

A Study On The Impact Of Training And Development On Employee Performance With Special Reference To Dextris Infoservices Private Limited, Bangalore

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Abstract- *This study examines the impact of training and development on employee performance at DextrisInfoservices Private Limited. With the increasing importance of continuous learning in the software industry, the research aims to assess how various training methods influence employee satisfaction and skill enhancement. Using a descriptive research design, primary data was gathered from 69 employees through structured questionnaire, supported by secondary data from company reports and literature. The findings are expected to highlight the relationship between training programs and improved employee performance, offering insights into the effectiveness of different approaches. This study also proposes a framework for implementing efficient training programs, contributing to the overall growth and productivity of the organization.*

Keywords- employee performance, organizational productivity, training and development, employee satisfaction)

I. INTRODUCTION

Dextris Infoservices Private Limited is a leading software solutions provider known for delivering innovative IT services to clients across various industries. With a strong presence in Bangalore, the company has built a reputation for excellence through its skilled workforce and customer-centric approach. As a technology-driven organization, Dextris

Infoservices constantly adapts to changing industry trends and emphasizes continuous learning and development among its employees.

This project aims to study the impact of training and development on employee performance at Dextris Infoservices Private Limited. It explores the relationship between training initiatives and employee satisfaction, identifies effective training methods, and proposes a practical framework for implementing future programs. The insights gained from this research are intended to support the company's strategic HR

goals and contribute to building a more efficient and motivated workforce.

II. REVIEW OF LITERATURE

- Ghalawat, S., Kiran, Malik, J. S. & Kumari, N. (2020) – “Impact of Training and Development on Employee Performance and Productivity.” This research evaluates the impact of training and development on employee performance and productivity, using factor analysis and discriminant analysis to identify contributing factors.
- Ganesh, M., Indradevi R., (2015) – Training and development play an important role in organizational effectiveness and enable employees to work effectively. It is said that training impacts productivity, job engagement, and personal development. All companies need to train and develop their teams. Most organizations are aware of this requirement and invest in and implement numerous training and development programs.
- Ahmad, S., Ahmad, M. & Asghar, R. A. (2014). “Impact of Training and Development on Employee Performance.” The authors discuss the importance of training and development in improving employee performance and emphasize the need for structured training programs within organizations.
- Aidah Nassazi (2013), According to this study, "Impact of Training on Employee Performance": Employees are a great asset to any organization. Their active contribution to the company's success cannot be underestimated. Therefore, it is essential to equip them with unique resources through effective training to optimize job performance.

III. OBJECTIVES

Primary objective:

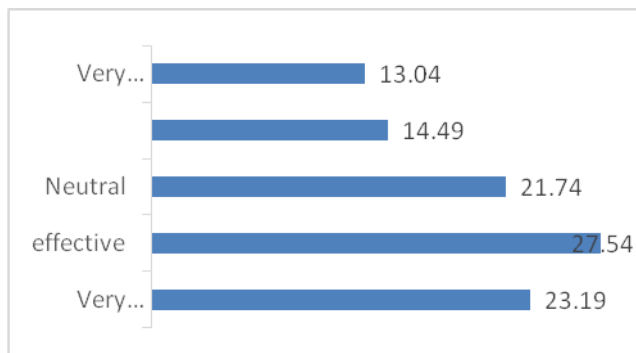
- To analyze the impact of training and development programs on Dextris Infoservices Private Limited.

Secondary objective:

- To examine the relationship between training and development and employee satisfaction in a software industry.
- To identify different training and development methods for improving employee skills in a software industry.
- To develop a framework for implementing effective training programs in Dextris Infoservices Private Limited.

IV. RESEARCH METHODOLOGY

This study adopts a descriptive research design to examine the impact of training and development on employee performance at Dextris Infoservices Private Limited. Both primary and secondary data are utilized to ensure comprehensive analysis. Primary data is collected through a structured questionnaire comprising 25 questions in Likert scale, multiple-choice, and open-ended formats, while secondary data is sourced from company records, HR policies, research articles, and relevant online resources. The total population consists of 192 employees, from which a sample size of 69 was selected using a random stratified sampling technique to ensure fair representation across different employee categories. Convenience sampling was applied during data collection for practical accessibility. The questionnaire serves as the main research instrument, designed to capture employees' perceptions of training effectiveness, satisfaction, and performance improvement

V. DATA ANALYSIS**PERCENTAGE ANALYSIS:****Interpretation**

From the above graph shows that 13.04% of employees rated training programs are very ineffective,

14.49% of employees rated training programs are ineffective, 21.74% of employees rated training programs are neutral 27.54% of employees rated training programs are effective and 23.19% of employees rated training programs are very effective

CHI – SQUARE TEST:

	VALUE	DF	P VALUE
PEARSON CHI-SQUARE	9.664	12	.645
LIKELIHOOD RATIO	10.434	12	.578
NO OF VALID CASES	69		

Interpretation:

The Pearson chi-square value was 9.664 with a p-value of 0.645, which is well above the significance level of 0.05. This indicates that there is no statistically significant relationship between an employee's designation and their perception of training effectiveness.

The likelihood ratio test (value = 10.434, p = 0.578) also supports this conclusion and confirms that designation has no significant influence on the training effectiveness rating.

CORRELATION ANALYSIS:

To Study the Degree of Relationship Between training quality assessment and effectiveness of training.

NULL HYPOTHESIS (H0): There is no relation between training quality assessment and effectiveness of training

ALTERNATIVE HYPOTHESIS (H1): There is a relation between training quality assessment and effectiveness of training

		TRAINING QUALITY ASSESSMENT	EFFECTIVENESS OF TRAINING
TRAINING QUALITY	PEARSON CORRELATION	1	.265
Y	SIG (2-		.028

ASSESSMENT	TAILED)		
	NO OF CASES	69	69
EFFECTIVENESS OF TRAINING	PEARSON CORRELATION	.265	1
	SIG (2-TAILED)	.028	
	NO OF CASES	69	69

Interpretation:

A Pearson correlation analysis was conducted to examine the relationship between training improves job performance and training effectiveness rating. The results show a positive correlation of 0.265 with a p-value of 0.028.

VI. SUGGESTIONS

- Conduct training programs more frequently (e.g., monthly or quarterly) rather than rarely, to ensure continuous skill development.
- Implement a mix of hands-on, interactive, and theoretical training to cater to different learning preferences among employees.
- Expand soft skills training, including communication, leadership, and teamwork.
- Focus on practical, real-world applications of training content, as most employees find hands-on training more effective than theoretical learning.
- Conduct pre- and post-training evaluations to measure knowledge retention and application in the workplace.
- Provide flexible learning options, including online and hybrid training modules, to accommodate employees with different work schedules.

VII. CONCLUSION

The study on the impact of training and development on employee performance at Dextris Infoservices Private Limited highlights the critical role of continuous learning in improving productivity, job satisfaction, and overall organizational growth. The results show that a significant portion of employees recognize the benefits of training programs, including practical and soft skills training, in improving job performance and reducing absenteeism.

The study establishes a strong connection between training and employee retention and indicates that well-structured development programs help reduce employee

turnover. It recommends that Dextris Infoservices conduct more frequent, varied, and interactive training sessions, while also incorporating employee feedback into program design.

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