

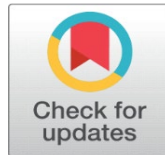
TRAINING AND DEVELOPMENT PRACTICES AT FRONTLINE VR SOLUTIONS PVT. LTD

Yash Sharma ¹, Linu George ², Dr. Bhawna Sharma ³

¹BBA(H) Student, Amity Business School, Mumbai, India

²Associate Professor, Amity Business School, Mumbai, India

³HOI, Amity Business School, Mumbai, India



Received 07 February 2025

Accepted 08 March 2025

Published 30 April 2025

Corresponding Author

Yash Sharma,
yashsharma3021@gmail.com

DOI

[10.29121/granthaalayah.v13.i4.2025.6464](https://doi.org/10.29121/granthaalayah.v13.i4.2025.6464)

Funding: This research received no specific grant from any funding agency in the public, commercial, or not-for-profit sectors.

Copyright: © 2025 The Author(s). This work is licensed under a [Creative Commons Attribution 4.0 International License](https://creativecommons.org/licenses/by/4.0/).

With the license CC-BY, authors retain the copyright, allowing anyone to download, reuse, re-print, modify, distribute, and/or copy their contribution. The work must be properly attributed to its author.

ABSTRACT

The paper discusses the T&D practices of Frontline VR Solutions Pvt. Ltd., a technology driven organization specializing in Virtual Reality and immersive digital services. Based on primary insights gathered during a one-month internship and supported by secondary research, the study investigates HR operational efficiency, recruitment practices, onboarding, documentation processes, and employee skill development within the company. The analysis reveals that there are key strengths in organizational structure, workflow coordination, and HR operations; at the same time, it recognizes that organizational changes would be warranted regarding digitization, structured training modules, enhanced communication, and technology-enabled HR solutions. It concludes by providing practical recommendations toward developing an effective training approach, enhancing employee engagement and HR process optimization. The research paper describes in detail the T&D practices of Frontline VR Solutions Pvt. Ltd., a technology-driven organization specializing in Virtual Reality (VR), Augmented Reality, and immersive digital solutions. This study aims to understand how effectively the T&D processes of the company support employee capability enhancement, HR operational efficiency, and organizational performance. The research is based upon primary observations from a one-month internship experience, combined with secondary literature and organizational insights into HR activities such as recruitment, onboarding, documentation management, attendance tracking, and employee communication.

Keywords: Training and Development, HR Operations, Virtual Reality Industry, Recruitment, Onboarding, Organizational Efficiency, Skill Development, Digital HR Tools, Employee Engagement, Workforce Learning, Operational Productivity



1. INTRODUCTION

Training and Development are crucially important for building organizational capabilities, especially in technology-driven industries. Frontline VR Solutions Pvt. Ltd., a company specializing in Virtual Reality and 360° immersive content, relies heavily on a skilled, continuously upskilled workforce. This research paper investigates the T&D practices and HR operations within the organization through direct internship experience and structured analysis.

The current research, therefore, intends to explore the ways in which HR processes, namely recruitment, training, onboarding, and documentation, lead to employee development and organizational performance. T&D has become an important pillar for the growth of any organization in modern industries, which are characterized by rapid changes in technology. While businesses must constantly adapt to dynamic market expectations, the skill, competence, and adaptability of employees will determine their success and, collectively, the competitive position of the organization. Continuous upskilling is particularly relevant in knowledge-based and technology-oriented sectors, including VR, AR, and immersive digital solutions, to maintain innovation, quality standards, and operational efficiency.

The purpose of Training and Development, in fact, exceeds the field of working skills development and should be directed at establishing a learning culture when people are motivated to improve their technical competencies, problem-solving and communication skills, and contribution to organizational objectives. In this respect, effective T&D contributes to closing gaps in skills, improvement of operational processes, enhancement of people's confidence, and long-term sustainability of the organization.

2. LITERATURE REVIEW

Training and Development generally stand as one of the main parts of Human Resource Management, contributing vitally to workforce competency, organizational effectiveness, and employee satisfaction. Past studies have revealed that systematic training programs bear the fruits of improved performance, reduced errors, higher efficiency, and job commitment. Continuous learning is indeed required to maintain competitiveness in industries where technological adaptations are happening at a fast rate, such as in VR and immersive digital content creation.

2.1. IMPORTANCE OF TRAINING AND DEVELOPMENT IN MODERN ORGANIZATIONS

Noe (2020) states that to be truly effective, training programs should be formal, oriented to organizational objectives and needs, job roles, and even industry expectations. T&D performs a multifunctional role: in enhancing technical prowess, advancing behavioral competencies, and also in dovetailing an employee to imminent roles. As Pollock et al. (2018) aver, training should be oriented not just towards learning outcomes but also to the transfer of learning into work performances. This becomes quite relevant for the technology-based industries where new gadgets, software upgrades, and innovative processes have demands for continuous upskilling.

