

Impact of Training on Performance of Middle-Level Employees in It Companies of Gujarat

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Abstract

Training plays a crucial role in nurturing talent and converting any enterprise into 'a learning organization. Both technology and talent can outperform if they are used strategically. A firm can gain an advantage in the marketplace by increasing its efficiency and effectiveness with the aid of information technology (IT). No country's economy has not significantly expanded as a result of the efforts of its small and medium-sized firms. Training creates a link between representatives' current roles and the requirements of their future jobs in a methodical way that increases efficiency. "Employees training have been a matter of concern in IT sectors because of the fast changing technology and environment." All industries are experiencing a fairly high pace of technical progress, and every other day we see new products, pieces of machinery, or pieces of equipment with more advanced capabilities that consumers need to be aware of. The present article aims to analyze the impact of training on IT employees in Gujarat state. Structured questionnaire was administered for 70 IT employees. The study is significant as it deals with knowledge transfer, principles, and behaviors required for someone to perform their profession.

Keyword: Training Effectiveness, Talent Management, Information technology (IT), Employee, Impact,

1. Introduction

Technology and talent are likely to dominate the business enterprises to stay competitive in the market. It is the training intervention which makes it possible for the firms. The term 'information technology' refers to all the tools (computers, hardware, software, and networks) used to handle data and information for the purpose of automating and supporting business processes and decisions. Simple, repetitive jobs, like word processing, can be automated with the use of IT, as can complex processes, like production, scheduling, and logistics. In this way, IT helps organizations save time and money while increasing productivity. The corporate climate has grown very competitive as a result of the technology's rapid development over the past 20 years. Businesses have heavily automated all corporate activities in an effort to adapt to these changes, and they have also systematically collected and analyzed data relevant to different industries. As a result of technology developments, organizations must constantly evolve to take advantage of the best tools available. In the past, a proprietor's toolkit largely consisted of a simple adding machine and paper records. Due to the abundance of technology resources available, modern business owners are able to do their jobs more efficiently than their forebears. There are a variety of practical benefits to employing these technological tools in the workplace (Nikoloski, 2012).

Advances in manufacturing have been aided greatly by advances in information technology. With the use of IT, business leaders may increase production and customer service while also reducing lead times for new product launches. Businesses can benefit from IT in a number of ways, including the enhancement of ongoing operations and the opening of doors to untapped markets, strategies, and partnerships (Muhammad et. al., 2023). Embedded IT is IT that is built into or otherwise incorporated into a product or service. Information technology (IT) implementation in private companies is typically driven by four primary goals: (1) better information access; (2) better internal administrative management; (3) better product management and quality control; and (4) better productivity through improved internal management. Promote company-to-company cooperation, strive for scale economies, Gain access to untapped markets in the industrial industry, IT has two potential applications (Voghoei, 2013).

2. Background of Study

A company can increase its productivity and effectiveness with the help of IT, and it can even acquire a competitive edge in the process. There is no country that has not benefited significantly from the contributions of its SMBs to its economic growth. Several hypotheses provide additional context for the hypothesis that IT boosts GDP and causes societal shifts (Halvorsen et.al, 2023). Small and medium-sized businesses (SMBs) are widely recognized as vital

contributors to global economic growth, and nearly all agree on the importance of their adoption of information and communication technologies. The Internet in particular is having a profound effect on the daily operations of even the smallest and medium-sized businesses, and is increasingly being viewed as crucial to the continued success and expansion of national economies. Today's economy and conventional businesses are more reliant on cutting-edge tech made possible by the Internet. New technologies allow for more communication and collaboration between companies and their consumers and partners, as well as greater simplicity in making and processing financial transactions. Especially in areas where traditional sectors are faltering or where unemployment is high, SMBs are feeling the effects of the widespread use of IT. The growth of small and medium-sized enterprises (SMEs) is receiving increased focus, and new business and IT practices are becoming increasingly common, even in developing nations (Beley, 2013).

