

Impact of Training and Development Programmes on Indian Railways: A Study

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Abstract:

The objective of this paper in the present context training is one of the crucial inputs for raising the efficiency in governmental organisations, which are faced with wide-ranging challenges of development. The importance of training in governance cannot be overstated. Training effort should not be a meaningless ritual if intended effects are to be achieved. It should be well-informed and have a strong sense of purpose. Human resources are a crucial asset in any firm. Indian Railways is one of the country's largest employers and the backbone of the service sector. Lord Dalhousie dedicated the first passenger railway, which travelled between Bombay's Bori Bunder station and Thane on April 16, 1853. Three steam locomotives, the Sahib, Sindh, and Sultan, pulled the 14 carriage train. Indian Railways is one of the nation's largest public enterprises with significant fixed assets. There were just a few organisations that have implemented a well-thought-out management development programme. The goal of training is to improve an employee's ability to accomplish his job and engage effectively. In this context, the current study will look at the impact of training and development programmes on Indian railways: A Case Study of the Secunderabad Zone of the South Central Railways.

Key Words: organization, human resources, existing skills.

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I. INTRODUCTION

Every organisation in every sector (private, public, or voluntary) must operate as if it were a company, with the goal of successfully and efficiently achieving its goal, whether it is to make money, provide a public service, or perform philanthropic functions. HRM's main concerns are to address the organization's business goals as well as the individual and collective demands of its employees. Training and development activities are one of the strategic tools for putting this idea into action. An organization's most important component is its employees. Employee performance determines whether an organisation succeeds or fails. One of the functions of Human Resource Management is employee development. In India, the service industry encompasses a wide range of services such as power, water supply, road, rail, and air transportation, among others, and provides a wealth of opportunities for human resources. Indian Railways is one of the country's largest employers and the backbone of the service sector. Lord Dalhousie dedicated the first passenger railway, which travelled between Bombay's Bori Bunder station and Thane on April 16, 1853. Three steam locomotives, the Sahib, Sindh, and Sultan, pulled the 14 carriage train. The train carried 400 passengers over a distance of 34 kilometres. The Great Indian Peninsula Railway built and operates the passenger line. Indian Railways is a major public endeavour with a large number of permanent assets, including 67368 route kilometres, 7349 railway stations, and 1,30,776 railway bridges. Approximately 29% of total route kilometres are electrified. During the fiscal year 2016-17, the total human resource strength of Indian Railways was 1.540 million, with 46 percent of employees receiving railway accommodation. The Railway Board synchronises scarce resources with the help of Human Resource in Indian Railways, resulting in a net income of 64.25 billion. Human resources aid in not just effectively and efficiently tapping the organization's fixed and scarce resources, but also in achieving the organization's goals in a timely manner. They are, in reality, Indian Railways' most valuable assets. In this context, the current study will look at the Impact of Training and Development Programs on Indian Railways: A Case Study of the South Central Railways Secunderabad Zone from 2000 to 2018.

Objectives of the Study

1. To study training and development programmes conducted in Indian Railways.
2. To analyze how far the training programmes are helpful to the employees in performing their job.
3. To study the employees satisfaction and level of motivated by the organization

4. To suggest appropriate training techniques to overcome the obstacles.

II. RESEARCH METHODOLOGY:

The present study descriptive research design will be adopted based on secondary data. The secondary data has been collected from various libraries, Books, Journals, Periodicals, Reports, News papers, Railway yearly Books, and Government orders.

Limitation of the Study:

*The present study is confined to the South Central Railways Zone Secunderabad only.

* The present study is confined to Supervisors Diesel of Mechanical Department from South Central Railways Secunderabad.

Need of the Study:

Training and development helps in optimizing utilization of human resource of the Indian Railways. It helps to develop the skills of employees and to improve the productivity of the employee. Training and development enable employee to shoulder higher responsibility it helps to learn new technologies and innovations and to improve skills and capabilities of the individuals.

