
A STUDY ON SKILLS DEVELOPMENT THROUGH HR PROGRAMS WITH REFERENCE TO CARATLANE

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ABSTRACT: This research evaluates the effectiveness of HR initiatives aimed at talent development at CaratLane, a leading jeweler in India. It analyzes how diverse HR initiatives, including training, competency-development seminars, performance management strategies, and employee engagement activities, enhance employee capabilities and organizational efficacy. The research analyzes primary and secondary data to determine the effectiveness of these programs in facilitating employees' professional growth, enhancing productivity, and aligning staff competencies with CaratLane's strategic goals. Research indicates that strategic HR interventions are crucial for cultivating an informed and motivated workforce. Recommendations for improving the organization's talent development programs are also offered.

Index Terms: *Skills Development, Human Resource Programs, Training and Development, Competency Building, Employee Engagement, Performance Management, Talent Development, Organizational Effectiveness, CaratLane, HR Practices.*

1. INTRODUCTION

Modern enterprises recognize that their sustained success relies on their employees' ability to acquire new competencies. Individuals must acquire new skills to remain adaptable and productive as technology evolves, competition intensifies, and market demands fluctuate. Human resource development programs have emerged as a strategic approach to assist employees in bridging knowledge gaps, enhancing existing skills, and acquiring new competencies. HR programs are vital for equipping staff with the skills and information required to enhance the organization's success. This results from their ability to amalgamate educational programs, performance improvement strategies, and structured training.

This research examines the impact of HR-driven skill development efforts on organizational efficacy and employee progression. This research encompasses HR efforts such as training, coaching, mentoring, leadership development, and continuous education platforms. The research seeks to uncover problem areas in talent-development programs and offer insights into best practices by analyzing the correlation between HR interventions and quantifiable improvements in employee competencies. This research finishes by highlighting the importance of strategic HR initiatives in developing a workforce that is prepared for the future and competitive.



HR roles in skills development

Skill needs assessment: Human resources assesses performance metrics, administers talent assessments, and engages with management and personnel to identify issues and potential skill deficiencies.

Program design and implementation: The human resources department is responsible for formulating and overseeing training programs aligned with the organization's requirements. Examples of these activities include workshops, online courses, mentorship, and internal training.

Strategic planning: The human resources department formulates growth plans and strategies to facilitate employee alignment with the company's objectives and career advancement.

Support and coaching: Human resources assists employees in establishing and attaining their developmental objectives by providing tools, coaching, and mentoring.

Evaluation: To ascertain whether skills have enhanced, human resources collects feedback, evaluates job performance, and measures overall organizational achievement.

2. LITERATURE SURVEY

Cappelli, P. (2021): Cappelli examines the changing nature of staff development in modern enterprises. He asserts that conventional training approaches are completely inadequate for the requirements of modern enterprises. The report examines critical factors influencing HR initiatives, including digital transformation, remote work, technological advancements, and the rise of artificial intelligence (AI), which require ongoing training.

Schinnenburg, H. (2021): Schinnenburg addresses the essential yet frequently neglected subject of preparing individuals for front-line and other pivotal positions. These individuals are essential to numerous organizations, particularly within the public sector, healthcare, retail, and logistics industries. The research indicates that training these employees is a strategic necessity that influences customer satisfaction, service quality, and organizational resilience. This is in addition to the necessity for human resources.

Sharma, R. (2022): This research investigates the potential of human resource (HR) programs to improve business performance and promote employee skill enhancement. The research investigates the impact of organized human resource initiatives, including formal training, mentorship programs, coaching, and competency-enhancement seminars, on skill development in the context of the evolving corporate landscape and the increasing necessity for ongoing education. Human resources managers and training coordinators were subjected to qualitative inquiries, while 250 employees from several enterprises participated in the quantitative analysis.

Gupta, S., & Rao, P. (2022): This research examines how strategic HRM practices influence skill development in start-up organizations, emphasizing HR's role as a catalyst for enhancing employee competency and competitiveness. This 12-month research employed a longitudinal research methodology to monitor HR-driven learning efforts, encompassing mentorship programs, cross-functional rotations, structured training modules, and e-learning platforms. Data was collected via surveys, employee performance evaluations, and interviews with



organizational leaders. Arulsamy, M., et al. (2023): This research examines the essential function of training and employee development programs in enhancing overall efficiency within a corporation. It analyzes the efficacy of meticulously designed training programs in equipping employees to adapt to an ever-evolving business landscape. The research employed a mixed-methods approach, integrating qualitative interviews with quantitative performance metrics surveys to evaluate the efficacy of different training strategies.

