

Original Article

A Study on the Effectiveness of the Training Program at Nbays It Solutionz, Madurai

¹Mr. V. Abu Dalha, ²Mrs. V. Tamilselvi, ³Dr. B. Velmurugan

¹II Year MBA, NPR College of Engineering & Technology, Natham, Dindigul

²Mrs. V. Tamilselvi, Assistant Professor, Department of Management Studies, NPR College of Engineering & Technology, Natham, Dindigul

³Dr. B. Velmurugan, Professor & Head, Department of Management Studies, NPR College of Engineering & Technology, Natham, Dindigul

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Abstract: In today's rapidly evolving digital landscape, employee training has become a strategic imperative for IT companies to maintain workforce agility, enhance performance, and stay competitive. This study examines the effectiveness of training programs at Nbays IT Solutionz, a Madurai-based IT services and consulting firm. The research explores how structured learning initiatives ranging from technical skill development to soft skills and on-the-job training impact employee productivity, confidence, job satisfaction, and organizational performance. Both primary and secondary data were collected, with responses from 110 employees across various departments. Statistical tools such as percentage analysis, chi-square tests, and correlation analysis were applied to assess training effectiveness and its relationship with employee outcomes.

Keywords: Training Effectiveness, Employee Productivity, Job Satisfaction, IT Services, Statistical Analysis.

I. INTRODUCTION

In today's evolving business environment, employee training is vital for enhancing skills, improving performance, and ensuring organizational competitiveness. Structured training programs help bridge the gap between existing competencies and job requirements, increasing productivity and job satisfaction. Technological advancements have expanded training methods to include e-learning, simulations, and AI tools, making learning more flexible and impactful. This study explores the effectiveness of training processes by analyzing training design, delivery methods, evaluation techniques, and implementation challenges. The findings offer practical insights for optimizing training strategies and fostering organizational growth.

II. STATEMENT OF THE PROBLEM

In the rapidly evolving IT sector, the effectiveness of training programs is vital for enhancing employee performance and achieving organizational goals. At Nbays IT Solutionz, Madurai, various training initiatives are in place; however, their actual impact on skill development, employee satisfaction, and performance improvement remains uncertain. The lack of structured evaluation, evolving training methods, and limited alignment with industry standards highlight the need for a focused assessment. This study aims to evaluate the training programs' relevance, quality, and outcomes to identify areas for improvement and support strategic workforce development.

III. OBJECTIVES OF THE STUDY

- To know how well the training programs at Nbays IT Solutionz enhance employees' skills, knowledge, and job performance.
- To understand whether employees show measurable improvements in their efficiency, productivity, and problem-solving abilities after training.
- To determine any shortcomings in the existing training process.
- To understand employees' perceptions of the training programs and overall satisfaction with the learning experience.
- To learn how training effectiveness contributes to the company's success, employee retention, and competitive advantage.

IV. NEED OF THE STUDY

The need for this study on the effectiveness of the training process at Nbays IT Solutionz arises from the growing demand for a skilled and competent workforce in the rapidly evolving IT industry. As technology advances, employees must continuously upgrade their knowledge and technical skills to meet industry standards and organizational expectations. Analyzing the training process will help identify strengths, gaps, and areas for improvement, ensuring that training programs are aligned with business objectives and employee development needs. This study will provide valuable insights into how training impacts productivity, job performance, and overall employee satisfaction, ultimately contributing to the company's growth and competitive advantage.



V. SCOPE OF THE STUDY

This study evaluates the effectiveness of training programs at Nbays IT Solutionz, Madurai, including technical, soft skills, and leadership development initiatives. It examines the impact of these programs on employee performance, productivity, and problem-solving abilities. The research also explores employee perceptions and satisfaction with training content, methods, and delivery. Additionally, the study compares the organization's training practices with industry standards to identify gaps and suggest improvements. The findings offer practical recommendations for enhancing training effectiveness and aligning programs with current industry demands.

A) Hypothesis of the Study

H₀: There is no significant relationship between employee experience and job performance.

