-life balance.