

# “A STRATEGY TO ELEVATE EMPLOYEE EFFICIENCY”

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## Abstract

*Human Resource in India plays a major role in fields such as in organizations, firms, industries, companies and many more. Human resource or HR in India focuses on recruiting and staffing, training and development etc. In India Human resources or employees are given more importance. Human resource department in an organization conducts various Growth and Development programs that help them to upgrade or elevate their efficiency. Human resource plays a key role in helping organizations with a speedy changing environment and the highest demand for quality employees. Certain jobs cannot be done with the help of machines or technology; such jobs are done only with the help of human beings. Hence human resource stands as a pillar in every enterprise. In this research paper an attempt has been made to find out as to how Human Resource Development programs help to increase the efficiency of the Employee in India. The paper also highlights the objectives and functions of Human Resource Development and their contribution in India organizations. This research paper further explores the issues and the challenges faced in the Human Resource Development in India. Finally, the paper examines and draws out a conclusion.*

**Keywords:** *Human Resource, Challenges, Growth and Development*

## Introduction:

Human Resource Development is the process of developing the skills and knowledge of people working in an organization or a firm. Human resource is considered as an asset in any organization. Human resource development is a continuous process and it has no end. Thus, human resource is a system that focuses on employee's growth and development on one hand

and effectively train them to increase their efficiency on the other hand so that the productivity of that organization is achieved for a longer period of time.

### **Objective of this study:**

- 1) To know and understand the importance of Human Resource Development in India.
- 2) To understand merits and importance of Human Resource in India.
- 3) To know the current issues and challenges in Human Resource Development.

### **Research Methodology:**

This research paper includes both primary as well as secondary data. Primary data here has been collected from the general public in the form of a survey. Secondary data has been collected through different and websites.

### **Human Resource Development: Meaning**

Human resource development is an opportunity that helps employees to develop their personal and organizational skills, knowledge and abilities. Human resource development in India involves in developing and leadership programs that are designed to increase the effectiveness and productivity of an organization or a firm. The Human resource department or the HR department in an organization has to arrange training and development programs based on a theme to the employees whenever necessary and thus increase the efficiency.

### **Primary Data:**

Here Primary data has been collected from the general public by circulating the questionnaire that contained five multiple choice questions. These questions are purely based on Human resource development in India. Respondents have given their suggestion in their point of view.

### **Sample Size:**

The sample size or respondents here are 138 in total. They are of all age groups.

### **Limitations of the Study:**

This study which is based on Human resource development has certain limitations. Limitations faced during the preparation of this report are as follows:

1. Time was insufficient for the completion of the project and therefore much information collected is not sufficient.
2. The sample size for this research is too small.
3. This study is restricted to only Nation.
4. As the study is restricted only in India, this cannot be applied to other nations since their opinion might be different.
5. All the information given by the respondents may not be true or genuine.

## Data Analysis and Interpretation:

**Table 1: Table 1 shows the age of the respondents.**

Particular	No. of Respondents	Percentage
17 and below	0	0%
18 to 25	37	27%
26 to 40	58	42%
41 to 55	24	17%
56 and above	19	14%
<b>Total</b>	<b>138</b>	<b>100%</b>

**Interpretation:** In the above table we see that none of the respondents belong to 17 years and below age group, while 27% are between 18 to 25, 42% are of 26 to 40, 17% are of 41 to 55 and remaining 14% are of 56 age and above.

**Table 2: Table 2 shows the gender of the respondents.**

Particular	No. of Respondents	Percentage
Male	61	44%
Female	77	56%
<b>Total</b>	<b>138</b>	<b>100%</b>

**Interpretation:** In the above table we see that 44% of the respondents belong to male category and remaining 56% belong to female category.

**Table 3: Table 3 shows the Profession of the respondents.**

Particular	No. of Respondents	Percentage
In Service	52	38%
Own Business	42	30%
Student	16	12%
Homemaker	7	5%
Teacher/Lecturer	21	15%
<b>Total</b>	<b>138</b>	<b>100%</b>

**Interpretation:** In the above table 38% of them are in ‘Service’ while 30% do their ‘Own Business’, 12% of them are ‘Students’, 5% of them are ‘Homemakers’ and 15% of them are ‘Teachers/ Lecturers.’

**Table 4: Table 4 shows whether the respondents have heard of the concept “Human Resource Development?”**

Particular	No. of Respondents	Percentage
Yes	134	97%
No	4	3%
<b>Total</b>	<b>138</b>	<b>100%</b>

**Interpretation:** In the above table we can see that 97% of them are aware of the concept ‘Human Resource Development’ while the rest 3% are still not aware of this concept.

**Table 5: Table 5 shows if ‘Yes’ through which source?**

Particular	No. of Respondents	Percentage
Lecturer/teachers	21	16%
Friends/Relatives/Family	6	4%
Social Media	58	44%
News/Journals	39	29%
Other Sources	10	7%
<b>Total</b>	<b>134</b>	<b>100%</b>

**Interpretation:** From the above table we come to know that 16% of them heard it from ‘Lecturers/Teachers’ while 4% from ‘Friends/Relatives/Family’, 44% of them heard from ‘Social Media’, 29% heard it from ‘News/Journals’ and rest 7% heard it through ‘Other Sources.’

