ABSTRACT

In competitive global business climate, Information Technology (IT) companies believe that human resources are their main asset and their employees drive them forward and help them in achieving their organizational objectives in this technological world. Based on this idea companies invest a lot of money in the training and development programme for their employees to change their attitude in to optimistic and to empower their knowledge, technical skills and behavioural pattern. Most of the IT companies believe that improved skills will help employees to improve their individual performance and it leads to increase the company productivity and enhance share holders’ value. Therefore, IT companies spend billions of rupees every year for employee training and development activities. So a research was conducted for studying employees’ attitude towards training and development programmes in IT sector at Chennai in Tamil Nadu (India).

The primary aim of the study is to investigate the perceived level of impact of training and development programme attended by the IT employees through Kirkpatrick training evaluation model and to measure the employees’ work related attitude towards the training and development in IT sector through job satisfaction, job involvement and organizational commitment that influences employees’ attitudes towards training.

The conceptual framework for impact of training and development programme and employees work related attitude towards the training and development was developed from extensive review of literature. The study was conducted in Chennai City of Tamilnadu State was purposively selected as it is one of the hubs of IT companies in India. 1000 respondents were selected by using stratified random sampling method from the selected five IT companies. A structured questionnaire was developed and validated for data collection. Various psychometric checks were carried out to establish validity.
and reliability of the scale. Statistical analysis like correlation, regression, one way ANOVA, chi-square, t test and Fried man test were done to analyse the data. It was found out that there was significant relationship between impact of training and development programme and the employees’ work related attitude towards the training and development programme. Structural Equation Modelling was used to test the conceptual model. The conceptual model developed was found to be fit.

The findings of the study reveal that the impact of training and development programme has positive relationship with the level of job satisfaction, job involvement and organizational commitment of the employees. The IT companies are influenced by the extent and quality of staff training and development. In today’s business climate where all industries are experiencing staff and skills shortage, companies face stiff internal and external competition for quality employees. IT companies invest heavily in the area of training and development to reap the benefits of an enriched working environment with higher level of staff retention, as well as increased productivity and performance. So from the research, it is concluded that the training and development in IT industry generates the positive attitudinal outcomes for the employees and overall development for the organizations as well.