

A Study on Training and Development Practices at Spectrum Infogain Services, PR Tech Pvt. Ltd Nagpur

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Abstract—In recent years, the training and development have become most vital tool of the organizations especially of the knowledge sector organizations like IT and service sector organizations. The increasing complexity of business operations, and rapid evolution of technology, it has become necessary for the organizations to spend on systematic learning and up-skilling activities. Theoretical survey of the practice of training and development at spectrum infogain services and pr tech pvt. This research paper is undertaken for an Talent Management System for Modular Co Ltd., Nagpur to further explore role of structure d training system on employee performance and organizational effectiveness. The study employs a conceptual framework that draws on existing theories, models, and frameworks in Human Resource Management. The different aspects of training with need assessment, design of program, implementation and evaluation are examined. The research also reveals the emerging importance of digital learning platforms, experiential learning, and competency-based training in organizations today. Through the combination of classical and modern views on employee development, the research elucidates how training makes employees more efficient, motivated and helps in long-run development of the organization. According to the results, T&D is not a supporting function but is strategic in nature that enables an organization to develop competitive advantage. The investigation concludes that ongoing learning, which is only possible through innovation and evaluation systems, would be performance and excellence in any organization.

Keyword: Training and development keyword is useful for writing on employee performance, human resource management, organizational effectiveness, skill development, and more.

I.INTRODUCTION

Training and development refer to a planned process

which is undertaken in an organization by which the present and future needs of the organization will be satisfied by ensuring that the ability and efficiency of the employees are used optimally. In today's dynamic business landscape, where technology is advancing at a rapid pace and competition is fiercer than ever, the importance of training has evolved significantly beyond skill acquisition. In an organization, training and development are essential aspects of a business. The term “training” refers to a short-term structured program designed and implemented to improve one’s job-related skills. Development, on the other hand, is a long-term process that is designed to improve the overall growth and potential of an employee.

The changing needs of organizations led to the evolution of training and development practices. In the past, training used to be concerned mainly about manual and routine tasks. The rise of knowledge based industries especially in the IT field, has turned training into a strategic function aligned to the organization’s goals and competitive strategy. With the changing times, organizations today not only consider a person’s technical ability but also his soft skills, problem-solving capability, and adapting to change.

In the context of IT and service-based organizations such as Spectrum Infogain Services PR Tech Pvt. Training is a key in ensuring that employees are up to date with the new technologies at Ltd. Organisations operate in continuously changing business environments and need to innovate to satisfy customers. Consequently, the training programs provide practical exposure and enhance technical competence and build a culture of light learning.

The importance of training and development is reflected in the performance of employees and effectiveness of organisation. Training programs bring about greater productivity, fewer mistakes, and enhanced job satisfaction and employee retention. It also helps organizations in creating a capable human resource for achieving strategic objectives. So, training and development must be theoretical and practical in relation to research and practice in organizations.

II. LITERATURE REVIEW

In the area of Human Resource Management (HRM), numerous scholars have detailed the meaning, process and importance of training and development. According to the early literature Edwin B. Flippo, Training is the process basically designed to enlarge the knowledge and skill of employees to perform a specific job. This viewpoint stressed that the ultimate function of training is to enhance job performance.

Later researchers including Gary Dessler have broadened the meaning of training by demonstrating how it helps improve employee's productivity and the organization as a whole. According to Dessler, training is part of the HRD. It equips a human resource with the skills necessary for the effective performance of a job. In the same way, Raymond Noe emphasized the strategic necessity of training to maintain organizational competitiveness in a global environment. As Noe states, continuous

learning and development are vital to adapting to an ever-changing world and business environments.

Theories of learning are included in the literature to assist in developing training. The employee training program should be in line with behaviourist theory which talks about learning through reinforcement and repetition. This suggests that desirable learner behaviour be rewarded and repeated. Cognitive theory, in contrast, relates to mental processes such as understanding, memory, and reasoning. Cognitive theorists stress the need for designing training programmes that facilitate understanding and retention of knowledge. The Kolb experiential learning theory explains that we learn better by doing things and

reflecting on our experience. Similarly, the employees learn better at their jobs through experience.

