



A CONCEPTUAL FRAMEWORK OF TRAINING & DEVELOPMENT OF THE EMPLOYEES AND THE METHODOLOGY IMPLEMENTING IN IT SECTOR

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ABSTRACT

Training and Development is the foremost important thing for the employees. This study is a conceptual study. An employee training tries to improve skills so that employees are better equipped to do their present job or to prepare them for a higher position with increased responsibilities. And the study denoted the methods of the training given to the employees who are ever working in the IT Sector.

INTRODUCTION

Training is typically part of the human resource development. The role of the human resource department is to improve the organization's effectiveness by providing employees with the knowledge, skills, and attitudes that will improve their current or future job performance. Human Resource Development has become an essential component of the development process of an organization. Human resource development or training policy, like any other policy, must be supported by appropriate Institutional Mechanisms and tools if it is to achieve its intended objectives. Further, the policy formulation is a journey with challenges.

OBJECTIVES

- To help employees perform their current jobs well
- To help employees qualify for future jobs

- Keeping employees informed

LITERATURE REVIEW

Yadapadithaya (2012) conducted a study on “Training and development” states that the current practices of evaluating training and development programmes in the Indian corporate sector on the basis of data collected from written questionnaires mailed to 252 respondent companies – 127 private, 99 public, and 26 multinational corporations (MNCs). High pressure for increased quality, innovation, and productivity acts as a major driving force for the Indian corporate training and development programmes. Most of the key result areas of training and development function are related to the measurement and evaluation of training effectiveness.

Training and Development of Employees

Once the employees are selected for various positions in an organization, training them for the specific tasks to which they have been assigned behaves a great importance. Many organizations fit the newly recruited employees to the adequate training before he is placed in a harmonious working environments. Training is the act of increasing the knowledge and skills of an employee for performing a particular job. The major outcome of training is learning. A trainee learns new habits, refined skills and useful knowledge during the training that helps him improve performance. Training enables an employee to do his present job more efficiently and prepare himself for a higher-level job.

Employee Perception

Employee perception is a process by which individuals organize and interpret their sensory impressions in order to give meaning to their environment. Perception is not necessarily based on reality, but is merely a perspective from a particular individual view of a situation. In dealing with the concept of organizational behaviour, perception becomes important because people behaviour is based on their perception of what reality is, not on reality itself; the world as it is perceived is the world that is behaviourally important.

METHODS OF TRAINING

On- job training

Coaching

Coaching is one of the training method, which is considered as a corrective method for inadequate performance.

- Coaching is the best training plan

- It is one-to-one interaction
- It can be done on phone, meetings, through mails, chat etc.

Mentoring

Mentoring is an ongoing relationship that is developed between a senior and junior employee. Mentoring provides guidance and clear understanding of how the organization goes to achieve its vision and mission to the junior employee

Job rotation

This approach allows the manager to operate in diverse roles and understand the different issues that crop up. It is the process of preparing employees at a lower level to replace someone at the next higher level.

Job Instruction Technique (JIT)

JIT uses a strategy with focus on knowledge (factual and procedural), skills and attitudes and development.

Off-the-job training

There are many management development techniques that an employees can take in off the job. The few popular methods are:

- Sensitivity training
- Transactional analysis
- Straight lectures/ lectures

Sensitivity Training

Sensitivity training is about making people understand about themselves and others reasonably, which is done by developing in them social sensitivity and behavioural flexibility.

Transactional Analysis

Transactional analysis provides trainees with a realistic and useful method for analysing and understanding the behaviour of others. In every social interaction, there is a motivation provided by one person and a reaction to that motivation given by another person. This motivation-reaction relationship between two persons is a transaction.

Lecture – A Method of training

Lecture is given to enhance the knowledge of listener or to give him the theoretical aspect of a topic. Training is basically incomplete without lecture.

Training programmes given by the organizations (ex)

1. Training program in Infosys:

Career development practice at Infosys is a key program that addresses the Infosys talent strategy themes of enabling choices and building talent. It provides information on roles and career streams career guidance and developmental opportunities. ***Focused Training***

The career programs intended for various stages of a career lifecycle address specific needs. They follow a rich learning repository based on the ‘Learn, practice, Apply’ framework- acknowledge as the world’s best learning model. Infosys has Harvard Business Publishing. Their career guidance programs and the leadership managerial 360 Degree feedback initiative will help pinpoint your strengths. Some of these programs have received global recognition as best practices.

- ✓ Talent enablement
- ✓ Education, Training & Assessment
- ✓ The Infosys Leadership Institute

2. Training Programs in Sathyam:

The training division of sathyam management consultants offers soft-skills and need based sales training that will help a client hiring training services to cope with the demands of today’s competitive environment. We have extensive experience in designing and developing cutting edge training programs with a broad network of associates we respond quickly to client requirement their solutions are relevant, customized, and results oriented.

Effective employee training means increased productivity, increased productivity means more effective organization. Satyam management consultants need based training programs provides of the employees with a variety of learning options, all focused on improving performance in the workplace. We deliver instruction on site at their facility or in their campus, or on the field on a flexible schedule, sathyam management consultants can customize the course content to meet their company- specific needs. And, every employee is awarded a certificate upon completion of their need based training courses. Customer services.

- ✓ Leadership – rules of engagement
- ✓ High performance attitude
- ✓ Mentoring
- ✓ Customer service

Conclusion

It can be concluded that the training and development for the employees will efficient performance of their job function. Training is the act of increasing the knowledge and skills of an

employee for performing a particular job. The major outcome of training is learning. A trainee learns new habits, refined skills and useful knowledge during the training that helps him improve performance. Thus, training can contribute to higher production, fewer mistakes, greater job satisfaction and lower labour turnover. Also, it can enable employees to cope with organizational, social and technological change.

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