3. Scope and Significance of Study

The dramatic increase in graduates and professionals with IT/ITES training may be traced in large part to the inclusion of relevant courses in the curricula of several state-supported technical and other professional schools of higher learning. As a result of their continued dominance in the global sourcing market, Indian IT firms have established more than 600 delivery centers in 78 different countries. Despite India's progress up the value chain over the past 15 years, multinational corporations (MNCs) from industrialized countries continue to perceive the Indian IT industry as a place to find inexpensive labor. Information Technology and Information Technology Enabled Services Exports (\$ Billion) from India. The authors of EPW Economic & Political Weekly drew heavily from Heek (1996, 2004) and the yearly reports of NASSCOM for a number of years in preparing their work. This is due to the fact that the Indian outsourcing industry still mostly consists of low-end IT services (Das, 2017).

4. Training: Competitive Advantages

Training is the process of developing people for certain jobs by teaching them what they need to know to do their jobs successfully. Asserted that the three most important aspects in organizational research that affect employee performance are training on the job, training design, and the method by which training is provided. Training workers is essential if a business is to maintain an edge over rivals in the same industry. Employee training has a substantial impact on an employee's productivity and economic growth since it improves an employee's ability to do his job (Sugiarti, 2023). Training is the most crucial aspect of HRM since it provides both new and veteran workers with the necessary support and knowledge to carry out their jobs effectively. Training is now seen as an essential component by all businesses if they want to outperform their competitors. Employees will be unable to acquire the necessary knowledge and abilities to complete their jobs effectively without proper training. Employee performance can always benefit from more knowledge and abilities, both of which can be gained through training. When it comes to improving workers' attitudes, skills, and talents, training is crucial. Companies that want to gain an edge in the market and maximize profits recognize the critical role that training plays in achieving their goals.

Employee training aims to raise performance and output by improving workers' attitudes, knowledge, and abilities (Mohsin, 2015). Training is the backbone of human resource management because of the significant value it can add to a business and to an individual's career. Training staff has many advantages. First, it improves workers' competence in their jobs and paves the way for more effective change management. This can be done, for instance, by teaching workers more advanced skills and giving them access to more background knowledge. Second, a training program can help workers improve their benefits, such as increased safety and security at work, which can have a positive effect on retention (Pudjartiet. al., 2023).

5. Information Technology Affect Business

The efficiency of many corporate procedures was greatly improved, and production was multiplied by a factor of one hundred as a result of the Industrial Revolution. However, following it, the commercial sector didn't really change much for another century. It's reasonable to state that the world as we know it will never be the same again because of the technological revolution and the widespread adoption of technology in business. In today's world, every industry is being swept along in the tidal wave of technological change regardless of whether or not they are prepared for it. You might not think much has changed in the last few years, but if you look back just five years, social media lacked any consumer culture, "mobile phones weren't used for business, cloud-based solutions didn't exist, the App Generation wasn't even born yet, and Omni-channel marketing was just starting off." There has never been a time in history when so many rapid changes have occurred in the corporate world as a result of technological advancements. To be more precise, here are a few ways in which IT has changed the corporate landscape (LaMarco, 2018).

6. Review of Literature

According to Smith(2022), The impact of training on IT employees is significant in enhancing their knowledge, skills, and overall performance in the workplace. Training programs provide IT professionals with the opportunity to acquire new technical competencies, stay updated with the latest industry trends, and develop problem-solving abilities (Jones & Brown, 2021). Moreover, training helps employees adapt to technological advancements, improve their productivity, and contribute effectively to organizational goals (Johnson et al., 2020). These outcomes not only benefit the individual employees but also contribute to the success and competitiveness of the IT companies they work for.

Patel (2020)- The organization must look for the tools necessary to evaluate the effectiveness of training programs. This study aims to evaluate the efficiency of training programs in Gujarat for implementing ICT in the execution of administrative duties. Data for this study came from an online survey administered to 215 small and medium-sized businesses in Gujarat using a non-probabilistic convenience sample strategy. The findings of the current study shed light on the efficacy of a training program that incorporates ICT to carry out routine organizational duties. Most businesses also included training programs in their overall strategies. Organizational challenges, student satisfaction, and the length of time needed to establish a training program were all studied. Organizations can increase the success of their Training programs by implementing the recommendations made in this study.

