Human Resources Development Strategies in Aviation

Best Practices Paving the Way Forward

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Forecast- Global

ICAO : GLOBAL

2010-2030

2010-2030 growth @ 4.6%

Passenger Traffic to rise by 2.5 times

IATA 2014-2034

global annual passenger growth @4.1%

from 3.3 billion in 2014 to 7.3 billion in 2034

Asia Pacific Region annual passenger growth @ 4.9%

Airbus 2014-2034

2014-2024 growth @ 5.2%

2024-2034 growth @ 4.0%

2014-2034 growth @ 4.6%

Aviation Industry- Growth in India

- In 2014, India has entered top 10 list and attained **9th** position in world's aviation market.

- **India** will see a total of 367 million passengers by 2034, an extra 266 million annual passengers compared to 2014. It will overtake the **United Kingdom** to become the **3rd** largest market around 2031. (*growth @ 6.7%*)

- The **Indian** domestic markets will grow at 6.9%. India will be adding 159 million extra passengers. Its total domestic air market will be 226 million passengers.
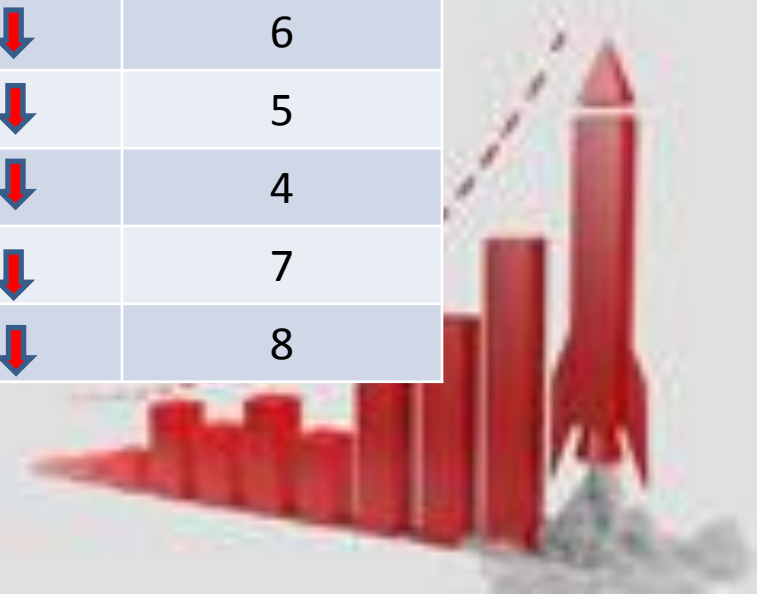
Source: IATA
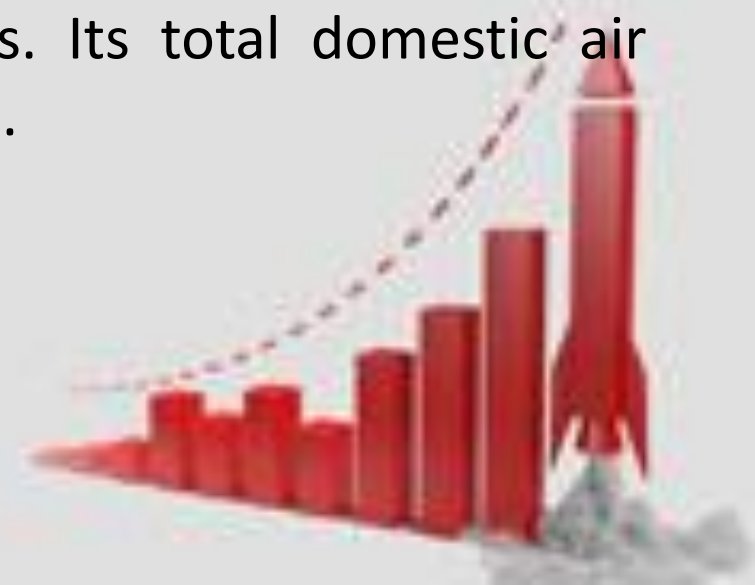
Ranking: Passenger Traffic