**Table 6: Table 6 shows do you believe that Human Resources Development is required in any organization?**

Particular	No. of Respondents	Percentage
Yes	135	98%
No	3	2%
<b>Total</b>	<b>138</b>	<b>100%</b>

**Interpretation:** In the above table we find that 98% of the respondents said ‘Yes’ Human Resources Development is required in any organization while 2% said ‘No’.

**Table 7:** Table 7 shows which of the following is more essential while hiring the employees?

Particular	No. of Respondents	Percentage
Qualification	17	12%
Experience	23	17%
Knowledge and Skills	76	55%
Personality	13	9%
Other	9	7%
<b>Total</b>	<b>138</b>	<b>100%</b>

**Interpretation:** From the above table we see that 12% of them say ‘Qualification’ is more essential while 17% of them say ‘Experience’, 55% say ‘Knowledge and Skills’, 9% of them say ‘Personality’ and remaining 7% said ‘Other’.

**Table 8:** Table 8 shows how an organization can increase the efficiency and productivity of their employees?

Particular	No. of Respondents	Percentage
By providing training and development programs	68	49%
Commission, bonus and other incentives	18	13%
Gifts and other benefits	9	7%
By giving promotion	43	31%
<b>Total</b>	<b>138</b>	<b>100%</b>

**Interpretation:** From the above table we see that 49% of them say ‘By providing training and development programs’, an organization can encourage employees to increase the productivity while 13% of them say ‘by giving Commission, bonus and other incentives’, 7% say ‘by giving Gifts and other benefits’ and 31% of them say ‘By giving promotion’.

These are the five questions asked and the responses were collected. Based on the responses collected, a detailed interpretation has been provided.

### **Findings:**

- 1) The survey reveals that majority of the respondents are of the age group between 26 to 40 years.
- 2) The survey reveals that majority of the respondents are female.
- 3) The survey reveals that majority of the respondents are in service or working for an organization.
- 4) The survey reveals that majority of the respondents are aware of the Human Resource Development.
- 5) The survey reveals that majority of the respondents came to know about 'Human Resource Development' through social media.
- 6) The survey reveals that majority of the respondents say that Human Resources Development is required in any organization.
- 7) The survey reveals that majority of the respondents believe that 'Knowledge and skills are more essential while hiring the employees.
- 8) The survey reveals that majority of the respondents believe that by providing training and development in an organization will encourage employees to increase their efficiency productivity.

### **Issues and Challenges faced in Human Resource Development**

Human resource development in India faces certain Challenges. Some of them are mentioned below:

#### **1) Management Changes**

Every organization grows each day and as a result the internal process or the internal workings in an organization keep changing. The reason behind such change is nothing but the change in the management. Each and every time when the management keeps changing they get in some training and development programs so that employees change according to their standards. Employees working for such organization cannot take in or accept new changes that easily every time. Hence the productivity of such employees decreases and thus this remains as a challenge.

## 2) Quality of Human Resource development programs

We are aware that Human resource development programs are conducted to increase the productivity and for self-development of the people working in the organization. In India the quality of such Human resource development program is below average. Conducting such programmes that are below average will nothing but increases the cost for that organization and no output is obtained. Hence this is another challenge faced by employees in India.

## 3) Adapting to innovation

Technology changes every now and then and we are aware of it. When these changes are implemented in the organization, people working there need to update their knowledge and skills. This process may take lot of time and to adopt such innovations in India is a huge task. As a result, this stands as a challenge in the organization.

## 4) Recruiting the best employees

Certain development programs are conducted before recruiting the employees. Once the training is done selecting or recruiting the best of the best is quite difficult. This happens because when such training is given to the employee most of them will defiantly reach to a standard and thus choosing the employees that are best after the training program is a challenging and a difficult task.

## 5) Retaining the employees

Soon after on the job training and development program the employees must not quite the job. In case if any employee quit the job that is soon after training and development program that may surely cause a huge amount of loss to the organization. This naturally happens in India because people working in an organization will not be ready to accept changes. They want the same old concept. Hence when such changes are made with the help of training and development program employees need to stay and hence this is another challenge faced today by every organization.

## Suggestions:

Suggestions for this research are divided into two types. They are as follows



## 1) For the Employees

For some it may be difficult to take in all the training and development programs conducted by the organization. But an employee needs to understand that such an opportunity shall never be missed. The reason is that such training and development programs help an individual to grow in his career. The training and development programs that an organization conducts will help that employee at some point. Hence every employee needs to take every training and development program as an opportunity to grow.

## 2) For the Organization:

Every organization must keep in mind that, while conducting any training and development program it must be done in such a way that it increases the efficiency of the employee and at the same time it helps in the overall development of that same employee. Any program that is conducted must not be done just for the name's sake rather the output must be positive and productive. Hence every organization must see to it that the programs that they conduct must be overall a useful one.

## Conclusion:

To conclude with, any organization which plan to elevate the efficiency of the employee must find a suitable way that helps in the overall development of the employee. Increasing the efficiency of the employee will result in better output and at the same time productivity will increase. Moreover, it all depends on what kind of training and development program will the organization provide and how well the employees take in will all matter. Hence we can say that training and development will elevate or uplift the effectiveness and efficiency of the employee.

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