SUMMER INTERNSHIP PROJECT

"A STUDY OF TRAINING AND DEVELOPMENT PRACTICES AT ICEICO TECHNOLOGIES"

Submitted To

Department of Management Sciences and Research,

G. S. College of Commerce & Economics, Nagpur.

(Autonomous Institution)

Affiliated to:

Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur.

In partial fulfillment of the Requirements for Award of the Degree of

MASTER OF BUSINESS ADMINISTRATION

Submitted By:

Miss. Poonam Titirmare

Roll No. 35

Company Guide:

Mr. Sagar Sitewar

Faculty Guide:

Prof. Leena kapse

Department of Management Sciences and Research, G.S. College of Commerce & Economics, Nagpur NAAC Accredited "A" Grade Institution

CERTIFICATE

This is to certify that the investigation describes in this report titled **"A Study of Training and Development Practices at ICEICO Technologies"** has been carried out by **Miss Poonam Titirmare** during the summer internship Project. This study was done in the organization of **"ICEICO Technologies Pvt. Ltd."**, in partial fulfillment of the requirement for the degree of Master of Business Administration of G.S. College of Commerce & Economics (An Autonomous Institute) affiliated to R.T.M.N.U., Nagpur. This work is the own work of the candidate, complete in all respect and is to sufficiently high standard to warrant its submission to the said degree. The assistance and resources used for the work are duly acknowledged.

Prof. Leena Kapse   **Dr. Sonali Gadekar**

(Faculty Guide)   **(MBA Co-ordinator)**

ICEICO Technologies
Pvt. Ltd

CIN -U74999MH2017PTC303106

Internship Offer Letter

Date: 16/09/2022
Name: Poonam Madanmohan Titirmare

Dear Poonam,

We are pleased to offer you Internship for **Management Trainee** at **ICEICO Technologies Pvt. Ltd**. which will commence on Dt.: 16/09/2022 with **45 Days** internship program.

Please report to HR on Dt.: 16/09/2022 at 11:00 am prior to your commencement of internship. There will be interview while you come for reporting. According your interview result your selection will be confirmed. You will be required to complete necessary personal forms Non-Competition and Confidentiality Agreement prior to your actual start date.

We look forward to your arrival at ICEICO Technologies Pvt. Ltd.

Yours faithfully,
HR Manager
ICEICO Technologies Pvt. Ltd.
Nagpur.

Note: If you have any queries of comments, please call me immediately.

91, Ganesh Nagar, Nandanwan, Nagpur-09 •Mob No. - 8007004287,
8485869588•info@iceico.in•www.iceico.in

ICEICO Technologies Pvt. Ltd
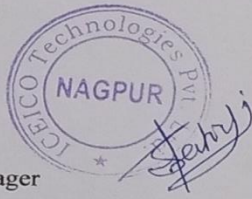
Internship Certificate

Date: 02/11/2022

TO WHOM IT MAY CONCERN

This is certifying that **Ms. Poonam Madanmohan Titirmare** has successfully completed his **45 Days** Internship Program in **Management Trainee** starting from **Dt.: 16/09/2022** to **Dt.: 02/11/2022** at ICEICO **Technologies Pvt. Ltd.**

During this period we found him/her sincere, hardworking, punctual, innovative and passionate towards his work.

I wish all the best for his/her future.

Yours,

HR Manager
ICEICO Technologies Pvt. Ltd.
Nagpur

ACKNOWLEDGEMENT

I take this opportunity and privilege to express my deep sense of gratitude to Dr. S.S. kathaley, the principal of G.S. College of Commerce and Economics, Nagpur, and to the Dean of DMSR, Mr. Anand Kale. They have been a source of inspiration to me and I'm indebted to them for initiating me in the field of research.

I am deeply indebted to Faculty Member, Prof. Leena Kapse, my project guide at G.S. College of Commerce and Economics, Nagpur. without whose help completion of the project was highly impossible.

I take this opportunity and privilege to articulate my deep sense of gratefulness to my company guide Mr. Sager Sitewar and the staff of ICEICIO Technologies, for their timely help and positive encouragement.

I wish to express a special thanks to all teaching and non-teaching staff members of G.S. College of Commerce and Economics, Nagpur for their continuous support. I would like to acknowledge all my family members, relatives and friends for their help and encouragement

Poonam .M. Titirmare

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❖ **INTRODUCTION**

Every organization needs to have well trained and experienced people to perform the activities that have to be done. If current or potential job occupants can meet these requirements, training is not important. When this not the case, it is necessary to raise the skills levels and increase the versatility and adaptability of employees.

It is being increasing common for individual to change careers several times during their working lives. The probability of any young person learning a job today and having those skills go basically unchanged during the forty or so years if his career is extremely unlikely, may be even impossible. In a rapid changing society employees training is not only an activity that an organization must commit resources to if it is to maintain a viable and knowledgeable work force.

The entire project talks about the training and development in theoretical as well as new concepts, which are in trend now. Here we have discussed what would be the input of training if we ever go for and how can it be good to any organization in reaping the benefits from the money invested in terms like (ROI)i.e., return on investment. What are the ways we can identify the training need of any employees and how to know what kind of training he can go for?

Training being in different aspect likes integrating it with organizational culture. The best and latest available trends in training method, the benefits which we can derive out of it. How the evaluation should be done and how effective is the training all together. Some of the companies practicing training in unique manner a lesson for other to follow as to how train and retain the best resource in the world to reap the best out of it.

Development is integral part of training if somebody is trained properly and efficiently the developments of that individual and the company for whom he is working. Here we discussed about development of employees, how much to identify the needs, and after developing how to develop executive skill to sharpen their knowledge.

➢ Introduction to Training & Development

Human Resource Management (HRM), a relatively new term, that emerged during the 1930s. Many people used to refer it before by its traditional titles, such as Personnel administration or Personnel Management. But now, the trend is changing. It is now termed as Human Resource Management (HRM). Human Resource Management is a management function that helps an organization select, recruit, train and develops. Scope of HRM without a doubt is vast. All the activities of employee, from the time of his entry into an organization 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.

Training And Development is a subsystem of an organization. It ensures that randomness is reduced and learning or behavioral change takes place in structured format.

➢ Importance of training and development:

1. **Optimum Utilization of Human Resources**:

   Human resources need to be polished and trained to enhance their potential. Training and development of employees helps to make the best use of the employees overall worth to the organization.

2. **Creating a Highly Skilled, Motivated and Enthusiastic Workforce:**

   The existing workforce is trained to increase their productivity, and motivated to contribute their best towards the organization. The employees will be more confident about themselves and enthusiastic about their job. They will adapt to technological changes and innovations more readily.

3. Increase Productivity:

Knowledge about usage of sophisticated machinery and new technology is imparted to employees which will enable them to use the equipment more efficiently and thereby increase productivity.

4. Build Team Spirit:

Training often takes place in groups where the trainees are encouraged to interact with each other and discuss organizational issues. This helps to create team spirit among the employees.

5. Healthy Work Environment:

Training and development programmes help to modify the thought and behaviour process of the employees in such a way that is conducive to building a healthy work environment.

6. Personal Growth of Employees:

Development programmes provide opportunities to the employees to enhance their skills and knowledge and help them to achieve better career growth.

7. Promote Learning Culture:

The employees are encouraged to continuously learn new concepts and update their talents. This helps to promote a learning culture within the organization which would greatly help in its future sustenance and growth.

8. Improve Employee Morale:

When employees are trained to become better performers, they feel a sense of accomplishment. They realize that they are effectively contributing towards organizational goals and thus get a morale boost.

9. Better Managerial Skills:

Training and development programmes inspire the employees to think, plan, solve problems and take important decisions. This hones up their managerial skills.

10. Reduce Employee Turnover:

A Well Trained employee will take more interest in his job and will be a more efficient worker. He well gets more job satisfaction. People who love their jobs are more loyal towards the organization.

