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# TRAINING AND DEVELOPMENT PROGRAMMES IN IT COMPANY AND ITS ROLE IN AGGRANDIZING EMPLOYEE PERFORMANCE

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## ABSTRACT

*In the modern world of technological changes the need for training is increasingly recognized so as to keep the employees in touch with new development. Every concern has a systematic training program. Training is the process of providing employees with specific skills or helping them to correct deficiencies in their performances. It involves systematic procedures for transferring technical know-how to the employees so as to increase their knowledge and skills for doing specific jobs with proficiency. Development is an effort to provide employees with the abilities the organization needed in the future. It involves knowledge and skills acquisition to maximize the employees desire to perform job well.*

**Key words:** Training; Development; Performance; Efficiency; Productivity

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## 1. INTRODUCTION

Training is concerned with imparting and developing specific skills for a particular purpose. Training is a process of learning a sequence of programmed behavior. This behavior is relevant to a specific phenomenon that is a job. Training programs helps in improving the performance of the employees which in turn lead to better output. The term development refers to the nature and direction of change induced in employees, particularly managerial personnel, through the

process of training and educative process. Thus training and development plays an important role in organization and it is unavoidable. The study focus on To what extend training and development helpful in improving employee's performance in the IT companies.

## 2. OBJECTIVES OF THE STUDY

1. To evaluate the effectiveness of training to employees with special reference to IT companies
2. To assess the training facility provided by the IT companies.
3. To know whether the training program helps in increasing the quality of service/performance.
4. To give recommendation to improve the training and development programs to improve employee performance.

## 3. LITERATURE REVIEW

According to Edwin B Flippo, Training is the act of increasing the knowledge and skills of an employee for doing a particular job.

According to National Industrial Conference Board, Management development is all those activities and programmes when recognized and controlled, have substantial influence in changing the capacity of the individual to perform his assignment better and in doing so are likely to increase his potential for future assignments". The advantages of Training are

- Increase in efficiency and productivity.
- Elimination of wastage
- Less learning cost and period
- Less supervision.
- Higher employee morale.
- Reduction in employee grievances.
- Reduction in accidents and breakdown.
- Reduction in labour turnover absenteeism etc.
- Personnel development
- Better organizational climate

The purpose of training includes

- To prepare the employees, both new and old to meet the present as well as the changing requirements of the job and the organization.
- To prevent obsolescence
- To impart the new entrants the basic knowledge and skills they need for an intelligent performance of a definite job.
- To prepare employees for higher level tasks
- To assist employees to function more effectively in their present position by exposing them to latest concepts, information and techniques and developing the skills needed in their particular fields.
- To ensure economical output of required quality

#### 4. RESEARCH METHODOLOGY

The study is evaluative diagnostic in nature. This study follows survey method. The study aims to discover the effectiveness of training. The primary data was collected by using survey method from the employees. The secondary data relevant to IT companies were collected from websites. The sampling Technique used in the research is Simple Random Sampling. Sampling unit is the employees in IT companies. The sample size was selected based upon simple random sampling. For the purpose of study 50 samples are taken among the employees .The study has been carried out in IT companies. Percentage method, tables and charts are used to present the data.

#### 5. DATA ANALYSIS AND INTERPRETATION

##### Training Programs in the Organization

RESPONSES	NO. OF RESPONDENTS	PERCENTAGE
Yes	50	100%
No	0	0%
Total	50	100%

**Interpretation:** 100% of employees support that there is training program in the organization  
The Most Effective Training Methods Used in Your Organization

RESPONSES	NO. OF RESPONDENTS	PERCENTAGE
Class room	22	44%
Coaching	9	18%
Conference	11	22%
Under study	8	16%
Others.....	0	0%
Total	50	100%

**Interpretation:** 44% of employees support that class room training is the most effective training, 22% support to conference training, 18% support to coaching, 16% support to understudy

##### Opportunities for Career Development

RESPONSES	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	26	52%
Agree	18	36%
Neutral	6	12%
Disagree	0	0%
Strongly disagree	0	0%
Total	50	100%

**Interpretation:** 52% strongly agreed that there is career development opportunities in the organization, 36% agreed to it and 12% showed neutral response.

### Development Needs are Discussed with Employees

RESPONSES	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	13	26%
Agree	26	52%
Neutral	11	22%
Disagree	0	0%
Strongly disagree	0	0%
Total	50	100%

**Interpretation:** 52% of employees 'agreed' that development needs are discussed with employees, 22% showed a 'neutral' response; only 26% were strongly agreed to it.

### Rating the Training Programs to increases employee performance

RESPONSES	NO. OF RESPONDENTS	PERCENTAGE
Extremely helpful	24	48%
Slightly helpful	9	18%
Fairly helpful	17	34%
Not helpful	0	0%
No opinion	0	0%
Total	50	100%

**Interpretation:** 48% of employees says that training programs are extremely helpful, 34% says fairly helpful, 18% says that it's slightly helpful.

