



# A Study on Employees Training and Development with reference to Information Technology Companies in Chennai

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**ABSTRACT-** This research study, with reference to Chennai, deals with the training and development of Information Technology companies. Training is an organized process for improving the understanding and skills of for a definite purpose, individuals. The purpose of training is to enhance the current job performance of the employee. Data collection is carried out using questionnaires, which are the primary source of data collection from respondents. From research papers, books, and blogs, the secondary source of data is collected. A total of 80 responses were collected from employees of various Information Technology companies to assess their knowledge of training and development. Based on the findings of the report, it can be concluded that the organization should remember employees before and after training and growth to eliminate prejudice among employees.

**Keywords:** Employees, Training and Development, Information Technology Companies

## I. INTRODUCTION

The most significant aspect of human resource growth is employee preparation. After an employee is recruited, positioned, and introduced into an organization, training facilities must be given to adapt him or her to the job. "The acquisition of knowledge, skills, concepts or attitudes that lead to improved performance within the work environment can be described as training." Training analysis examines each aspect of an organizational domain to precisely identify the human elements of a system's initial skills, beliefs, and attitudes, as well as to recommend appropriate training.

## II. REVIEW OF LITERATURE

**According to Chhokra, Bhanu (2015)** in their research, they pointed out that training and growth are an essential function in an ever-changing and fast-paced corporate world, but most businesses pay the least importance to it. According to **Tilottama Singh, Snigdha Malhotra (2018)** in their report, they explored that because of high competition in the industry, companies work in a continuous learning mode. The key objective of their paper is to undertake a thorough study and review of the training and development process of IT Companies that would help emphasize the importance of discovering, harnessing, and developing the human capital to the advantage of both the employee and the company, providing a special reference for a managerial role in today's highly dynamic and competitive business world. A survey was carried out of 128 employees of 5 IT companies in Delhi-NCR, out of which a sample size of 100 was taken for the analysis after the insignificant and incomplete data was removed. The findings also revealed the relationship between the efficacy of training programs over employee efficiency and IT company income.

**The research carried by Sultana (2013)** pointed out the discusses the increasing learning phase of training. In this report, she notes that training plays an important role in increasing employee performance and productivity and in increasing. Employees are a valuable resource for every business. The achievement and failure of any company depend on the employee's efficiency. What's more, an association's success and frustration depend significantly on the members' implementation and efficiency.

## OBJECTIVES OF THE STUDY

- To examine the relationship between demographic factors and employees training
- To study the factors influencing the employees training on information technology, Chennai

- To study about employees satisfaction on effective training program
- To analyses the interest of an employee to work in the organization after training
- To provide the suggestion to the organization to make the training methods more effective.

### **NEED FOR THE STUDY**

In doing the job, training is very important for staff and it improves performance or skills. Productivity, effectiveness, innovative ideas, and complete knowledge of the job are strongly influenced by training. Therefore, knowledge of the training provided to the staff in the organization must provide them with a level of acceptance, care, and trust after the training program and their satisfaction with the training program.

### **HYPOTHESIS OF THE STUDY**

The null hypothesis of the study:

- There is no association between age group and the experience of the employees
- There is an association between age group and the perception of employees

#### **Alternate hypothesis**

- There is an association between monthly income and employee work in the organization

## III. RESEARCH METHODOLOGY

### **Research Design**

The research design used in this study is the survey method. The population of this study was taken from the city of Chennai.

#### **Study:** Data collection

The analysis was carried out via Chennai's E-survey and E-mail responses

#### **Nature of study**

The analysis is strictly explorative and definitive sort.

#### **Method of Data Collection**

The analysis took both primary data and secondary data into account. The secondary sources were articles, books, magazines, blogs, etc. The primary data was collected through a set of qualitative structured questionnaires that are translated into quantitative work measurement in nature.

#### **Development of questionnaire**

By interacting with the staff, the questionnaire layout was developed. The questionnaire was comprised of three components. The first part of the questionnaire deals with the respondents' demographic factors. The second part is related to the work and the third part, using the Likert questionnaire scale, deals with the training and development. Consequently, the closed-ended questionnaire was circulated.

