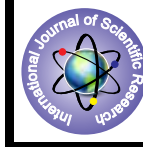


Training And Development In North Eastern Karnataka Road Transport Corporation : A Study



Commerce

KEYWORDS :

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INTRODUCTION:

Personnel Department is the predominant component of HRD unit of North Eastern Karnataka Road Transport Corporation (NEKRTC), though HRD has been identified and designated as a separate Department. Basically the existing Personnel Department is qualified to be called HR Department OR even a better name would be Human Resources Management Department, since it would correctly reflect the comprehensive and all inclusive nature of the functions of the existing Personnel Department, which covers all features of Human Resources Management, namely Forecast of requirement of Human Resources, Planning for Recruitment, In-service care Co-ordination, Control and Regulation as also Retirement and all matters related to Personnel Administration. It should be its function to plan for training appropriately along with recruitment of personnel from all the Departments. The present Human Resource Development. Is ill-equipped and does not have the comprehension of concept and perception of HRD.

THE CONCEPT

The new employee is a precious commodity and should be treated as such, its likely that considerable resources will have been committed to securing the new employees service for the organization and it is vital that everything be done to ensure that he/she settle in smoothly and quickly begins to make a contribution to corporate objectives for a contribution to corporate objective for new employee, starting new job is Also time of excitement and trepidation.

The excitement of new challenge and new colleagues, trepidation because starting any new job will bring some means of anxiety and in security hence HRD is total system with various sub system such as performance appraisal career planning, training and development employee welfare and others among all employee welfare and them.

The objectives of the paper:

The following are the objectives of the paper it has been prepared by keeping in the mind the training and development in NEKRTC and some of the Management Development Programme which are offered by the Central Institute of Road Transport (CIRT) Pune, CIRT is the one of the pioneer organization to provide the training facility to the employees of the Road Transport.

1. To study the Profile of the NEKRTC.
2. To know the training practice in NEKRTC.
3. To understand the need and significance of the training in NEKRTC
4. To offer Some Suggestions in order to improve the quality of training.

Training is the most important function that directly contributes to the development of human resources. For the development of Human Resource, the organization should create conditions in which people acquire new knowledge and skills and develop healthy patterns of behavior and styles. This is possible through personal guidance as well as institutional training. The technique of training has been a key factor and a major tool used to achieve the objective of Human Resource Development.

PROFILE OF NEKRTC:

The NEKRTC Primarily caters to the needs of traveling public in Gulbarga, Raichur, Bidar, Yadgir, Bellary, Koppal, Hospet and Bijapur Districts i.e., in the North Eastern Area of the Karnataka

State. The NEKRTC operates 12.94 lakhs kms every day with 3588 schedules.

NEKRTC was established on 1.10.2000 having been separated from KSRTC for providing "adequate, efficient, economic and properly coordinated road transport services" in the North eastern part of the state of Karnataka. Availability of adequate, safe and comfortable passenger transport facility is a very important index of economic development of any country. Public transport provides the vital connectivity in a developing society. NEKRTC is operating 2710 schedules covering 9.78 lakh kms carrying 10.00 lakh passengers every day. NEKRTC is serving 92% of the villages in its area (3859 out of 4203) with transport facility. NEKRTC's Infrastructure - one corporate office, 08-Divisional offices, 41 Depots, 108 bus stands and 2745 buses

Staff position at NEKRTC

Totally 18361 permanent employees are working in the NEKRTC category wise breakup of the total staff regularly employed.

TABLE .1 THE TOTAL NUMBER OF EMPLOYEES IN NEKRTC

Sl. No.	Name of the establishment	Officer	Supervisor	Non supervisor	Class IV Carder	Total
1.	Central office	29 (19.3)	25 (7.6)	62 (0.003)	21 (6.75)	137
2.	Gulbarga Dn. 1	14 (9.3)	28 (8.49)	1381 (7.86)	32 (10.28)	1455
3.	Gulbarga Dn. 2	11 (7.2)	30 (9.0)	1818 (10.34)	45 (14.47)	1904
4.	Raichur	13 (8.6)	34 (10.30)	2720 (15.49)	24 (7.71)	2791
5.	Bellary	10 (6.6)	30 (9.0)	1603 (9.12)	36 (11.57)	1679
6.	Bidar	11 (7.2)	29 (8.7)	2415 (13.7)	29 (9.32)	2484
7.	Koppal	14 (9.2)	33 (10)	1607 (9.14)	19 (6.10)	1673
8.	Yadgir	10 (6.6)	25 (7.5)	1426 (8.12)	40 (12.86)	1501
9.	Bijapur	17 (11.2)	54 (16.37)	3030 (17.24)	43 (13.83)	3144
10.	Hospet	14 (9.3)	28 (8.49)	1471 (8.38)	25 (8.03)	1538
11.	C.E Gulbarga	1 (0.7)	3 (0.9)	3 (0.017)	3 (0.97)	10
12.	C.E. Bellary	1 (0.7)	3 (0.9)	1 (0.0057)	1 (0.32)	6
13.	RTI Humanabad	1 (0.7)	2 (0.60)	10 (0.057)	5 (1.60)	18
14.	D TI Hagribomanhalli	-	2 (0.60)	7 (0.039)	3 (0.96)	12
15.	R.W.S.Yadgir	5 (3.3)	4 (1.21)	20 (0.11)	4 (1.29)	33
	Total	151	330	17569	311	18361