Ulrich et al. (2017) further claim that HR should act as a strategic partner in embedding T&D into the business objectives line, which will ensure that the training programs support the long-term objectives such as innovation, productivity, and client satisfaction that are so crucial for virtual reality-based organizations.

2.2. TRAINING NEEDS IN TECHNOLOGY AND VR-BASED INDUSTRIES

The industry is marked by rapid innovations, and hence, employees working within the VR industry are required to be skilled in 3D modeling, simulation development, immersive content creation, and user experience design. According to Chadha (2018), technology firms need to invest in continuous training for workforce

readiness. Such training comprises both technical and soft skills like teamwork, project management, and creative problem-solving. According to Devi, 2012, continuous development opportunities increase employee performance and lower turnover intentions among them.

The necessity for training is also greatly enhanced in organizations like Frontline VR Solutions by frequent client-driven customization, project-based workflows, and real-time fault-free execution. Therefore, the T&D function needs to keep pace with evolving tools, VR engines, rendering technologies, and design methodologies.

2.3. ROLE OF HR OPERATIONS IN SUPPORTING TRAINING AND DEVELOPMENT

Research has also pointed out that successful training commences with well-structured HR operations: recruitment ensures the selection of suitable candidates with relevant foundational skills; onboarding or induction orients them with the culture and workflows of the organization; proper documentation and compliance build a transparent base for employee development. According to [Sarkar \(2013\)](#), organizations should conduct TNA in order to identify the skill gaps employees are facing and design relevant programs.

2.4. IMPACT OF TRAINING AND DEVELOPMENT ON EMPLOYEE PERFORMANCE

In an empirical study, [Khan et al. \(2011\)](#) reveal that there is a positive association between investment in training and organizational performance. Trained employees are more productive, innovative, and attuned to organizational goals. Dynamic industries need to regard learning as a cyclical process, not a one-time event, according to another study by [Hume \(2020\)](#).

Training benefits VR companies by:

Faster project execution

Higher quality content creation

Improved team coordination

Higher client satisfaction

Reduced project errors Therefore, T&D is not a supportive HR activity; rather, it is a strategic imperative for long-term success and innovation.

3. RESEARCH METHODOLOGY

The present study adopts a descriptive and observational research methodology, enabling extensive reliance on first-hand experience that was gained during the one-month internship undertaken at Frontline VR Solutions Pvt. Ltd. The methodology integrates qualitative and quantitative approaches in order to achieve a comprehensive understanding of HR processes.

1) Research Design

The research is based on:

- **Descriptive Research** → Used to describe HR processes observed
- **Observational Research** → Daily HR activities recorded
- **Qualitative Analysis** → Conversations, HR interactions, workflows

- **Quantitative Analysis** → Candidate data, recruitment funnel, task distribution

Component	Description
Research Type	Descriptive & Observational
Data Sources	Primary + Secondary
Tools Used	Charts, Tables, Logs
Respondents	HR Executives & Tasks
Duration	1 Month
Nature of Data	Qualitative + Quantitative

2) Data Collection Methods

Primary Data

Primary data was collected directly from:

- Hands-on HR tasks
- Observing recruitment & onboarding Attendance handling
- Conversations with HR executives
- Maintaining internship logs and journals

Secondary Data

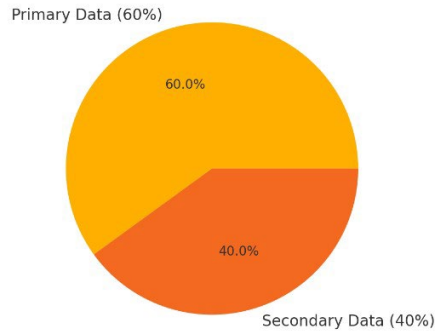
- Secondary data included:
- HR policy documents
- Past internship reports
- Organizational SOPs
- Online HRM theories

Source Type	Examples
Company Documents	Policies, forms
SIP Reports	Previous SIPs
Online Resources	HR websites
Internal Manuals	SOPs, Guidelines

3) Sampling Methodology

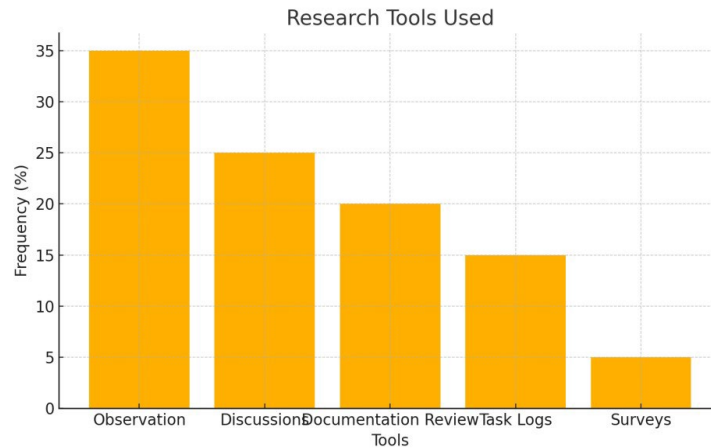
The study follows non-probability convenient sampling, based on direct exposure during the internship period.