#### **Sample Size**

The study sample consisted of 80 respondents who were provided with a structured questionnaire for the collection of data.

#### **Sampling Procedure**

Based on their convenience and cooperation, the respondents were selected within the specified strata.

#### **Sampling Technique**

Convenience Sampling, as the name suggests, is a particular form of the method of non-probability sampling that relies on data collection from members of the population who are conveniently available for study participation.

#### **Statistical Tools used**

The following study tools were used: Research tool for this study is Percentage Analysis, Chi-square test, and Analysis of Variance.

#### **Period of study**

The survey was conducted from December 2020 to February 2021

#### **Limitation of the Study**

The study was performed with a sample of only 80 respondents via email.

#### IV. DATA ANALYSIS

Table 1: Demographic Profile of the Respondents

Particulars	Classification	Respondent	Percentage
Age	18 – 25	35	43.75%
	25 – 35	25	31.25%
	35 – 45	17	21.25%
	45 – 58	03	3.75%
Sex	Male	58	72.5%
	Female	22	27.5%
Experience	below – 5 years	18	22.5%
	5years – 10 years	50	62.5%
	above 10 years	12	15%
Marital Status	Yes	57	71.25%
	No	23	28.75%
Monthly Income	Below 5000	15	18.75%
	5000 – 10000	49	61.25%
	Above 10000	16	20%
Training	Internal Training	18	22.5%
	External Training	48	60%
	Group Wise Training	14	17.5%

As shown in the table respondents' profiles are categorized by age, experience, marital status, monthly income, educational qualification, and training. 43 percent of respondents are below 18-25 years of age. According to the above table, 22.5 percent of respondents needed less than 5 years. 62.5 percent of those who responded were aged 5 to 10. 15 of the respondents required the above-mentioned ten years. The respondents of marital status agreed that they have yes 71.25 percent of the time. In the above table, it was discovered that 18.75 percent of the respondents' levies were less than 5000. 61.25% of the respondents levy their monthly income were 5000 to 10000. 20 percentage of the respondent's monthly income was above 10000. 22.5 percentage of the respondents needed internal training. 60% of the respondents needed the external training program. 17.5 of the respondent's required group-wise training.

Table 2: Employee after Training

Options	Respondent	Percentage
Very satisfied	18	22.5
Satisfied	38	47.5
Neutral	13	16.25
Unsatisfied	8	10
Very unsatisfied	3	3.75
Total	80	100

The above table showed that 22.5 percent of respondents strongly accept that their company is shifting the status of workers after the training program. 47.5 percent of workers agreed that their company is changing its employee status after the training program. It was inferred that 16.25 percent of the employee of the neutral company after training program they are shifting to a good position. 10 percent of respondents do not believe that their company is changing the status of workers after the training program. 3.75 percent of respondents strongly disagree that their company is changing the status of workers after the training program.

Table 3: Increased productivity based on training

<b>Options</b>	<b>Respondent</b>	<b>Percentage</b>
Very satisfied	18	22.5
Satisfied	32	40
Neutral	13	16.25
Unsatisfied	10	12.5
Very unsatisfied	7	8.75
<b>Total</b>	<b>80</b>	<b>100</b>

According to the table above, 22.5 percent of respondents strongly accept that their organization deals with productivity preparation. 40% of employees believe that their company invests in preparation to boost productivity. It was deduced that 16.25 percent of the workers are neutral, and the organization is focused on increasing training performance. 12.5 percent of respondents dispute that their organization focuses on increasing planning production. It was deduced that 8.75 percent of respondents strongly disagree that their organization is focused on increasing productivity through training.

<b>Options</b>	<b>Respondent</b>	<b>Percentage</b>
Very satisfied	26	32.5
Satisfied	26	32.5
Neutral	12	15
Unsatisfied	7	8.75
Very unsatisfied	9	11.25
<b>Total</b>	<b>80</b>	<b>100</b>

Table 4: Satisfaction on Effective Training Program

According to the above table, 32.5 percent of respondents strongly agree that their employer is very happy with employee preparation. The corporation explicitly demonstrates the employee's satisfaction with preparation, implying that 15% of the workers are neutral.