Apart from theories of learning, various training models have also been designed for the purpose of implementation of training. The structured model of training involves making assessments, designing plans, training, and measuring. Likewise, ADDIE refers to Analysis, Design, Development, Implementation and Evaluation. The stages of ADDIE offer a more detailed framework for training designers and trainers.

The existing literature is extensive on training and development but the small and medium IT organizations practices have not yet been covered in the literature. The Nagpur city is an emerging city in India and top management must be investigated to understand their perspectives. Research has concentrated largely on large multinational companies, leaving out the challenges and opportunities small and medium firms face. This gap is filled through a theoretical analysis of the training practices in such organizations.

III. RESEARCH METHODOLOGY

A research methodology is the systematic process through which the research study is designed guided and executed to achieve the objectives of the study and obtain conclusions. The scientific method enables one to collect, analyze, and interpret data in a logical and rational way. The current analysis will take place at Spectrum Infogain Services and PR Tech Pvt. As per Ltd., Nagpur, the research methodology is of conceptual and descriptive nature.

The study adopts a descriptive research design as it intends to describe the training and development practices, the reason behind training and development practices and the impact of training on employee performance. In applying descriptive research, the research is not manipulated to study the existing ones. Moreover, the relationship of variables is analyzed using this kind of research. Consequently, the research explores the impact of training methodology and learning systems on organizational effectiveness and human resource development.

The principal source of data is secondary in nature, and

it is used for theoretical analysis. Secondary data refers to the data that has already been collected, processed and published by the other researchers, institution or organization. The researcher can utilize secondary data by tapping a wide range of academic literature such as textbooks, research journals, industry reports, and organizational documents. This aspect is particularly important in relation to theory, as the development of ideas, models, and frameworks in relation to training and development is something done by desk approaches.

The study is grounded on the principles of Human Resource Management and organizational behavior. It is specifically concerned with training systems and performance improvement. The objective of the study is to analyze several theoretical models like Systematic Training Model, ADDIE model to understand the process of designing and implementing effective training in the organization. Through them, identification of training need can be achieved. Learning objectives can be developed next. After this, training intervention can be developed. Finally, evaluation of the intervention can be done.

A fundamental feature of research methodology is the identification as well as examination of variables. Training and development practices will be treated as the independent variable in this study as these practices are deemed to exert a most influential impact on organization. Employee performance has been considered a dependent variable, as this will be improved through the training interventions or initiatives. Existing literature showed, theoretically justified, a significant positive relationship between the design of training program and employee skill, productivity and job satisfaction.

The concept of evaluating training effectiveness is also incorporated in the research methodology. This concept aids in gauging the outcomes. Models such as Kirkpatrick's Four-Level Model are used to analyze the impact of employee reaction, learning, behaviour and organizational output of a training program. This theoretical method provides a wide-ranging assessment of training results periodic assessment and improvement is essential.

Though strong, methodology isn't free from limitations. The use of secondary data makes it unable to capture the real-time practices of organisations and employees. Moreover, the lack of original data collection restricts the validation of theoretical observations. Nevertheless, the conceptual view of the study allows one to assess the training and development practices that can gain implications for the organization.

To sum up, the discussion of criteria implementation and the evaluation of training and development practices consists of features that should be paid attention to. The study combines existing models, conceptual frameworks, and academic literature to present a holistic analysis of the impact of training on employee performance and organizational effectiveness. The incorporation of hypotheses adds another layer of analysis, allowing for the examination of relationships between key variables and enhancing the

overall rigor of the research.

Hypothesis

- H0: Training and development practices do not significantly impact employee performance
- H1: Training and development practices significantly improve employee performance

IV. COMPANY PROFILE

Spectrum Infogain Services is an enterprise working in training, skill development and manpower solution to bridge the academic and industry gap. The organization offers specialized training programs which hone the technical and occupational skills of students and employees. By providing exposure to working on live projects and internships, Spectrum Infogain Services aims to nurture industry-ready professionals capable of meeting IT sector demands.