History of Indian Railways:

The Ministry of Railways operates India's national railway system, which is known as Indian Railways. With 121,407 kilometres (75,439 miles) of total track along a 67,368-kilometer (41,861-mile) route, it administers the world's fourth-largest railway network. 49% of the routes are electrified with 25 KV AC electric traction, and 33% are double or multi-tracked. IR operates around 20,000 passenger trains every day across India, on both long-distance and suburban routes, from 7,349 stops. The trains are assigned a five-digit number. The most prevalent types of trains, mail or express trains, travel at an average speed of 50.6 kilometres per hour (31.4 mph). IR operates almost 9,200 trains per day in the freight section. Freight trains travel at a speed of roughly 24 kilometres per hour on average. IR's rolling fleet included 277,987 freight waggons, 70,937 passenger coaches, and 11,452 locomotives as of March 2017. In India, IR owns locomotive and coach manufacturing plants in many places. As of March 2017, it was the world's eighth-largest employer, with 1.308 million employees. IR carried 8.26 billion passengers and 1.16 billion tonnes of freight in the fiscal year that ended in March 2018. With an operating ratio of 96.0 percent, IR is expected to generate income of 1.874 trillion in fiscal year 2017-18, consisting of 1.175 trillion in freight revenue and 501.25 billion in passenger revenue.

Profile of South Central Railways:

The Hubli and Vijayawada Divisions of the Southern Railway and the Sholapur and Secunderabad Divisions of the Central Railway were carved apart and united into a new Zone on October 2, 1966. On 02.10.1977, the Southern Railway's Guntakal Division was combined with the South Central Railway, while the Central Railway's Sholapur Division was remerged. On February 17, 1978,

Table-1. South Central Railway

1	Number of Divisions	06
2	Number of States Covered	05
3	Number of Stations	742
4	Originating Earnings 2017-18 (<i>Rs. in crores</i>)	13673
5	Apportioned Earnings 2017-18 (<i>Rs. in crores</i>)	16332
6	No. of Originating Passengers 2017-18 (<i>in millions</i>)	379
7	Originating Loading 2017-18 (<i>in million Tonnes</i>)	103
8	Operating Ratio 2017-18 (<i>in percentage</i>)	82.94
9	Punctuality 2017-18 (<i>in percentage</i>)	91
10	Number of passenger Trains run daily	744
11	Mail / Express Trains	275
12	Passenger Trains	348
13	MMTS Trains	121
14	Staff Strength	80,354

Source Indian Railways Annual Report and Accounts 2016-17

The Secunderabad Division was separated into two divisions: Secunderabad and Hyderabad. Following the reorganisation of zones and divisions that took place on April 1, 2003, two new divisions, Guntur and

Nanded, were established, transferring Hubli Division to the newly formed South Western Railway. S.C. Railway is currently divided into six divisions: Secunderabad, Hyderabad, Vijayawada, Guntakal, Guntur, and Nanded. The South Central Railway primarily serves the states of Andhra Pradesh, Telangana, and Maharashtra, as well as parts of Karnataka, Tamil Nadu, and Madhya Pradesh to a lesser extent.

IMPACT OF TRAINING PROGRAMMES:

Effective training and development programmes have improved the knowledge and abilities of Indian Railways staff. The planning and creation of training and development programmes are included in the design of training programmes. The systematic design and development of instructional methods and materials to facilitate the process of training and development and ensuring that training programmes are essential, valid, and effective is known as instructional systems design. Although the instructional design process can take many different forms, it must include data gathering on the activities or skills to be learned or improved, analysis of these skills and tasks, development of methods and materials, programme delivery, and evaluation of training efficacy. South Central Railway in Secunderabad it has more than 80 thousand employees. The workforce of SCR is a varied mass of people from the Gangman/Khalasi at one end to Chairman, Railway Board at the apex level. The task of the personnel department of Railways is to manage and look after the welfare of this large mass of employees and their families.

Courses Offered in ZRTI

Initial: Operating

S.NO	CATEGORY	WORKING DAYS
1	ASMS	75
2	GUARDS	30
3	Train Clerks	18
4	Traffic Apprentices@ ZRTI 3 Phases PHASE –I GUARD PHASE –II ASM PHASE –III (Advanced Operations)	30 75 30
5	APP. Diesel/ Traction Assistant in G & SR	24
6	Tower Car Driver/ TTM Operators	24

Source: Zonal Railway Training Institute Secunderabad 46th Annual day Celebrations book 2018.

Refresher: Operating

S.NO	CATEGORY	WORKING DAYS
1	ASMs/SMs/TIs	15
2	GUARD	15
3	LI/LP/ALP	10
4	TTM/TOWER WAGON OPERATORS	10
5	SCOR	6

Source: Zonal Railway Training Institute Secunderabad 46th Annual day Celebrations book 2018.

