

EMPLOYEE TRAINING & DEVELOPMENT WITH RESPECT TO ZENSAR TECHNOLOGIES

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ABSTRACT

This study explores the critical role of employee training and development in enhancing workforce efficiency and organizational growth at Concentrix, a global leader in business services. In the highly dynamic and customer-centric industry in which Concentrix operates, continuous learning and skill enhancement are essential for maintaining a competitive edge. The research analyzes various training initiatives, professional development programs, leadership workshops, and upskilling strategies adopted by Concentrix to empower its employees. Through a combination of surveys, case studies, and secondary data analysis, the study evaluates the impact of structured training programs on employee performance, job satisfaction, innovation, and career advancement. It highlights how investment in employee development not only improves individual competencies but also strengthens organizational capabilities and client satisfaction. The findings indicate that effective training and development initiatives at Concentrix contribute to higher employee retention rates, improved service quality, and greater organizational agility. The research concludes by recommending strategies for further enhancing training models to address future skill demands and technological advancements, ensuring that employees remain adaptable and motivated in a rapidly evolving business environment.

Keywords: Employee Training, Workforce Development, Concentrix, Employee Performance, Skill Enhancement, Learning and Development, Organizational Growth, Career Advancement.

1. INTRODUCTION

The survival of any organization in the competitive society lies in its ability to train its human resource to be creative, innovative, inventive who will invariably enhance performance and increase competitive advantage. Training and development are an aspect of human resource and competence capable of improving employees' ability to perform more efficiently. Training and development play a vital role in the effectiveness of an organization. It is one of the most pervasive techniques for improving employees' performance enhancing organization productivity in the work place.

The level of competency, skills and ability of the workforces of an organization influences its ability to preserve its obtained positions gain competitive advantage. Meanwhile, employee's competence, skills and pro-activeness is directly proportional to the level at which organization can compete with others. Organizations are confronting with increased competition resulting from changes in technology, economic environments, globalization etc.

2. RESEARCH METHODOLOGY

Sources Of Data

For the purpose of the study two sources of data have been collected.

Sample Size:

It refers to the number of elements of the population to sample. Sample size here is 120.

Primary Data

In order to gather Primary data, a survey will be carried out. It is the evidence that is obtained directly by employees working in IT sectors of different companies and the data are collected on the basis of

- Personal questions
- Questionnaire

Secondary Data

The method of convenient sampling that is, selecting the accessible population from the workers, from whom information can be obtained. The rationale for using the convenience sampling method was fast and expedient, Inexpensive, I understand the problem and I know who I should be posing the problem, questions to find a solution to my studies.

TOOLS FOR ANALYSIS

- ✓ Percentage Analysis
- ✓ Chart Analysis

3. CONCLUSION

Training and development ultimately upgrade not only the productivity of employees but also of the organization. Companies need to invest in on-going employee training and development in order to both keep employees and be successful. competitors. Training enhances employees' initiative and quality of work, thereby assisting them to be more committed to achieving the organizational goals and objectives and in turn enhancing employees' effectiveness within the organization. However, it is recommended for management of organizations to give training and development of employees a priority in order to get the best out workforce as well as improving the organization's productivity. Further research studies is also recommended on the training and development of employees in order to have a broader understanding of its valuable impacts.

4. REFERENCES

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