Kimanthi (2020)- Training is the ongoing, methodical process through which workers at all levels acquire and hone expertise that benefits both the organization and its workers. It equips businesses and their staff with the potential to boost output and revenue. The present research set out to do three things: (1) learn about Beta Insurance Company's existing training and development activities; (2) learn how that training has affected the company's performance; and (3) provide Beta Insurance Company some advice. The quantitative study used a descriptive research method. The simple stratified random sampling, researchers were able to recruit people to take part in the study, evenly split between upper and lower tiers of management, as well as a human capital manager, a department head, and entry-level workers. The examination was quantitative in nature, hence a questionnaire with closed ended questions was the primary tool for acquiring data. Training that makes use of a demonstration style of facilitation has been found to be an efficient and effective strategy. Findings from the study indicate a direct link between training and improved productivity on the job.

Mgunda (2019)- Businesses must exercise creativity to develop novel products and services in order to expand into new markets. Information technology (IT) is useful in this situation. The commercial sector of the economy has been doing extraordinarily well lately because of how simple it is to communicate information over the internet and other electronic gadgets. The purpose of this research is to examine how information technology has affected corporate productivity and economic growth. The results of empirical studies demonstrate that IT plays a crucial role in business.

Isdory (2019)- One of the key contributors to a company's success is its use of information technology (IT), which helps it find new customers and create novel products and services. Particularly, the widespread use of the internet and other kinds of electronic media has made it much easier for businesses throughout the world to connect with one another and share information, which has considerably aided the business sector's robust expansion. To that end, this research endeavors to examine how information technology (IT) affects corporate activity and economic growth. From what we can tell, IT plays a crucial part in commercial enterprises.

Baghla (2018)-Technology has resulted in a shift in way of life. The role of technology in modern society cannot be overstated. Every aspect of human life necessitates the use of technology. This paper seeks to identify the impact of technology on several sectors of society that are undergoing transformation and, in some cases, decline. Technology may be a boon or a curse, depending on how we choose to utilize it. "Information technology, mechanical technology, creation technology, communication technology, etc." are only a few examples of the many branches that technology can take. Improvements in communication, transportation, product quality, business efficiency, and many other areas have all resulted from technological advancements. But it's also having some unfavorable repercussions on society, such as expanding pollution, dwindling inventiveness, growing reliance on machines and technology, detrimental effects from cell phone towers, and so on.

Singh (2018)-Without finding and placing the perfect person for each open position in an organization, businesses would have to continue struggling in today's market. When employees are uninspired and uninformed about their work, terrible things can happen, and businesses can lose a lot of money. There is, therefore, no question about the significance of constant upgrade and training in the appropriate disciplines to keep up with the competitive strategies in the market. A commitment to good training is essential for maintaining competitiveness in today's economy, otherwise than for the purpose of quality itself. In today's extremely dynamic and competitive business environment, this paper will conduct an extensive study and analysis of the training and development process of IT companies, with a focus on the managerial level, in order to emphasize the significance of discovering, utilizing, and developing human capital to

the benefit of both the individual and the organization. The sample in the IT department consisted of managers and higher-ups. In this study, we attempt to define and describe the impact that training initiatives have on IT firms' bottom lines

Deb (2014)-Since then, the IT sector has developed significantly, to the point where it now permeates virtually every facet of modern life. It has completely altered how news is gathered and shared and how people throughout the world interact with one another. It's making it possible to eliminate almost all paper from the workplace. Not only that, but we can now instantaneously communicate with anyone, anywhere in the globe. Using video conferencing, teachers and students located in various regions of the world can hold face-to-face meetings where they present and discuss course materials and ask each other questions in real time. A surgeon in one part of the world can operate on a patient who is currently laying in another part of the world, all from the comfort of his or her own operating room. These relatively straightforward comparisons highlight the progress we've made over the past fifty years. To be sure, we all know that there is a shadowy aspect to even the brightest things in our life.

