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A Study On Impact Of Training And Development On Employess Geberit Plumbinig India Pvt Ltd

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Abstract; The Geberit Group, founded in 1874 and headquartered in Rapperswil-Jona, Switzerland, is a global leader in sanitary technology with over 150 years of industry expertise. Operating in 41 countries, including high-growth regions across Europe, North America, and Asia, the company drives innovation through specialized development centres in Shanghai and Chicago. Geberit runs 16 production facilities in seven countries, with major units in Switzerland, Germany, and Austria. Its product portfolio spans sanitary systems (cisterns, installation and flushing systems, faucets, waste traps, and shower toilets) and piping systems (water supply and drainage). Known for durability, innovation, and environmental efficiency, Geberit serves architects, builders, and plumbing contractors worldwide. Beyond products, it advances industry skills by training around 30,000 professionals annually. Listed on the Swiss Stock Exchange since 1999 and included in the Swiss Market Index in 2012, Geberit reported CHF 2.2 billion in sales that same year, supported by a workforce of approximately 6,100 employees.

Index Terms: Geberit Group, Sanitary Technology, Concealed Cisterns, Plumbing Systems, Piping Solutions, Sustainable Sanitary Solutions, Water Efficiency, Bathroom Innovation, Sanitary ware Industry in India, Smart Plumbing Solutions, Urban Infrastructure Development, Eco-friendly Manufacturing, Building Information Modelling (BIM), Geberit Plumbing Technology India Pvt. Ltd. (GPTIPL), Sanitary ware Market Growth, Smart Cities Mission India, Premium Bathroom Solutions, Competitive Landscape (Jaquar, Hindware, Astral, Supreme, Kohler), SWOT Analysis – Geberit, Future Growth Prospects in Sanitary Industry.

Introduction: The Geberit Group is a leading global player in sanitary technology and has maintained its reputation as an industry innovator since its founding in 1874. With over 150 years of experience, Geberit has consistently introduced advanced and reliable solutions for modern sanitary infrastructure, earning a strong position across international markets. With a presence in 41 countries, the company's operations are mainly concentrated across high-growth regions such as Central and Eastern Europe, the UK, France, the Nordic countries, North America, China, India, and Southeast Asia. To address the specific needs of regional markets, Geberit has established specialized development centres in Shanghai and Chicago.

Geberit runs 16 production facilities across seven countries, with primary manufacturing units located in Switzerland, Germany, and Austria. The company offers solutions that cater to both new construction and renovation projects. Its portfolio is broadly divided into:

Sanitary Systems: Including concealed cisterns, installation systems, faucets, flushing systems, waste traps, and shower toilets.

Piping Systems: Comprising drainage and water supply systems for buildings.

Recognized for their durability, innovation, and environmental efficiency, Geberit's products are trusted by professionals such as architects, builders, and plumbing contractors. The company also contributes to skill development, having trained around 30,000 plumbing and construction professionals globally through its dedicated training centres. Geberit is headquartered in Rapper Swil-Jona, Switzerland. It was listed on the Swiss Stock Exchange in 1999 and became part of the Swiss Market Index (SMI) in 2012. In that same year, the company reported sales of CHF 2.2 billion and employed approximately 6,100 people worldwide.

Need of the study

The study on Geberit Plumbing Technology India Pvt. Ltd. is significant for the following reasons

- Growing Indian Sanitary Market.
- Sustainability and Water Efficiency
- Consumer Behaviour and Market Positioning
- Innovation and Technology Integration
- Skill Development and Workforce Training

Objective of the study

- To analyse Geberit's position in the Indian sanitary ware and plumbing market with reference to its brand image, product range, and customer perception.
- To study the growth opportunities and challenges faced by Geberit in competing with established domestic and international players.
- To examine the role of innovation and sustainability in Geberit's product portfolio, particularly in water-saving and eco-friendly solutions.
- To assess the effectiveness of Geberit's skill development and training programs in enhancing the capabilities of plumbers, architects, and contractors.
- To evaluate Geberit's strategies for expanding its presence in Tier-1, Tier-2, and Tier-3 cities and its alignment with India's rapid urbanization and smart city initiatives.

Literature Review:

Mohammed Nura Adamu(2022)

The study by Mochamad Soelton explores and organizational citizenship behaviour (OCB), with a focus on the mediating role of a learning organization. Contrary to the general consensus in existing literature that transformational leadership enhances OCB, this study identifies a negative impact, underlining the importance of situational factors. In contrast, work engagement is shown to significantly enhance both OCB and the development of a learning organization. Interestingly, while learning organizations are usually seen as beneficial, the study finds they can negatively affect OCB, possibly by shifting focus from voluntary extra-role behaviours to structured learning activities.

David Osher (2021) In the article "Drivers of Human Development: How Relationships and Context Shape Learning and Development" published in Applied Developmental Science, the authors offer an in-depth analysis of how human development is influenced by relational and environmental factors. Drawing

on the Relational Developmental Systems (RDS) framework, development fixed or purely genetic process, but rather a dynamic and ongoing interaction between individuals and their surrounding contexts. The paper examines how various social and psychological factors—such as chronic stress, systemic racism, stereotype threats, and racial identity—can lead to unequal opportunities for development. Additionally, the authors highlight critical periods in brain development windows are affected by contextual variables like parental support, exposure to adversity, and access to enriching experiences.

