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IMPACT OF TRAINING AND DEVELOPMENT AT INFOSYS

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ABSTRACT

Infosys Technologies Ltd. (Infosys), one of India's leading Information Technology (IT) companies, had over the years, developed a name for itself for the training and development (T&D) initiatives taken in the company. It had rigorous training programs for new recruits as well as for experienced employees. It also undertook various leadership development initiatives.

INTRODUCTION

In the field of human resource management,Training and Development is the field Concerned with organizational activity aimedat bettering the performance of individuals andgroups in organizational settings. It has been known by several names including employee development, Human resource development, and learning and development.The principal objective of training and development division is to ensure the availability of a Skilled and willing workforce to an organization.Training and Development is a subsystem of an organization. It ensures that randomness is reduced and learning orbehavioural change takes place in structuredformat.Training and Development offers competitive advantage to a firm by removing performance deficiencies;making employees

STATEMENT OF THE PROBLEM

- ❖ Promote a   planned, objective approach toundertake recruitment.
- ❖ Help recruiters to examine the knowledge andskills required for the job.
- ❖ Help recruiters to assess if candidates representthese requirements.

OBJECTIVE

- ❖ Develop the competencies of employees and improve their performance.
- ❖ Help people to grow within the organization inorder that, as far as possible, its future needs for human resource can be met from within
- ❖ Reduce the learning time for employees starting in new jobs on appointment, transfers or promotion and ensure that they become fully competent as quickly and economicallyas Possible.

REVIEW OF LITERATURE

- ❖ **Chatterjee Debabrata (2010)** did a comparative study on Corporate Governance and Corporate SocialResponsibility – The case of Three Indian Companies ITC Ltd.,Reliance Industries Ltd., and Infosys Technologies Ltd. He concluded that though the corporate governance practices are exemplary, there exist differences in the way the companies adopt the corporate governance practices. He rated Infosys better than the other two companies.
- ❖ **Mohamad Wan Adilah Wan Izyani , Sulong Zunaidab (2010)** did a comprehensive study on Corporate Governance Mechanisms and Extent of Disclosure: Evidence from listed companies in Malaysia has revealed that companies with a higher percentage of family members, on the   board,significantly have lower level of disclosurein annual report. It has been suggested that regulators like Bussa Malaysia and Securities Commission should review and impose a minimum level of family members on the board and Malaysian regulators should implement the sameguidelines.
- ❖ **Thrikawala Sujani, et. al (2011)** in their research Corporate Governance – performance relationship in Microfinance Institutions suggested that it is important todetermine those corporate governance practices that have great impact on MFIperformance. It has also made an advancedcontribution to the understanding ofcorporate governance practices in MFI, identifying and developing an appropriate governance structure. It has also provided guidance for selecting directors for MFIBoards based on their academic and professional qualifications.

SCOPE

Infosys expands its decade-longpartnership with Microsoft Corp to help enterprises transform their business and tap opportunities in a cloud-first, mobile-first world. As one of Microsoft's leading systems integration partners globally, Infosys has thousands of Microsoft Certified Professionals. It will now expand its capabilities for analytics and other service offerings on Microsoft technologies. Infosys will also establish a global centre of excellence for Microsoft Azure MachineLearning, capable of training over 1,000 engineersby the end of fiscal year 2015.

METHODOLOGY USED IN THIS STUDY RESEARCH DESIGN:

Research means involved in the academic activity in order to use in a technical sense. Basically, it comprises in defining and redefining on a statement of problems, hypothesis and formulating ideas to find a new solution. It involves the activitiesof collecting, organizing, assembling and evaluating data's. Thus the process does not end with this. Latermaking deductions and reaching a conclusion. And conclusion will be tested with some tools to find whether it is fit for the statement of a problem.

SAMPLE SIZE:

The size of sample is 110.It was decided arbitrarily. The target group of the respondents are the employees at infosys. The limitation of the time,energy and research facilities compared to the limit size to 110.

AREA OF THE STUDY:

Research has been conducted within employees at infosys.

DATA COLLECTION:

Data are facts may be derived from several source. Data is of two types Primary and Secondary.

PRIMARY DATA`

Primary data is collected from commonpeople of employees at infosys.

SECONDARY DATA

The secondary data was collected fromwebsite, books and internet.

SAMPLING METHOD

The study uses non-probability sampling as a sampling design in which convenience sampling is used in specific.

