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A STUDY ON HRD PRACTICES (T&D) IN IT SERVICES,HYDERABAD

Author:Dr.Y.Vinodhini-Professor
AnwarulUloomcollegeofBusinessManagement,Hyderabad

Abstract

Human Resource is the department responsible for overseeing employees and ensuring that theyare treated fairly and professionally in the workplace. It has become an integral part of manybusinesses and has been the focal point of comprehensive discussions on the state of moderncorporatepartnerships.Managinghumanresourcesanddevelopingthemthroughcreativepractices is a crucial part of coordinating and managing work in every organisation. The studyexplores empirically the concept of training and training needs, and the factors influencingtraining requirements of the employees of IT Services in Hyderabad. Objectives have beenframed and hypothesis has been set for testing statistical tool t test has been adopted and theresultsofthesamehave beenpresented andconcludedaccordingly.

Introduction:

Training,assaid,focusesonenhancingemployees'knowledgeandskillsfordoingcertaintasks,whiledevelopmenttargetsemployees'overallgrowth.Trainingprogrammesthatarebothsuccessfulandefficienthelpemployeesprepareforandrespondtofutureissuesinatimelymanner,creatingapositiveandproductiveworkenvironment(Tai,2006).Managerscan'texpecttheiremployeestolearnwhatthey'resupposedtoiftheydon'tknowwhattheyhopetolearn,whattheirspecifictrainingneedsare,andwhatmakesforaneffectivetrainingdesign—allofwhichareattheheartoftheorganization'sgoals.Beforepresentingatrainingprogrammetoemployees, it is important to determine the program's need and objectives. (Obisi,

2001)."Trainingisanongoingprocessofenhancingone'swisdomandcapabilityinordertodoaspecificjob."—EdwinB. Flippo

Training is a planned process that helps workers acquire the knowledge and abilities they need todo their jobs effectively. That is to say, through training, employees are given the opportunity toexpandtheirspecializedknowledgeandacquiretheabilitiesnecessarytoperformtheir

professions. Employees, both new and old, benefit just as much from training. It helps new hireslearntheropes and developexpertisein areas relevant totheir current position.

Thepurposeoftrainingtheemployeesarises duetothevariousreasons:

(i) HigherProductivity:

 Workers'outputcanbeboostedbypropertrainingthatprovidesthemwiththenecessaryskills.

(ii) QualityImprovement:

Consumers today place a premium on high-quality goods, and their needs are always evolving.Trainingemployeesisessential tomaintaining a high standard of qualityinorder tokeepconsumerssatisfied.

(iii) ReductionofLearningTime:

Training time can be shortened by employing a systematic approach delivered by qualifiedinstructors.

 (iv) ReductionofTurnoverandAbsenteeism:

Workers gain self-assurance as a result of receiving training. This ensures their safety in theworkplace.

(vi) TechnologyUpdate:

The pace of technological development is increasing. Workers need training in new skills to takeadvantageof technological advances.

(vii) EffectiveManagement:

Planningandcontrollingprocessescanbenefitfromtraining.Ithelpsemployeesgrowprofessionallyso they may dobetterin theircurrentand futurepositions.

ReviewofLiterature

1. **G.P.Nunvi(2006)**emphasizedthedifferencebetweentraininganddevelopment,withthe former focusing on enhancing present-day performance and the latter on creatingopportunities for employment in the future. Due to technological advancements, somehuman activities have been rendered obsolete and replaced by machines. Those in currentpositions, as well as those seeking promotions in the future, will need to continue theireducationand improvetheir skills.

2. **Armstrong (1996),** training is best appreciatedwhen it is produced and used internallybyvaluingtheknowledgegainedfrommanyperspectivesandmethods.Whenpeople

take part in something, they usually end up shaping the circumstances surrounding it ortheway somethingworks. Thesamemay besaidfor educatingstaffmembers.