Field survey: 2012

C.E= Chief Executive, RTI = Regional Training Institute DTI = Driver Training Institute

TRAINING AND RE-TRAINING DRIVERS AT THE NEKRTC

Training and re-training should be considered must for Drivers, keeping in view the fact that technological innovations are

introduced in the operations quite frequently. While some basic features in driving are incorporated in the induction training for new Drivers, a large number of Drivers with long years of service have not been exposed to training and given access to benefits of training in a proper way that it is a mammoth task to train a staggeringly large number of Drivers at one place simultaneously. It would be worthwhile to decentralize training and relocate in the Depots till the proposed well equipped Training Center is established and starts functioning, in addition to mandatory training/ refresher courses at CIRT, Pune and other places.

TRAINING AND RE-TRAINING OF CONDUCTORS AT NEKRTC:

There should be a Scheme of continuous and strictly Job oriented training and Re-training of Conductors, which should also emphasize on the specific duties to be performed by Conductors, including smooth and courteous Relationship Management skills. The training should not be a routine matter, particularly for conductors. The shortcomings/lacunae in the attitude, behaviour and conduct of Conductors and their capacity to manage situations, like, eve teasing and drunken passengers, have been yet again highlighted in the Workshop. If such shortcomings persist, it will affect the image of NEKRTC. The training programmes of Conductors should, therefore, include elements to take care of these shortcomings/lacunae and bring about definite improvement. In this context, the Training needs of Conductors have also been examined. At present, apart from the job requirements, Conductors are given inputs in motivation, customer service, team building and positive attitudes. Since Conductors are the real face of the NEKRTC, so far as commuters and public are concerned, it would be desirable for monitoring, on the spot, the behavioral pattern of the trained Conductors to assess the effectiveness of the training and review and redesign the training methods, as is done in Punjab and Haryana Road Transport Companies. In Punjab, the Conductors themselves are asked to fill a Form; 3 days in a month, where they will themselves voluntarily give information regarding any unpleasant incidents with commuters and also indicate what the provocation was. This may seem incredible but true. A systematic approach on these lines will definitely bring about change in the attitude, habit and image of Conductors so that they become good Conductors, acclaimed also as good Conductors, by the commuters.

Need and significance of the training in NEKRTC

A training need exists when there is a gap between the present performance of an employee and the desired performance. Training is needed to achieve the following purpose.

Increase efficiency: Instruction can help employees increase their level of performance on their present and Future assignment. Increased human performance often directly leads to increased operational productivity and increased company profit. Again increased performance and productivity, because of training are most evident on the part of the employees who are not yet fully aware of the most efficient and effective ways of performing their jobs.

Improve excellence: Better informed workers are less likely to make operational mistakes. Quality increases may be in relationship to a company product or service, or in reference to the intangible organizational employment atmosphere.

Helps organization to fulfill its future personnel needs: Organizations that have a good internal educational programme will have to make less drastic manpower changes and adjustments in the events of sudden personnel alternations. When needs arises, for organizational vaccines can more easily be staffed from internal sources if a company initiates and maintains an adequate instructional programme for both its non-supervisory and managerial employees.

Use of technology: training necessary for making full use and adoption of technology advancements

Quality improvement: only better trained employees are less likely to make mistakes, best operations, co- operation etc. this leads to improve quality of work

Management Development Programmes

The following are the some of the Management Development Programmes and the Training programme provided by the CIRT, Pune the NEKRTC employees are actively participate in such Programmes

Depot. Management Training
Traffic Management and Safety Measures
Testing of tyres, tubes and wheel Rims
Training for personnel, welfare & industrial Relation officers
Bus Transport Planning and operation for STUs in Urban Areas
Road Safety Management
Tyre Maintenance Management
Training for Drivers Instructor
Maintenance management
Finance for Non Finance Executives

Training scheme at the NEKRTC:

The corporation gives training to various categories of officers of officials in the training institute as well as in the outside institutions. The training of employees of the technical cadre deputed to undergo specialized, training with the leading automobile organization and also grant cash rewards, and notes to the employees. The unit Heads are the disciplinary authorities for major punishment for all class III and IV staff. Depot manager and other divisional level officers have been empowered to impose minor penalties to class III & IV coming under their administrative control.

Suggestions:

The following are the some of the suggestion to improve the quality of training in NEKRTC

- Training is an important activity which must be given to all the employees at the earliest possible time on the continuous basis, so that employee can grow in their strength and get over the weakness.
- After recruit the employees it is advisable to give them the training compulsorily, in order to know the corporation rules and the particular job for the effective performance.
- The management must take responsibility for providing training to the employees based on modern methods and techniques according to its needs.
- Since training is very important not only to the employees but also the organization a careful planning and implementation of the programme is to be made.
- Individual precaution after training should be undertaken to ensure training effectiveness
- There should be proper incentives to the employee to attend the training programme

Conclusion

North Eastern Karnataka State Road Transport Corporation has rightly recognized that the quality of training ultimately determine that success of the organization. It is conducting several training programme to the employee with the intention to achieve the organizational goal and objectives successfully. Training programme occupies an important place in the career of each and every employee. Therefore, every firm conducts training programme for its employees to refine their skills, according to the requirements.

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