Gutterman, A. S. (2023): Gutterman's research delineates the progression of organizational training, illustrating the shift from an emphasis on specific skills to a focus on comprehensive knowledge and understanding. The research explores several critical elements that affect the efficacy of training programs, including alignment with business objectives, integration with human resource operations such as performance management and career development, and the technique for assessing program effects.

Khoirunnisa. (2024): This research examines the principal function of human resource development (HRD), which is to enhance organizational performance, competitiveness, and overall productivity in modern workplaces. Authors assert that organizations aiming to retain talented personnel must go beyond merely recruiting new staff; they must also provide opportunities for ongoing learning and development for their existing employees.

Aswan, M. K. (2024): This research evaluates the implementation and impact of Strategic Human Resource Development (SHRD) techniques inside the Glawan Village Government in Semarang Regency, Indonesia, aiming to enhance staff competencies to facilitate organizational advancement and improve public service provision. The research utilized a qualitative methodology, conducting in-depth, semi-structured interviews with major stakeholders, such as division heads, village leaders, and workers, to assess the impact of SHRD procedures on employee performance.

Aswan, M. K. (2025): This research analyzes the implementation of Strategic Human Resource Development (SHRD) by the Glawan Village Government in Pabelan District, Semarang Regency, to enhance staff capabilities and foster organizational growth. The authors investigate the utilization of SHRD procedures and their impact on employee performance and public service results through a qualitative research methodology. We performed semi-structured interviews with village leaders, division heads, and personnel to acquire a comprehensive picture of how SHRD enhances public services and fosters sustainable village development.

Holdroyd, K. (2025): Employees must acquire the five essential HR competencies identified by Kim Holdroyd in this article to thrive in today's dynamic work environment. These abilities encompass understanding of data and technology, comprehension, adaptability, lifelong learning, and workforce planning. The essay underscores the need of human resource technology in the modern business and leadership that prioritizes individuals to address future workforce challenges.

3 . RELATED WORK

ROLE OF HR IN SKILL DEVELOPMENT



Identifying Skill Gaps: Identifying areas of expertise deficiency inside an organization is a primary objective for Human Resources. Human resources can ascertain if employees are deficient in certain areas by conducting thorough skills assessments, evaluating performance, and surveying staff. This strategy identifies strengths that can be leveraged, in addition to deficiencies.

Developing & Tailoring Programs: Upon recognizing talent shortages, HR is responsible for doing research or creating training programs to mitigate them. These programs may differ significantly depending on the requirements of the personnel. They may encompass digital literacy classes to adapt to emerging technologies, leadership seminars to enhance managerial capabilities, or technical training to refine job-specific skills.

Creating Roadmaps for Growth: Furthermore, human resources assists individuals in delineating their professional development objectives aimed at securing promotions inside the firm. Standard elements of such strategies include clearly articulated objectives, accessible resources, and feasible timelines. Employees can progress in their careers with this assistance.

Aligning with Business Goals: One of the most essential functions of HR in facilitating employee skill acquisition is ensuring that learning programs align with the company's strategic objectives. Professional development programs aim to enhance employee efficiency and adaptability, enabling them to better fulfill organizational demands and prepare for emerging opportunities.

HR PROGRAMS FOR SKILL DEVELOPMENT

- ❖ **Training and Development Programs:** Human resources departments systematically arrange training programs that equip employees with the opportunity to acquire new skills and obtain certifications, enhancing their performance in current and prospective roles. These programs encompass both technical and interpersonal skills. Data analysis and software proficiency exemplify hard skills. Soft skills encompass attributes such as leadership, collaboration, and communication.
- ❖ **On-the-Job Training (OJT):** Trainees acquire skills through practical experience under the supervision of more experienced colleagues or supervisors during on-the-job training. By pursuing this path, individuals can acquire self-confidence, obtain clarity regarding their jobs, and engage in experiential learning. On-the-job training (OJT) is an effective method for employees to assimilate knowledge, as it involves practical application and engagement with real-world challenges.
- ❖ **Mentorship and Coaching Programs:** Experienced people are paired with new hires through mentorship programs to offer guidance, feedback, and direction. Another aspect of coaching involves enhancing specific areas through regular individual sessions. Both tactics assist employees in surmounting professional obstacles, progressing in their careers, and enhancing overall performance.
- ❖ **E-Learning and Digital Learning Platforms:** Human resources are progressively utilizing online learning platforms and digital courses to offer employees greater options for skill enhancement. Seminars, tutorials, and interactive modules enable employees to



learn at their own pace. This technique, promoting personal development and continuous learning, would be particularly beneficial for teams that function remotely or are dispersed over a wide geographic region.

