EFFECTIVENESS OF TRAINING AND DEVELOPMENT IN JAKS IT SERVICE LLP BANGALORE

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Abstract: Employees are the most important asset for any organization to compete in this competitive world. Without people, an organization cannot exist. Continuous efforts and strategies are made by management to achieve their organizational objectives and to gain a competitive edge over their competitors. Training and development play a vital role in enhancing the skills and knowledge of the employees of any organization. The main objective of this study is to understand the effectiveness of training and development on employees' performance in their organization. A descriptive research design was used to collect two hundred and fifty-one responses by using a simple random sampling technique. For analyzing the received data carefully, descriptive statistics were used to make conclusions from the raw data. From the analysis, it was found that the employees are satisfied with the training and development sessions organized by the management or not. This paper reveals the feedback of different employees working in various sectors of the business world in India. Management should provide more incentives and rewards for motivating their employees in order to increase the participation of the employees in the training and development sessions. These programs will help the employees to enhance their knowledge and skills in their particular fields.

INTRODUCTION

After an employee is selected, placed and introduced, he/she must be provided with training facilities. Training is the art of increasing the knowledge and skills of an Employee for doing a particular job. Training is a short-term educational process utilizing a systematic and organized procedure by which employees learn technical Knowledge and skills for a definite purpose. Training refers to the teaching and learning Activities carried on for the primary purpose of helping members of an organization, to Acquire and apply the knowledge, skills, abilities and attitude needed by a particular job and organization. Thus Training bridges the difference between job requirement and Employee's present performance (Sangeetha *et. al.,* 2023).

Training is the most important technique of human re-source development. No Organization can get a candidate exactly matching with the job and organizational requirements. Hence, Training is important to develop the employee and make him suitable to the job. Trained employees would be a valuable asset to an organization. Organizational efficiency, Productivity, progress and development to a greater extent t depend on training. Organizational objectives like viability, stability and growth can also be achieved through Training. Training is important, as it constitutes significant part of management control (Goldstein, 1980).

Effectiveness systematically looks at the training, notices the difference it has made and determines its value according to the pretext measures. The results are used as feedback to re fine the training. Evaluation of effectiveness of training is an integral part of training function. It provides a lot of information and becomes a basis for taking several vital decisions in the organization.

The process of assessing the effectiveness of training is evaluation. For many trainers, Evaluation has taken on more vague connotations but generally it is seen as the process of attempting (Day *et. al.*, 2001).

To assess the total value of Training - it is the cost of benefits and general outcomes, which benefit the organization as well as the value of the improved performance of those who have undergone Training. Information Technology (IT) industry in India is one of the fastest growing industries. Indian IT industry has built up valuable brand equity for itself in the global markets. IT industry in India comprises of software industry and information technology enabled services (ITES), which also includes business process outsourcing (BPO) industry (Velmurugan, 2024).

India is considered as a pioneer in software development and a favorite destination for IT- enabled services. The origin of IT industry in India can be traced to 1974, when the mainframe manufacturer, Burroughs, asked its India sales agent, Tata Consultancy Services (TCS), to export programmers for installing system software for a U.S. client. Today, Indian IT companies such as Tata Consultancy Services (TCS), Wipro, Infosys, HCL etc are renowned in the global market for their IT prowess (Murugeswari *et. al.*, 2022).

Training and Development

Training is the most important activity, which plays an important role in the development of human resources. To put the right man at the right place with the trained personnel has become essential in today's globalized market. No organization has a choice on whether or not to develop employees. Nowadays training has become an important function of Human Resource Management.

Human Resources are the lifeblood of any organization. Only through well-trained personnel, can an organization achieve its goals. Human Resource Management refers to the policies, practices and systems that influence employees' behaviour, attitudes, and performance. Human resource practices play a key role in attracting, motivating, rewarding and retaining employees (Nivethigha *et. al.,* 2017).

Type of Training and Development Method of Training

There are mainly two types of training.

- On the job training
- Off the job training

On the Job Training

When employees are trained while they are performing the job then it is known as On-the- job training. Under this method the employees learn by doing. This method is suitable only for technical jobs and the advantage of this method is employees can learn the practical problems while working on the job. The biggest disadvantage of On-the-job training is that it results in the wastage of resources. Whenever employees are dealing with expensive and sophisticated machinery then On-the job methods of training should be avoided (Divya e*t. al.,* 2023).

Off the Job Training

Off-the-job training means training the employees by taking them away from their work position which means employees are given a break from the job and sent for training. This method for training is more suitable for managerial job positions as conferences, seminars, are held to train the managers (Alliger and Janak, 1989).

