

A STUDY ON IMPACT OF TRAINING AND DEVELOPMENT AMONG EMPLOYEES IN IT SECTOR WITH REFERENCE TO COIMBATORE SOUTH

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ABSTRACT

Training and development play a vital role in enhancing employee performance, productivity, and organizational effectiveness, especially in the rapidly evolving Information Technology (IT) sector. Continuous technological advancements require employees to regularly update their skills and competencies. The present study aims to analyze the impact of training and development programs on employee performance, personal growth, competency, and stress management in IT companies located in Coimbatore South. The study is based on both primary and secondary data collected from 155 IT employees using a structured questionnaire. Statistical tools such as percentage analysis and chi-square test were applied to analyze the data. The findings reveal that training and development programs positively influence employee efficiency, skill enhancement, and job satisfaction. However, factors such as workload and timing affect participation in training programs. The study concludes that effective and role-specific training programs are essential for improving employee performance and sustaining organizational growth in the IT sector.

Keywords: Training and Development, Employee Performance, IT Industry, Percentage Analysis, Chi-Square Test.

INTRODUCTION

In today's competitive business environment, human resources are considered the most valuable asset of any organization. The success of an organization largely depends on the knowledge, skills, and competencies of its employees. Training and development are essential human resource practices that help employees acquire the necessary skills to perform their jobs effectively and prepare them for future responsibilities.

In the IT industry, rapid technological changes demand continuous learning and adaptation. Training helps employees stay updated with the latest tools and technologies, while development focuses on long-term career growth. Therefore, studying training and development practices in the IT sector is crucial for understanding their impact on employee performance and organizational success.

RESEARCH BACKGROUND

The IT industry in India has emerged as a major contributor to economic growth, employment generation, and global competitiveness. Cities like Coimbatore have developed into emerging IT hubs due to the availability of skilled manpower, educational institutions, and supportive infrastructure. As IT companies expand, the need for continuous training and development becomes critical to maintain productivity and innovation.

This study focuses on understanding employees' perceptions of training and development practices in IT companies in Coimbatore South and evaluates their impact using statistical analysis.

OBJECTIVES OF THE STUDY

1. To study the impact of training and development on employee performance and productivity.
2. To analyze the effect of training and development on employee personal growth and competency.
3. To examine employee perception towards training and development programs.
4. To identify whether training programs help in reducing employee stress.

STATEMENT OF THE PROBLEM

The IT industry is characterized by rapid technological advancements that require continuous skill upgrading. However, not all organizations provide effective training programs aligned with employee needs. There exists a gap between training provided and its actual impact on employee performance, satisfaction, and stress management. In Coimbatore South, IT companies are growing rapidly, but the effectiveness of their training and development practices remains uncertain. Hence, this study attempts to evaluate the impact of training and development on employees in IT companies.

SCOPE OF THE STUDY

- The study focuses on IT companies located in Coimbatore South.
- It examines employee perceptions regarding training and development programs.
- It analyzes the impact of training on performance, personal growth, competency, and stress.
- The findings provide insights for improving training practices in IT organizations.

LIMITATIONS OF THE STUDY

- The study is limited to selected IT companies in Coimbatore South.
- The sample size of 155 respondents may not represent the entire IT sector.
- The study is based on self-reported data, which may involve personal bias.
- Time constraints limited extensive data collection.

RESEARCH METHODOLOGY

Research methodology refers to the systematic approach used to collect, analyze, and interpret data to solve a research problem. The present study adopts a descriptive research design to analyze the impact of training and development on employees in the IT sector.

SAMPLING PLAN

The target population of the study consists of employees working in IT companies in Coimbatore South. A total sample size of **155 respondents** was selected for the study.

SAMPLING TECHNIQUE

The study uses **convenience sampling**, a non-probability sampling technique, where respondents were selected based on their availability and willingness to participate.

METHODS OF THE STUDY

The study is based on both **primary and secondary data**.