Country	Position 2034	Change	Position 2014
China	1	⬆	2
USA	2	⬇	1
India	3	⬆	9
UK	4	⬇	3
Brazil	5	⬆	10
Indonesia	6	⬆	--
Spain	7	⬇	6
Germany	8	⬇	5
Japan	9	⬇	4
France	10	⬇	7
Italy	--	⬇	8

Source: IATA

Challenges

CHALLENGES

- Lack of Trained Personnel
- Highly sensitive to economic changes
- Fast Changing Technology
- Competitive environment
- Rising Expectations of Passengers

- Pilots
- Aircraft Maintenance Engineers
- Air Traffic Controllers
- Communication Engineers
- Airport Operations Management
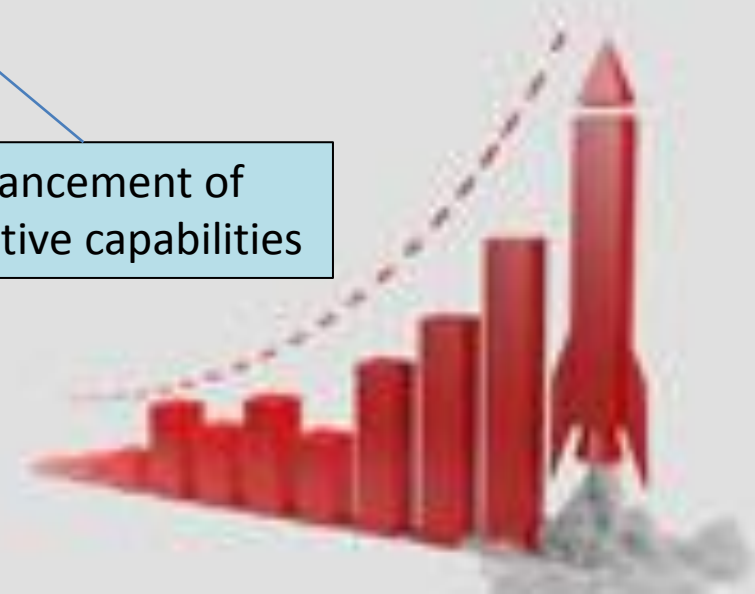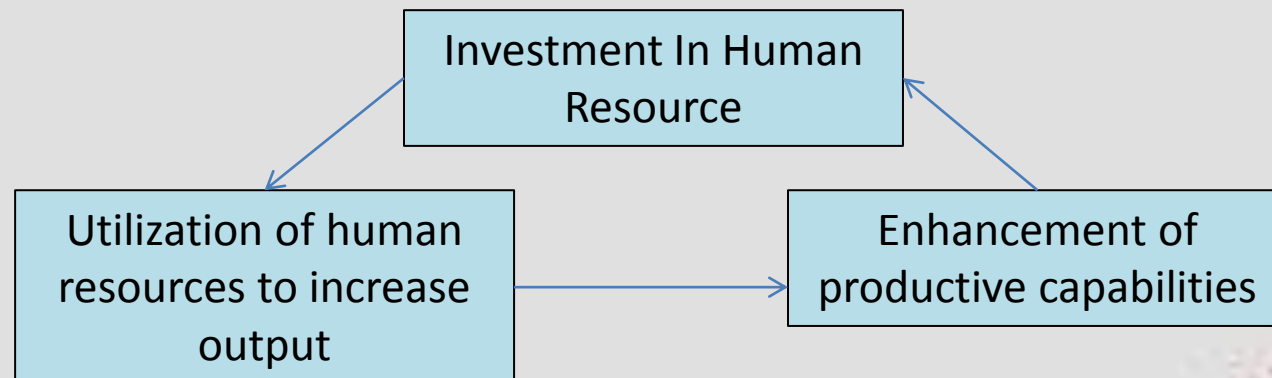- Airport Maintenance and up-keep
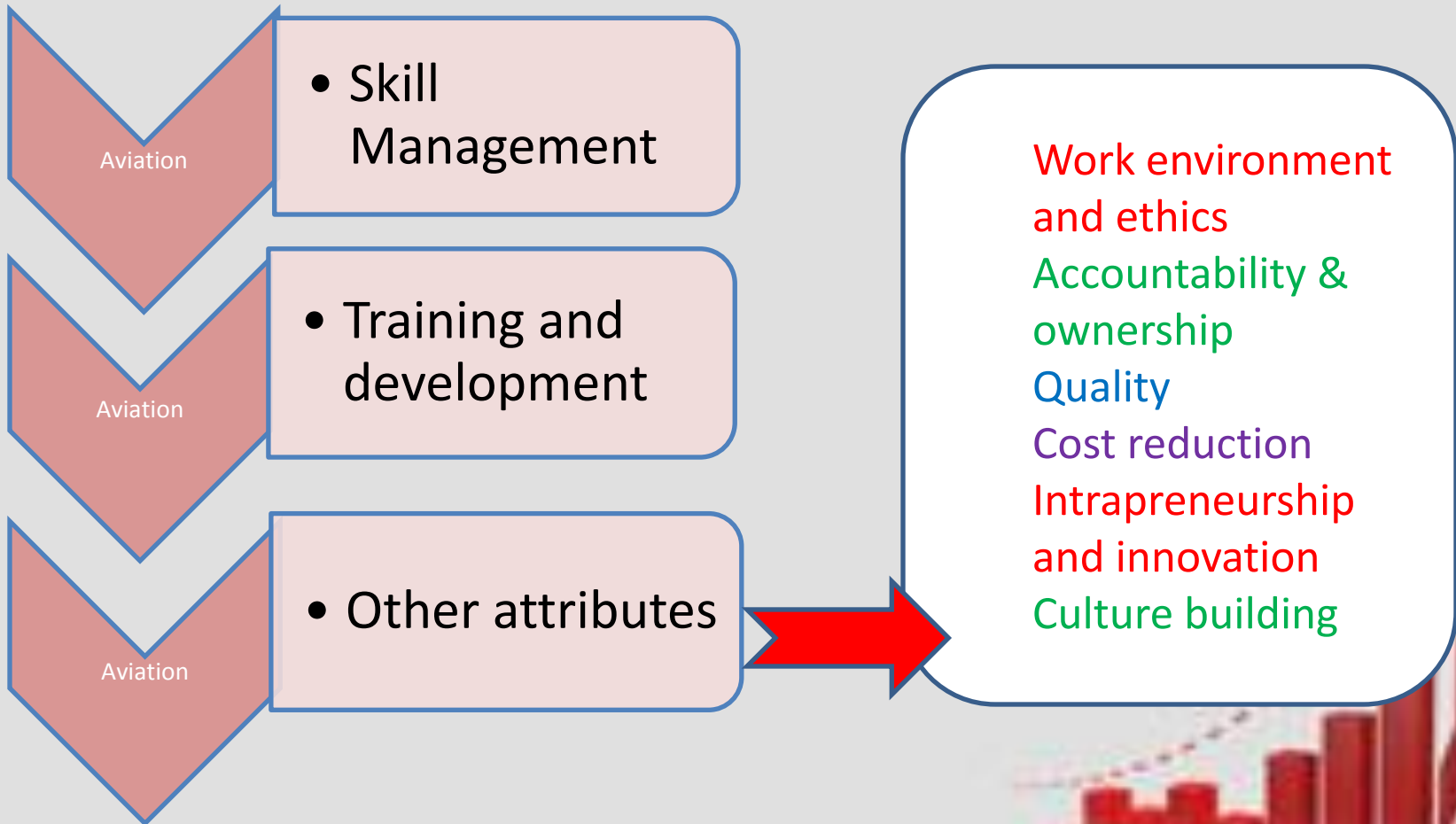- Security

HR Development Strategies

"HRD strategies plan - *How the human resources would be utilized by combining training, skill upgradation and individual's career development and organizational development.*

Integrating the aspirations of individual and objectives of the organization."