PR Tech Private Limited. An IT services company engaged in providing software services, technical support and consulting services. Ltd. Nagpur The organization believes that learning is a continuous process and employee development must remain at the core. Training Modules at PR Tech Pvt. These programs are delivered through workshops, training

sessions, and various other forms of learning activities. The company realizes that a knowledgeable and skilled staff will help to maintain quality service and competitive advantage.

The two organizations function in a fast-changing, competitive environment where adaptability to tech change and customer requirements is essential. As a result, training and development practices play a major part in operation strategies for Competency and Efficiency.

V. THEORETICAL FRAMEWORK

The study adopts a theoretical framework that incorporates existing models and concepts to examine the process and effects of training and development in the organizations. One important element of this model is training need analysis, which shows the gap between performance of the employee and the desired performance. The process aligns training with the organization and the needs of the workforce.

Another area of focus in the framework is the design and development of training programs. The Learning Design stage defines learning goals, content and delivery method selection. The efficacy of training relies on the degree to which these factors correspond to what is needed by the organization and the capabilities of the employees.

Training implementation refers to the actual deployment of a training programme through the use of a classroom, workshop, online, practical training etc. There are different training techniques available in training company. The choice of method depends on the nature of the training content, audience and so on. For extra materials can be developed for the training program. For example quizzes and study material can be given. In IT organizations, theoretical instructions and practical exposure are often combined to enhance learning effectiveness.

The effectiveness of training is assessed within the system framework so as to measure whether or not training objectives were met. In this regard, training evaluation is done using the Kirkpatrick model. Kirkpatrick is an effective measuring tool that assesses levels such as employee reaction, learning, and

organizational results. This model allows organizations to evaluate the impact of training at not only an immediate but also at a long-term level.

The technology part of the framework addresses contemporary technology-supported training practices. The training delivery and assessment is transformed with the use of learning management systems, virtual classrooms and digital learning tools. Technologies that help employees learn on their own schedule in a flexible manner.

In total, the theoretical structure is to help understand the training and development processes and their results. This must represent the organization's needs. The organization's needs should only depend on the outcome of the training-the knowledge and skills that trainees should return with.

VI. DATA ANALYTICS AND RESULTS

Training and development practices analysis helps to understanding how the learning involved in the organization develops the performance and efficiency of employees. In the context of Spectrum Infogain Services and PR Tech Private Limited. In the view of the team of the research, the data analysis is theoretical and illustrative. The data indicates that observed behaviour is typical of IT and service-based firms. Thus, this analysis gives an idea about the typical behaviour of the related firms.

The goal of this section is to evaluate the effectiveness of training methods, employee satisfaction, and effect of training programmes on performance outcomes through structured tabular representation and diagrammatic interpretation.

The organization's adopted training programs are analyzed first concerning their distribution in the first aspect. The training techniques are important as they specify the manner in which knowledge and skills are imparted to Employees.

Table 6.1: Distribution of Training Methods

Training Method	Number of Employees	Percentage
On-the-job Training	40	40%
Classroom Training	25	25%

E-learning	20	20%
Workshops/Seminars	15	15%
Total	100	100%

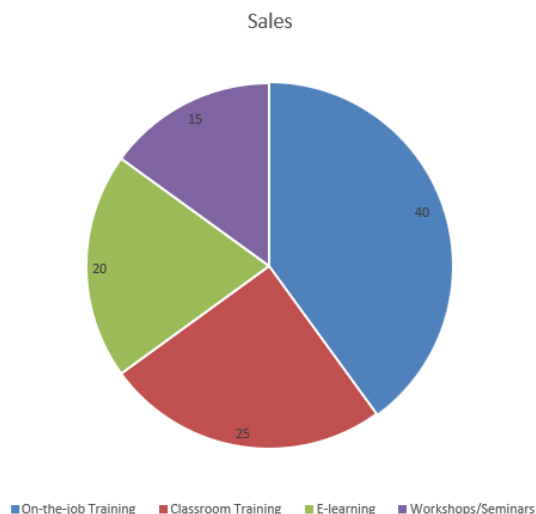


Fig 6.1 Distribution of Training Methods

As shown in above table a theoretical distribution of training method used in the organization is balanced but it is more aligned towards the strategic type. In-company training predominates shows that experiential learning is the primary way our staff learn. This is where staff learn 'on the job' and gain first-hand experience. According to experiential learning theory, people learn best when they do real tasks, reflect on ways things happen, and then apply something they learn to a real task. In Information Technology and service-based organizations such as Spectrum Infogain Services and PR Tech Pvt. This approach is significant for employees because it helps them to understand complex systems, understanding tools and processes in real time within the work environment.