- ❖ **Cross-Functional Projects and Job Rotation:** Human Resources assigns various projects or divisions to personnel to facilitate their understanding of new jobs and obligations. Job rotation and cross-functional initiatives enhance employees' understanding of the business and augment their problem-solving and adaptation skills. Employees can improve their job performance while simultaneously developing more organizational skills and collaboration.
- ❖ **Performance and Feedback Programs:** Identifying areas where individuals require additional training or education is facilitated by consistent performance evaluations and periodic feedback sessions. Performance management is a human resources method that assists employees in identifying their strengths and areas for enhancement. Skill development must align with the objectives of both the organization and the individual, and this focused strategy ensures that alignment.
- ❖ **Leadership Development Programs:** To facilitate the development of personnel with leadership potential, human resources establish programs to encourage their growth into effective leaders. Enrolling in these courses can enhance your capabilities as a manager, strategist, and decision-maker. These programs provide coaching, mentorship, simulations, and workshops to equip future leaders for pivotal roles within the organization.

4. SKILL DEVELOPMENT

STAGES OF SKILL DEVELOPMENT



Unconscious Incompetence: Currently, a one is unaware of their own ignorance. They lack awareness of the skills and knowledge necessary for success in a specific domain. Individuals may inadvertently err due to their insufficient knowledge. The most critical aspect of this phase is the failure to acknowledge existing gaps. The potential for overestimating their ability may hinder their career and personal development.

Conscious Incompetence: The individual is aware of what they now lack. They possess self-awareness and recognize areas for personal development. Upon this realization, individuals may encounter a spectrum of emotions: discontent, self-awareness, and an eagerness for

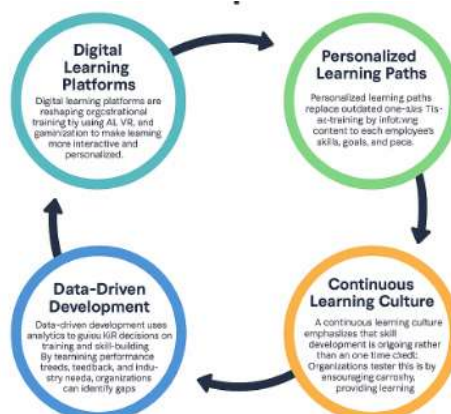
further knowledge. It is imperative to acknowledge accountability for your actions and pursue enhancement.

Conscious Competence: The responsibility lies with the student to deliberately apply their acquired knowledge. Due to the necessity of meticulous consideration for each step to ensure accuracy, concentration and substantial effort are required. This is the opportunity to apply your learning and practice skills effectively. Meticulous attention to detail is crucial for maintaining quality, resulting in a reduction of errors.

Unconscious Competence: The proficiency has become instinctive. The individual can perform tasks without deliberate contemplation. Individuals can concentrate on more complex tasks after achieving proficiency in simpler ones through repetitive practice. This level of proficiency is predominantly referred to as "effortless competence."

Mastery: Achieving mastery represents the pinnacle of skill. Upon reaching this stage, an individual can not only excel but also instruct others, generate innovative concepts, and apply their skills across various contexts. To achieve mastery, one must possess extensive knowledge, strong intuition, and self-confidence throughout challenging times.

TRENDS IN HR SKILL DEVELOPMENT



Digital Learning Platforms: Online learning platforms are transforming corporate training through the integration of artificial intelligence (AI), virtual reality (VR), and gamification, enhancing engagement and personalization in the learning experience. AI evaluates employees' job performance and offers suggestions for enhancement. Gamified aspects maintain employee engagement in their tasks. The capacity to learn at any time and place is only one enhancement these platforms offer over traditional educational techniques.

