A STUDY ON TRAINING OF EMPLOYEES OF M/S. SARAF HOSPITALITY SERVICES PVT LTD. THIRUVARUR

Ms. S. Gayathri
Head, School of Management Studies, Bonsecours College for Women, Thanjavur

Mr. A. Arulraj
Research Advisor, PG & Research Dept. of Commerce, Rajah Serfoji Government College (Autonomous), Thanjavur

ABSTRACT

In a developing country like India, where more than seventy percent of the total population is engaged in agriculture and the industrial base has not yet been built sufficiently, the public sector occupies a pivotal role in the economic strategy. The public sector enterprise have been assigned a key place in the economic development of the country. Accordingly the role of the public sector has been expanded significantly today in every walk of life, the origin of the public sector can be traced to the industrial policy resolution of 1948. It was the policy of 1956, which made the importance of public sector.

Industrial development occurs mainly on account of hormone our industrial relations. The cordial industrial relations lead to higher productivities, greater efficiency and industrial peace in the country. On the other hand, poor industrial relations are the hurdle and impediments in the industrial development of the country. The present work is an attempt to study industrial disputes and industrial relations and the role of the government in maintaining harmonious industrial relation in the current industrial environment of the country.

The industrial relations explain the relationship between employees and management which stem directly or indirectly from union – employer relationship.

Key words: Public Sector, Industrial Development, Industrial Relation.


1. INTRODUCTION

Industrial relations are the relationships between employees and employers within the organizational settings. The field of industrial relations looks at the relationship between management and workers, particularly groups of workers represented by a union. Industrial relations are basically the interactions between employers, employees and the government, and the institutions and associations through which such interactions are mediated.

Ms. S. Gayathri and Mr. A. Arulraj. “A Study on Training of Employees of M/S. Saraf Hospitality Services Pvt Ltd. Thiruvanur”- (ICAM 2016)
The term industrial relations have a broad as well as a narrow outlook. Originally, industrial relations were broadly defined to include the relationships and interactions between employers and employees. From this perspective, industrial relations covers all aspects of the employment relationship, including human resource management, employee relations and union – management (or labour) relations. Now its meaning has become more specific and restricted. Accordingly, industrial relations pertains to the study and practice of collective bargaining, trade unionism, and labour – management relations, while human resource management is a separate, largely distinct field that deals with nonunion employment relationships and the personnel practices and policies of employers.

The relationships which arise at and out of the workplace generally include the relationships between individual workers, the relationships between workers and their employer, the relationships between employers, the relationships employers and workers have with the organizations formed to promote their respective interests, and the relations between those organizations, at all levels. Industrial Relations also includes the processes through which these relationships are expressed (such as, collective bargaining, workers’ participation in decision – making, and grievance and dispute settlement), and the management of conflict between employers, workers and trade unions, when it arises.

2. STATEMENT OF THE PROBLEM

A success of every business organization depends upon the employees. The focus of the industrial relations is on the morale and motivation of the employees.

It aims at knowing the feelings of the employees about their work in the company and building a strong relationship with the employee representative, namely the unions.

The successful industrial relation promotion activities involve effective communication & consultation with the staff globally before undertaking large – scale changes.

3. OBJECTIVES OF THE STUDY

- To maintain & develop good and healthy relationship between employees & employers.
- To establish & foster sound relationship between workers & management by safe guarding their interests.
- To avoid industrial conflicts & strikes by developing mutuality among the interests of concerned parties.
- To provide an opportunity to the workers to participate in management & decision making process.

4. IMPORTANCE OF THE STUDY

Industrial relation is very important to study the problems and conflicts which regularly plague people in the organization. Study of industrial relation helps one to learn what can be done to anticipate prevent or resolve conflict among the organizational members.

5. RESEARCH DESIGN

The descriptive research design used in this study.

6. SOURCES OF DATA

The data was collected from primary and secondary data.

6.1. Primary Data

Primary sources are original source from which the researcher directly collected the data. The tool used for collecting the primary data is set prepared questionnaire.

6.2. Secondary Data

The researcher collected the secondary data from various text books, magazines, journals, internet and periodicals.
6.3. Universe of the study
The universe for this study consisted of the total workforce of M/S. Saraf Hospitality Services Pvt. Ltd. Thiruvarur. The whole population is 200 members.

6.4. Sample size
The researcher used simple random sampling techniques i.e., table method and selected 50 samples from the universe.

6.5. Hypothesis 1
There is no significant association between the educational qualification and their training programme.

