

# A Study on Impact of Upskilling or Reskilling of Employees in IT Services

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**Abstract:** *The IT Services industry is constantly evolving, with new technologies and trends emerging all the time. This can make it difficult for IT professionals to keep up with the latest skills and knowledge. As a result, many IT organizations are investing in upskilling and reskilling programs to help their employees stay ahead of the curve. This research paper is focused on the impact of upskilling or reskilling of employees in IT services. This study was carried out by primary data with a sample size of 150 IT employees which were chosen by simple random sampling method. This study is done through online. To Measure the effectiveness of upskilling and reskilling programs in improving employee performance and productivity. To evaluate the impact of upskilling and reskilling programs on employee engagement and retention. To Assess the upskilling and reskilling programs on employee career progression. To Identify the potential barriers to the success of reskilling and upskilling programs and develop strategies to overcome them. Statistical tools used for this data collection are Factor analysis, Anova, Chi-Square, Correlation. There are a number of different ways that IT organizations can upskill and reskill their employees. Some organizations offer formal training programs, while others provide more informal opportunities for employees to learn new skills. Some organizations also offer tuition reimbursement programs to help employees pay for their own training. The best way to upskill and reskill IT employees will vary depending on the specific needs of the organization.*

**Keywords:** reskilling programs

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