STATEMENT OF PROBLEM

In today's competitive business landscape, organizations recognize the pivotal role of training and development in fostering employee growth, enhancing skills, and ultimately improving organizational performance. This study seeks to investigate the effectiveness of training and development programs within Company Jaks IT Service LLP, with the aim of identifying opportunities for enhancing employee performance and organizational effectiveness (Alliger *et. al.,* 1997). Assess the impact of training and development programs on employee job performance metrics, including productivity, quality of work, and efficiency.

Evaluate the correlation between participation in training initiatives and employee satisfaction levels. Examine the relationship between the duration, frequency, and type of training programs and their effectiveness in achieving organizational goals.

Identify potential areas for improvement in existing training and development strategies to better align with organizational objectives. Provide recommendations for optimizing training and development initiatives to enhance employee skills, performance (Appaiah, 2017; Arnold and Feldman, 1986)

OBJECTIVE OF THE STUDY

- To evaluate the effectiveness of training and development programs in jaks IT servive LLP

- To identify the knowledge and skills required by employees to perform the job efficiently and effectively.

- To assess the satisfaction level of employees with regard to training

- To understand the training needs of employees in the firm.

- To study assessment of learning outcomes towards the training and development effectiveness.

- To study the identification of training needs.

Need of the Study

- However, without evidence of their effectiveness, it becomes challenging to justify these investments to stakeholders, including executives, shareholders, and employees.

- The primary goal of training and development initiatives is to enhance employee performance.

- Studying the effectiveness of training and development programs helps identify opportunities for differentiation and innovation.

- Industries are constantly evolving due to technological advancements, regulatory changes, and market dynamics.

- Studying their effectiveness ensures that employees are adequately prepared to handle their responsibilities safely and ethically.

- Understanding the effectiveness of training programs ensures compliance with these requirements and promotes ethical business practices.

Scope of the Study

Participant demographics identify the target participants of the training programs. This may include new hires, specific departments, managerial staff, or the entire workforce. Understanding the demographics helps in tailoring the study to the appropriate audience. Measurement metrics define the key performance indicators (KPIs) and metrics used to evaluate the effectiveness of the training and development initiatives. This could encompass quantitative measures like productivity, sales figures, error rates, as well as qualitative assessments such as employee feedback and job satisfaction.

Duration and timing determine the timeframe over which the effectiveness of the training programs will be evaluated. This could range from short-term assessments immediately following training to long-term evaluations conducted months or even years later. Comparison groups decide whether there will be comparison groups or control groups involved in the study.

This allows for a more rigorous evaluation by comparing the outcomes of trained employees with those who did not undergo the training. Organizational context consider the organizational context in which the training and development programs are implemented. Factors such as industry type, company size, organizational culture, and existing training infrastructure can influence the effectiveness of the programs and should be taken into account.

HYPOTHESIS OF THE STUDY

A hypothesis is an assumption that is made based on some evidence. This is the initial point of any investigation that translates the research questions into prediction. It includes components like variables, population and the relation between the variables. A research hypothesis that is used to test the relationship between two or more variables.

RESEARCH DESIGN

This study involves the descriptive research design. It includes surveys and fact findings of different kinds, which is one of the most suitable ways to carry out projects. The main purpose of this research design is it has no control over the variables. It gives report only what has happened or what is happening. The study was conducted for a period of 3 months. The type of research conducted was descriptive, because the employee's opinions

are qualitative in nature. It can only be analyzed and described.

Descriptive research design In this research study, the researcher has used descriptive research design. Descriptive study, Who, What, When, Where, How are the questions for researcher to find their answers during the study. A descriptive study may be simple or complex. This research study topic is according to the descriptive study. I have needed to find that all answers of these questions which come in descriptive study.

Sampling The basic idea of sampling is that by selecting some of the sample from the population, researcher may draw conclusions about the sample study and generalize for entire population. A population element is the individual participant or object on which the measurement is taken.

Sample method: The research was made only for 50% of employee so it is considered to be a convenience sampling

RESEARCH METHODOLOGY

Research methodology is the road map or itinerary used by this researcher to accomplish the goals of this research. This chapter describes the research design which has been used in this study, the various procedures and processes employed to collect and analyze data.

METHOD OF DATA COLLECTION

Primary Data

Primary data are collected afresh and for the first time, it us the data originated by the researcher specifically address the research problem. In this study, primary data is collected through questionnaire. To understand the employee satisfaction in the organization

Secondary Data

Secondary data is collected from internet, registers, records, journals, articles, magazines and annual reports of the organization.

