

## **CHAPTER 1**

### **INTRODUCTION**

#### **1.1 Statement of Problem**

The purpose of this study was to identify factors that influence HR development and promote growth at airport how these factors relate to the grade of fulfillment that have experience with choosing job. More specifically, I looked at how factors such as early aviation interests, demographics, health factors, formal education, other aviation experiences and airport size related to Yangon International airport managers' satisfaction with career choice.

#### **1.2 Purpose of the Study**

The intention of this research study is to survey whether the HRD and T&D have a tactic role in Yangon International Airport. By using an inductive reasoning, the research gives us the information and illustrates that training and development in this Yangon International airport. In order to complete this, we chose three departments in the airport to conduct this survey, and we will know how some employees may or may not see the training program as strategic.

#### **1.3 Importance of the Study**

The research study of HRD training and confrontations are the big factors aspect of establishment survey. So, the necessary information from this study maybe indicated from some other beneficiaries view:

- The main idea of the study will assist the policy formulating bodies and decision makers to give due emphasis to HRD and devise different mechanisms in order to scale up and continuously upgrade the employees' expertise to improve organizations' performance.
- The study areas will use it as a guideline to address problems and improve their understanding in the practices of HRD and other organizations, which have similar problems, can also extrapolate its findings.

- Finally, it will be served as a reference for further researchers for those who have an interest in relation to this area and it helps the researcher to acquire knowledge and skills.

#### **1.4 Scope of the Study**

The study has been relied on three main departments, which is the most important departments that is working closely with customers. The bounded systems in that study include Airports, Flight Service and Passenger Service. Three employees from each department have been selected and it stated total of the full study, it was conducted by interview: A Training Supervisor or Manager (conduct and supervise training and development programs for employees).

The reason why we selected those three departments because they are playing an important role and position in the airport, they work closely with customers, and they are the one, who can give the particular services to passengers. An aspect from the system of those departments provide us the good and clear perspective of what is going to happened as a whole if we compare to the isolated system. On the other hand, these data, which was surveyed of this analysis maybe not be transferable to some other airports or airline companies, it provided us the understanding of how airport and airline plans, develop and practicing its training and development strategy.

The workers, who have been selected for interview for this research study represented of their own departments. We used cross-section strategy for selecting the workers because it created and widespread the opinions in the particular unit of survey (Yangon International Airport).

All in all, the survey demonstrated the strategy of how everything works for all and could be managed effectively.

### **1.5 Rationale of the Study**

We will use three front departments in Yangon International Airport for this research study, in order to figure out how they work on their role effectively.

There are server questions for exploring the strategy of training and development:

- I. Do you find HRD function play a big factor in your company or organization?
- II. How do you rate HRD or training of playing tactical role?
- III. What do we need in order to improve HRD or training and development to become a complete unit in that organization?

The above questions are not important to make a clear answer as Yes or No, they are more interesting by inspiring the interviewees to demonstrate about how do they think about the HRD role or training function play a tactic role in their departments.

This research study is still be in temporary, it means it has not been developed yet, but the data and information can be used to improve the functioning in organization.

### **1.6 Definitions of Key Terms**

The following definitions of terms used in this study are adapted from related literatures and modified to suit the study.

**Human Resource:** is the separation of an organization that is relied on activities to workers of employees, these actions normally combine gather, recruiting and training new employees, or current employees.

**Development:** the act of developing if the state of being developed, the act or process of growing,

progressing or developing.

**Human resource development:** it is a framework for helping employees developing their personal and organizational skills, knowledge and abilities to meet current and future job demands.

**Challenges:** For this study challenges are obstacles or impediments that hinder effectiveness of human resource development practices in the selected departments.