Jan (2012)-Training and development programs start with the idea that employees' skill sets need to be elevated in order for businesses to expand. A company's ability to create new information, disseminate that knowledge across the whole company, and promptly incorporate that knowledge inside the new technologies is a key factor in the success of that company in the marketplace. Through these methods, the business develops itself as a learning organization with innovation promotion as its primary goal. Training is the purposeful process of developing the skills and attitudes that employees need to have in order to do their jobs effectively. This article emphasized the importance of staff training and development programs in light of their bearing on an organization's effectiveness and production. This research aims to determine what factors influence IT training programs.

Gökalp (2010)-The research paper is divided into parts. The first part of this article discusses the study's sample population and its demographic characteristics; the second part discusses the results of the students' questionnaires and how they interpret and evaluate the impact of information technologies and data on the educational process.

7. Research Methodology

This discusses the study's methods, metrics, ethical considerations, data collection, and data analysis. A scholarly pursuit in the academic sense is research. Researchers claim that characterizing and redefining problems, coming up with hypotheses for potential solutions, acquiring data, drawing conclusions, and then testing those conclusions to determine if they are in line with the hypotheses that were developed constitute the process of conducting research.

- **Research Design:** A study design can be used to determine which approach will produce the greatest results if you have a set of research objectives and confounding variables. The research questions posed at the beginning of the project can be used to establish an organized approach for collecting and analyzing data. This essay's goal is to outline the benefits that training has had on Gujarat's middle-tier IT companies. A descriptive research can be conducted using both qualitative and quantitative methods. Researchers used both quantitative and qualitative methods for this investigation. Both of these concepts are present in the strategy. The research process must include determining the study's objectives as well as gathering and analyzing participant data. This study looks at how training affects Gujarat's mid-sized IT companies.
- **Research Approach:**The technique of a project is its most important component. The optimal research approach should be chosen based on the objectives of the Impact of training on middle level IT companies in Gujarat survey. To gather the information, already-made questionnaires will be used. When completing the survey, respondents can choose between structured and open-ended questions.
- **Sample and Sampling Technique:** To sample is to select a subset of a larger population in order to make judgments about how training affects middle-level IT organizations. Probability sampling and non-probability sampling are the two basic categories into which sampling techniques can be divided. The term "probability sampling" refers to the process of selecting a random sample from a target population of middle-level IT businesses. In this sampling technique, the choice of a representative sample group is less reliant on randomness. The application of a sample technique was necessary for a qualitative investigation of the impact of training on midsize IT organizations.
- **Sample Size:** 70 employees working in IT companies in Gujarat State in India.
- **Methods and Tools used:**The data was gathered using a survey. Surveys are a common method of gathering data from mid-tier IT companies. To describe or explain the characteristics and viewpoints of midsize IT organizations, all surveys use a sample. Using a checklist, the effects of training on middle-tier IT companies

were assessed. After being selected from a wide range of workplaces, seventy individuals consented to participate in the survey.

- **Statistical Analysis:**For this investigation's data analysis, SPSS 22.0 statistical software was employed. Two analytical approaches were used to examine the data that was deemed to be the most important: ANOVA and percentage methods. The key elements of the study were better understood using percentage analysis. It might be helpful to compare and analyze data using percentages. One of the simplest methods for persuading the audience you're attempting to reach of your point is to use this. After data has been gathered, a comprehensive picture of the situation can be created. The use of graphics can increase the appeal of percentage analysis.

“Test: For independent and dependent variables, in this part, we've defined the test:

1. “ANOVA Test”

- “The parametric test employs a one-way ANOVA analysis of variance if there is a significant discrepancy in the population mean. The test's "variables" are referred to as”
- “Dependent variable”
- “Independent variable (Also called variable of grouping, or factor)”
- “This variable's value divides each instance into two or more distinct levels that are mutually exclusive in terms of their content. The letter F denotes a one-way analysis of variance in the statistical literature. The F statistic can be used to find the groups mean differences for an independent variable with k groups. In all of the F statistical parts, the F statistic is better than the paired or independent sample t-test.”