➢ **Importance of training and development- to both employees and employers in an organization**

Training and development offer innumerable benefits to both employees and employers. It makes the employee more productive and more useful to an organization.

1. **To increase productivity**: Instruction can help employees increase the level of performance.

2. **To improve quality of work**: Trained workers use machines, tools and materials in proper way. They maintain uniformity in work methods and thus make less mistakes.

3. **To decrease learning period**: A systematic training and development programme helps to reduce the time and cost involved in learning. They need not waste their time and efforts in learning through trial and error.

4. **To Reduce Cost:** Trained employees make more economical use of materials and machinery, thereby reducing wastage and spoilage. Maintenance cost is also reduced due to fewer machine breakdown and better handling of equipment.

5. To improve Health and safety: Proper training and development can prevent industrial accidents. Trained employees follow right work method and make use of the prescribed safety devices.

6. To improve Organizational climate: Training and development improves organizational climate, as well-trained employees tend to be self-reliant and motivated. They need less guidance and control and thus they have less supervisory pressure. Industrial relations and discipline are improved. Organizations having regular training programmes can fulfil their future needs for personnel from internal sources which in turn increases job- satisfaction and morale of employees.

7. To help in personal growth of employees: Training and development helps employees to enhance their individual knowledge and skills. It is beneficial for the employees by ways of increasing.

8. Self-confidence: Training and development helps to improve the self-confidence of an employee. They tend to become self-reliant and motivated.

9. Safety: Training and development helps an employee to use various safety devices. They can avoid mistakes, accidents on the job.

10. Adaptability: Training and development enables an employee to adapt to changes in work procedure and methods. He can be more mobile and pursue career goals activity.

11. Higher Earnings: Training and development makes employees more efficient and effective. They can produce more with minimum effort and thereby earn more.

12. Promotion: Employee can develop himself and earn promotion easily.

➢ **Training and development objectives:**

The principal objective of training and development division is to make sure the availability of a skilled and willing workforce to an organization. In addition to that, there are four other objectives: Individual, Organizational, Functional, and Societal.

- **Individual Objectives**: Help employees in achieving their personal goals, which in turn, enhances the individual contribution to an organization.

- **Organizational Objectives**: Assist the organization with its primary objective by bringing individual effectiveness.

- **Functional Objectives**: Maintain the department's contribution at a level suitable to the organization's needs.

- **Societal Objectives**: Ensure that an organization is ethically and socially responsible to the needs and challenges of the society.

➢ The training system:

A System is a combination of things or parts that must work together to perform a particular function. An organization is a system and training are a sub system of the organization. The System Approach views training as a sub system of an organization. System Approach can be used to examine broad issues like objectives, functions, and aim. It establishes a logical relationship between the sequential stages in the process of training need analysis (TNA), formulating, delivering, and evaluating. There are 4 necessary inputs i.e., technology, man, material, time required in every system to produce products or services. And every system must have some output from these inputs in order to survive. The output can be tangible or intangible depending upon the organization's requirement. A system approach to training is planned creation of training program. This approach uses step-by-step procedures to solve the problems. Under systematic approach, training is undertaken on planned basis. Out of this planned effort, one such basic model of five steps is system model that is explained below. Organization is working in open environment i.e., there are some internal and external forces, that poses threats and opportunities, therefore, trainers need to be aware of these forces which may impact on the content, form, and conduct of the training efforts. The internal forces are the various demands of the organization for a better learning environment; need to be up to date with the latest technologies.
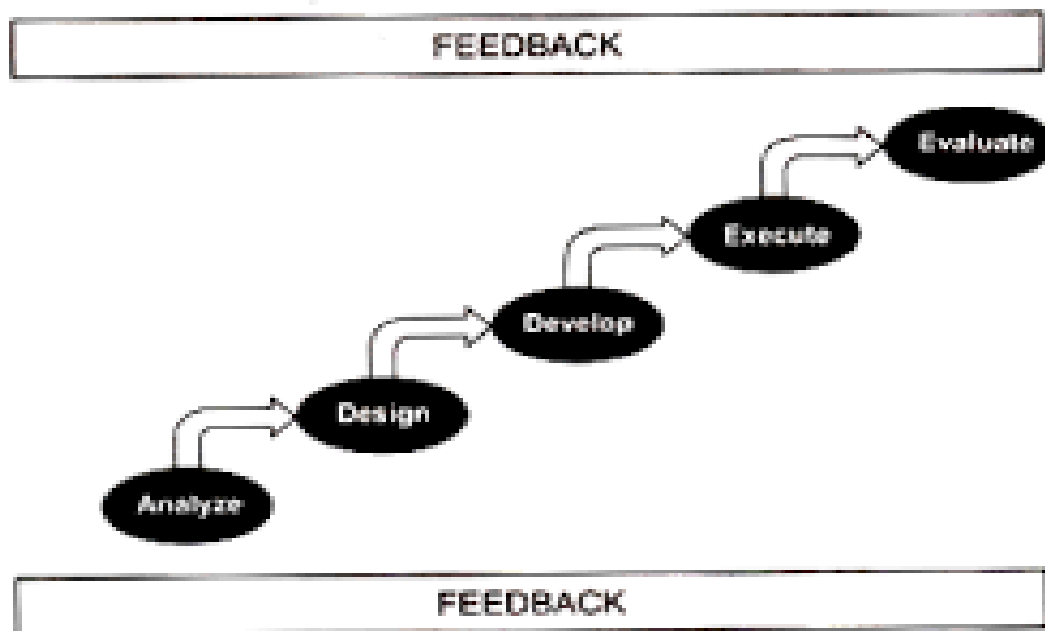
➢ Models of training:

Training is a sub-system of the organization because the departments such as, marketing & Sales, HR, production, finance, etc. depends on training for its survival. Training is a transforming process that requires some input and in turn it produces output in the form of knowledge, skills, and attitudes (KSAs).

The three model of training are:

1. System Model
2. Instructional System Development Model
3. Transitional model

I.   System Model Training:

The system model consists of five phases and should be repeated on a regular basis to make further improvements. The training should achieve the purpose of helping employee to perform their work to required standards.

The steps involved in System Model of training are as follows:

i.   Analysis and identification:

Analyze and identify the training needs i.e., to analyze the department, job, employees' requirement, who needs training, what do they need to learn, estimating training cost, etc. The next step is to develop a performance measure on the basis of which actual performance would be evaluated.

ii.   Designing:

Design and provide training to meet identified needs. This step requires developing objectives of training, identifying the learning steps, sequencing and structuring the contents.

iii.   Developing:

This phase requires listing the activities in the training program that will assist the participants to learn, selecting delivery method, examining the training material, validating information to be imparted to make sure it accomplishes all the goals & objectives.

iv.   Implementation:

Implementing is the hardest part of the system because one wrong step can lead to the failure of whole training program.

v.   Evaluation:

Evaluating each phase so as to make sure it has achieved its aim in terms of subsequent work performance. Making necessary amendments to any of the previous stage in order to remedy or improve failure practices.

II.   Instructional System Development Model:

Instructional System Development model was made to answer the training problems. This model is widely used now-a-days in the organization because it is concerned with the training need on the job performance. Training objectives are defined on the basis of job responsibilities and job description and on the basis of the defined objectives individual progress is measured. This model also helps in determining and developing the favorable strategies, sequencing the content, and delivering media for the types of training objectives to be achieved.

The Instructional System Development model comprises of five stages:

i.   Analysis:

This phase consists of training need assessment, job analysis, and target audience analysis.

ii.   Planning:

This phase consists of setting goal of the learning outcome, instructional objectives that measures behavior of a participant after the training, types of training material, media selection, methods of evaluating the trainee, trainer and the training program, strategies to impart knowledge i.e., selection of content, sequencing of content, etc.

iii.   Development:

This phase translates design decisions into training material. It consists of developing course material for the trainer including handouts, workbooks, visual aids, demonstration props, etc., course material for the trainee including handouts of summary.

iv.   Execution:

This phase focuses on logistical arrangements, such as arranging speakers, equipment's, benches, podium, food facilities, cooling, lighting, parking, and other training accessories.

v. Evaluation:

The purpose of this phase is to make sure that the training program has achieved its aim in terms of subsequent work performance. This phase consists of identifying strengths and weaknesses and making necessary amendments to any of the previous stage in order to remedy or improve failure practices.