The structure of on-the-job training can include mechanisms like job rotation, mentoring, coaching or task supervision. Workers are appointed specialized tasks under an experienced professional. This enables them to develop competencies progressively while achieving organizational goals. This not only improves your technical proficiency but also your problem-solving abilities, decision-making, and flexibility. Moreover, it enhances the practical

application of theoretical knowledge, which helps to improve job performance.

Training in classrooms represents a large portion of the distribution. This suggests that such formal training is still very important. This method has an effective tendency to deliver knowledge about concepts, theories, and norms. Classroom training often includes lectures, presentations, case studies and group discussions by a trainer. Towards IT organizations, classroom training is conducted to induct new technologies, programming concepts, and organizational policies. It is a great space for employees to clear doubts, share knowledge, and lay a solid conceptual foundation before applying their learning in the real world.

The fact that e-learning is a substantial component of the distribution of training shows that organizations are increasing reliant on technology. E-Learning platforms allow employees to access the training material anytime for flexible and self-paced learning. The deployment of e-learning is done through Learning Management Systems, web modules, video clips and online evaluation. This approach is ideal for businesses composed of teams with varying work schedules and locations. Employees can revisit

learning materials when they need to refresh their skills, ensuring continuous learning. E-learning further enables personalized learning experiences, allowing employees to concentrate on specific skill areas that match their individual needs.

Even though workshops and seminars have a smaller percentage, they help in more interactive and collaborative learning. These techniques are normally delivered by way of short offerings which are intensive and focus on a specific topic such as soft skills, leadership, communication and new-age technology. Hands-on activities like games, roleplays, and simulations in workshops create a stimulating atmosphere for learners to participate in. In contrast, seminars expose employees to industry trends, expert opinions, and best practices, thus enhancing their outlook.

The general distribution of training methods shows a mixture of training methods that are used for

comprehensive employee development. As different styles of training are being adopted, different kind of strategies will have to be adopted before we can start implementing that training exercise. In this way, the different styles of training will be helpful in making arrangements for proper implementation of different kinds of activities. It helps organizations in addressing technical and behavioral competencies essential to achieve organizational objectives.

The union of the various training methods from a theoretical perspective is adopted by the modern training models like ADDIE model and systematic training as they emphasize on the choice of techniques based on the learning objective and the organizational requirement. The above depending on planning, execution and evaluation it should lead to training positively impacting the performance of employee and productivity of organization.

In a nutshell, training methods distribution depicts organizations are acknowledging that employee development must be a comprehensive and multi-faceted process. By providing practical learning with a structured way of learning through technology, the focus is laid on creating a future-ready workforce fit for a new-age business environment.

VII. FINDING AND DISCUSSION

Recent research on training and development indicated the IT and service sector organizations today are realising the significance of a structured learning system in enhancing employee performance and achieving organizational goals. It is suggested that on-the-job training is useful as “experience is considered a highly valuable teacher for the development of technical skills and problem-solving.” This demonstrates a transition away from conventional training techniques and toward learning through actual work performance in the real job environment.

Moreover, classroom training is still beneficial in imparting basic knowledge and conceptual clarity, the findings state. Training is useful to ensure that employees know the practical as well as the theoretical aspects that lead to smart choices. The above sentence basically illustrates the importance of a balance that incorporates both theory and practice in learning.

To show that technology plays an increasingly important role in learning, the e-learning methods are being adopted by many. Digital platforms allow the employees to access learning materials at their convenience, enabling self-learning and enhancing knowledge. This movement is part of a wider set of changes wherein organizations use technology to support multi-fold learning system efficiency and scalability. Despite the popularity of e-learning, it is dependent on good content, user engagement and ability to balance digital learning with physical implementation.

