

CURRENT HR PRACTICES ADOPTED BY LANSON AND TOYOTA

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Abstract

In this study we learn about how the organization structure, duties, responsibilities, function and process, how the employee work in an organization. And what are the function of production, finance, and operation of an organization. The automotive industry is a wide range of companies and organizations involved in the design, development, marketing, and selling of motor vehicles. It is one of the world's most important economic sectors by revenue. The automotive industry does not include industries dedicated to the maintenance of automobiles following delivery to the end-user, such as automobile repair shops and motor fuel filling stations. Safety is a state that implies to be protected from any risk, danger, damage or cause of injury. In the automotive industry, safety means that users, operators or manufacturers do not

face any risk or danger coming from the motor vehicle or its spare parts. Safety for the automobiles themselves, implies that there is no risk of damage. They have a variety of cars like ETIOS LIVA, ETIOS, INNOVA, COROLLA ALTIS, FORTUNER, CAMRY, PRIUS, PRADO, LAND CRUISER. And they have a various department like human resource and administration department, retail finance department, safety department, quality department, sales and marketing department, service department, body and painting processing and coating, insurance department, accounts department, accessories department. And here what are rules and policy are followed in Lanson Toyota are going to see.

Key Words: *Automotive Industry, revenue, administration, departments, Policies.*

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INTRODUCTION:

In this study we learn about how the organization structure, duties, responsibilities, function and process, how the employee work in an organization. And what are the function of production, finance, and operation of an organization. Human Resource is also a management function concerned with hiring, motivating, and maintaining people in an organization. It focuses on people in organisations. The process of human resource department are man-power, recruitment, sourcing, screening, analyzing the employee. In organization, they have various department like human resources department, accounts department, sales and marketing, production department, administration department. In this review, we see about the department process in Lanson Toyota.

AUTOMOBILE INDUSTRY:

The automotive industry is a wide range of companies and organizations involved in the design, development, marketing, and selling of motor vehicles. It is one of the world's most important economic sectors by revenue. The automotive industry does not include industries dedicated to the maintenance of automobiles following delivery to the end-user, such as automobile repair shops and motor fuel filling stations.

The term *automotive* was created from Greek *autos* (self), and Latin *motivus* (of motion) to represent any form of self-powered vehicle. This term was proposed by SAE member Elmer Sperry.

The automotive industry began in the 1890s with hundreds of manufacturers that pioneered the horseless carriage. For many decades, the United States led the

OBJECTIVES OF THE STUDY

PRIMARY OBJECTIVE:

To study the HR department process in Lanson Toyota at Chennai.

SECONDARY OBJECTIVE:

- To study the performance of the new employee.
- To study the HR department process in the organization.
- To study the functional activity coordinated by the hr department.
- To know the effectiveness of HR policy in Lanson Toyota at chennai.

world in total automobile production. In 1929 before the Great Depression, the world had 32,028,500 automobiles in use, and the U.S. automobile industry produced over 90% of them. At that time the U.S. had one car per 4.87 persons. After World War II, the U.S. produced about 75 percent of world's auto production. In 1980, the U.S. was overtaken by Japan and became world's leader again in 1994. In 2006, Japan narrowly passed the U.S. in production and held this rank until 2009, when China took the top spot with 13.8 million units. With 19.3 million units manufactured in 2012, China almost doubled the U.S. production, with 10.3 million units, while Japan was in third place with 9.9 million units. From 1970 (140 models) over 1998 (260 models) to 2012 (684 models), the number of automobile models in the U.S. has grown exponentially.

