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

I. INTRODUCTION

1.1 Upskilling:
Improving the current skill of an employee to enable them grow in their current role and bring more value to the organization.

1.2 Reskilling:
This means that an employee must be retrained for a new position. This is a process where the employee is looking to retain the employee by training them in a new discipline.

The IT industry is constantly evolving, with new technologies and trends emerging all the time. This can make it difficult for IT service providers to keep up with the latest skills and knowledge. As a result, many IT service providers are now investing in upskilling and reskilling their employees. Upskilling is the process of acquiring new skills that will help employees advance in their careers. Reskilling is the process of learning new skills that are necessary for new roles or responsibilities. Upskilling and reskilling is an important investment for IT service providers. By investing in the skills and knowledge of their employees, IT service providers can improve employee productivity, reduce costs, and improve customer satisfaction.

In addition, upskilling and reskilling can also help IT service providers attract and retain top talent. In today's competitive job market, employees are looking for employers who are willing to invest in their development. By upskilling and reskilling their employees, IT service providers can show that they are committed to the professional development of their workforce.

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The demand for upskilling and reskilling of employees in the IT services sector has become increasingly crucial. With the advent of emerging technologies, such as artificial intelligence, machine learning, cloud computing, and big data analytics, organizations are recognizing the need to invest in their workforce's knowledge and skills to remain competitive in the market.

1.3 Statement of the Problem

This study is designed to examine the impact of upskilling or reskilling of employees in IT Services. Through this study it shows that there exists a pressing challenge related to the need for upskilling and reskilling of employees. The rapid pace of technological advancements, coupled with the dynamic nature of the industry, it has created a significant skill gap and rendered existing skills obsolete. This poses a problem for organizations as they strive to remain competitive and meet the evolving demands of clients. Without adequate upskilling and reskilling initiatives, employees lack the necessary knowledge and skills . Therefore, there is an urgent need for organizations to address the problem by implementing comprehensive upskilling and reskilling programs that equip employees with the skills required to thrive in the ever-changing IT services landscape.

1.4 Objectives of the Study

1. To Measure the effectiveness of upskilling and reskilling programs in improving employee performance and productivity.
2. To evaluate the impact of upskilling and reskilling programs on employee engagement and retention.
3. To Assess the upskilling and reskilling programs on employee career progression.
4. To Identify the potential barriers to the success of reskilling and upskilling programs and develop strategies to overcome them.

1.5 Research Methodology

Research is the process of systematic and in-depth study or search for any particular topic, subject or area of investigation, backed by collection, compilation, presentation and interpretation of relevant details or data.

II. REVIEW OF LITERATURE

(Sharma, 2019) This study focuses specifically on the IT industry and examines the impact of upskilling and reskilling initiatives on employee performance. It presents a case study that explores the outcomes of these programs and provides insights into how they enhance employee performance. The literature review in the article would likely provide an overview of existing research and theories related to upskilling, reskilling, and employee performance in the IT industry. It may discuss previous studies that have investigated the effects of training programs, the acquisition of new skills, and the application of these skills on employee job performance. The review might also touch upon relevant concepts such as skill gaps, technological advancements, and the changing nature of work within the IT sector.

(B, 2018) This review article discusses the broader impact of technological change on job tasks and wages. It examines how upskilling and reskilling play a role in adapting to technological advancements in the IT services sector and the resulting implications for job polarization. the article contributes to the literature on technological change, upskilling, and wage polarization by synthesizing existing research and offering insights into the complex relationship between technology, skills, and labor market outcomes. Bimber (2018) highlights the need for proactive measures to address the challenges brought about by technological advancements, including the promotion of inclusive and accessible upskilling opportunities and policies that support workers in acquiring the skills necessary for the evolving job market.

The study underscores the importance of understanding the dynamics of technological change and its implications for job tasks, skills, and wages. It provides a foundation for further research and policy development aimed at minimizing skill gaps, promoting employment opportunities, and fostering equitable outcomes in the face of technological advancements.

(D.J, 2017) This study investigates the impact of reskilling initiatives on job performance and satisfaction among workers in the United States. It utilizes a panel study design to assess the long-term effects of reskilling programs and provides empirical evidence on the positive outcomes for employees. the article contributes to the literature on

reskilling, job performance, and job satisfaction by providing empirical evidence of the positive impact of reskilling initiatives on workers in the United States. The study highlights the value of reskilling efforts in improving performance outcomes and job satisfaction, underscoring the importance of lifelong learning and organizational support for individuals to adapt to changing work demands successfully.

