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ABSTRACT

Training and development (T&D) (also known as Human Resource Development – HRD) and its strategic role are currently debated at the national, organizational and individual levels. General literature regarding its impact is undecided. Now days, organizations operate in a complex and changing environment that greatly influences their growth and expansion. To cope up with this changing environment they need to develop their human resources. This is because the survival and growth of any organization depends on the quality of human resources. Having this in mind this study was conducted to assess HRD practices and challenges in the selected Yangon International Airport. The study used both primary and secondary data sources. Cross sectional survey was employed taking a sample of 171 respondents from three departments (Airport, Passenger service, In flight service) selected through simple random sampling technique to collect data through questionnaire. Besides, focus group discussion and interview were used to consolidate and verify the information. Data were analyzed and interpreted using descriptive statistics based on SPSS 16.0 and qualitative technique. The finding of the study showed that the employees have good awareness towards HRD concepts and they were able to relate those concepts with HRD. However, as the results proved the sector bureaus were not in a good track in practicing training and development, career development, organizational development and performance appraisal. The finding also indicated that the sector bureaus were not in a position to doing personal analysis and confronted with the variety of challenges in the practice of HRD. Generally, based on the findings the sector bureaus did not have good HRD system. In conclusion in order to minimize problems in the practice of HRD first and foremost, in the three departments, HR should get due attention since it is an engine for other resources. In Meeting HR need, the HRD practices should also focus on career development and post training evaluation should be exercised in order to increase the effectiveness of the program. Moreover, to overcome the challenges of HRD practice there is a need for skilled human and financial resources, to differentiate high and low performers by using performance criteria and providing the necessary technical and interpersonal support to make HRD process more sustainable.

Keywords: development, training, satisfaction, performance, evaluate