	Leave	Casual (CL)	Sick (SL)	Privilege (PL)
HUMAN	No of Days	10	10	20
	Credit	Yearly	Yearly	Yearly
	Eligibility	After Confirmation	After Confirmation	After one year subject to confirmation of Services
	Accumulation	NIL	Up to 30days	Up to 45days
	Encashment	No	No	Over & above 45days

RESOURCES & ADMINISTRATION DEPARTMENT

HR Policy - Time & Attendance:

- ❖ Business hours starts at 9.00am, hence IN time @ 8.58am and OUT time @ 5.58pm
 - ❖ Staff entry thru main gate Attendance recording by bio-metric system
 - ❖ A grace time of 5mins up to three occasions per month is allowed. Beyond three occasions the same shall be considered as late coming
 - ❖ Employees in Service department may required to come in shifts.
- Employees working shifts shall be intimated to HR before close of working hours on Fridays to make necessary changes in the system
Weekly Holiday – Sundays
- ❖ Holidays declared under Tamil Nadu Industrial Establishments (National and Festival Holidays) Rules, 1959 for the year 2015 are

HR Policy – Leaves / Holidays

Sl	Description of the Holidays	Days, dates & months of the year on which the National and Festival Holidays are allowed under Section 3 of the Tamil Nadu Industrial Establishments (National and Festival Holidays) Act, 1958 (Tamil Nadu Act XXXIII of 1958)			
		Name of the Days	Date	Month	Year
1	New Year's Day	Thursday	01	01	2015
2	Pongal	Thursday	15	01	2015
3	Republic Day*	Monday	26	01	2015
4	Tamil New Year's Day	Tuesday	14	04	2015
5	May Day*	Friday	01	05	2015
6	Independence Day*	Saturday	15	08	2015
7	Vinayakar Chathurthi	Thursday	17	09	2015
8	Gandhi Jayanthi*	Friday	02	10	2015
9	Ayutha Pooja	Wednesday	21	10	2015
10	Deepavali	Tuesday	10	11	2015

- ❖ Late Coming / Early Going of 1 hour up to two occasions together per month is allowed
- ❖ Employee proceeding on an official duty outside office shall submit the on-duty slip at the security duly approved by the department Head.
- ❖ Employee working on a Weekly holiday (usually Sunday) is eligible to avail Compensatory Off within the three days either before or after the work.
- ❖ Comp Off shall elapse if the same is not availed within the stipulated time.
- ❖ Comp Off cannot be availed against a half-a-day or less for the work performed on a Weekly / Declared / National & Festival holiday.

HR Policy – Salary Cycle & Payroll

- ❖ Salary Cycle is from 26th of previous month to 25th of present month.
- ❖ Salary is paid on the last working day of the month.
- ❖ Salary is paid thru bank advice, if bank account is not opened for new joiners,

the same shall be disbursed thru cash on the last working day of the month.

- ❖ All employees are required to open a salary account with State Bank Of India
- ❖ Overtime is calculated on calendar month basis and paid on second week.

HR Policy – Refreshments

- ❖ Lunch is provided at a subsidized rate of Rs.15/- per person per day only for SA, Tech, Maintenance, Chauffeurs, Security and for whose salary is below 10,000. The same shall be deducted from their salary.
- ❖ Employees are also allowed to get their own food from outside. In such case no deductions shall be made towards canteen.
- ❖ Breakfast and Dinner are provided to Technicians / Service Advisors coming in shifts at subsidize cost of Rs.10.
- ❖ Tea / Coffee are available at the showroom counter for our employees to refresh themselves.
- ❖ Refreshment like Tea is served to all employees twice a shift at free of cost.

- ❖ Buttermilk is served to all employees during summer season.

HR Policy – Uniforms

- ❖ Employees shall be given with two sets of uniform every year at a 50% subsidized rate.
- ❖ If required, employee may purchase uniform from purchase team and the
- ❖ All employees are required to present themselves neatly in uniform and always display their ID card prominently while on-duty.

HR Policy – Mobile Connection

- ❖ Employees are eligible for mobile connection based on their cadre and necessity.
- ❖ Only SIM card will be given to the eligible employees and employees may arrange handset
- ❖ Usage beyond the limit shall be deducted from the salary

HR Policy -Business Card

- ❖ Business Card shall be issued to employees based on the cadre and necessity.
- ❖ Only official mobile number / email ID will be printed in the business card.

HR Policy -Workplace / Computer / Laptop

- ❖ Workstation / Computer / Laptop / email ID shall be issued to eligible employees based on their cadre and necessity.
- ❖ Any such issuance shall strictly be used only for official purpose

HR Policy -Conveyance / Reimbursement

entire cost shall be borne by the employee.