The results also indicate that employees are generally satisfied with the training program which shows the capability of the organization to offer the perfect training program matching the demand of employees as well as the organization. People strive to get an idea when people are satisfied. High level of satisfaction occurs with high motivation engagement and commitment. And they tend to perform better. The existence of these moderate and low impact responses suggests that there is room for improvement in the training programs to better cater to the needs of the participants.

The training and development not an isolated activity but an integral part of the entire organizational strategy thus we see. Training programs help build and improve human capital of organizations and a very crucial source of competitive advantage in knowledge-based industries. Organizational culture, leadership support and interrelationship of training objectives and business purposes are the complex factors which have an impact on trainings and performance. As a result, they must bring out a holistic approach towards training and development.

VIII. FUTURE SCOPE

The future training and development will be significantly influenced by the rapid advancement in technologies and changing organization needs. The incorporation of artificial intelligence, machine learning and data analytics into a training system would be blooded in the future for its assessments and delivery. Training programs can match the individual employee's needs and learning style and performance levels with the help of such technology.

Moreover, the need for continuous learning will gain much more momentum as organisations will now realise the importance of continuous skill development. The traditional periodic training program system is being replaced increasingly by continuous and on-demand learning system which let the employee update their skills in real time. As a result, it is useful for the IT sector, which is constantly changing technologically and requires regular adaptations.

The future scope also includes designing hybrid training models that will include online and offline techniques. It grants the best of both worlds i.e. digital learning while not compromising face-to-face interaction and practical training. Moreover, soft skills, leadership, and emotional intelligence training are expected to expand the training scenario further.

Innovative appraisal techniques are another important area of future development to evaluate the effectiveness of the training. Data-centric alternative or complementary solutions to traditional evaluation would provide a deeper understanding of learning outcomes and their impact on performance. Using more reliable data will help organizations make better training investment and strategy decisions.

IX. RECOMMENDATIONS

Improving training and development procedures can take place through a systematic approach which adopts strategic alignment with an organization's goals. One key area of improvement is the effective identification of training needs. This can be set up through an analysis of performance, skills and future organisational needs. Conducting training need assessments of the target audience frequently helps organizations in keeping the training programs relevant.

With the help of advanced technologies and digital platforms, the accessibility and effectiveness of the training can be improved. Investing into a good learning management system is essential for organizations where Content delivery, progress tracking, and performance evaluation. It is equally as important to ensure that personal learning comes with training so that the employee can apply the knowledge

successfully.

It is also recommended to have continuous learning and development. Organizations must build a learning culture that motivates employees to participate in skill upgrading and knowledge gaining opportunities. This may include mentoring programs, knowledge sharing sessions and career development plans. Initiatives aimed at developing the skills and competencies of employees lead to greater levels of motivation and job satisfaction.

To improve the evaluation of training programs, it is necessary to adopt comprehensive models to assess short and long-term outcomes. Evaluating training outcomes will make it easier for organizations to identify impact areas on employee behavior, staff performance, and organizational overall results among many other training advances.

X. CONCLUSION

As more organizations opt for training, new techniques and procedures are coming into place. Work processes are becoming complex with rapid technological advancement. The organizations need systematic and continuous learning for the employees. The study reveal the theoretical basis and practical significance of training and development practices in IT based and service based organizations such as Spectrum Infogain Services and PR Tech Pvt. Nagpur Limited.

The studies show that effective training programs lead to improvement in employee competencies, performance, and organizational productivity. There is a mixture of on-the-job training, classroom training and e-learning exposure to train the employees. This guarantees that both technical and behavioral competencies are targeted, allowing employees to perform their jobs successfully.

Moreover, the study highlights that training should be aligned with business objectives while a strategic perspective to human resource development should be adopted. Training should not be done once and for all. It should be treated as a process, which keeps changing according to organizational needs and environment. As organizations need to innovate in their training, technology plays a role in facilitating

flexible and personalized learning at/in doing so.

To sum up, training and development help organization to build a firm with skilled, motivated, and adaptable employees. Organizations that emphasize on employee learning & development position themselves better for ongoing growth & competitive advantage over the long run. Limited Research has been Conducted on Training Practices and their Impact on Organization Success. One of the Key Contributions of This Study is the Theoretical Insights, which will Increase Understanding of Training Practices.

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