“Significance level”: “There was a predetermined statistical significance threshold. To begin with, the value of 0.05 is used”.

“If "Sig." or p 0.05 rejects the null hypothesis”

8. Objective of the study

- To study the impact of training on employee.
- To study Impact of training on middle level IT companies in Gujarat

9. Result and Interpretation:

In this section, success has finally been attained. In-depth analysis of the interpretation of the survey data. In-depth examinations of the data in the Frequency and Percentage table are provided via the accompanying graph. Analysis of variance was used for the statistical analyses.

Descriptive Statistics Frequency and Percentage of Data: The most significant findings that came from looking at the respondent's demographic data are listed below. Age, gender, and other fundamental personal attributes are the first questions posed. The likelihood of the researcher's research being effective increases if they have an accurate image of the respondent's profile and other demographics. The survey's results are displayed in the graphs below.

Table: 4.1 Age of the respondents

Age of the respondents		
	Frequency	Percent
Below 25	13	18.6
25-30	19	27.1
31-35	16	22.9
36-40	7	10.0
Above 40	15	21.4
Total	70	100.0

The above table discusses the frequency and percentage of Age of the respondents. In below 25 Years Group, Frequency is 13 and percentage is 18.6%. In 25-30 Years Group, frequency is 19 and percentage is 27.1%. In 31-35

years Group, frequency is 16 and percentage is 22.9%. In 36-40 Years group, Frequency is 7 and percentage is 10.0%. In Above 40 Years group, Frequency is 15 and percentage is 21.4%.

Graph: 4.1 Graphical representation of Age of the respondents

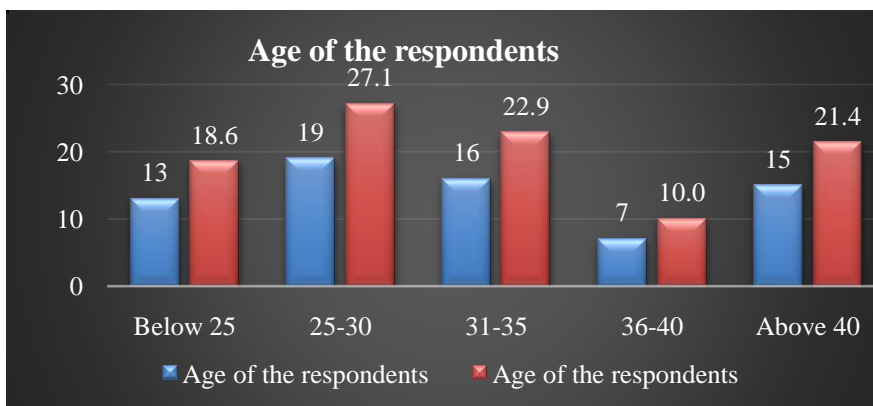


Table: 4.2 Gender of the respondents

Gender of the respondents		
	Frequency	Percent
Male	32	45.7
Female	38	54.3
Total	70	100.0

The above table discusses the frequency and percentage of Gender of the respondents. In Male Group, frequency is 32 and percentage is 45.7%. In Female group, frequency is 38 and percentage is 54.3%.