III. Transitional Model:

Transitional model focuses on the organization as a whole. The outer loop describes the vision, mission and values of the organization on the basis of which training model i.e. inner loop is executed.

1. **Vision:** Focuses on the milestones that the organization would like to achieve after the defined point of time. A vision statement tells that where the organization sees itself few years down the line. A vision may include setting a role mode, or bringing some internal transformation, or may be promising to meet some other deadlines.

2. **Mission:** Explain the reason of organizational existence. It identifies the position in the community. The reason of developing a mission statement is to motivate, inspire, and inform the employees regarding the organization. The mission statement talks about the identity that how the organization would like to be viewed by the customers, employees, and all other stakeholders.

3. **Values:** Is the translation of vision and mission into communicable ideals. It reflects the deeply held values of the organization and is independent of current industry environment. For example, values may include social responsibility, excellent customer service, etc.

The mission, vision, and values precede the objective in the inner loop. This model considers the organization as a whole. The objective is formulated keeping these three things in mind and then the training model is further implemented.

➢ Methods of training:

- **On-the-job Training Method and Off-the-Job Methods:**

Management development is a systematic process of growth and development by which the managers develop their abilities to manage. It is concerned with not only improving the performance of managers but also giving them opportunities for growth and development.

There are two methods through which managers can improve their knowledge and skills. One is through formal training and other is through on the job experiences. On the job training is very important since real learning takes place only when one practices what they have studied. But it is also equally important in gaining knowledge through classroom learning. Learning becomes fruitful only when theory is combined with practice. Therefore, on the job methods can be balanced with classroom training methods (off-the-job methods).

A. On-the-job Training (OJT) Methods:

This is the most common method of training in which a trainee is placed on a specific job and taught the skills and knowledge necessary to perform it.

1. On the job method is a flexible method.

2. It is a less expensive method.

3. The trainee is highly motivated and encouraged to learn.

4. Much arrangement for the training is not required.

- **On-the-job training methods are as follows:**

1. Job rotation:

This training method involves movement of trainee from one job to another gain knowledge and experience from different job assignments. This method helps the trainee understand the problems of other employees.

2. Coaching:

Under this method, the trainee is placed under a particular supervisor who functions as a coach in training and provides feedback to the trainee. Sometimes the trainee may not get an opportunity to express his ideas.

3. Job instructions:

Also known as step-by-step training in which the trainer explains the way of doing the jobs to the trainee and in case of mistakes, corrects the trainee.

4. Committee assignments:

A group of trainees are asked to solve a given organizational problem by discussing the problem. This helps to improve team work.

5. Internship training:

Under this method, instructions through theoretical and practical aspects are provided to the trainees. Usually, students from the engineering and commerce colleges receive this type of training for a small stipend.

B. Off-the-job Methods:

On the job training methods have their own limitations, and in order to have the overall development of employee's off-the-job training can also be imparted. The methods of training which are adopted for the development of employees away from the field of the job are known as off-the-job methods.

- **The following are some of the off-the-job techniques:**

1. Case study method:

Usually, case study deals with any problem confronted by a business which can be solved by an employee. The trainee is given an opportunity to analyses the case and come out with all possible solutions. This method can enhance analytic and critical thinking of an employee.

2. Incident method:

Incidents are prepared on the basis of actual situations which happened in different organizations and each employee in the training group is asked to make decisions as if it is a real-life situation. Later on, the entire group discusses the incident and takes decisions related to the incident on the basis of individual and group decisions.

3. Role play:

In this case also a problem situation is simulated asking the employee to assume the role of a particular person in the situation. The participant interacts with other participants assuming different roles. The whole play will be recorded and trainee gets an opportunity to examine their own performance.

4. In-basket method:

The employees are given information about an imaginary company, its activities and products, HR employed and all data related to the firm. The trainee (employee under training) has to make notes, delegate tasks and prepare schedules within a specified time. This can develop situational judgments and quick decision-making skills of employees.

5. Business games:

According to this method the trainees are divided into groups and each group has to discuss about various activities and functions of an imaginary organization. They will discuss and

decide about various subjects like production, promotion, pricing etc. This gives result in co-operative decision-making process.

6. Grid training:

It is a continuous and phased programme lasting for six years. It includes phases of planning development, implementation and evaluation. The grid takes into consideration parameters like concern for people and concern for people.

7. Lectures:

This will be a suitable method when the numbers of trainees are quite large. Lectures can be very much helpful in explaining the concepts and principles very clearly, and face to face interaction is very much possible.

8. Simulation:

Under this method an imaginary situation is created and trainees are asked to act on it. For e.g., assuming the role of a marketing manager solving the marketing problems or creating a new strategy etc.

9. Management education:

At present universities and management institutes gives great emphasis on management education. For e.g., Mumbai University has started bachelors and postgraduate degree in Management. Many management Institutes provide not only degrees but also hands on experience having collaboration with business concerns.

10. Conferences:

A meeting of several people to discuss any subject is called conference. Each participant contributes by analyzing and discussing various issues related to the topic. Everyone can express their own view point.

➢ Process of training and development

Training and development is a continuous process as the skills, knowledge and quality of work needs constant improvement. Since businesses are changing rapidly, it is critical that companies focus on training their employees after constantly monitoring them &developing their overall personality.

Evaluate Performance → Identify Training Needs → Establish Objectives → Select Training Methods → Conduct and Deliver Training → Evaluate Performance

Steps for training and development processes are:

1. Determine the need of training and development for individuals or teams:

First of all, the need has to be seen for training and development. it has to align with the company's goals and objectives. If a company is trying to start a new department or strengthen existing sales team in new products, then an appropriate training is needed.

2. Establish specific objectives & goals which need to be achieved:

The goals and objectives of the training and development have to be established. Whether the goal is awareness about new products or even installation is required to be learnt.

3. Select the methods of training

Next, methods have to be defined. The training can be done as a :

a. Classroom Training

b. Online Self-paced courses

c. Course with certification

d. Instructor led online training

4. Conduct and implement the programs for employees

After the plan and methods are finalized, the training and development programs have to be executed where courses, instructions are taught to the employees, partners or vendors.

5. Evaluate the output and performance post the training and development sessions

Training and Development is incomplete without proper monitoring. Monitoring can be done through evaluation of the instructor as well as attendees. Instructor evaluation can be done through feedback or ratings but attendees can be evaluated through internal or external certifications or scores.

6. Keep monitoring and evaluating the performances and again see if more training is required

Based on the evaluation results in the previous step, management needs to ascertain that if the training and development program was sufficient for now or more training and enablement would be required. Also, if future trainings are to be planned.

⬦ ORGANIZATION PROFILE

(ICEICO Technologies Pvt. Ltd.)

ICEICO Technologies Private Limited is a Private incorporated on 19 December 2017. It is classified as non-govt company and is registered at Registrar of Companies, Mumbai. Its authorized share capital is Rs. 100,000 and its paid-up capital is Rs. 100,000. It is involved in Business activities N.E.C. ICEICO Technologies Private Limited's Annual General Meeting (AGM) was last held on 30 November 2021 and as per records from Ministry of Corporate Affairs (MCA), its balance sheet was last filed on 31 March 2021. Directors of ICEICO Technologies Private Limited are Sagar Vijay Sitewar and Rajat Nana Salve. Current status of ICEICO Technologies Private Limited is - Active.