Table 5: LifeStyle changed due to Training

<b>Options</b>	<b>Respondent</b>	<b>Percentage</b>
Very satisfied	26	32.5
Satisfied	33	41.25
Neutral	9	11.25
Unsatisfied	3	3.75
Very unsatisfied	9	11.25
<b>Total</b>	<b>80</b>	<b>100</b>

According to the table above, 32.5 percent of respondents strongly agree that their business is focused on employee lifestyle growth. Employee lifestyle enhancement training is clearly described in their company, according to 41.25 percent of employees. It was discovered that 11.25 percent of employees are neutral, and the organization focuses on employee lifestyle growth preparation. 3.75 percent of respondents disagree that their company is focused on employee lifestyle development preparation. 11.25 percent of respondents strongly disagree that their employer is focused on preparing employees for a healthier lifestyle.

Table6: Chi-Square Test

Test on Chi-square			
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	23.343 <sup>a</sup>	18	.178
Likelihood Ratio	17.833	18	.467
Linear-by-Linear Association	.063	1	.802
N of Valid Cases	80		
a. 31 cells (81.6%) have an expected count less than 5. The minimum expected count is .08.			

**Interpretation:**

The null hypothesis is agreed upon since the P-value is greater than 0.05. There is no connection between an employee's age and their level of experience.

Table 7: The Table Showing the Relation between Age and Perception of employees

Test on Chi-Square			
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	19.491 <sup>a</sup>	18	.362
Likelihood Ratio	22.220	18	.222
Linear-by-Linear Association	.512	1	.474
N of Valid Cases	80		
a. 33 cells (86.8%) have an expected count less than 5. The minimum expected count is .28.			

**Interpretation:**

The null hypothesis is agreed upon since the P-value is greater than 0.05. There is no correlation between employee experience and age group.

Table 8: Anova Showing for Employee Experience

ANOVA					
Employee Experience					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	928.716	18	51.595	2.966	.001
Within Groups	1061.171	61	17.396		
Total	1989.888	79			

**Interpretation:**

As the P-value > 0.05, an alternate hypothesis is accepted. There is an association between educational qualification and employee experience of the respondents.

Table 9: Anova Showing for Employee proud towork in the organization

ANOVA					
Employee proud to work in the organization					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	1362.412	18	75.690	7.264	.000
Within Groups	635.575	61	10.419		
Total	1997.987	79			

**Interpretation:**

A different hypothesis is accepted since the P-value is greater than 0.05. There is a connection between monthly earnings and employees' pride in their employment.

V. FINDINGS

- 47.5%of the respondents agree that their company is changing the employee status after the training program.
- 40% of respondents agree that their deals with training for increase productivity.
- 32.5% of respondents strongly agree that their organization is satisfied with the training
- 41.25 of respondents agree that their organization is clear about employee lifestyle training and development.
- From Chi-square found that there is no significant relationship between age and experience of the respondents
- From Chi-square found that there is nosignificant relationship between age group and the employee after training.
- Analysis of Variance states hat that it is a significant association between educational qualification and employee experience
- Analysis of Variance states hat that it is a significant association between monthly income and employee proud to work in the organization

VI. SUGGESTIONS

If the individuals have completed their training, feedback plays an important role in making the training system more successful. The identification of some of the impediments to learning on the job is also important, and it must be viewed effectively and efficiently for implementation after correction. The study also indicates that self-appraisal should be improved to perform training outside of the company to encourage employees to undergo training promptly and then pass on their experience to other employees by translating learning into work.

VII. CONCLUSION

The findings showed that training is more effective in enhancing employee confidence and increasing the organization's efficiency. As a result, it increases employee productivity and leads to a higher retention rate. Furthermore, training is crucial in successfully developing corporate culture, environment, and environments. Training measures offer useful inputs to workers as well as the opportunity to perform potential positions efficiently. Also, receiving input from both trainers and trainees can be used to make potential corrections to all training programs in the future.

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