



## LEARNING AND DEVELOPMENT IN ORGANISATION

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Fulfillment for the award of the degree of

BACHELORS OF BUSINESS ADMINISTRATION

Submitted by

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IN

HUMAN RESOURCE

SCHOOL OF BUSINESS

Under the Supervision of

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## Declaration

I hereby declare that this project report titled " LEARNING AND DEVELOPMENT IN ORGANISATION". Submitted by me to the school of business, Galgotias university, is a Bonafide work undertaken by me and it is not submitted to any other university or institution for the award of any degree or diploma certificate or published any time before.

Submitted by;

signature

Sharon Nashon 19GSOB1010456

## Acknowledgement

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## ABSTRACT

The most important thing to understand when considering learning and development in an organization is a function within an organization that is responsible for empowering employees' growth and developing their knowledge, skills, and capabilities to drive better business performance. Moreover, the study helps in order to maintain a high level of Employee skills and in the work environment it's important to understand the needs of the employee of the workforce.

In this project we discuss more about the Aspects of learning and Development in any organization

The project report "Learning of development in an organization" is prepared to teach and give employees more knowledge in work so as to bring development in an organization. The factors that show how learning can bring development in an organization are analyzed in this project report are work relations with management and colleagues, recognition and respect in the workplace, ambition and personal goals etc. A questionnaire and an interview were conducted to collect the information from the employees of My service consultancy company to other companies like Agumentik consultancy company, Genius consultancy limited, Zurii company limited.

# Chapter I

## **Introduction**

Learning and development (L&D)

is a function within an organization that is responsible for empowering employees' growth and developing their knowledge, skills, and capabilities to drive better business performance.

Training and development involve improving the effectiveness of organizations and the individuals and teams within them. Training may be viewed as related to immediate changes in organizational effectiveness via organized instruction, while development is related to the progress of longer-term organizational and employee goals.

While training and development technically have differing definitions, the two are oftentimes used interchangeably and/or together.

Training and development have historically been topics within adult education and applied psychology but have within the last two decades become closely associated with human resources management, talent management, human resources development, instructional design, human factors, and knowledge management

## Chapter 2

### **Literature Review.**

#### Training And Development:

According to the Michel Armstrong, “Training is systematic development of the knowledge, skills and attitudes required by an individual to perform adequately a given task or job”. (Source: A Handbook of Human Resource Management Practice, Kogan Page, 8th Ed.,2001)

According to the Edwin B Flippo, “Training is the act of increasing knowledge and skills of an employee for doing a particular job.” (Source: Personnel Management, McGraw Hill; 6th Edition, 1984) The term 'training' indicates the process involved in improving the aptitudes, skills and abilities of the employees to perform specific jobs. Training helps in updating old talents and developing new ones. 'Successful candidates placed on the jobs need training to perform their duties effectively'. (Source: Aswathappa, K. Human resource and Personnel Management, New Delhi: Tata Mcgraw-Hill Publishing Company Limited,2000, p.189)

The principal objective of training is to make sure the availability of a skilled and willing workforce to the organization. In addition to that, there are four other objectives: Individual, Organizational, Functional, and Social. Individual Objectives – These objectives are helpful to employees in achieving their personal goals, which in turn, enhances the individual contribution to the organization. Organizational Objectives – Organizational objectives assists the organization with its primary objective by bringing individual effectiveness. Functional Objectives – Functional objectives are maintaining the department's contribution at a level suitable to the organization's needs. Social Objectives – Social objectives ensures that the organization is ethically and socially responsible to the needs and challenges of the society. Further, the additional objectives are as follows: To



prepare the employees both new and old to meet the present as well as the changing requirements of the job and the organization.

To prevent obsolescence.

To impart the basic knowledge and skill in the new entrants that they need for an intelligent performance of a definite job.

To prepare the employees for higher level tasks.

To assist the employees to function more effectively in their present positions by exposing them to the latest concepts, information and techniques and developing the skills they will need in their particular fields.

To build up a second line of competent officers and prepare them to occupy more responsible positions.

To ensure smooth and efficient working of the department

## Chapter3

### 1. My service consult



**Fig 1: my service consult**

About my service consult it deals with

Human resource management

It provides professional services to our clients to help them meet their challenges. We offer a broad range of services, including recruitment, job description writing, performance management, support and coaching, communication and training.