H₁: There is a significant relationship between employee experience and job performance.

H₀: There is no significant correlation between the effectiveness of the trainer and the improvement in skills.

H₁: There is a significant positive correlation between the effectiveness of the trainer and the improvement in skills.

VI. RESEARCH DESIGN

The research design for studying the effectiveness of the training process in Nbays IT Solutionz follows a descriptive research approach, aiming to systematically analyze and evaluate the impact of training programs on employee performance, satisfaction, and skill enhancement. Quantitative and qualitative methods are used to ensure a comprehensive understanding of training effectiveness. The study employs survey questionnaires and structured interviews to gather primary data from employees and HR professionals.

VII. RESEARCH METHODOLOGY

The study on the effectiveness of the training process in Nbays IT Solutionz adopts a systematic research methodology to evaluate the impact of training programs on employee performance and satisfaction. A descriptive research design is employed to collect and analyze data using qualitative and quantitative approaches. Primary data is gathered through structured questionnaires and interviews with employees and HR personnel to understand their perspectives on training effectiveness. Secondary data is sourced from company reports, industry publications, and previous research studies.

VIII. METHOD OF DATA COLLECTION

A) Primary Data

Primary data was gathered through questionnaires and interviews with employees and HR staff to assess their views on training effectiveness and its impact on performance.

B) Secondary Data

Secondary data was collected from company records, industry reports, and published studies to compare training outcomes with broader industry practices.

C) Tools For Analysis

- Percentage analysis
- Correlation
- Chi-Square Test

IX. PERIOD OF THE STUDY

The study was conducted from January to May 2025, during which data collection, interviews, and analysis were carried out to evaluate the effectiveness of training programs at Nbays IT Solutionz.

A) Area of the Study

This study is conducted at Nbays IT Solutionz, Madurai, and focuses on employees across departments in software development, IT support, human resources, and administration. It aims to assess the effectiveness of the organization's training programs in improving employee skills, performance, and productivity.

B) Limitations of the Study

- The study is restricted to a specific number of employees within Nbays IT Solutionz, which may not fully represent the perspectives of the entire workforce.
- The data collected is primarily based on self-reported responses, which may be influenced by personal bias or social desirability, potentially affecting the accuracy of the findings.