### Acquire Technical Knowledge and Skills through Training

RESPONSES	NO.OF RESPONDENTS	PERCENTAGE
Strongly agree	8	16%
Agree	27	54%
Neutral	15	30%
Disagree	0	0%
Strongly disagree	0	0%
Total	50	100%

**Interpretation:** Only 16% strongly agreed that they are acquiring technical knowledge through training, 54% agreed to it and 30% showed neutral response

### The Training Programs are of Relevant and Good Quality

RESPONSES	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	16	32%
Agree	15	30%
Neutral	19	38%
Disagree	0	0%
Strongly disagree	0	0%
Total	50	100%

**Interpretation:** 30% of employees 'agreed' that training programs are of good and relevant quality, 38% showed a 'neutral' response, 32% were strongly agreed to it.

### Knowledge and Skills Acquired can be Practically Implemented

RESPONSES	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	12	24%
Agree	23	46%
Neutral	0	0%
Disagree	15	30%
Strongly disagree	0	0%
Total	50	100%

**Interpretation:** 46 of employees 'agreed' that knowledge and skill are practically implemented, 30% disagreed and only 24% were strongly agreed to it

### The Training Program Helps in Better Customer Service

RESPONSES	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	14	28%
Agree	29	58%
Neutral	7	14%
Disagree	0	0%
Strongly disagree	0	0%
Total	50	100%

**Interpretation:** 58 of employees 'agreed' that training programs helps in better customer service, 14% showed a 'neutral' response, only 28% were strongly agreed to it

### Satisfaction of Training Environment in the Organization

RESPONSES	NO. OF RESPONDENTS	PERCENTAGE
Excellent	0	0%
Good	33	66%
Medium	17	34%
Poor	0	0%
No opinion	0	0%
Total	50	100%

**Interpretation:** 66% of employees says that training environment is good, 34% says that it is medium.

## 6. FINDINGS

1. The study reveals that class room training is the most effective training provided by the organization.
2. The employees agree that there are opportunities for career development.
3. From the study it was found that development needs are discussed with the employees.
4. The study reveals that training program is helpful for the employees.
5. As per the study, employees are able to acquire technical knowledge and skills through training.
6. The study reveals that the training program helps them to provide better customer service.
7. The employees are satisfied with the training program in the organization
8. The study shows that the practical implementation of knowledge and skills should be improved.
9. From the study it was found that training should be periodically evaluated and improve

## 7. CONCLUSION

Proper training of employees is an important part of human resource management for every organization. The employer should assess the employee's skill level, identify what the learner should be able to do, and develop strategies in training the employee. Well planned and conducted training takes time and effort by both the employer and employee however; the far-reaching benefits result in positive, productive, and motivated individuals. The study was conducted to evaluate the effectiveness of training programs of employees in IT companies. A questionnaire was distributed to the employees for collecting their opinions regarding the training programs undergone by them. From the study it was found out that training programs has satisfaction to large extend. However certain improvement should be made in the training program for better output in future. The study on training and development of employees in IT companies has given an in – depth knowledge on the importance of training and development in organizations. In a rapidly changing society, employee training and development not only an activity that is desirable but also an activity that an organization must commit resources to, if it is to maintain a viable and knowledgeable work force. Training is a practical and vital necessity because, it enables employee to develop and rise within the organization and increase their market value, earning power and job security. Thus it can be conclude that training is the cornerstone of sound management, for it makes employee effective and productive and hence make the path way to the achievement of organizational goal clearer.

## 8. RECOMMENDATION

In any organization people makes the difference. And a successful team is one, which is trained, developed, motivated and sustained with almost military precision. While technology, infrastructure and products can be replicated, it is people who are the key differentiators in the growth of any organization. Hence investment in people to understand and solve their difficulties will make an organization successful.

1. External training should be given more emphasis.
2. Employees suggestion should be consider while taking decision regarding training.
3. A detailed need based training analysis should be conducted and personnel should be given training accordingly.
4. The training program should emphasis both theory and practice.
5. Employees performance should be evaluated after the training program
6. Ensure that the training program is conducted by well qualified and experienced trainers
7. Training program must be conducted for employees as well as organization development.

## 9. SCOPE FOR FUTURE STUDY

The study includes evaluation of effectiveness of training programs of employees in IT companies. It also covers the training facilities provided by the organization and the quality service/performance included in the training. The study is confined to IT companies. There is a great scope to extent the study to whole insurance field for better inferences and this study can be used as a secondary source for the studies. It can be used as a base study for further research on growth, expansion and modernization.

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