➤ Company overview

ICEICO Technologies Pvt. Ltd.is a project-based organization that helps small and medium-sized businesses by providing them IT solutions and business consultancy. They deliver high-quality software that is tailored to your business needs. They have expertise in Web development, Android Application development, .NET development, Animation Creation and Business Consultancy. They are a customer-centric organization and they believe in enabling strong customer relations and enable your business to expand and engage with a larger set of audience.

➤ Mission of the company

Our mission is to create 21000 employments in India and around 5 lakh employable professionals by 2022 Company has a core vision to help young professional to get trained with the latest industrial technologies and make them employable in the competitive market by giving them opportunities to work and learn in various ...

Address:	Mobile no.:	Website:
Plot no. 91, Ganesh Nagar, Azamshah layout, Nagpur, Maharashtra 440009	-8007004287 -8485869588	https://www.iceico.in/

✦ TERMINOLOGIES

1. Attrition:

This term refers to the voluntary and involuntary terminations, deaths and employee retirements that result in a reduction to the employer's physical workforce. If you work in a human resources department at a large organization, keeping track of attrition trends can be a job in and of itself.

2. Balanced scorecard:

Developed in the early 1990s by Drs. Robert Kaplan and David Norton, the term "balanced scorecard" refers to a management and measurement system, which evaluates four areas of business: internal business processes, financial performance, customer knowledge and learning and growth.

3. Behavioral competency:

Behavioral competency is essentially an evaluation of the behavior qualities and character traits of an employee. How these competencies are defined can vary by employer, but fundamentally they revolve around people skills, managerial skills and achievement skills. Certain positions work better for certain behavioral competencies, and these particular markers will help determine whether a candidate will be successful at the position he or she is applying for—as you might imagine, a candidate applying for a managerial position should have strong achievement and development-related competencies.

4. Benchmarking:

Benchmarking is a process of measuring the performance of an organization or team through a variety of metrics—for example, customer satisfaction rate, sales and retention—

for future comparison. Benchmarking can be used to compare internal performance and the external performance of competitors to measure if improvement has occurred.

5. Broadbanding:

Broadbanding is a pay structure that places less emphasis on hierarchy than job duties, skills and performance. This type of pay structure encourages the development of a wide variety of employee skills and growth but comes with a significant decrease in promotion opportunities. For example, a company that subscribes to broadbanding may have a larger range of potential salaries for a marketing specialist, while a company that doesn't is likely to have multiple titles with a smaller range of potential salaries for each (for example: junior marketing specialist, marketing specialist and sr. marketing specialist).

6. Bumping:

Bumping is a practice that gives established senior employees whose positions are to be eliminated the option of taking other positions—often a step down, complete with less pay within the company that they are qualified for and that are currently held by employees with less seniority. This is a way for an organization to retain institutional knowledge and experienced workers.

7. Change management:

This is a considered approach for transitioning individuals or organizations from one state to another in order to manage and monitor change. Companies can stay ahead of the game when they think ahead about how they can manage the introduction, implementation and consequences of major organizational changes.

8. Confidentiality agreement:

This is an agreement between an employer and employee in which the employee may not disclose branded, patented or confidential information. Many companies have protected

information that, if leaked, could be devastating for the brand or welfare of the organization a confidentiality agreement serves as legal protection from this.

9. Distributive bargaining:

Distributive bargaining is the negotiation between competing parties that involves the distribution of a finite resource. One party prevails, to the detriment of the other.

10. Due diligence:

Generally speaking, due diligence refers to the steps taken to ensure compliance with laws and regulations. In mergers and acquisitions, due diligence is the process of thoroughly examining the details of an investment or purchase to ensure all paperwork and documentation is up to date and compliant.

11. Emotional intelligence:

Emotional intelligence is the ability to recognize, assess and manage one's own emotions, as well as others' emotions. High emotional intelligence is a must-have skill for those working in human resources.

12. Exit interview:

An exit interview is the final meeting between management and an employee leaving the company. Information is gathered to gain insight into work conditions and possible changes or solutions, and the employee has a chance to explain why he or she is leaving.

13. Freedom of association:

Freedom of association is a right for people to associate with (or leave) any group of their choosing. That group also has the right to take collective action in pursuit of its members' interests. In an HR context, this generally refers to workers' freedom to form labor unions.

14. Grievance:

A grievance is a complaint brought forward by an employee about an alleged violation of law or dissatisfaction with work conditions.

15. Gross misconduct:

Gross misconduct is an action so serious that it calls for the immediate dismissal of an employee. Physical violence and intoxication at work are two common examples of this.

16. Hawthorne effect:

The Hawthorne effect is a phenomenon observed as a result of an experiment conducted by Elton Mayo. In an experiment intended to measure how a work environment impacts worker productivity, Mayo's researchers noted that workers productivity increased not from changes in environment, but when being watched. Applied to HR, the concept is that employee motivation can be influenced by how aware they are of being observed and judged on their work—a basis for regular evaluation and metrics to meet.

17. Nepotism:

Nepotism is preferential hiring of relatives and friends, even though others might be more qualified for those positions. The favoritism is generally showed by individuals in a position of authority such as CEOs, managers or supervisors.

18. Onboarding:

Onboarding is the process of moving a new hire from applicant to employee status, ensuring that paperwork is done and orientation is completed.

19. Retention strategy:

Retention strategy refers to the processes and policies used to ensure employees stay. In order to retain employees and reduce turnover, managers must help employees meet their goals without losing sight of the organization's goals. This is always a balance that must be managed carefully.

20. Succession planning:

This is the process of identifying long-range needs and cultivating a supply of internal talent to meet those future needs. It assists in finding, assessing and developing the individuals necessary to the strategy of the organization.

OBJECTIVES OF SIP

1. To study the effectiveness of training in overall development of skills of employees.

2. To study the impact of training on employees.

3. To study the changes in behavioral pattern due to training.

✚ SCOPE OF SIP

- The study will help to understand:

1. The present condition of training and development.

2. The expectation of employees towards training and development programs.

3. To know the willingness of employee towards the training and program.

🞣 NEEDS OF SIP

1. To understand role and responsibilities of Human Resource manager.

2. To know the training and development process carried out in the organization.

3. To acquainted with the working environment in the corporate world.

4. To know the organizational objectives.

5. To see whether employees develop and maintain inter personal relationships with

   their colleagues.

6. To know the polices of the organization

⊕ CONTRIBUTION DURING SIP

While applying for the internship, I had sent my application from college to the office of ICEICO Technologies Private Limited then I received an appointment letter asking me to join for the internship.

The office used to open at 10.30 a.m. and the staff was expected to achieve before 10.00 a.m., I worked there for 5 hr. per day, during my internship I was placed with the regular employees in office to get clear understanding of the culture of their organization.

➤ **1st and 2nd week:**
1. Studied various policies of the organization.

2. Studied how to implement that polices.

3. Identified and analyzed different document required for new intern or employee.

4. Assisted the manager in suggesting the new intern to their organization.

➤ **3rd and 4th week:**
1. Making effective proposal letter for Interns.
2. Develop Training program details
3. Making memorandum of understanding
4. Develop Training structure

➤ **5th and 6th week:**
1. Studied various certificate of incorporation
2. Studied various campus drive (designation, educational qualifications, required skillset, job description, recruitment procedure)

✚ LIMITATIONS

1. Duration of the internship was quite small.

2. As an intern, I was not provided with the Login in Id and Password for the work of the organization software, I had to use the Id's of the respective allotted manager.

3. At times the data available for study can be too large, which makes it a time-consuming task.

4. Due to computerization, sometimes it happens that the server was not worked properly.

5. Documentation is the key, the record of all the new interns and recruiters are used for verification, this makes it crucial they had to keep properly.