Human resources development is a continuing process comprising three interdependent components

Investment In Human Resource

Utilization of human resources to increase output

Enhancement of productive capabilities

Major HRD Strategies for Aviation

Aviation

- Skill Management

Aviation

- Training and development

Aviation

- Other attributes

Work environment and ethics
Accountability & ownership
Quality
Cost reduction
Intrapreneurship and innovation
Culture building

Strategic Solutions

Identify skill requirements

current solutions

short term solutions

long term solutions

Identify available skilled personnel

Identify additional skills required

Skill Management

Identify skilled induction

Identify and plan skill development programs

Developing employees

ICAO Train AIR Plus, custom-made programs and programs based on ICAO guidelines and annexes

Soft skills

- Attitudinal
- Interpersonal
- Work environment
- Ethics

Technical and professional skills

- Air Traffic Management
- Communication Services
- Airport Operations
- Airport planning, Construction and Maintenance
- Airport Upkeep and facilitation
- Commercial and Finances
- HR practices
- Air Cargo
- Aviation Safety

Leadership skills

- Senior Management
- Middle Level Management
- Management Trainees

AAI- Training and development

TRAINING INSTITUTES

Indian Aviation Academy, New Delhi

Airports and Aviation Management

Aviation Safety & Regulations Management

Aviation Security

Other Aviation related Matters

(Trained 3500 personnel in 2014-15 and target for 2015-16 is 14000)

Civil Aviation Training Centre, Allahabad

All ANS/ CNS related trainings

(Trained 763 personnel in 2014-15 and target for 2015-16 is 800)

Fire Training Centre, New Delhi

Fire fighting & Rescue (Airports and City Fire services)

Fire Service Training Centre, Kolkata

Fire fighting & Rescue (Airports , City and Marine Fire services)

Both FTCs trained 2190 personnel in 2014-15 and target for 2015-16 is 2500)

Special Trainings by AAI

Soft skill development training to 5500 employees- by March 2017 (ongoing)

Office Automation and computer based training to 1500 employees by March 2017 (ongoing)

General Aviation training by IATA to 2500 employees by March 2018 (ongoing)

AMPAP: 68 trained, 31 under training

Disaster Management training to 100 employees by March 2016 (to begin January 2016)- CSR initiative

Basic First Aid- Trauma care to 100 employees by March 2016 (to begin January 2016)- CSR initiative

Other HR Initiatives by AAI

Create congenial work environment

Build cohesive teams

Understand aspirations of employees

Frequent interaction and feed-back

Develop ethical values

Appreciate initiative and honesty

Ensure effective communication & transparency

Quick redressal of grievance, Consistency in policies

Accountability with incentives

Performance monitoring through KPAs

Other HR Initiatives by AAI

Motivation, rewards (individual attention)

Promote creativity and innovation

Family welfare measures

Pension, EPF, HBA, Insurance, Loans, Medical facility

Corporate Social Responsibility

Education, General health, disaster management

Bringing in corporate culture

Goal oriented

Competition and rewards

Customer Satisfaction Level/ Airport Service Quality

Talent Management

Attract Talent

Recruit the best

Create comfortable work environment

Talent Management

Build Loyalty

Motivate: generate feeling

of ownership

Exposure to new technology and practices, other premises

Continuous skill development, smooth adaption of change

Attractive career development

Family oriented approach with attractive welfare schemes during service period and post retirement

Retain talent

Way Forward
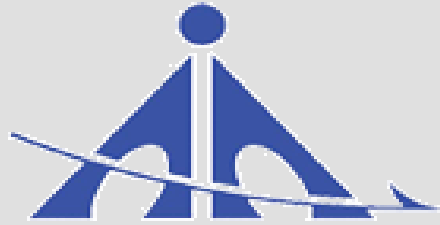
International co-operation of young professionals

Industry oriented courses in educational institutes

Develop balance between experience, knowledge and technology

Reward competent and innovative professionals

Provide more international exposure to existing professionals

Attractive service conditions and career path to retain talent

Thank you