Graph: 4.2 Graphical representation of Gender of the respondents

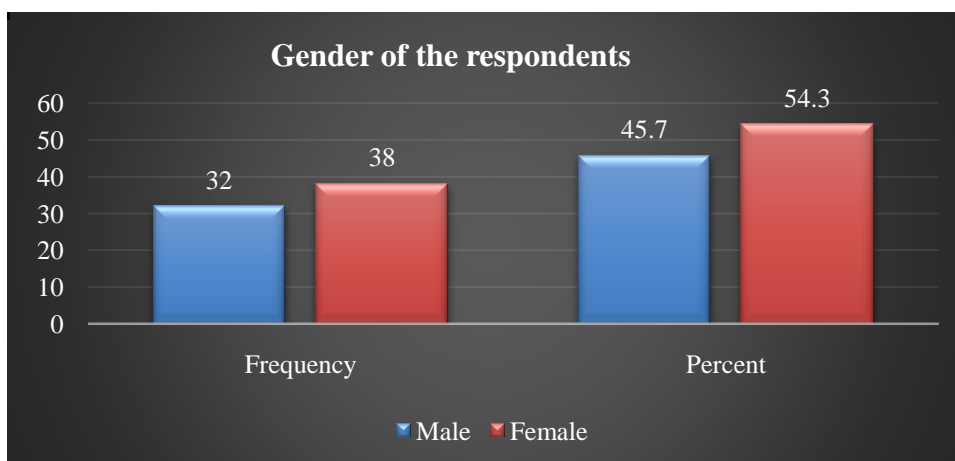


Table: 4.3 Anova test on training programs as an organizational initiative to prepare individuals for higher responsibilities and succession planning

ANOVA			
	Mean Square	F	Sig.
Do you agree that these training programs have enhanced your personal goals, aspiration levels and career prospects?	7.066	4.046	0.005

Do you agree Participation in these training programs has enhanced your scope and potentiality for career advancement?	1.034	0.506	0.731
Do you agree these training programs extend opportunity for professional development and career advancement by providing platform to interact with fellow professionals who could play influential role in your career?	4.558	2.462	0.054
Do you agree participation in these training programs has enhanced your stature among your colleagues and helped you secure recognition from seniors?	9.403	5.523	0.001
Do you agree that these training programs have brought in considerable personal development as you find yourself evolved and improved as a professional?	12.576	8.784	0.000
Do you agree Training is the backbone of human resource management because of the significant value it can add to a business and to an individual's career?	5.963	2.786	0.034
Do you agree Training staff has many advantages? First, it improves workers' competence in their jobs and paves the way for more effective change management?	8.554	9.709	0.000

The above ANOVA test on training programs as an organizational initiative to prepare individuals for higher responsibilities and succession planning. In training programs have enhanced your personal goals, aspiration levels and career prospects, F value is 4.04 and Sig. value is 0.00. In Participation in these training programs has enhanced your scope and potentiality for career advancement, F value is 0.50 and Sig. value is 0.73. In training programs extend opportunity for professional development and career advancement by providing platform to interact with fellow professionals who could play influential role in your career, F value is 2.46 and Sig. value is 0.05. In participation in these training programs has enhanced your stature among your colleagues and helped you secure recognition from seniors, F value is 5.52 and Sig. Value is 0.00. In training programs have brought in considerable personal development as you find yourself evolved and improved as a professional, F value is 8.78 and Sig. value is 0.00. In Training is the backbone of human resource management because of the significant value it can add to a business and to an individual's career, F value is 2.78 and Sig. value is 0.03. In Training staff has many advantages. First, it improves workers' competence in their jobs and paves the way for more effective change management, F value is 9.70 and Sig. value is 0.00.

10. Conclusion

In the long run, training and development improve not only individual workers' but the entire company's output. Employee growth is often cited as the secret to a company's long-term success. Companies need workers who can learn new skills fast and adjust to the ever-evolving global market. Organizational performance and staff retention depend on companies' commitment to continuous training and development. The following are the key conclusions drawn from the study of the demographic information provided by respondents. The first round of inquiries focuses on the respondent's basic characteristics, such as age, gender, and so forth. In conclusion, training and development programs that boost worker output have benefited not only individual companies, but also the economies of the countries whose leaders have prioritized the design and delivery of such programs on a national scale. When a country's policies focus on developing its workforce, that effort should ideally lead to a rise in the economy. However, in order to get the most out of their personnel and boost the organization's efficiency, it is recommended that management make employee training and development a top priority.

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