Promotional: Operating

S.NO	CATEGORY	WORKING DAYS
1	Selection Controllers	30
2	Goods to Passenger	06
3	ASST.LP to Goods LP	26
4	Goods LP to Pass LP	16

Source: Zonal Railway Training Institute Secunderabad 46th Annual day Celebrations book 2018.

Initial: Commercial

SL.NO	CATEGORY	WORKING DAYS
1	Commercial Clerk	20
2	Ticket Collector	26
3	ECRC	26
4	Commercial Apprentice@ ZRTI 2 Phases Phase-I Phase-II	40 40

Source: Zonal Railway Training Institute Secunderabad 46th Annual day Celebrations book 2018.

Refresher: Commercial

SL.N	Category	Working days
1	CCs/CIs	06
2	TEs/ECRCs	06

Source: Zonal Railway Training Institute Secunderabad 46th Annual day Celebrations book 2018.

Special Courses:

SL.N	CATEGORY	WORKING DAYS
1	Training for trainer for first responders on disaster management	24
2	Disaster management for Sr. Supervisors & on – board staff	05
3	Special course for supervisors (TIs/SMMRs)	03
4	Customer care for Ticket checking staff	03
5	Pre-Promotional Courses for ATM/AOM/ACM	21
6	Contract Management	06
7	Catering Management	05
8	MMTS Course to Guards	04
9	Transportation Rules for Non Railway Organisation	Need based

Source: Zonal Railway Training Institute Secunderabad 46th Annual day Celebrations book 2018.

**Table.2
Human Resource of Indian Railways at Glance during the Year-2017**

S.L NO.	Total Workforce Department Wise	Group, A,B,C,D Total Employees
1	Administration	38,219
2	Accounts	24,601
3	Engineering	3,19,895
4	Signal and Telecom	65,497
5	Transportation	1,62,229
6	Commercial	86,099
7	Mechanical Engineering	3,02,817
8	Stores	23,978
9	Electrical	1,70,569
10	Medical	39,146
11	R.P.F.	56,305
12	Railway Board/other railway offices, including RPSF	18,968
Total		13,08,323

Source: Indian Railways Annual Report and Accounts 2016-17

The Training Programmes Conducted by ZRTI Secunderabad for all Group C Employees 42 days training period. It is general for all employees FOUNDATION COURSE includes as follows:

- **General administration:** for awareness of Indian Railways profile ministry of Railways role and responsibility.
- **Transportation rules:** for awareness of railway employees to guide the transportation rules and regulation strictly as follows.
- **Commercial :** group C cadre employees sometimes multiple working culture are there commercial aspects also include the training sessions.
- **Mech. Engineering:** Employees training session including technical aspects are there, so minimum knowledge is need for employees regarding mechanical engineering.
- **Establishment:** Organization profile and establishments central government rules and regulation include the training session.
- **RajBhasha:** Indian Railways employees' mainly using Hindi language it is for throughout India people are using Hindi, and also Hindi is our prime language.
- **Accounts:** Employees having knowledge about the accounts and every year we have auditing.
- **Audits:** Employees having for knowledge in Audit for every section it is responsible for all employees.

- **Vigilance:** The Vigilance information also trained employees cross checking also there in the Railway department without intimation they are cross check for whether employee on duty or not.
- **First Aid:** Every employee having training sessions for First Aid facility in there department or section how to use and so.
- **Civil Engineering:** Employees have minimum knowledge for technical engineering they may provide training session for this.
- **Fire Fighting:** this is most important aspects in training sessions employees having more knowledge is there any fire accident occur in their working place.
- **Customer Care:** Indian Railways Main Motto is serving the People, because people are the main asset for this organization.
- **Disaster Management:** Railways employees having very much time sense and quick learning and action accordingly perform in order to situation.

III. CONCLUSION

The impact of trainings Indian Railways must undertake new rail line projects, electrification projects, uni-gauge projects, captive power plant projects, and boost workforce in order to meet the modernisation needs of passengers at a faster pace. Because Indian Railways is the largest transporter of commodities and passengers, India's progress is significantly reliant on them training has given various institutions throughout India.

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