6.6. Hypothesis 2
There is no significant association between the experience and their opportunity for promotion.

7. SCOPE OF THE STUDY
Every person’s has a unique set of talents. These personal attributes changes overtime. Often as a result of the degrees of success or failure such unique set of personal qualities to a standardized technology can create problems. The scope of work and the activity in each work division, often causes difficulties in industrial relation. Innovations in technology and production methods generally require the restricting of roles and responsibilities. Radical changes in basic organizational structure can causal several strains between workers and management and create intense problem in human relations. Promotion of individuals to positions of greater responsibility and authority, generally creates a need for changed behavior patterns between the new supervisors and their peers, which in time can create human relation problems. Experienced workers may not be able to perform their roles or tasks in work group in a competent manner, the time they take to adjust cannot only create problems with production but some kind of human relation.

8. LIMITATION OF STUDY
- This study was limited only to the employees of Jeppiar Cements Private Limited.
- This study does not cover the other related concept that influence productivity such a job satisfaction wage and salary, absenteeism etc.

9. DIFFICULTIES FACED BY RESEARCHER
- The researcher faced difficulty in collecting review of literature.
- The respondents viewed the researcher with suspicious thinking that she is a management representative.
- Since many other students were doing research work in the organization many employees were not interested in giving response to the researcher.

10. REVIEW OF LITERATURE
A policy is a predetermined course of action established to guide the performance of work towards accepted objectives. It is a type of a standing plan that serves to guide subordinate in the execution of their tasks. Human resource policies are statements of human resource objectives of an organization and provide a broad framework within which decision on human resource matters can be made without reference to higher authorities. Human resource policies lay down the criteria for decision – making in the field of human resource management.

11. MEANING OF HR POLICY
Human resource policy is the formal rules and guidelines that businesses put in place to hire, train, assess, and reward the members of their workforce.

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He conducted a study on communication activity of industrial research personnel and personnel psychology. A study of 16 clerical workers done in the same manner, revealed that differences were no large then 6 percent one of the large errors being in an excessively small estimate of idle time despite these differences the estimates are sufficiently accurate to be used as a general guide in recruitment, training, compensation and reorganizing.

HR professionals, the call for strategic HRM system and practices has enhanced their roles and responsibilities. As it has been mentioned, HR function in organizations has shifted from managing employee administration to become strategic partner of firm’s decision makers / managers. It means that HR professionals have a better career prospect as the HR organizational structure developing. In the same time, it puts HR professionals in two ambiguous roles, as the strategic partner of the organization and as the centre of employee well-being organizer.

12. SARAF OFFSHORE SERVICES PVT. LTD.
12.1. Our Vision
“To be the world’s leading service provider and a one – stop supplier for all your global catering and hospitality requirements”.

12.2. Performance Par Excellence
M/s A.K Saraf & Co was born in the year 1981 as a proprietary firm and was taken over by Saraf Offshore Services Pvt. Ltd in the year 1988 as an on-going concern. Since the last 28 years, we have been providing expertise hospitality services to the industry. Starting with a team of only 5 people. Today we are a family of over 500 dedicated hospitality professionals.

13. SARAF OFFSHORE CATERED ITS SERVICES ON ICW / ICP PROCESS PLATFORM AT A STRETCH FOR 20 YEARS
The same year we started our services in the Southern Indian regions of Nagapatnam, Madras (Chennai) under the Kaveri project for Three Drill Site Accommodation Camps having a total strength of 310 and above people.

In the year 1990 onwards till date, we have been witnessing consistent growth in our services. The period was land marked by procurement of new and renewal of contracts. All this was possible with the overall growth of our expertise, quality and infrastructure, which we continue to improvise till date.

Saraf Offshore is committed to its valued customer by allowing them to concentrate on their core areas of expertise without having them to worry about the catering & support services. To this end we strive for excellence in all out goals to achieve total customer satisfaction by delivering error free catering & allied services.

Saraf Offshore has been providing its services on offshore jackup rigs, process platform, Diving Vessels, MSV, Barges, OSV and Drill Site Remote Camp. We also cater for ports, Power, Energy sector, Hospital, Airports, Corporate Houses, Clubs, Industries, Schools and Colleges.