RESEARCH METHODOLOGY

The type of research which I have used is the qualitative research, Qualitative research describes qualities or characteristics. It is collected using questionnaires, interviews, or observation, and frequently appears in narrative form. For example, it could be notes taken during a focus group on the quality of the food at Cafe Mac, or responses from an openended questionnaire. Qualitative data may be difficult to precisely measure and analyses. The data may be in the form of descriptive words that can be examined for patterns or meaning, sometimes through the use of coding. Coding allows the researcher to categorize qualitative data to identify themes that correspond with the research questions and to perform quantitative analysis.

Primary data was collected through:

- Questionnaires
- Personal observations

Secondary data was collected through:

- Newspapers
- Magazines
- Internet

SAMPLE SIZE

Sample size is decided under three decisions:

1- Sample Size unit – Department of IT Recruiters

2- Sample Size No. - 25 Staff members.

3- Sample size method - Rating Method

DATA ANALYSIS & INTERPRETATION

Q.1) Your organization considers training as a part of organizational strategy. Do you agree with this statement?

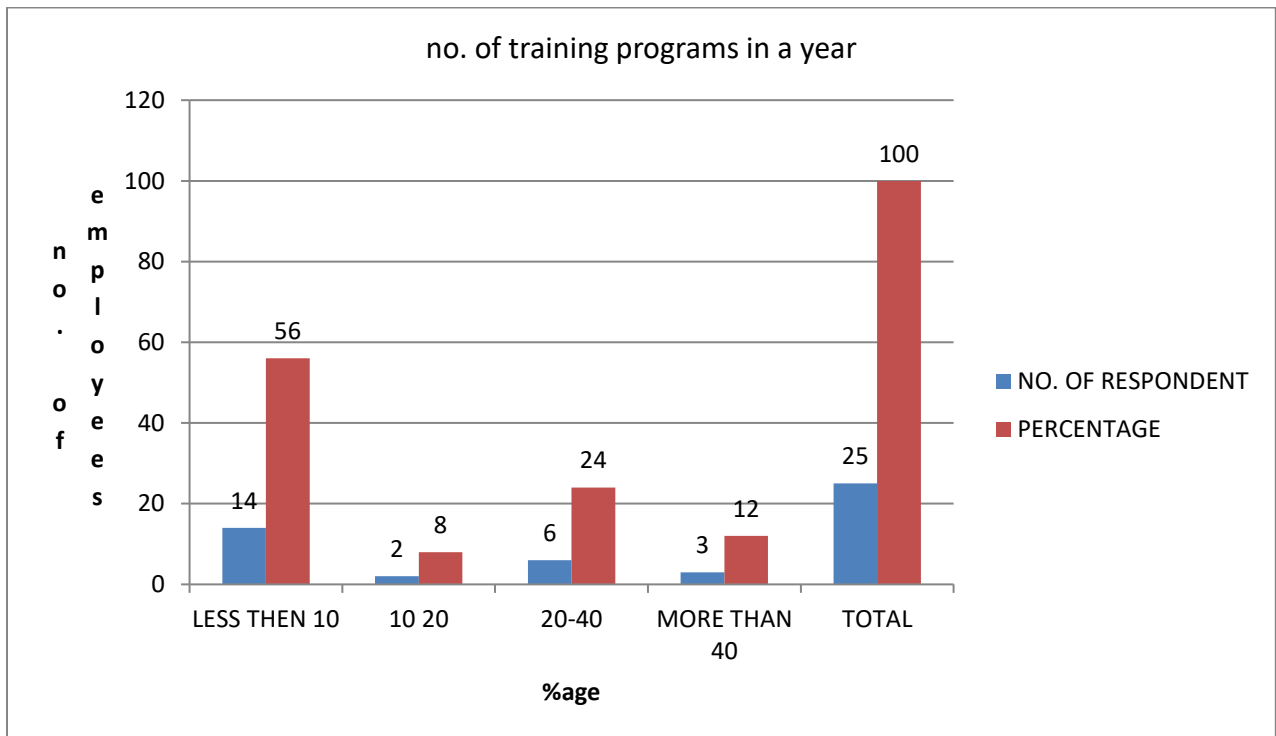| Response	No. Of respondents	Percentage
Strongly Agree	13	52 %
Agree	01	04 %
Somewhat Agree	04	16 %
Disagree	07	28 %
TOTAL	25	100 %

Interpretation:

The above graph indicates that organization considers training as a part of organizational strategy.

Q.2): How many training programs will you attend in a year?

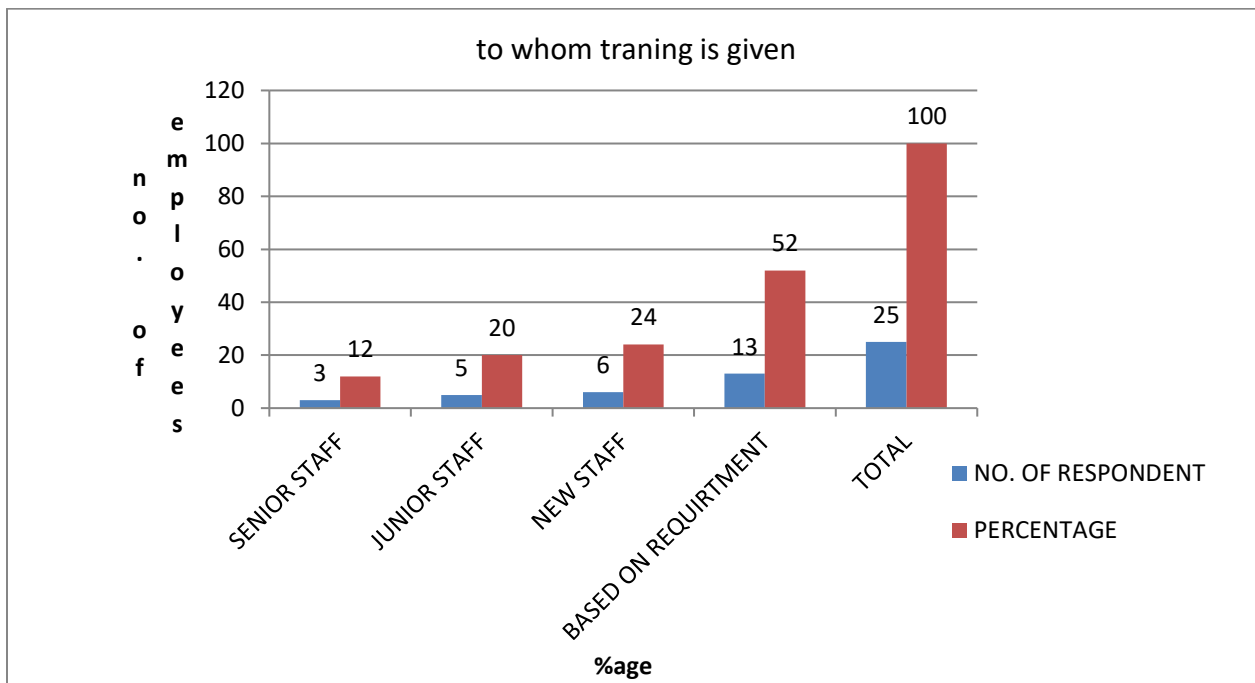| Response	No. Of respondent	Percentage
Less than 00-10	14	56 %
10- 20	02	08 %
20-40	06	24 %
More than 40	03	12 %
Total	25	100 %

Interpretation:

The above chart indicates that less training programs are held in the organization.

Q.3): To whom the training is given more in your organization?

| Response	No. Of respondent	Percentage
Senior staff	03	12 %
Junior staff	05	20 %
New staff	06	24 %
Based on requirements	13	52 %
Total	25	100 %

to whom traning is given

Interpretation:

The above chart shows indicates that training is provided on the basis of requirement.

Q.4): what are all the important barriers to training and development in your organization?