LIMITATIONS OF THE STUDY

- ❖ There is no total human resource value
- ❖ The company lacks growth opportunities anddoes not offer a competitive salary.
- ❖ If you are fresher who wants to join, the place isokay. However, it is not a good place for career growth.
- ❖ Value added information in analysis as the respective data is not available in annual reports and additional information of Infosys
- ❖ Lack of adequate human resource information.

TABLE: Simple percentage analysis Showing Personal factors, problems faced andmanagerial functions of respondents

Factors	Options	No Of Respondents	Percentage
Age	19-21 Years	80	72.7%
	22-25 Years	21	19.1%
	Above 25Years	09	8.2%
Gender	Male	77	70%
	Female	31	28.2%
	Others	2	1.8%

Marital Status	Married	07	6.4%
	Unmarrie d	103	93.6%
Profession	Employed	25	22.7%
	Business	18	16.4%
	Others	67	60.9%
Academic Qualifica tions	UG	80	73%
	PG	18	16.6%
	Others	11	10.3%
Monthly Income	Below40000	69	62.7%
	40000-60000	25	22.7%
	60000-80000	11	10%
	Above80000	5	4.5%
Work Experience	0-5 Years	56	50.9%
	5-10 Years	16	14.5%
	10-15 Years	13	11.8%
	Others	25	22.7%
Recognition You Get At Infosys	Highly Satisfied	51	46.4%
	Satisfied	45	40.9%
	Dissatisfied	9	8.2%
	Highly Dissatisfied	5	4.5%
Training Methods	Coaching	46	41.8%
	Lectures	30	27.3%
	Seminars	14	12.7%
	Workshops	20	18.2%

To Whom Training Is Given	**SeniorStaff**	28	25.5%
	JuniorStaff	32	29.1%
More	**NewStaff**	26	23.6%
	Based on Requirement	24	21.8%
Type Of Training	**Technical Training**	37	33.6%
	Management Training	34	30.9%
	Presentation Training	22	20%
	Others	17	15.5%
Preferred Methods Of Training	**Lecture Method**	36	32.7%
	Case Study Method	26	23.6%
	RolePlays	24	21.8%
	Elearning Method	24	21.8%

INTERPRETATION

This study reveals that Most of the respondents 70% are in the age category of 19-21 years,Most of the respondents are of 70% as male,Most of the respondents are 93.6% unmarried,Most of the respondents are 60.9% as others,Most of the
respondents are 69.1% as UG,Most of the respondents are 62.7% below 40000,Most of the respondents of 50.9% has work experience of 0-5 years,Most of the respondents are 46.4% highly satisfied,Most of the respondents are 41.8% are coaching,Most of the respondents are 29.1% are junior staff,Most of the respondents are 33.6% aretechnical training,Most of the respondents are 32.7% of lecture method.

FINDINGS:

- ❖ Most of the respondents 72.7% are in theage category of 19-21 years
- ❖ Most of the respondents are of 70% asmale
- ❖ Most   of   the   respondents   are   93.6%unmarried
- ❖ Most of the respondents are 60.9% asothers
- ❖ Most of the respondents are 73% as UG
- ❖ Most of the respondents are 62.7% below40000
- ❖ Most of the respondents of 50.9% haswork experience of 0-5 years
- ❖ Most of the respondents are 46.4% highlysatisfied

- ❖ Most of the respondents are 41.8% arecoaching
- ❖ Most of the respondents are 29.1% arejunior staff
- ❖ Most of the respondents are 33.6% aretechnical training
- ❖ Most of the respondents are 32.7% oflecture method.

SUGGESTIONS:

- ❖ Majority of the people suggested to reduce the work timings which is very stressful to them.
- ❖ Many of the respondent suggested that they prefer only day timing work whilecomparing to night shift
- ❖ Most of the female candidates choose Infosys gives more opportunities to gainknowledge which leads them to developtheir own skills upgrading opportunities.
- ❖ But they said that some times the workload is over compared to other companiesif it changed slightly it will be good.

CONCLUSION:

Infosys Technologies Ltd. was started in 1981 by seven people with US$ 250.Today, it is a global leader in the "next generation" of IT and consulting with revenues of US$ 5.7 billion. Infosys defines designs and delivers technology- enabled business solutions for Global 2000 companies.Infosys also provides a complete range of services by leveraging our domain and business expertise and strategic alliances with leading technology providers. With the help of the following chart we chat easily understand the training and development programme in Infosys.

Reference:

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