



Impact of Training on Productivity of IT Industry: A Study of Indore

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ABSTRACT

Human capital is prevalent assets for organization that's why there is a need for investment in human capital because human capital is extensively acknowledged as a key factor for economic performance at micro level as well as macro level. Training is a important part of Human resource development. This research is about training and performance of organization. It discusses the importance of training on performance of IT professionals and overall organizational performance. Most of the employee comes to organization without practical knowledge and skills related to job that's why there is a need of training for those newcomers to enhance their practical knowledge and skills. Employees training have been a matter of concern in IT sectors because of the fast changing technology and environment. This study aims to examine the role of training in skill development and escalating productivity and performance of organization. Training is a very important factor to gain advantage among competitor, because it affects employees as well as organizational goal.

KEYWORDS : Training, IT industry, performance, productivity

INTRODUCTION:

Employees training have been a matter of concern in IT sectors because of the fast changing technology and environment. Technological advancements in various fields world over are very rapid, and the every other day we see new products or machines or equipments with more and more advanced features, with which users have to be acquainted. In order to cope with the industry demand and technological advancements, we need to develop training strategy for our human capital to attain the required skill levels.

Training is referred to as a method to give the new entrant or an existing employee the skills, knowledge and attitude needed to perform the job. Training should meet two basic objectives.

1. Training should make the personnel skilled enough to do the job on hand efficiently leading to targeted productivity levels.
2. Training should be cost effective.

Best companies in the world have realized that by continuously developing and training their employees they can acquire the core competencies needed for competitive advantage and flexibility. These organizations encourage their employees to learn continuously there by realizing the benefits of self-development and a habit of learning and sharing

TRAINING MANAGEMENT SYSTEM (TMS)

Identifying the need of training: - The organization should identify the need of training weather the training program will helpful to enhance the desired skills.

Gap analysis: - The organization should evaluate the skill gap in employees.

Develop proper training methods: - According to the need of the employee and According to the need of the organization the company should develop proper training methods.

Curriculum development: - The organization should develop the curriculum for training that would be helpful to filling the gap.

Training execution: - The organization should execute the training it can be theoretical or can be practical training.

Learning and implementation: - The organization should evaluate whether the employee is learning through training and implementing those learning practically.

Measure performance: - The organization should evaluate pre training performance and post training performance of employees.

Feedback: - There should be a proper feedback system for evaluating the effectiveness of training program.

LITRRATURE REVIEW

Govind Narayan Purohit (1992) analyzed that the HRD means that the process of human resource development would begin by imparting training for effective performance of a specific task and development of an individual perform that task. Having undergone a specific training program, an individual may be assessed in respect of an acquisition of desired skills to perform the identified task. The need for study arises from the fact that the public sector undertakings and corporations, ministries, state departments and local organizations do not have integrated Human Resource Systems to develop their human resources.

P.Dwarakanath&M.Mala (2006) narrated that the best companies in the world have realized that by continuously developing and training their employees they can acquire the core competencies needed for competitive advantage and flexibility. These organizations encourage their employees to learn continuously there by realizing the benefits of self-development and a habit of learning and sharing. Every employee is encouraged to have measurable goals to enable him to plan his/her career path and learning path.

Yadollah Mehralizadeh(2005) proposed that the talent is the critical success factor to any organization. Talent pool management is the most challenging area to any organization. The challenge of finding, attracting, developing and retaining the right talent is taking up a major part of management and once the right talent is found the next demanding job is to retain that talent. Retaining employees involves understanding the intrinsic motivators of them which many organizations unable to identify. The reason is Individuals differ greatly in this regard.

Vimala Sanjeevkumar (2011) Analyzed that In Malaysia so many enterprise implement various training program to enhance their employees by working performance. But as overall view, the training environment still exist shortages in enterprise today, for instance, lack of knowledge of training, resources, trainer etc..Employee training has been a matter of concern and attention by many business fields nowadays. Organizations realize that employee training is an essential element to increase efficiency of job performance and keep their business running, as competition are getting more intense.

OBJECTIVES

The objectives of the present research are as follows:

1. To study the impact of training on productivity of employees of IT industry.
2. To suggest a suitable training framework for IT industry.

HYPOTHESIS

H₀:- Training has no significant effect on the productivity of employees of IT industry.

H₁:- Training has significant effect on the productivity of employees of IT industry.