Iman Oraif (2021) In their 2021 study: Investigating EFL Learners' Engagement in Online Courses in Saudi Arabia, Iman Oraif and Tariq Elyas examine how the abrupt transition affected the engagement levels of English as a Foreign Language (EFL) learners in Saudi Arabia. Conducted in a high school setting with 379 female students enrolled in a general English language course, the research utilized the Student Course Engagement Questionnaire (SCEQ) to assess various dimensions of student engagement. The findings revealed a high overall level of engagement among the participants, indicating that the shift to online learning did not detract from their involvement in the educational process. This positive outcome suggests that, despite the challenges posed by the pandemic, students were able to adapt to the new learning environment effectively. leveraging online platforms to enhance EFL practices, offering insights both within Saudi Arabia and internationally.

Measures and Methods: Research Method Analysing development is vital to understanding their role in enhancing both individual and organizational performance. Organizations invest significant resources—time, money, and effort—into employee training programs, making it essential to assess whether these initiatives yield positive outcomes. Effective training can improve employee skills, boost productivity, and increase job performance. promoting employee satisfaction, engagement, and retention, as individuals.

Primary Data Primary data refers to first-hand information collected directly from the source without depending on previously available data.

In this project, primary data was collected as follows:

Questionnaire Method: Structured questionnaires were prepared and circulated among the employees of Geberit Plumbing Technology Pvt. Ltd. The questionnaire included both closed and rating-scale questions to ensure measurable responses.

Secondary Data Secondary data refers to information already collected and recorded by other individuals, organizations, or published sources for purposes other than the current research. For this study, secondary data was collected from:

Published Sources: Annual reports, industry journals, research articles, and market surveys.

Company Records: Training manuals, HR reports, and official company documents.

Web & Databases: Online portals, government publications, and industry databases for market insights.

Scope of the Study

- Industry Coverage
- Company Focus
- Geographical Scope
- Functional Scope

Limitation of the Study

- Time Frame
- Time Constraints
- Sample Size
- Geographical Limitation
- Response Bias
- Secondary Data Limitations

Analysis and Interpretation

1 Training Sessions of the Company

Out of 100 respondents, 85% reported attending company-provided training sessions in the past year, while 15% did not. This indicates a high level of employee engagement with the company's training initiatives. The large participation suggests that the training programs are either well-structured, relevant, or effectively communicated to the employees.

2 Often Receive Training Opportunity

37% of employees receive training opportunities on a monthly basis, while 36% receive them quarterly. receives training yearly (16%) or rarely (14%). undergo regular training, with more than 70% receiving it on a quarterly basis. The data suggests that the company maintains a consistent training schedule for a majority of its workforce, which likely supports skill enhancement and productivity. However, the presence of employees who receive training rarely or only once a year indicates room for improvement in making training opportunities staff.

3 Type of Training Received

According to the responses from 100 participants, **52 %** received on-the-job training, making it the most common form. This is followed by **28%** who received technical/skill-based training and **19%** who participated in soft skills training. 1% Compliance/Policy training is reflected in the chart.

SUGGESTIONS:

Regular Training Needs Analysis (TNA): Assess employee skill gaps through performance reviews and feedback. o Align training programs with evolving job roles, technologies, and business goals.

Develop Role-Specific Training Modules: Customize content for different departments (e.g., production, installation, sales, service). Include real-life case studies and product-specific simulations relevant to plumbing technologies.

Incorporate Blended Learning: Combine classroom sessions with e learning platforms for flexibility. o Use videos, interactive tools, and mobile learning apps for field technicians.

Introduce Soft Skills & Behavioural Training: Include modules on communication, teamwork, conflict resolution, and customer handling—especially for client-facing roles.

Set Clear Learning Objectives and KPIs: Define outcomes for each training (e.g., "Reduce error rate by 20% post training"). Measure effectiveness through pre- and post-training assessments.

Establish a Mentorship Program o Pair new or junior employees with experienced technicians or team leads. Encourage knowledge transfer and hands-on guidance on-the job.

Provide Refresher Training and Continuous Learning Schedule regular refresher courses, especially on safety protocols, new products, or regulatory changes. Promote a learning culture through monthly skill-upgrading sessions.

Use Technology to Track Progress o Implement a Learning Management System (LMS) to manage course enrolments, monitor completion, and evaluate results. Generate reports for management review and performance linkage.

Conduct Post-Training Evaluation and Feedback o Use Level 1–3 Kirkpatrick Model (reaction, learning, behaviour) to evaluate effectiveness. Collect employee feedback to improve content and delivery style.

Recognize and Reward Learning Achievements certifications, badges, or small incentives for successful training completions. Highlight top learners in internal communications to motivate others.

CONCLUSION:

The study clearly highlights that effective training and development practices have a significant positive impact on employee performance, productivity, and satisfaction at Geberit Plumbing Technology Pvt. Ltd. undergo structured training programs demonstrate enhanced technical skills, better safety compliance, improved job efficiency, and increased motivation.

It is also evident that training initiatives contribute to higher customer satisfaction, lower employee turnover, and the development of internal leadership talent. These outcomes reflect the strategic importance of continuous learning and skill development in a competitive, technology-driven industry like plumbing solutions.

To maximize the benefits, Geberit must continue refining its training processes by adopting a more personalized, blended, and feedback-driven approach. Investing in ongoing learning will not only strengthen the workforce but also support the company's long-term growth and innovation goals.

In conclusion, training and development at Geberit are not just support functions—they are key drivers of organizational excellence and employee engagement.

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