This is how it helps in LEARNING AND DEVELOPMENT IN AN ORGANIZATION.

Project management

We specialize in planning, coordinating, and executing projects based on specific requirements from their clients from conceptualization to completion. They create and maintain project milestones and project schedule.

Event management

It deals with events also such as dinner galas, grand openings, long service awards and many other. They are passionate about events and take each personally.

## SWOT Analysis of My service Consult company.

- Strengths

1. My service consult has highly qualified employees who are recruited from various different streams.
2. My service consult provides a broad range of services from financial consulting to operations and HR consulting and many more.

- Weaknesses

1. Tough competition from big industry consultants as well as other knowledge consulting agencies. As a new business consulting firm, it might take some time for the organization to break into the market.

- Opportunities

1. The world is going digital and hence business dynamics are also changing to the digital economy. My service consult can take advantage of this by providing digital solutions.
2. Expansion of the services to more areas in India and also other countries.

- Threats

1. Expansion of existing industry experts can reduce my service consult business

## 2. Agumentik consultant limited



**Fig 2: Agumentik consultant private limited**

Company Name- Agumentik Consultancy Private Limited

Registered State- Muzaffarpur, Bihar At Agumentik consultancy,

we strive for a better and new tomorrow for all those who are ever wanting just one opportunity to be a better version of themselves. We are here to give wings to your Business with our experts' advice in almost all fields. Agumentik are the fastest growing Consultancy Company in India. Agumentik Consultancy Private Limited is emerging as a leader for its excellent performance in its field and is becoming popular on Global Level.

Their mission revolves around their customers and it's not only to give service to them rather it's about higher satisfaction. So, it will help them take their career or business to the next level and Agumentik are watching the result all around by getting customers from all over the globe. Agumentik Consultancy has a big vision, taking very small but smart steps to get toward success. They are humble, visionary, and gigantic as well in terms of aspiration. In the Consultancy Industry, "It's not about a splendid innovation, it's about a bunch of little innovations & Satisfaction every day, every month and so on for carrying out something slightly better and efficient.

## SWOT Analysis of Agumentik Consultancy Private Limited

- Strengths

1. Agumentik has highly qualified employees who are recruited from various different streams.
2. Agumentik provides a broad range of services from financial consulting to operations and HR consulting and many more.

- Weaknesses

1. Tough competition from big industry consultants as well as other knowledge consulting agencies
2. As a new business consulting firm, it might take some time for the organization to break into the market.

- Opportunities

1. The world is going digital and hence business dynamics are also changing to the digital economy. Agumentik can take advantage of this by providing digital solutions.
2. Expansion of the services to more areas in India and also other countries.

- Threats

1. Expansion of existing industry experts can reduce Agumentik's business

### 3. Genius consultancy limited.



**Fig 3: genius consultancy limited**

Company Name- Genius consultancy limited

Registered State- Dar Es Salaam

It is a consulting Business Company focused on two areas. First, we aim to elevate the operations of Tanzanian businesses to match those in the developed world - one that is driven by data, based on technology, and focused on the customer.

Second, we want to guide foreign companies who wish to do business in Tanzania. We understand the Tanzania business environment and what the pain points are for outside companies. Genius consultancy was started in 1993 by four management and IT consulting professionals. Trained in Tanzanians and the United States, and with a combined experience.

#### III. SWOT ANALYSIS H of Genius consultancy limited.

- Strengths

- 1, High service quality provided to clientele that brings repeated business.
2. Highly professional and qualified staff having good networks in the industry.

- Weaknesses

1. Lack of sufficient brand awareness and equity due to the company being new.
2. I came across that some employees lack experience.

- Opportunities

1. Expansion of the services to more areas in Europe, USA and also other countries.
2. Rapidly growing demand for Indian consultancy services from foreign countries can be leveraged.