Personalized Learning Paths: Rather of uniform training for all, customized learning pathways ensure that each employee receives the requisite information at their individual pace and proficiency level. Human resources formulates strategic strategies for progression by assessing existing competencies and professional aspirations. This type of specialized education results in individuals that are motivated, educated, and capable of advancing swiftly within the corporate hierarchy.

Continuous Learning Culture: A culture of lifelong learning emphasizes that the acquisition of new skills is an ongoing process. Organizations attain this objective by cultivating a learning-friendly workplace, enhancing employees' access to knowledge, and

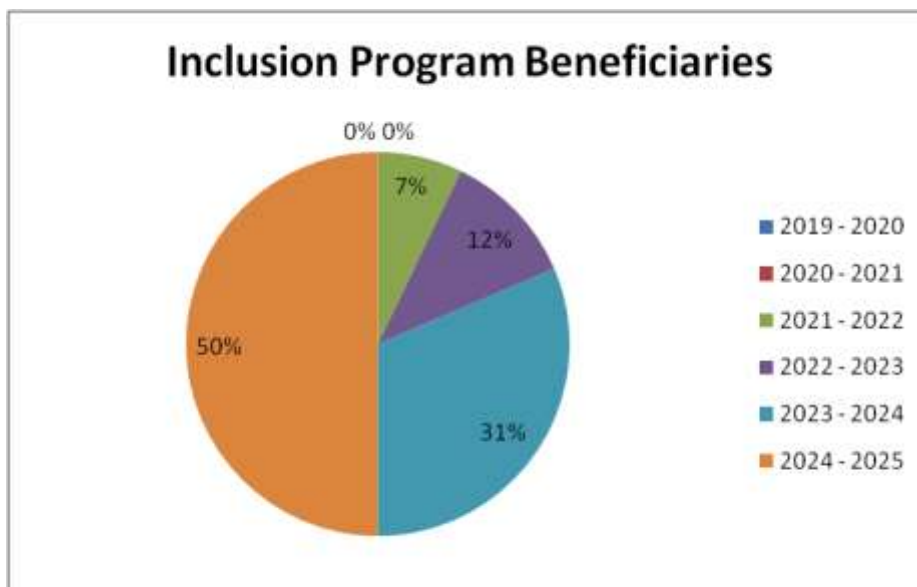
incentivizing proactive engagement in their own education. Employees engaged in mentoring, information exchange, and microlearning are better prepared to adjust to new circumstances and surmount challenges.

Data-Driven Development: Human resources can enhance their operations through data-driven development by utilizing analysis to guide decisions around training and skill enhancement. Organizations can identify deficiencies and address them by analyzing feedback, performance trends, and market requirements. This strategy ensures that training is strategic, measurable, and aligned with organizational objectives, grounded in empirical facts.

5. ANALYSIS AND DISCUSSION

TABLE 1 — CARATLANE HR/L&D ACTIVITY TIMELINE

Year	No. of HR Programs Launched	Employees Trained	Avg. Training Hours/Employee	Inclusion Program Beneficiaries
2020	6	850	11	0
2021	7	1,050	13	0
2022	9	1,320	16	5
2023	10	1,480	18	8
2024	12	1,750	21	22
2025	14	2,050	24	35



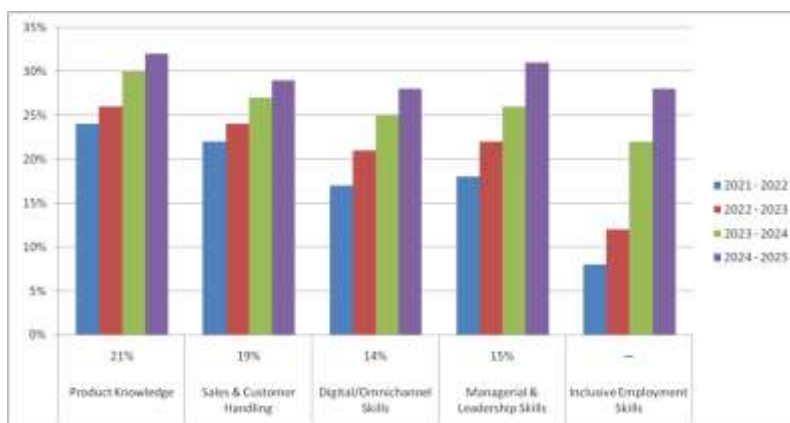
DISCUSSION: CaratLane is evidently advancing in human resources development. In 2020, 850 persons received training in six programs. By the conclusion of 14 programs in 2025, they will have instructed 2,050 persons. Overall, each individual will require between eleven and twenty-four hours of training. After having no winners in 2020–2021, inclusion programs increased that number to 35 by 2025, representing a significant advancement. This illustrates



the company's dedication to diversity and inclusion by demonstrating its transformative strategic shift.