14. DATA ANALYSIS AND INTERPRETATION

<table>
<thead>
<tr>
<th>S. No</th>
<th>Factors</th>
<th>Opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Increasing</td>
</tr>
<tr>
<td>1</td>
<td>Opinion based on quality of product</td>
<td>29</td>
</tr>
<tr>
<td>2</td>
<td>Opinion based on minimizing their wastages</td>
<td>19</td>
</tr>
</tbody>
</table>

- 58% of the respondents felt that their product quality is increasing.
- % of the respondents opined that the training programme reduced the wastages

Ms. S. Gayathri and Mr. A. Arulraj. “A Study on Training of Employees of M/S. Saraf Hospitality Services Pvt Ltd. Thiruvarur”- (ICAM 2016)
15. OPINION BASED ON TRAINING PROGRAM THAT HELPS IN INCREASED PRODUCTIVITY

<table>
<thead>
<tr>
<th>S.No</th>
<th>Response</th>
<th>No of Respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Yes</td>
<td>48</td>
<td>96</td>
</tr>
<tr>
<td>2</td>
<td>No</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>50</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

- 96% of the respondents feels that the training programs that helps to increased productivity.

16. DISTRIBUTION OF RESPONDENTS ON THE BASIS OF HAVING OPPORTUNITY FOR PROMOTION

<table>
<thead>
<tr>
<th>S.No</th>
<th>Opportunity for promotion</th>
<th>No of Respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Yes</td>
<td>47</td>
<td>94</td>
</tr>
<tr>
<td>2</td>
<td>No</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>50</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

- 94% of the respondents says that their organization provide opportunity for promotion.

17. DISTRIBUTION OF RESPONDENTS ON THE BASIS OF ACCEPTABILITY OF RULES & REGULATIONS

<table>
<thead>
<tr>
<th>S.No</th>
<th>Rules &amp; regulations organization acceptable</th>
<th>No of Respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Yes</td>
<td>45</td>
<td>90</td>
</tr>
<tr>
<td>2</td>
<td>No</td>
<td>5</td>
<td>10</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>50</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

- 84% of the respondents said that the rules and regulation in the organization are within the purview of law.

18. TO TEST THE RESPONDENTS ON THE BASIS OF EDUCATIONAL QUALIFICATION AND TRAINING PROGRAMME

<table>
<thead>
<tr>
<th>Educational Qualification</th>
<th>Yes</th>
<th>No</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>10th</td>
<td>7</td>
<td>1</td>
<td>8</td>
</tr>
<tr>
<td>12th</td>
<td>13</td>
<td>1</td>
<td>14</td>
</tr>
<tr>
<td>UG</td>
<td>19</td>
<td>1</td>
<td>20</td>
</tr>
<tr>
<td>PG</td>
<td>6</td>
<td>2</td>
<td>8</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>45</td>
<td>5</td>
<td>50</td>
</tr>
</tbody>
</table>

Since, calculated value of $X^2$ is more than the tabulated value. Hence, Alternative hypothesis is accepted. So, it concludes that there is significant association between the educational qualification and their training programme.
19. TO TEST THE RESPONDENTS ON THE BASIS OF EXPERIENCE AND OPPORTUNITY FOR PROMOTION

<table>
<thead>
<tr>
<th>Experience</th>
<th>Yes</th>
<th>No</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 Yrs</td>
<td>28</td>
<td>2</td>
<td>30</td>
</tr>
<tr>
<td>5 – 10 Yrs</td>
<td>8</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>10 -15 Yrs</td>
<td>5</td>
<td>1</td>
<td>6</td>
</tr>
<tr>
<td>15 yrs and above</td>
<td>4</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>45</strong></td>
<td><strong>5</strong></td>
<td><strong>50</strong></td>
</tr>
</tbody>
</table>

Since, calculated value of $X^2$ is more than the tabulated value. Hence, Alternative hypothesis is accepted. So, it concludes that there is significant association between the experience of the respondents and their opportunity for promotion.

20. SUGGESTIONS

- Provision of adequate time to plan and practice may be ensured, for the employees.
- In addition to on the job training, E – Learning and off the job training may be arranged.
- The management can provide small reward and give recognition for the performance during the training period.
- In relation to recognition and appreciation management should allot work for the employees according to their ability and skill.
- Promotion policy should be improved on the basis of performance and seniority.
- Incentive schemes should be improved on the basis of performance.

CONCLUSION

HR policy intervention helps the organization and the managers to utilize their human capital. M/S Saraf Hospitality Services (P) Ltd’s, policies are acceptable by the employees. They have a positive motivational impact on the employees. The governance of the company with regard to the employees, is commendable.