- Threats

1. Slow economic growth can lead to hindrances in organizational growth

#### 4.Zurii Africa



**Fig 4: Zurii Africa**

ZURII AFRICA COMPANY is a portfolio of professionals with diverse qualifications including business, taxation, IT and financial management. It was founded in 2004 and registered as a private limited company. Target Business Consultants Plc. served organizations of more than 150 in numbers, including NGOs, governmental and business organizations. The business is operating on a full-time basis with 15 permanent staff and more than 40 freelancers during peak operational periods. Currently it provides services in business consulting, financial management services including IFRS / IPSAS Implementation, Business outsourcing and financial and ERP software training and implementation.

SWOT Analysis of Target Business Consultancy.

- Strengths

1. Target has highly qualified employees who are recruited from various different streams.
2. Target provides a broad range of services from financial consulting to operations and HR consulting and many more.

- Weaknesses

1. Tough competition from big industry consultants as well as other knowledge consulting agencies.



2. As a new business consulting firm, it might take some time for the organization to break into the market.

3. Lack of sufficient brand awareness and equity due to the company being new.

- Opportunities

1. Expansion of the services to more areas in India and also other countries.

2. Rapidly growing demand for Ethiopia consultancy services from foreign countries can be leveraged.

- Threats

1. Expansion of existing industry experts can reduce Target's business

2. Slow economic growth can lead to hindrances in organizational growth

## Chapter 4

### ORGANISATION BEHAVIOUR

Organizational behavior describes how people interact with one another inside of an organization, such as a business. These interactions subsequently influence how the organization itself behaves and how well it performs. For businesses, organizational behavior is used to streamline efficiency, improve productivity, and spark innovation to give firms a competitive edge

### ELEMENTS OF ORGANIZATIONAL BEHAVIOR

The four elements of organizational behavior are people, structure, technology, and the external environment. By understanding how these elements interact with one another, improvements can be made. There are three main categories of organizational behavior: the individual level, the group or team level, and the organizational system level

## Chapter 5

### THEORY OF ORGANISATION

Following are some of the popular Organizational Behavior Theories:  
Organizational theory is the study of the structures of organizations.

Four major theories contribute to this study – classical organizational theory, human relations or neo-classical theory, contingency or decision theory and modern systems theory  
Classical organizational theory  
Classical theory views organizations as machines and human beings as parts of the machine.

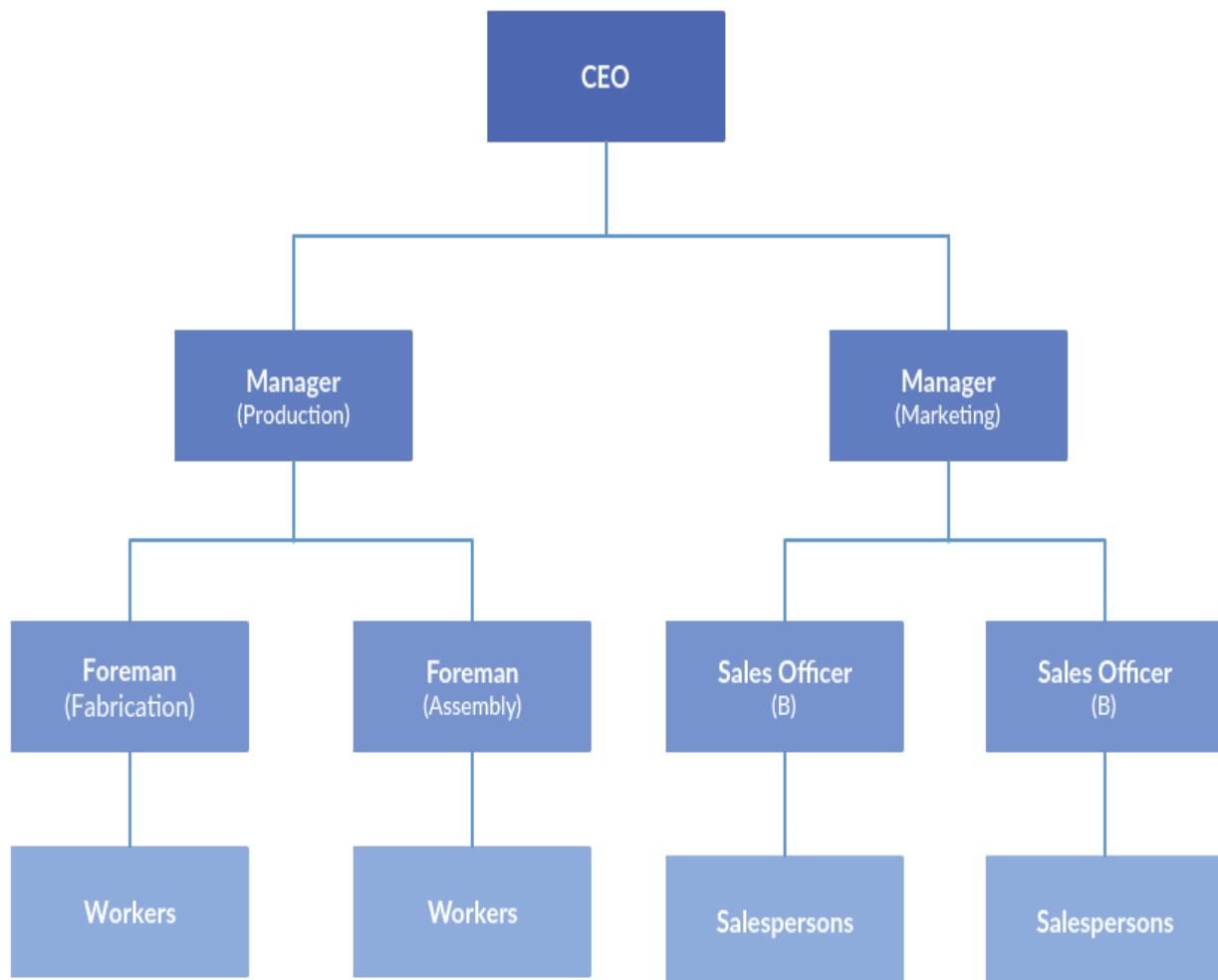
Therefore, classical theorists believed that the efficiency of the organization improves with the efficiency of human beings. However, this theory takes a rigid and static view of organizations.