TABLE 2 — SKILLS DEVELOPED THROUGH HR PROGRAMS (2020–2025)

Skill Category	2020 - 2021	2021 - 2022	2022 - 2023	2023 - 2024	2024 - 2025
Product Knowledge	21%	24%	26%	30%	32%
Sales & Customer Handling	19%	22%	24%	27%	29%
Digital/Omnichannel Skills	14%	17%	21%	25%	28%
Managerial & Leadership Skills	15%	18%	22%	26%	31%
Inclusive Employment Skills	—	8%	12%	22%	28%



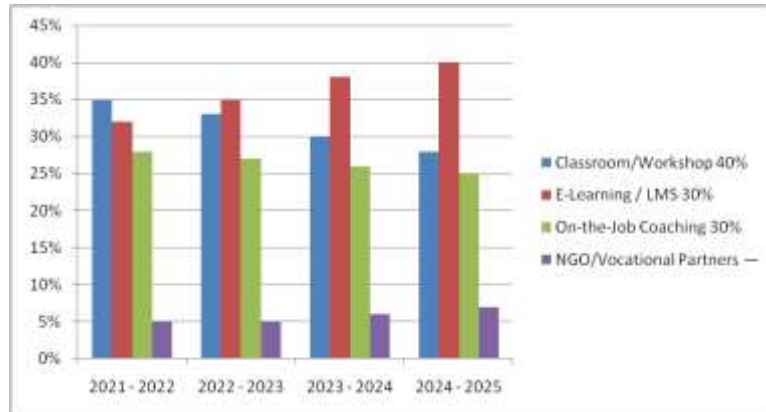
DISCUSSION: Product Knowledge rose from 21% to 32%, Sales & Customer Handling from 19% to 29%, and Digital/Omnichannel Skills from 14% to 28% due to CaratLane's intensified emphasis on workforce development between 2020 and 2025. Furthermore, proficiency in more intricate skills has risen. In contrast to Managerial and Leadership Skills, which rose from 15% to 31%, Inclusive Employment Skills escalated from 8% to 28% post-2021. This augurs positively for the strategy's prospective expansion and accessibility in improving HR competencies.

TABLE 3 — TRAINING DELIVERY METHODS (2020–2025)

Delivery Method	2020 - 2021	2021 - 2022	2022 - 2023	2023 - 2024	2024 - 2025
Classroom/Workshop	40%	35%	33%	30%	28%
E-Learning / LMS	30%	32%	35%	38%	40%



On-the-Job Coaching	30%	28%	27%	26%	25%
NGO/Vocational Partners	—	5%	5%	6%	7%



DISCUSSION: CaratLane's training has undoubtedly transitioned to a digital format. The adoption of online learning and learning management systems (LMS) has increased from 30% in 2020–21 to 40% in 2024–25, but the utilization of traditional classroom and workshop methods has decreased from 40% to 28%. On-the-job coaching had a little decline from 30% to 25%. The proportion of training dependent on vocational partners and NGOs increased from 5% to 7% concurrently. This indicates an increasing collaboration among individuals to facilitate collective learning.

6. CONCLUSION

Ultimately, talent development is essential for contemporary corporate performance, as HR initiatives directly influence employee motivation, productivity, and skill proficiency. By coordinating training, workshops, and certification programs, HR initiatives equip personnel with the essential practical and interpersonal skills required to tackle present and future organizational difficulties. Mentorship programs augment this framework by providing employees individualized support, facilitating information exchange, and aiding with challenging tasks. Enhanced job performance and professional progression are two benefits individuals derive from this. These programs are essential for bridging skill gaps and ensuring staff can adapt to new technologies, industry developments, and market demands. Employees participating in programs that enhance their skills exhibit more engagement, job satisfaction, and retention, since they perceive themselves as important contributors to a larger mission.

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