3. **Birdi (2005)** considered to be the act of passing on knowledge and expertise from anexperienced individual to a novice student. Both the worker who requests training and thetrainerorstaffmemberwhoactuallyprovidesitarecrucialtothisexchange.Asaresultoftheirr oleintraining'sprearrangementand post-qualityevaluation,theauthoritiesconductingtraining andprovidingresourcesto it constituteasathirdparty.

4. **Sims (1990)** focused on a more all-encompassing approach to training and development,citing the following as areas in which its effects can be felt strongly: 1. Employees' focuson profits 2. expertise in the field 3. proficiency in all facets of administration Boostedmorale among employees 5. A sense of shared purpose among workers Training has ademotivating effect on employees. Workers are more likely to put forth effort into theirworkand responsibilitiesafter receivingadequatetraining.

5. **Singh, C. and Jain, K. V. (2017)** The investigators of the study recognized that trainingand development are time-consuming and expensive, but concluded that the benefits totheindividualand thecompany outweigh thecosts.

Objectivesofthestudy:

1. Tounderstandthetheoreticalaspectsoftrainingandtrainingneedsof**ITServices,** Hyderabad

2. Tostudythefactorsinfluencingtrainingprogrammesorganizedby**ITServicesRese** arch methodology

PrimaryData

Makinguseofaquestionnaire,primarydatahasbeencollectedforthepurposeofgatheringinformation on par with the objectives of the study with the help of a structured questionnaire**SecondaryData**

The requirements of the data are the details regarding the following by select IT companiesfactors influencing trainingprogrammes organized by **IT Services** in Hyderabad.Surf engines,journalsand magazines havebeen sourced forthestudy.

Samplesize:**533**

Samplingtechnique:SimplerandomSampling

Limitationsofthestudy:

- Thestudyis limitedto Hyderabadtopography only
- Amonginnovativepracticesonlytraininganddevelopmentin**ITServices**hasbeenconsideredfor thestudy
- Thedataprovidedbythe respondentsmaybebiased

Data Analysis and

InterpretationDescriptivestatistic

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Tab-1FrequencyDistributionofMaritalStatusofSelectITCompanies

MaritalStatus	Frequency	Percent
Unmarried	289	54.2
Married	244	45.8
Total	533	100.0

Analysis: Theabovetableshowsthat54.2%oftheemployeesof**ITServices**ofthesamplestudyareunmarried and45.8%aremarried.

Tab-2FrequencyDistributionofGenderofSelectITCompanyEmployees

Gender	Frequency	Percent
Male	300	56.3
Female	233	43.7
Total	533	100.0

Analysis: Itisevidentfromtheabovetablethat56.3%oftheemployeesofthesamplestudyareworkingwith theselect**ITServices** aremales and theremaining43.7%are females.

Inferentialstatistics

NullHypothesis:There isno significantdifferencebetweengenderandfactorsinfluencingoveralleffectiveness oftraining programmesorganized by**IT Services**

Tab- 3: t test for significant difference between gender and factors influencing overalleffectivenessoftraining programmesorganized byITServices

Factors	Gender				tva lue	P value
	Male		Female			
	Mean	SD	Mean	SD		
TrainingPolicy	30.33	2.42	30.85	2.44	2.471	0.004*%
AttitudeoftheTopManagement	30.15	2.25	30.72	2.24	2.915	0.004**
TrainingNeedAnalysis	13.14	1.45	13.47	1.30	2.680	0.008**
Workingenvironmentandfacilities	34.56	2.44	34.91	2.57	1.589	0.003**
OverallPre-TrainingInitiatives	**108.19**	**6.17**	**109.95**	**6.51**	**3.200**	**<0.001****
OpinionaboutTrainers	26.66	2.45	27.03	2.17	1.816	0.007**
OpiniononTrainingMethods	39.35	2.86	40.06	2.79	2.890	0.004**
AccountabilityandReward	30.78	2.88	31.30	2.70	2.126	0.003**
FeedbackaboutTraining	35.19	2.94	35.84	2.93	2.552	0.002**
OverallEffectiveness of Training Programmes	**131.97**	**9.52**	**134.23**	**8.82**	**2.804**	**0.005****

