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Title of the thesis: Impact of Training and Development on Employees' Performance in IT Sector: (A Study of Infosys, Wipro and TCS)

ABSTRACT

Training and Development is being recognized increasingly as the key to employees competing internationally and successfully performing their job. "As firms and labour markets change, some jobs become obsolete and new ones are created. The new jobs require literate workers. In a flexible economy that is well positioned to take advantage of change, people will need to change jobs - perhaps many times. Hence workers need to continuously acquire new skills and qualifications"

Regular Training and development is becoming today's new form of job security. Employees need to be continuously trained and developed. By stretching, developing and continually challenging them, they can build a talent and skill base; reputation and a liaison which will make them fit to be always 'employable'.

In every organisation there is a possibility to enhance the performance and productivity of the employees. The implementations of training and development programs are one of the major steps which are used by most of the organisations to enhance employees' performance and productivity. Better trained and developed employees in any organisation can reduce wastage of time & resources and make the same organization efficient thorough their performance and productivity. This study attempted to investigate employee training and development programs in software industry and to suggest suitable remedies for the formulation of better training and development programs for employees. "Whether the Employee Training and Development

Programs has certain positive effect on the knowledge and skills of the employees or their high cost and time hits the budget line of the organization adversely".

The present study proposes as to how the employees' performance can be enhanced in IT Sector. For the purpose of research, three IT companies ('Infosys', 'Wipro', and TCS) are selected. A questionnaire was distributed among the employees of different department of these three organizations.

The purpose of present research is to conduct an empirical study to assess the impact of training and development on employees' performance in India's IT Sector. The research specifically examines the level of employees' training and development programs in select IT companies. It strives to achieve the objectives. **(i)** To identify and evaluate the types of training and development programs currently being used by select IT companies of Delhi NCR. **(ii)** To examine the views of management personnel on effective employee training and development program aimed at enhancing the employee performance in selected IT companies. **(iii)** To investigate the impact of training and development programmes on organization's performance.

Based on the study, it can be concluded that proper training and development of employees in the IT sector is incumbent for effective service delivery and job satisfaction. It not only enhances the gains of the organisation which are accrued to the organisations after imparting training but also the gains of the customer centric employees. The study has proved that training and development of employees jacks up sales turnover, production, reduces service delivery time, curtails wastage of resources, thereby promoting all round development of all the stakeholders of the organisation who get involved in customer-driven service delivery process.