TOOLS FOR DATA ANALYSIS AND INTERPRETATION

In order to do the work properly, a insight about the product, about the organization, about the employees was necessary. For this purpose a extensive study was initially done about the Employee Satisfaction After the initial study, the survey was started in order to get the questionnaire filled by them. It is systematically applying statistical techniques to describe and illustrate and evaluate data. An essential component of ensuring data integrity is the accurate and appropriate analysis of research findings.

Analytical Tools for the Study

- Percentage Analysis
- Chi- square test
- Correlation Analysis

COMPANY PROFILE: TRIOANGLE TECHNOLOGY

JAKS IT Services is a unconventional technical staffing agency and our partnership model focuses on your unique needs-supporting short-term, seasonal or temporary IT staffing agencies requirements, providing contract-tohire talent for project-based support with the option to hire the contractors as permanent employees, or finding the permanent top talent your company needs today.

Our IT staffing services cover Contract Staffing with onsite, offsite, and offshore (IT staff outsourcing) services and Technology Staffing Services. They provide excellent support to our clients for both technology and services. They pride ourselves on faster turn times, superior quality of work, at the most competitive price. Confidence for Service and Product delivery stems from our extensive experience in the fields of Data Management which includes Data Entry, Analytics, cloud and hardware and software.

DATA ANALYSIS AND INTERPRETATION

Table 1: Distribution of respondents by their designation

Designation	No. of respondents	Percentage
Manager	11	10.5
HR	10	9.5
Assisant Manager	14	13.3
Project Manager	20	19.0
Other	50	47.6
Total	105	100.0

Table 2: Respondents by their nature of the job

Nature of the job	No. of respondents	Percentage
Temporary	26	24.8
Permanent	79	75.2
Total	105	100.0

Table 3: Respondents by their training is well planned

Training is well planned	No. of respondent	Percentage
Strongly agree	70	66.7
Neither agree nor disagree	12	11.4
Agree	19	18.1
Disagree	2	1.9
Strongly disagree	2	1.9
Total	105	100.0

Table 3: Respondents by their training is of sufficient duration

Training is of sufficient duration	No. of respondent	Percentage
Strongly agree	64	61.0
Neither agree nor disagree	18	17.1
Agree	19	18.1
Disagree	2	1.9
Strongly disagree	2	1.9
Total	105	100.0

Table 4: Respondents by their training program helpful in long run

Training program helpful in long run	No. of respondent	Percentage
Strongly agree	44	41.9
Neither agree nor disagree	16	15.2
Agree	38	36.2
Disagree	6	5.7
Strongly disagree	1	1.0
Total	105	100.0

Table 5: Respondents by their instructor responses to trainees doubts

Instructor responses to trainees doubts	No. of respondent	Percentage
Strongly agree	35	33.3
Neither agree nor disagree	15	14.3
Agree	47	44.8
Disagree	7	6.7
Strongly disagree	1	1.0
Total	105	100.0

Table 6: Respondents by their training program are handled by a component faculty

Training programs are handled by a component faculty	No. of respondent	Percentage
Strongly agree	34	32.4
Neither agree nor disagree	10	9.5
Agree	54	51.4
Disagree	4	3.8
Strongly disagree	3	2.9
Total	105	100.0

Table 7: Respondents by their training helps in performing job more enthusiastically

Training helps in performing job more enthusiastically	No. of Respondent	Percentage
Strongly agree	35	33.3
Neither agree nor disagree	6	5.7

Agree	58	55.2
Disagree	3	2.9
Strongly disagree	3	2.9
Total	105	100.0

SUGGESTIONS

The various suggestions that the research has provided are as followings.

- The organization should identify the needs of the employees and the areas have to be enhanced, based on the training.

- There must be experimental action oriented techniques including games are for used in training programme.

- The workers should be encouraged and rewarded for training to acquire higher qualification.

- The supervisor should know the changes that take place in the organization,

- Overall HR policies in regard to the training and development should be improved further sales for increasing organizational effectiveness.

- The company should adopt the new way and schemes for the training and development programs for the employees.

- Learning should be facilitated in the organization so as to enhance the employee's knowledge and skills

- The training programmed mostly failure for the poor communication so the more important to give the communication.

- The senior managers should spend time with the new recruits during induction training.

- There should be an emphasis on developing leadership skills down the line through training.

CONCLUSION

In the present study the researcher has attempted to study the training and development efforts of Jaks IT Services LLP an attempt is also made to study the opinion of the employees about training and development programmes. To conclude that the training program conducted in Jaks IT Services LLP, Bangalore was found to be good and the same may be said that if, enhance its training program based on the above findings and suggestions it would help the employees to build their personality better to face the challenging business environments, from the study it is formed that there is significant difference in opinion between the respondents of various years of service, but there is no significant difference in opinion between the respondents of various income group, sex and education towards training and development in Jaks IT Services LLP, Bangalore

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