Primary Data

Primary data were collected through a structured questionnaire distributed using Google Forms. The questionnaire included questions related to demographic details, training participation, employee perceptions, and the impact of training programs.

Secondary Data

Secondary data were collected from books, journals, research articles, websites, and previous studies related to training and development and employee performance.

STATISTICAL TOOLS USED

The following statistical tools were used for data analysis:

- Percentage Analysis
- Chi-Square Test

PERCENTAGE ANALYSIS

- A majority of the respondents (**53.5%**) belong to the younger age group, indicating a youthful workforce in the IT sector.
- Male employees constitute the majority (**61.9%**), showing male dominance in the selected IT companies.
- Most respondents are married (**56.8%**), reflecting a stable working population.
- A large proportion of employees are postgraduates (**47.7%**), highlighting a highly qualified workforce.
- The majority of respondents work in support roles (**37.4%**), followed by testers and developers.
- Most employees have less than five years of experience (**43.9%**), indicating that the workforce mainly consists of early-career professionals.

CHI-SQUARE TEST

CHI-SQUARE ANALYSIS BETWEEN AGE AND

ORGANISATION CONDUCTING TRAINING AND DEVELOPMENT

Null hypothesis:

H₀: There is no association between age and organization conducting training and development

Alternative hypothesis:

H₁: There is an association between age and organization conducting training and development

	Value	df	Asymptotic Significance
Pearson Chi-Square	.433 ^a	2	0.805
Likelihood Ratio	.434	2	.805
Linear-by-Linear Association	.297	1	.586
N of Valid Cases	155		

INTERPRETATION

Since the p-value (Asymp. Sig.) is 0.805, which is greater than 0.05, the result is not statistically significant. Therefore, we fail to reject the null hypothesis — indicating that there is no significant association between the variables tested.

CHI-SQUARE ANALYSIS BETWEEN GENDER AND ORGANISATION CONDUCTING TRAINING AND DEVELOPMENT

Null hypothesis:

H₀: There is no association between gender and organization conducting training and development

Alternative hypothesis:

H₁: There is an association between gender and organization conducting training and development

	Value	df	Asymptotic Significance
Pearson Chi-Square	.432 ^a	1	0.511
Continuity Correction	.236	1	.627
Likelihood Ratio	.430	1	.512
Linear-by-Linear Association	.429	1	.512
N of Valid Cases	155		

INTERPRETATION

The p-value (Asymp. Sig. = 0.511) is greater than 0.05, indicating that the result is not statistically significant. Hence, we fail to reject the null hypothesis, meaning there is no significant association between the two variables.

FINDINGS

- The majority of respondents are young employees with less than five years of experience.
- Most respondents agree that training and development improve work efficiency and employee competency.
- A significant proportion of employees believe that training supports personal growth and skill development.
- Many organizations conduct training programs on a half-yearly or annual basis.
- Workload and timing are major factors affecting employee participation in training programs.

SUGGESTIONS

- Organizations should conduct training programs more frequently to keep employees updated.
- Training programs should be customized based on job roles and employee needs.
- Flexible training schedules should be introduced to reduce the impact of workload and timing issues.
- More interactive and practical training methods should be adopted to improve effectiveness.

CONCLUSION

Training and development are crucial for enhancing employee performance and organizational effectiveness in the IT sector. The study reveals that well-structured training programs positively influence employee efficiency, competency, and personal growth. Although demographic factors do not significantly affect training outcomes, organizational factors such as workload and scheduling play a major role in training participation. Therefore, IT companies should focus on designing effective, flexible, and role-specific training programs to ensure sustained employee development and organizational success.

REVIEW OF LITERATURE

- Nassazi (2013) highlighted that training significantly enhances employee productivity.

- Armstrong (2009) differentiated training from development, stating that training improves present job performance while development prepares employees for future roles.
- Aguinis and Kraiger (2009) found that training positively impacts organizational profitability and effectiveness.
- Bhatia (2014) concluded that training is essential for continuous improvement in work quality.



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