RESEARCH METHODOLOGY

This is a descriptive study which critically examines the impact of training in productivity of IT industry in Indore. We used questioner method for analysis. The research gives suggestion that how IT companies can provide world class training to increase the employability and define the better pathway for future by using proper training methods. The scope of the study shall be confined to the Indore city. The study would include two IT organizations Impetus and CSC. Questionnaire was developed for employees, to understand the impact of the training on the IT industry's performance.

Sample Design: - Stratified random sampling used for the selection of sample.

Sample size-100 employees of IT industry

Sample Area-Indore

Tools of Data collection

In order to measure the role of training in productivity of IT industry in Indore primary data collected by using questioner in five -point scale.

Tools for Data Analysis

Simple percentage, correlation and paired T test is used in this study.

ATA ANALYSIS AND INTERPRETATION

Paired Samples Statistics					
		Mean	N	Std. Deviation	Std. Error Mean
Pair 1	VAR00018	2.4200	100	.87824	.08782
	VAR00011	2.3300	100	.92174	.09217

Paired Samples Correlations

		N	Correlation	Sig.
Pair 1	VAR00018 & VAR00011	100	.950	.000

Paired Samples Test

	Paired Differences	Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference		t	df	Sig. (2-tailed)
					Lower	Upper			
					Pair 1	VA18 - VA11			

Interpretation:-From the above correlation analysis we can analyze that Variable 18(importance of training) and variable 11 (productivity) is having highest correlation .950 so null hypothesis rejected and alternate hypothesis accepted means there is an impact of training on performance of organization. We can also analyze that P value is 0.002 and P<0.05 so null hypothesis accepted and alternate hypothesis is accepted so we can say that training has significant effect on the productivity of employees of IT industry.

FINDINGS

1. From the above analysis we found that 70% respondents says that training helps to improve communication skills.
2. There are 55% respondents says that training helps in adaption of organizational culture.
3. There are 62 % respondents belonging to male and 38% respondents belong to female category.
4. There are 48% respondents says that training develops the confidence of employees to tackle any tasks.
5. There are 58 % respondents says that training should be mandatory for fresher
6. There are 42 % respondents says training helps to develop competence among employees.
7. There are 81 % respondents says that training equally helps the trainer in technological and personnel development aspects.
8. There are 42 % respondents says that training helps to generate healthy feedback system.
9. There are 48% respondents says that training helps in determining rewards objectively.
10. There are 80% respondents says that training helps in defining tasks.
11. There are 46 % respondents says that Training helps to facilitate innovation.
12. There are 52 % respondents says that Training helps to make planning systematic.
13. There are 60 % respondents says that Training helps to facilitate experimentation.
14. There are 71 % respondents says that Training helps to facilitate competency building.
15. There are 49 % respondents says that Training Helps in problem management.
16. There are 79 % respondents says that Training helps in dealing with risks.
17. There are 55 % respondents says that Training helps in developing interpersonal relations.
18. There are 67 % respondents says that Training helps to improves decision making.
19. There are 77 % respondents says that Training Helps in managing mistakes.
20. There are 42 % respondents says that Training provides strategy for conflict management.
21. There are 48 % respondents says that Training gives opportunity to learn technologies on which people are not currently working.

SUGGESTION

1. Promote Continuous Learning among Staff –The organization should promote continuous Learning among Staff for enhancing skills and increase productivity.
2. Customer education is yet another area that has to be given much greater attention than what it gets at present.
3. increased use of technology for improved products and services for the same
4. Organization should embrace latest technology and also provide training related to latest technology.
5. Organization should take proper feed back before training and after training.

CONCLUSION

Training is very important for every organization. Training plays a vital role in the betterment of employees and also increases the overall productivity of organization. Training and Development has positive effect on Organizational Performance. Discussion of all the results proves the hypotheses; Training has significant effect on the productivity of employees of IT industry and organizational performance; all these have positive effects on the Organizational Performance. It improves the productivity of employees. Training is very effective and it also saves time and cost. it increases the overall organizational performance.

Thus, if we simultaneously include these dimensions in training we can predict that a well planned organization can prove beneficial to the employees as well as for organization. To the employee in a sense that their aspirations will be fulfilled and thus productivity will increase. Thus, integration of these above elements of training sustained for organizational effectiveness will definitely pave a path for Development & Growth of Bank with success, which certainly helps in national development.

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