(Goh, 2019) Focusing specifically on IT professionals, this study examines the relationship between upskilling and job performance. It provides empirical evidence and insights into how upskilling initiatives can enhance the performance of IT professionals and contribute to organizational effectiveness. The study highlights the importance of organizational support for upskilling initiatives, such as providing adequate resources, creating a learning culture, and encouraging employees' participation in training and development opportunities. Goh and Lee (2019) also discuss the role of individual motivation and self-directed learning in maximizing the benefits of upskilling. Overall, the article contributes to the literature on upskilling and job performance, specifically within the IT industry. The study provides empirical evidence supporting the positive impact of upskilling initiatives on employees' skill development and job performance outcomes. The findings emphasize the significance of continuous learning and organizational support for upskilling in enhancing employees' performance and maintaining competitiveness in the rapidly evolving IT sector.

(Holtom, 2008) While not directly focused on upskilling or reskilling, this study explores the impact of flexible work arrangements, which are often associated with upskilling initiatives. It highlights how self-managed work teams and flexible work arrangements can enhance organizational performance. the article provides valuable insights into the benefits and challenges of self-managed work teams and the role of flexible work arrangements in enhancing organizational performance. The study underscores the significance of employee empowerment, job satisfaction, and effective communication in driving team effectiveness. The findings suggest that organizations can leverage self-managed teams and flexible work arrangements to promote employee well-being, productivity, and innovation.

III. ANALYSIS AND INTERPRETATION

Gender

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	100	39.4	39.4	39.4
Female	68	26.8	26.8	66.1
Male	86	33.9	33.9	100.0
Total	154	100.0	100.0	

Interpretation:

The data shows that out of the 154 respondents, there were more males (86) than females (68). This suggests that the male respondents comprised a slightly larger portion (33.9%) of the total respondents compared to the female respondents (26.8%).

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	17.050(a)	16	.382
Likelihood Ratio	17.988	16	.325
N of Valid Cases	154		

a 13 cells (52.0%) have expected count less than 5. The minimum expected count is .09.

INTERPRETATION:

The above table of Chi square have 154 valid responses. The significant value of Pearson Chi-Square is .382, the significant value of likelihood ratio is 0.325 which is greater than 0.05. So, the null hypothesis is accepted and alternate hypothesis is rejected

ANOVA

leadership skills developed

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	10377636.456	3	3459212.152	.714	.545
Within Groups	726299484.609	150	4841996.564		
Total	736677121.065	153			

Test of Homogeneity of Variances

leadership skills developed

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	10377636.456	3	3459212.152	.714	.545
Within Groups	726299484.609	150	4841996.564		
Total	736677121.065	153			

Interpretation:

The above table shows that 154 valid responses and that significant value is 0.545 which is greater than 0.05. Hence null hypothesis is accepted and alternate hypothesis is rejected.

There is a significant relationship between Age and leadership skills developed.

IV. FINDINGS

- The Majority of respondents are in the age group of 21-30.
- The Majority of 33.9% respondents are Male.
- The Majority of 39.4% of the respondents are Under Graduate.
- The Majority of 48.7% of the respondents have 0 – 10 Years of experience.
- The Majority of 22% of the respondents have 2.5 – 5 LPA.
- The Majority of 22.1% of the respondents have raised the performance expectations of their role.

V. SUGGESTIONS

- Conduct pre-training assessments to establish baseline performance metrics and gather data on employees' current skill levels.
- Implement post-training assessments or evaluations to measure the acquired skills and knowledge after completing the upskilling or reskilling programs.
- Collect feedback from employees and their supervisors/managers regarding the impact of the training on their performance and productivity.
- Monitor key performance indicators (KPIs) relevant to the skills targeted in the training programs to assess any improvements over time.
- Analyze data on individual or team performance before and after training to identify any significant changes or improvements.

VI. CONCLUSION

Based on the conclusions drawn from the provided information, it is evident that a diverse group of respondents participated in the survey, with varying experiences, skill levels, and opportunities. The findings highlight the importance of ongoing training and development programs to improve performance, productivity, career growth, and employee engagement. Additionally, there are areas where further attention may be required, such as time management and addressing limited participation opportunities. Overall, these conclusions provide insights into the current state of the surveyed population and offer considerations for enhancing training and skill development initiatives.

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