X. COMPANY PROFILE

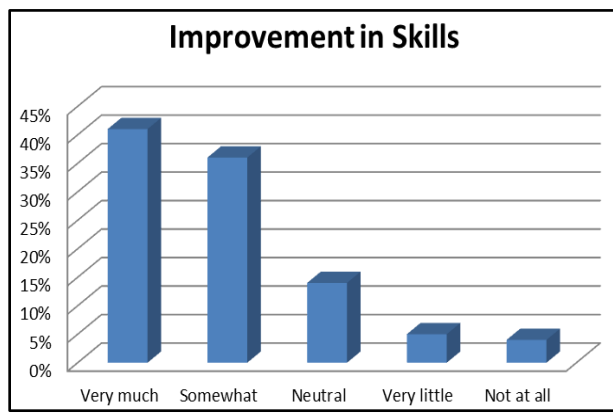
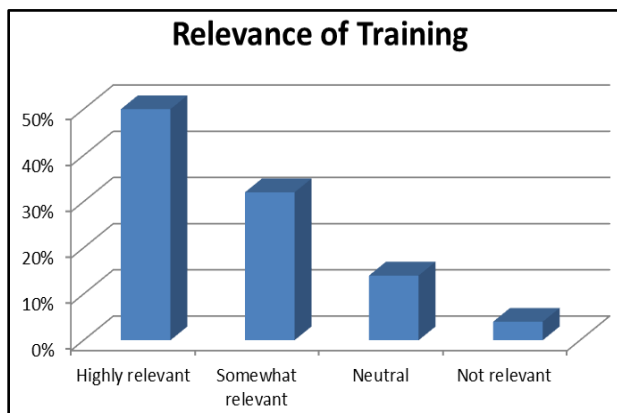
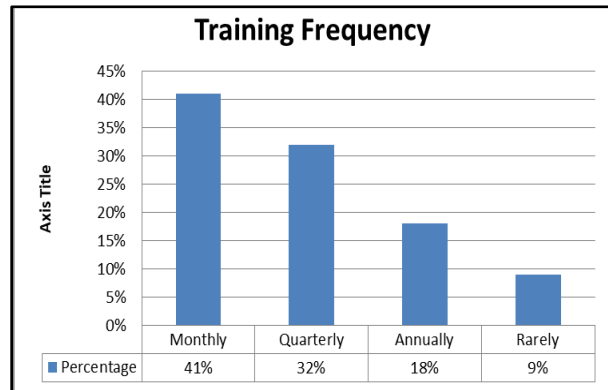
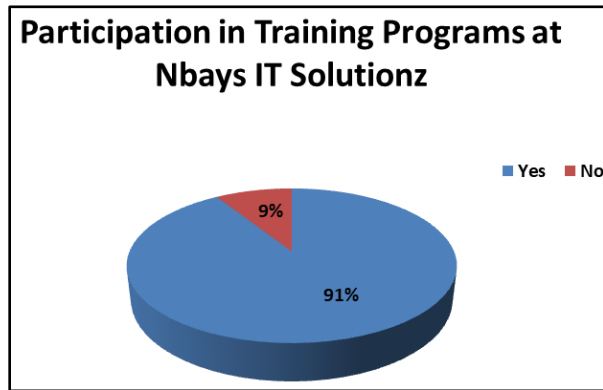
Nbays IT Solutionz is a prominent IT services and consulting firm headquartered in Madurai, India, known for delivering innovative, scalable, and customized technology solutionz to a diverse range of industries. The company's service portfolio encompasses software development, cloud computing, cybersecurity, IT consulting, and digital marketing. With a strategic focus on digital transformation, Nbays IT Solutionz supports businesses in enhancing operational efficiency, driving productivity, and adapting to the rapidly changing technological landscape. Founded to bridge the gap between emerging technologies and real-world business needs, the company adopts a customer-centric approach. It emphasizes quality, reliability, and innovation in all its offerings.

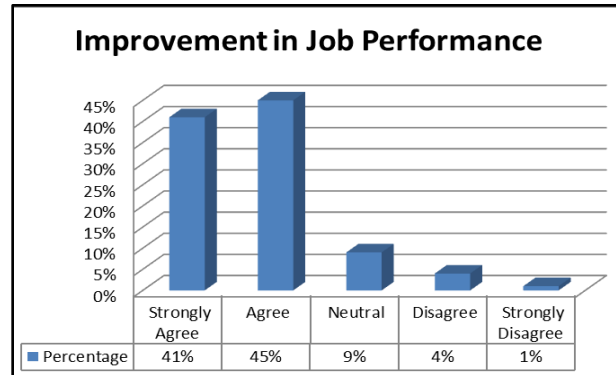
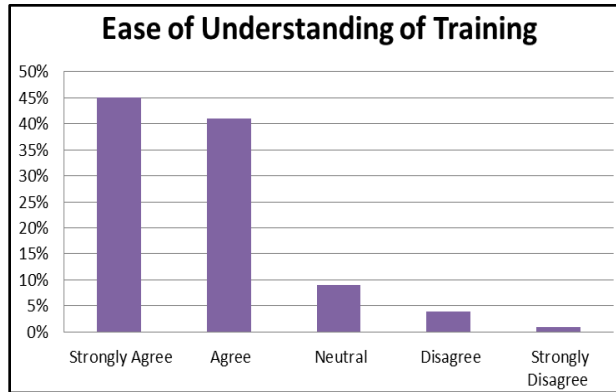
Backed by a team of highly skilled professionals and a robust technological infrastructure, Nbays IT Solutionz is committed to maintaining industry standards while fostering a culture of continuous learning and development. The organization delivers technical excellence and invests in comprehensive employee training programs to ensure workforce agility and long-term client satisfaction. With a vision to establish a global footprint and set new benchmarks in digital excellence, the company continues to evolve through collaboration, strategic growth, and a forward-thinking mindset. Through its integrated solutions and commitment to value-driven services, Nbays IT Solutionz is a trusted partner in enabling digital success for its clients.