Parameter	Detail
Sampling Method	Convenient Sampling
Sample Size	HR Department
Population	Executives + Tasks
Sampling Frame	1-Month Internship



4. TOOLS USED FOR DATA PRESENTATION

Charts, tables, logs, and visualization components were used to simplify analysis.



5. COMPANY OVERVIEW

Frontline VR Solutions Pvt. Ltd. is a Mumbai-based organization specializing in Virtual Reality, Augmented Reality, 3D modeling, and immersive digital experience development. It caters to diverse sectors including education, real estate, corporate training, entertainment, and hospitality.

The company follows a functional organizational structure consisting of HR, Technical Development, Sales & Marketing, Operations, Finance, and Administration departments.

6. ANALYSIS AND INTERPRETATION

6.1. RECRUITMENT FUNNEL ANALYSIS

During the internship, the recruitment process followed these stages:

- Applications Received: 120
- Shortlisted: 45
- Interviewed: 25
- Selected: 10

This indicates that the company adopts a highly selective recruitment process aligned with skill requirements.

7. FINDINGS OF THE STUDY

7.1. STRENGTHS OBSERVED

- 1) HR team is organized and supportive.
- 2) Recruitment process is structured with clear role division.
- 3) Employee onboarding is smooth and well-coordinated.
- 4) Documentation accuracy is prioritized.
- 5) Communication practices maintain professionalism.

7.2. WEAKNESSES OBSERVED

- 1) Manual attendance tracking leads to errors.
- 2) Documentation requires standardization and digitization.
- 3) Communication gaps occur due to manager unavailability.
- 4) Lack of automated tools for recruitment (no ATS).
- 5) Delayed responses from candidates slow down hiring.
- 6) Recruitment requires continuous follow-up because candidates often fail to respond or drop out.
- 7) Documentation lacks standardization—both physical and digital copies exist without a centralized system.
- 8) Communication gaps arise due to delays in coordinating interviews with department heads.
- 9) Manual attendance tracking leads to errors and additional workload.
- 10) HR workload spikes significantly during onboarding days, impacting efficiency.

8. RECOMMENDATIONS

Based on analysis, the following improvements are suggested:

8.1. DEVELOP STRUCTURED T&D PROGRAMS

- Regular skill workshops
- VR tool certification modules
- Soft-skill training sessions

8.2. IMPLEMENT HR AUTOMATION TOOLS

- Applicant Tracking System (ATS)
- Cloud-based documentation management
- Digital attendance system

8.3. IMPROVE INTERNAL COMMUNICATION

- Weekly HR review meetings

- Standardized templates for communication

8.4. ENHANCE ONBOARDING EXPERIENCE

- Pre-onboarding digital kit
- Interactive orientation modules

9. CONCLUSION

The one-month internship at Frontline VR Solutions Pvt. Ltd. provides extensive learning about the different HR operations in a modern, technology-based company. The study concludes that the HR department works effectively but still has great scope for improvement through process automation, standardization of documents, improvement in communication, and digitization.

The internship experience has strengthened the professional capabilities, communication skills, practical HR knowledge, and career preparedness of the intern. This research paper is thus in line with its objectives because it presents an analytical, comprehensive, and systematic review of HR operations and brings forth practical recommendations to enhance overall departmental effectiveness.

CONFLICT OF INTERESTS

None.

ACKNOWLEDGMENTS

None.

REFERENCES

- Analytics in HR (2023). "HR Automation & Process Optimization Tools. Best Practices." Retrieved from: <https://www.shrm.org>
- Frontline Group. (n.d.). "About Us & Services."
- Harvard Business Review. (2023). "How VR Is Transforming Employee Training."
- HRZone (2022). "Digital Transformation in HR Management."
- IDC Reports (2023). Global VR Adoption in Corporate Training.
- Indeed Editorial Team. (2023). "What Does an HR Trainee Do?"
- SHRM (Society for Human Resource Management). (2022). "Developing Employees"
- Statista (2024). Virtual Reality (VR) Market Growth & Forecast.
- TechCrunch (2024). "Emerging Trends in Virtual Reality Startups."