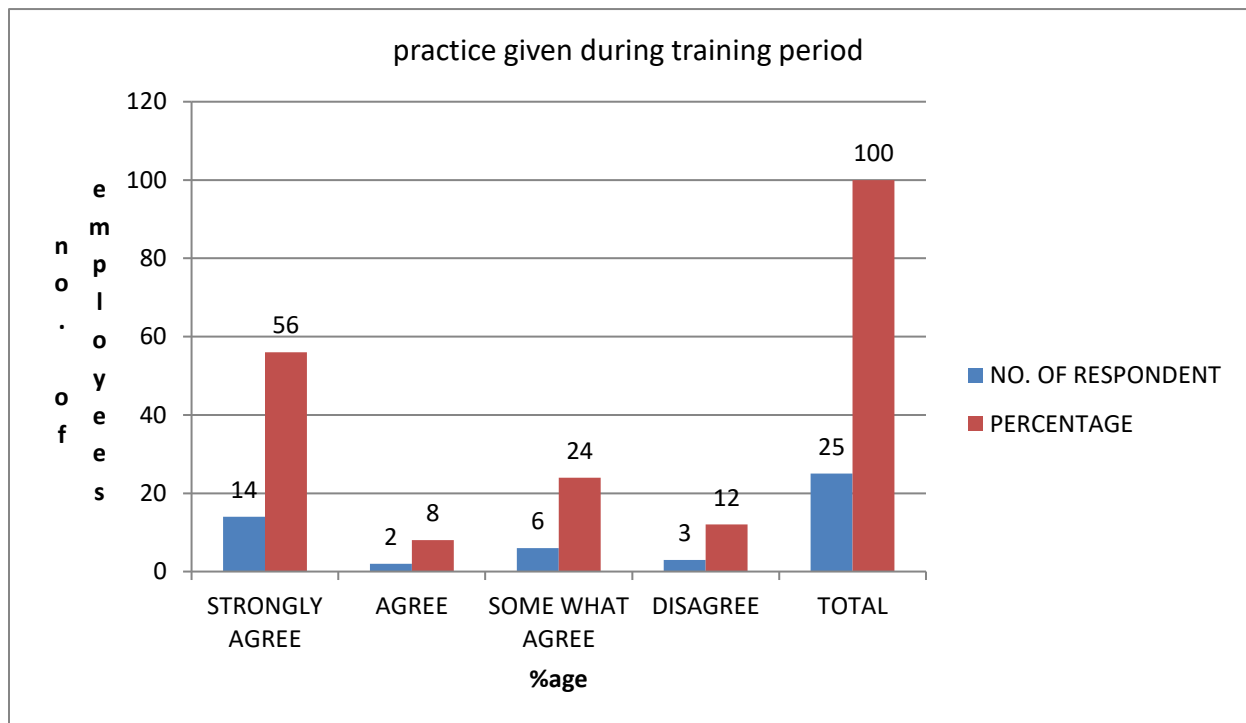| Response	No. Of respondent	Percentage
Time	00	00 %
Money	05	20 %
Lack of interest by staff	06	24 %
Non-availability of skill trainer	10	40 %
Total	25	100 %
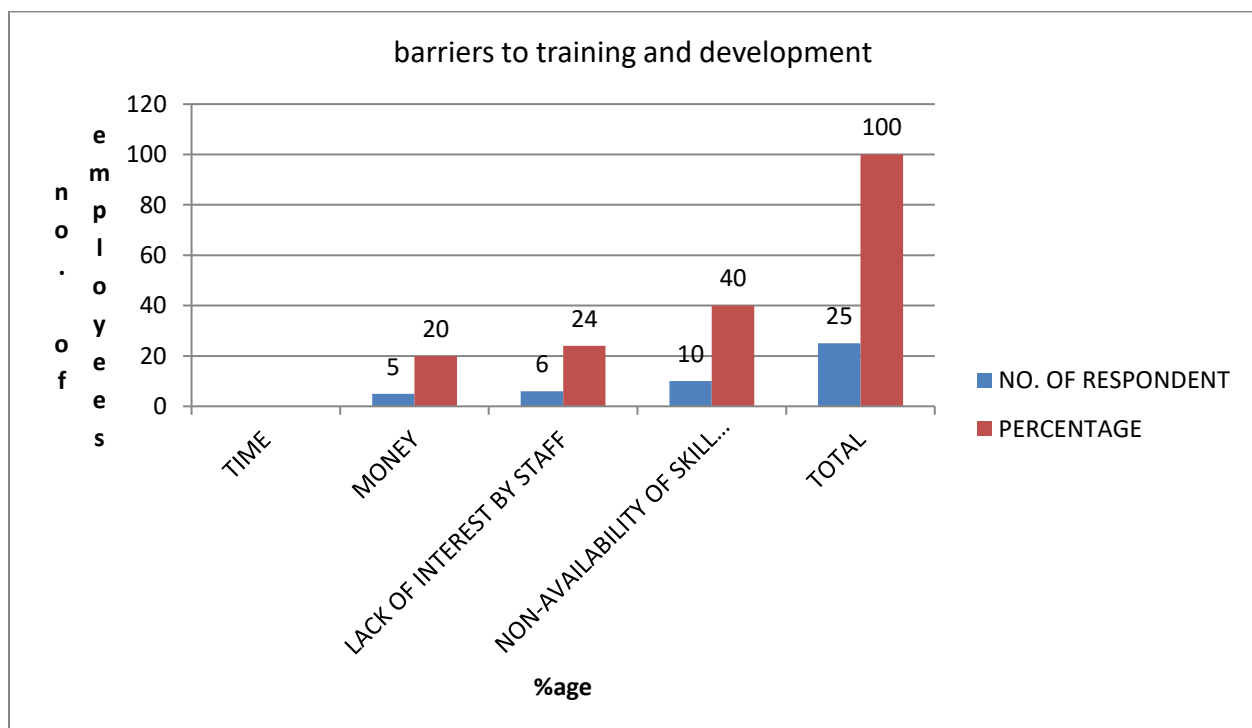
Interpretation:

The graph indicates that the important barriers to training and development in the organization is non-availability of skilled trainers.

Q.5): Enough practice is given for us during training session? Do you agree with this statement?

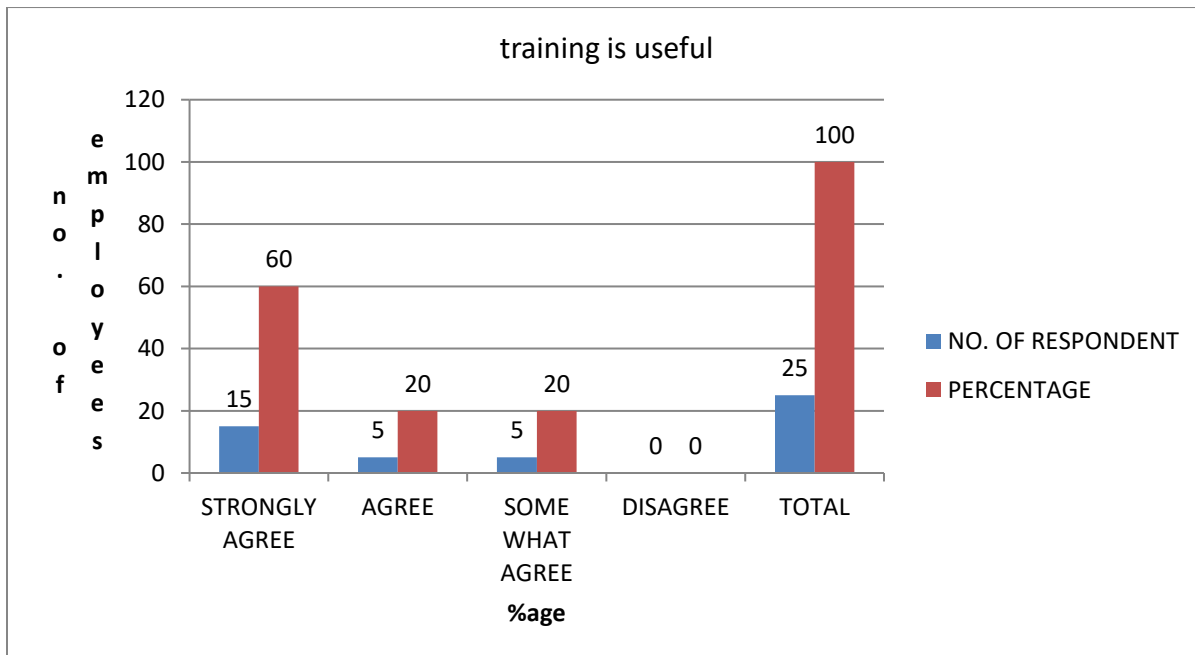| Response	No. Of respondent	Percentage
Strongly agree	14	56 %
Agree	02	08 %
Somewhat agree	06	24 %
Disagree	03	12 %
Total	25	100 %

INTERPRETATION

The above graph indicates that enough practice is given for employees during training sessions.