Human relations or neo-classical theory  
Neo-classical theory is called human relations and behavioral science approach. It is built on the base of classical theory. It modified, improved and extended the classical theory.

Classical theory concentrated on job content and management of physical resources.

## Chapter 6

**FLOW CHART OF ORGANISATION** An organizational chart is a diagram that visually conveys a company's internal structure by detailing the roles, responsibilities, and relationships between individuals within an entity. Organizational charts are alternatively referred to as



**Fig 5: organizational structure**

## Chapter 7

### ORGANIZATION DEVELOPMENT

#### Organization development (OD)

is an effort that focuses on improving an organization's capability through the alignment of strategy, structure, people, rewards, metrics, and management processes. Many OD interventions relate to human resource management and talent management. While HR initiatives focus on people practices, organization development zooms out to consider multiple inputs and tools that cut across the breadth and depth of the organization. OD is more holistic and strategic whereas HR is operational. Like talent development, sometimes OD functions are under the HR umbrella

### The Organizational Development Process



**AIHR** Academy for International HR

**Fig:6 The organizational development process structure**

## Chapter 8

### LEARNING ORGANISATION

Learning organization is a company that facilitates the learning of its members and continuously transforms itself. The concept was coined through the work and research of Peter Senge and his colleagues.

#### 5 Key Traits ALL Learning Organizations Share

Collaborative Learning Culture (Systems Thinking)

- "Lifelong Learning" Mindset (Personal Mastery)
- Room For Innovation (Mental Models)
- Forward-Thinking Leadership (Shared Vision)
- Knowledge Sharing (Team Learning)