- ❖ Permanent ID card shall be issued to all employees within a fortnight from date of joining.
- ❖ Loss or damage of ID card shall be reported to HR immediately for necessary action.
- ❖ Employees proceeding on tour for training / official duty are eligible for travel / accommodation allowance as per the cadre
- ❖ Employees may also spend and claim the amount subject to their eligibility.

HR Policy – Business Ethics/Discipline/Cleanliness

- ❖ All employees are expected to conduct themselves in a good manner
- ❖ Respect and be courteous to colleagues & customers
- ❖ Respect rights of others
- ❖ Adhere to Policies of Company
- ❖ Obey The Laws and Regulations
- ❖ All employees are expected to keep their work area neat and tidy.

TRAINING

- ❖ As Per TKM
- ❖ As per Needs
- ❖ Corporate Grooming
- ❖ External Training

HR Drive

- ✓ Medical Insurance Scheme
- ✓ Marriage Gift
- ✓ Vehicle Expense Reimbursement
- ✓ Employees State Insurance Scheme

- ✓ Employees Provident Fund Scheme
- ✓ Employees Gratuity Fund Scheme
- ✓ Bonus

WAGES AND SALARY ADMINISTRATION:

- ✓ However, the management aims, as it is stated in an issue of the cooperate magazine, for providing a wider range and better quality of amenities and convenience to the workmen than what they would be able to secure with in the limits of their wage structure.

SELECTION:

- ✓ The workers selected are fresh workers. Such workers do not have any previous experience in the work. Sometimes, experienced persons also come by their interest. The persons should have been studied B.E MECH(or)DIPLOMA MECH. They are given training only after the selection.
- ✓ The person is selected through interview. So that they can perform their job effectively, without training. Watchman must have the basic qualification of how to read and write, because he has to note down the name and incoming and outgoing time of the employees, and vehicles

5E'S FOR EMPLOYEES(SAFETY)

- ✓ Educate

- ✓ Air wages, dearness allowance (linked to cost of living index) and house rent allowed as fixed by wage board have thus been assured to the workmen.

- ✓ Engg revision-machine modification
- ✓ Enforce (penalize the workers, if they fail to wear shoes, helmets, safety belts)
- ✓ Employee participation in safety function conducted by company and create interest among them.
- ✓ Exhibition conducted in factory.

DUST CONTROL

- ✓ Clean discharge
- ✓ Integrated dust extraction
- ✓ Hope never empty
- ✓ Treatment of industrial wastewater with detoxification
- ✓ Removal of chromium, copper, aluminium, lead, calcium, zinc etc...

- **FINDINGS** : Employee attrition is high in the koyambau branch in Lanson Toyota.
- Employees are not much knowledge in HR process.
- The employees and employer relationship in the organization is effective.
- All the employees are familiar with the HR policies in the organization.

SUGGESTION:

- The organization should taken action for the exit interviews to reduce the employees attrition.
- The employer should concentrate on explaining the HR process to the employees.
- The employees are aware about the HR policies in the organization

- even more important needed for that.
- All the HR department functions should explain the employees clearly.
 - The organization should take action for retaining the employees..

CONCLUSION

employee has a valuable role to play. The emphasis is on helping individuals to work together. Workforce planning is part of this strategic process, which looks at the long-term needs across the organisation.

Personal development plans enable every individual to grow both professionally and personally within the business. They also help **LANSON TOYOTA** to create a distinct and important competitive advantage through selecting and developing highly motivated and skilled staff who are able to perform at high levels.

To have healthy business in today's competitive world, organization has to have competent people and top management has to provide training program at correct interval and periodical, to their employees to increase the competent level and to have higher productivity

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- www.lansontoyota.com
www.citehr.com

Human Resource Management focuses on matching the needs of the business with the needs and development of employees. **LANSON TOYOTA** depends on its people because their skills contribute to achieving its business objectives. Within **LANSON TOYOTA**, every