Q.6): The training session conducted in your organization is useful. Do you agree with this statement?

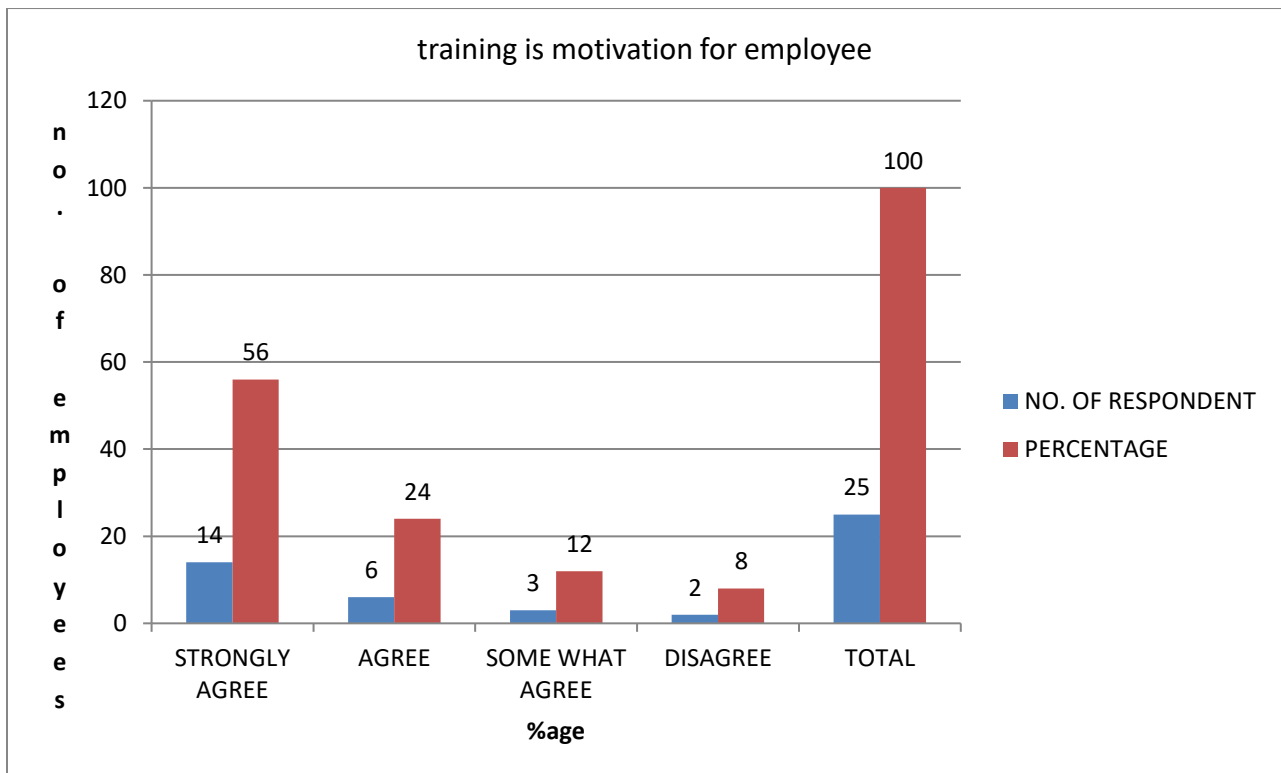| Response	No. Of respondent	Percentage
Strongly agree	15	60 %
Agree	05	20 %
Somewhat agree	50	20 %
Disagree	00	00 %
Total	25	100 %

Interpretation:

The above graph indicates the training sessions conducted in the organization is useful.

Q.7): Employees are given appraisal in order to motivate them to attend the training. Does it agree with this statement?

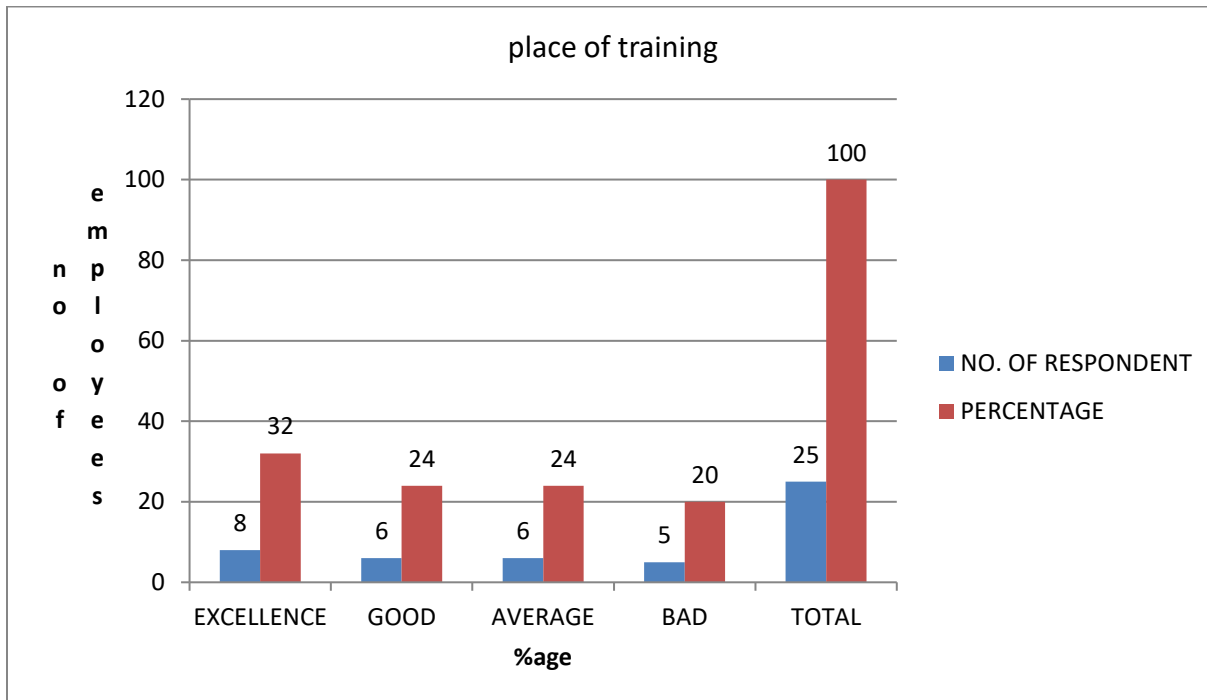| Response	No. Of respondent	Percentage
Strongly agree	14	56 %
Agree	06	24 %
Somewhat agree	03	12 %
Disagree	02	08 %
Total	25	100 %

Interpretation:

The above graph indicates employees are given appraisal in order to motivate them to attend the training.

Q.8): How well the work place of training is physically organization?