Indicatessignificantat1%level

Analysis: As the probability value is seen to be lesser than 0.01, null hypothesis is rejected at 1%level with regard tofactors influencing overall pre-training initiatives and overall effectivenessof training programmes organized by IT companies.Hence there is significance differencebetween gender and level of agreement with respect to factors influencing overall pre-traininginitiativestakenbythemandallthefactorsinfluencingoveralleffectivenessoftrainingprogram mesorganized by ITcompanies

Based on mean score, the females show a higher level of agreement with respect to all the factorsinfluencingoverallpre-traininginitiativesandoveralleffectivenessoftrainingprogrammesorganizedby**IT Services**

Hypothesis-2

NullHypothesis:Thereisnosignificantdifferencebetweenmaritalstatusandfactorsinfluencingoveral leffectiveness ofTrainingProgrammes organizedby**ITServices**

Tab- 4: t test for significant difference between marital status and factors influencingoveralleffectivenessoftrainingprogrammesorganized byITServices

Factors	MaritalStatus				tva lue	P value
	Unmarried		Married			
	Mean	SD	Mean	SD		
TrainingPolicy	30.41	2.38	30.73	2.51	1.519	0.009**
AttitudeoftheTopManagement	30.34	2.08	30.48	2.45	0.711	0.007**
TrainingNeedAnalysis	13.21	1.38	13.37	1.41	1.336	0.008**
Workingenvironmentandfacilities	34.48	2.48	34.99	2.50	2.360	0.002**
OverallPre-TrainingInitiatives	**108.44**	**5.87**	**109.57**	**6.89**	**2.053**	**0.003****
OpinionaboutTrainers	26.58	2.41	27.10	2.21	2.601	0.008**
OpiniononTrainingMethods	39.30	2.95	40.08	2.66	3.182	0.007**
AccountabilityandReward	30.78	2.85	31.28	2.74	2.083	0.1006*
FeedbackaboutTraining	35.27	3.03	35.71	2.85	1.700	0.002**
OverallEffectiveness of Training Programmes	**131.93**	**9.37**	**134.18**	**9.03**	**2.806**	**0.005****

Indicatessignificantat1% level

Analysis: As the probability value is seen to be lesser than 0.01, null hypothesis is rejected at 1%level with regard tofactors influencing overall pre-training initiatives and overall effectivenessoftrainingprogrammesorganizedbyITServices.Hencethereissignificancedifferencebetween marital status and level of agreement with respect to factors influencing overall pre-training initiatives taken by them and all the factors influencing overall effectiveness of trainingprogrammes organized by them.Based on mean score, the married employees IT Services showahigherlevelofagreementwithrespecttoallthefactorsinfluencingoverallpre-traininginitiativesandoverall effectivenessoftraining programmesorganizedbyITServices

Conclusions

1. Thereissignificancedifferencebetweengenderandlevelofagreementwithrespecttofactorsinfluencingoverallpre-traininginitiativestakenbyprivatebanksandallthe

factors influencing overall effectiveness of training programmes organized by select ITcompanieswith females showahigher level ofagreement

2. There issignificance differencebetween maritalstatus andlevelofagreementwithrespecttofactorsinfluencingoverallpre-traininginitiativestakenbyprivatebanksandall the factors influencing overall effectiveness of training programmes organized byselectITcompanieswith marriedemployees showinghigherlevelofagreement.

3. A mismatch in training requires status analysis and proper post-training utilization ofemployeeswould resultin highreturnsin terms of performance.

   More quickly promotions, awards, and career advancement are possible if trainers arecarefully chosen,and trainers' attitudes are positively shapedthrough training. The needto invest time and money into employee training has grown in recent years as businessesrealisethevalueofaskilledand productive workforce

   Effective training of the employees equips them to perform well and also influences thegrowthand sustainability ofselectITcompanies.

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