A) Data Analysis and Interpretation

This study uses percentage analysis, chi-square tests, and correlation analysis to evaluate the effectiveness of training programs at Nbays IT Solutionz. The analysis helps identify patterns and relationships in employee responses, while interpretation links these findings to practical outcomes such as skill improvement, job satisfaction, and performance. This process provides insights for enhancing training strategies and organizational growth.

PERCENTAGE ANALYSIS





CHI-SQUARE TEST FOR EXPERIENCE WITH JOB PERFORMANCE

Experience * JobPerformance Crosstabulation

			JobPerformance					Total
			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
Experience	Less than 1 year	Count	45	50	5	0	0	100
		Expected Count	40.9	45.5	9.1	3.6	.9	100.0
	1 - 3 years	Count	0	0	5	4	1	10
		Expected Count	4.1	4.5	.9	.4	.1	10.0
	Total	Count	45	50	10	4	1	110
		Expected Count	45.0	50.0	10.0	4.0	1.0	110.0

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	79.750 ^a	4	.000
Likelihood Ratio	53.157	4	.000
Linear-by-Linear Association	53.016	1	.000
N of Valid Cases	110		

a. 7 cells (70.0%) have expected count less than 5. The minimum expected count is .09.

Inference:

The Chi-square analysis reveals a significant association between employees' years of experience and job performance at Nbays IT Solutionz ($\chi^2 = 79.750$, $p < 0.05$). This indicates that job performance perceptions differ notably across experience levels, with less experienced employees showing more positive self-assessments than their more experienced counterparts.

CORRELATION ANALYSIS FOR TRAINER EFFECTIVENESS WITH IMPROVEMENT IN SKILLS

Correlations

		Effectiveness of the Trainer	Improvement in Skills
Effectiveness of the Trainer	Pearson Correlation	1	.951**
	Sig. (2-tailed)		.000
	N	110	110
Improvement in Skills	Pearson Correlation	.951**	1
	Sig. (2-tailed)	.000	
	N	110	110

** . Correlation is significant at the 0.01 level (2-tailed).

Inference:

The Chi-square analysis reveals a significant association between employees' years of experience and job performance at Nbays IT Solutionz. The null hypothesis is rejected since the p-value is below the 0.05 threshold. This suggests that job performance perceptions vary notably with experience, with newer employees reporting more positive performance levels than those with greater experience.

XI. SUGGESTIONS

- Enhance training clarity by simplifying complex topics and incorporating additional visual aids to ensure better comprehension for all employees.
- Implement regular trainer feedback sessions to ensure consistent quality and improve engagement, addressing the small percentage who rated trainers poorly.
- Increase interactivity in training programs by introducing more practical exercises, case studies, and group discussions to cater to employees who felt the sessions lacked engagement.
- Personalize training content for employees who reported minimal improvement, ensuring the material is relevant to their job roles and skill sets.
- Introduce follow-up training or refresher courses for employees who rarely apply the knowledge to reinforce key learning outcomes and improve practical usage.
- Provide tailored coaching or additional support to employees who are skeptical about the training's impact, ensuring that they receive personalized guidance to better integrate the skills into their work.
- To boost their confidence and skills, offer targeted mentoring and development programs for employees with 1-3 years of experience, as they showed more neutral or negative performance ratings.

XII. CONCLUSION

The study highlights that the training programs at Nbays IT Solutionz significantly influence employee development and job performance. Most employees reported improved skills and overall productivity following the training sessions. However, the findings also indicate areas that require improvement, such as simplifying complex content, enhancing interactivity, and aligning training with specific job roles and experience levels. Addressing these gaps will improve comprehension and engagement and ensure that the training is more impactful and relevant to employees' day-to-day responsibilities. By continuously evaluating and refining its training strategies, Nbays IT Solutionz can strengthen workforce capabilities, increase job satisfaction, and support long-term organizational growth.

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