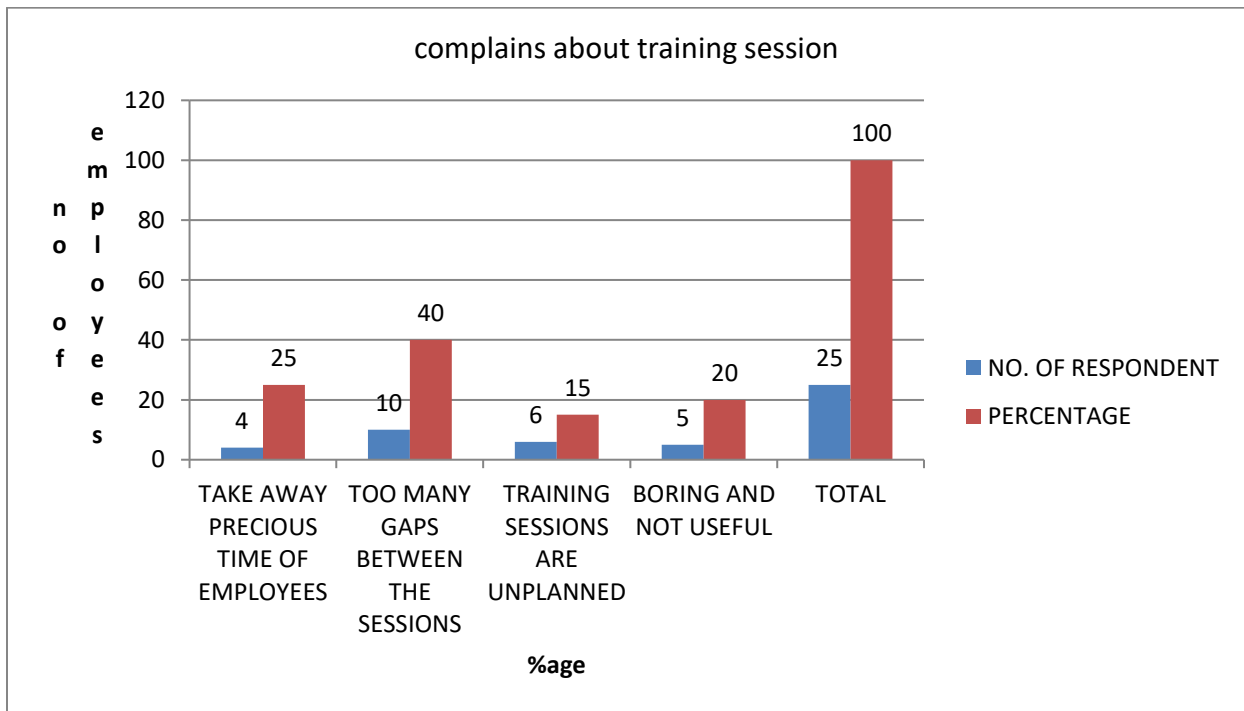| Response	No. Of respondent	Percentage
Excellence	08	32 %
Good	06	24 %
Average	06	24 %
Bad	05	20 %
Total	25	100 %

Interpretation:

This graph indicates the trainers should possess technical skill to make the training effective.

Q.9): What are the general complains about the training session?

| Response	No. Of respondent	Percentage
Take away precious time of employees	04	25 %
Too many gaps between the sessions	10	40 %
Training sessions are unplanned	06	15 %
Boring and not useful	05	20 %
Total	25	100 %

Interpretation:

This graph indicates that there are too many gaps /between the training sessions.

Q.10): Time duration given for the training period is?

Response	No. Of respondent	Percentage
Sufficient	05	20 %
To be extended	10	40 %
To be shortened	08	32 %
Manageable	02	08 %
Total	25	100 %
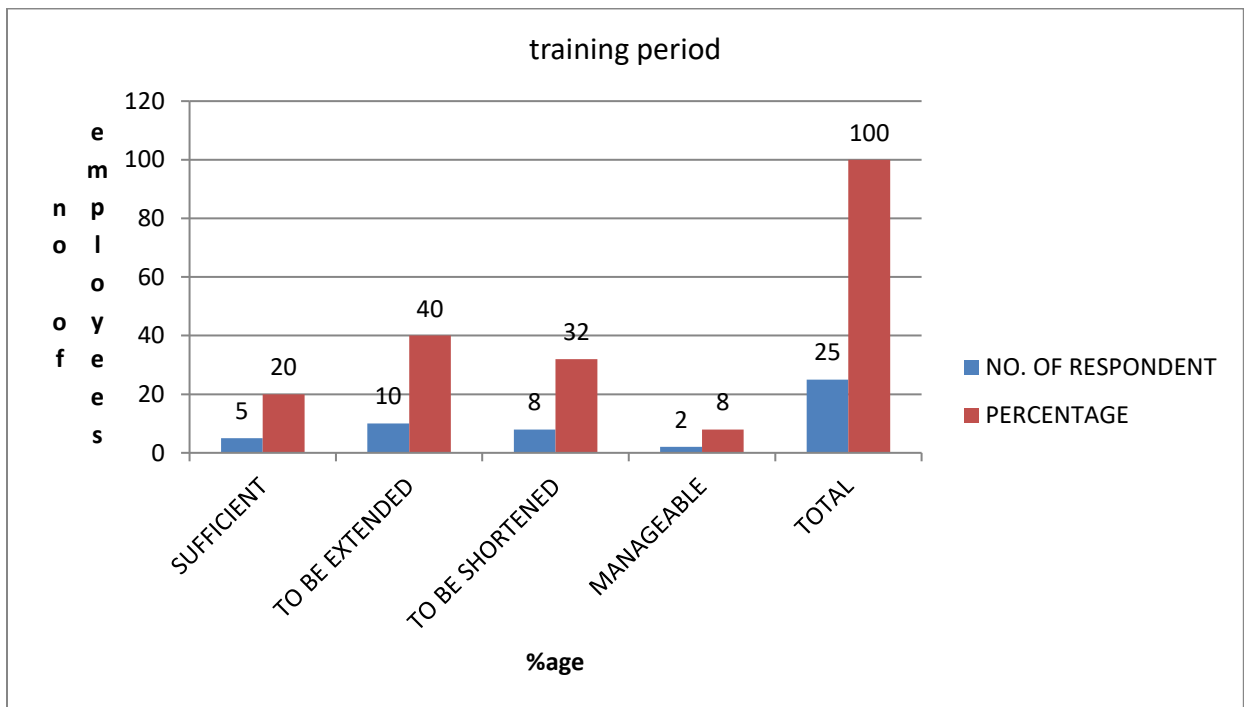
Interpretation:

This graph indicates the reasons for shortage of skilled manpower at workplace are lacks of support from senior staff.

♣ FINDINGS

During the research study conducted among the employees of ICEICO Technologies Pvt. Ltd. by the help of my Observations and Interactions held with them, my findings are:

Training is the most important part of any organization and no person can think of the development without it. By training the attitudinal change in the employee leads to the positive thinking, a sense of devotion to organizational and also by the help of technical and behavioral training the person in the organization can be aware of the latest developments and how to come up with the best output with minimum investment and minimum labor waste. This leads to the increase in the profit of the organization. This view is of the managerial and staff level employee. The organization's manager feels that the training needs of the employees are fulfilled and they are holding on time while individual workers have different opinion about it.

✚ SUGGESTION

1. The manager should encourage employees to voice their opinion.

2. Add fun to the workday to improve morale of the employees.

3. They should update their training document.

4. Staff should be encouraged to communicate more frequently in English with the people who are not the localities and do not understand the local languages, this will also make them come out as more professional individuals.

5. Performance assessments should be done on regular basis.

CONCLUSION

1. From the internship it was seen that there a strict and rigid environment when it comes to following the rules and regulations of the organization, because if there is any lethargic behaviour it can have a negative impact on the organization.

2. I got the analyses different documentation made and required after recruitment of candidate. There is set of documentation which is required most common are Aadhar Card, PAN Card, Degree, Address Proof, etc.

3. I developed good interpersonal relationship with the staff that I got the work with, the environment that I had during my internship was peaceful, friendly and positive.

4. I concluded that if you work in IT sector you work in latest cutting-edge technologies.

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