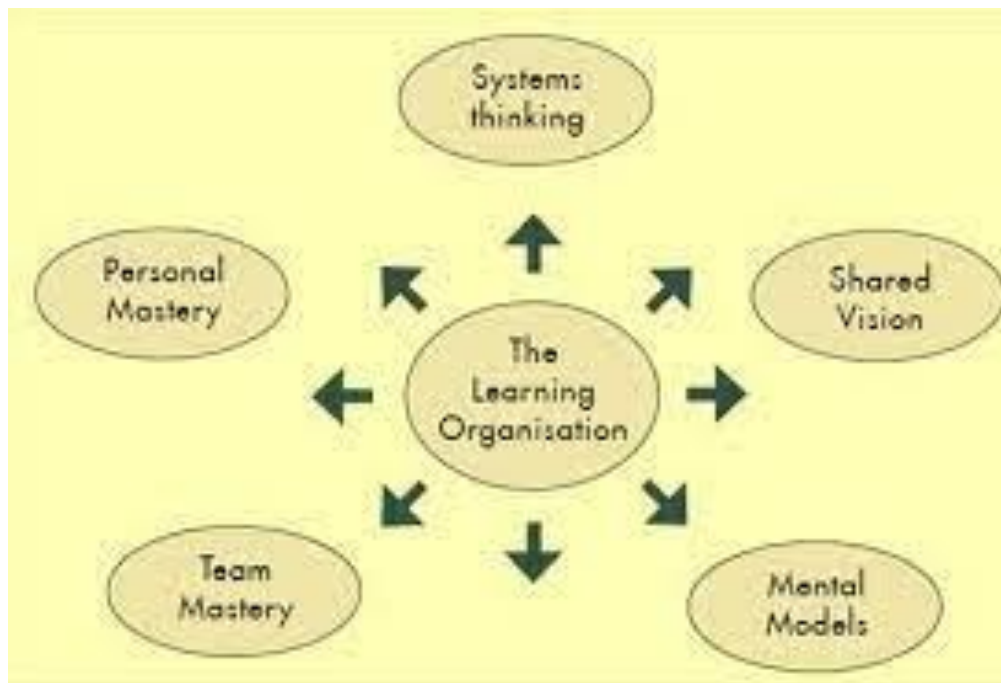


Fig 7; learning organization share structure

## Chapter 9

### IMPORTANT OF LEARNING AND DEVELOPMENT IN ANY ORGANISATION

#### **1.Today's Employees Demand Opportunities to Learn**

According to a 2016 Gallup report, 87% of millennial say learning and development in the workplace is important while 59% of millennial say having opportunities to learn and grow is extremely important when deciding whether to apply for a job.

Why is that important? Well, by 2025 millennial will make up 50% of the US workforce. By 2030, 75% of the US workforce will be comprised of millennial. In order for companies to compete for top talent, they will need to be able to offer a commitment to an employee's development.

#### **2. Hiring Is More Expensive Than Employee Retention**

It is difficult to understand the actual costs of employee turnover, but we inherently understand that losing productive employees is not a good thing. In their 2018 Employee Retention Report, Work Institute reported that 1 in 4 employees will leave their job and nearly 77% of that turnover could be prevented by employers.

#### **3.Training Employees Improves Your Bottom Line**

Employees are a company's greatest asset. Right? Sure, they are! With the right team in place, the sky's the limit. With learning & development focusing on filling in knowledge gaps and up skilling employees by focusing on the strengths of their employees, companies have reported anywhere between a 14%-29% increase in profit.

## Chapter 10

### DIFFERENCE BETWEEN LEARNING AND DEVELOPMENT

BASIS	TRAINING	DEVELOPMENT
Meaning	Is the process of increasing knowledge and skills of an employee	It is a process of learning and growth
Orientation	It is a job oriented process	It is a career oriented process
Duration	It is a short term process for a fixed duration	It is a long term process which takes place throughout the life of a person
Effect/objective	It enables the employee to perform the job better	It ensures the overall growth of an employee
Focus	It focuses in technical skills	It focuses in conceptual and human ideas
Level of trainees	It is meant for supervisors and employees	It is meant for managerial levels
Scope	It has a narrow scope	It has a wider scope

**Table 1: different between learning and development**



## Chapter 11

### IMPORTANT OF DEVELOPMENT TO HUMAN RESOURCE

- (1) It enhances the skills and capabilities of the employees.
- (2) It facilitates the adoption of new and improved technology and processes in production.
- (3) It enables the employees to learn additional skills and develop capabilities, thus enhancing their versatility for providing them opportunities for advancement.

### IMPORTANCE OF HUMAN RESOURCES MANAGEMENT

Enter your sub headline here



Sources: Bankofindia.com

**Fig 8: human resource management**

## APPENDICES

- Appendix 1 introduction
- Appendix 2 literature review
- Appendix 4 the industry
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- Appendix 6 theory organization
- Appendix 7 flowchart organization
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