The appearance of personal computers in the early eighties has increased the use of computers by non-professionals in organisations. This emerging concept is known as end-user computing. The need for increased level of computer literacy among end-users presents a challenge to training and development professionals. There are variety of factors that complicates end-user literacy demands. Such as, demand for support surpassing the facility available, high turnover among information systems professionals, and the lack of software standardisation. Further, literacy demands are becoming an unfolding process directly linking to end-user sophistication and technological advances.

All this means that organisations should employ a variety of learning techniques to meet the literacy demand of end-users. One alternative is to develop trainers from within end-users working in different functional area. This can play a vital role in successful adaptation of information technology by end-users.

The study is designed to find out the extent of involvement of end-users in computer related training and
development activities. Measure the end-users level of satisfaction with computer training programmes and their perception about the role that they play in computer related training and development activities. The aim of the study was also to identify the most preferred mode of learning and the type of relationship that end-users prefer between trainers and learners.

In this study survey research has been used. Descriptive cross sectional study is adopted to identify characteristics of end-users, measure their attitude and to find out their extent of involvement etc. The relevant information and data collected, have been presented and analysed in this thesis to find out how much it is possible to train the end-users as trainers and the factors to be considered for increasing end-users involvement in training and development activities.

The study has been presented under five different chapters. The details are as follows.

Chapter 1 traces the evolution of information processing, discusses the basics of computer based information systems, reviews the historical background of information technology
manpower requirement in India and looks into the present position of computer training in India.

Chapter II introduces the reader with studies pertinent to this research with the view to enrich the literature with relevant and latest information. The chapter is divided into five sections starting with literature related to importance of training in information system development. This is followed by literature related to the status of training and development in India, training and development in future, end-user computing, and attitude and involvement of end-users and its effect on information system success.

Chapter III deals with the methodology of research. The section wise descriptions of the need for the study, statement of the problem, operational definitions, research questions and research hypothesis, research design, population and sample, data collection method, analysis and interpretation, and limitations of the study have been made in this chapter.

Chapter IV analyses and interprets the data collected for this study. Chapter V provides an overview of the study and the conclusion drawn from it. Theoretical and practical
implications along with direction for future research have been given in this chapter. The practical implications of the findings have been discussed as policy recommendation for future training programmes. Bibliography of books, journals, magazines, reports etc. used in the study have been attached at the end of the report followed by three appendices.

This study will be of use for training and development staffs and organisations alike in deciding the future strategies for enhancing computer literacy of end-users in organisations.