

## Virtual Training and Employee Satisfaction in IT Sector during Covid 19 Pandemic Period : A Descriptive Study

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### Abstract

This paper mainly focuses on virtual training and employee satisfaction in IT sector and the impact of Covid-19. Covid-19 is an infectious disease caused by a new strain of Corona. Co stands for Corona, VI stands for Virus, D stands for Disease, formally this disease was referred to as 2019 novel Corona virus. This paper focuses on the impact as a result of outbreak of pandemic of Covid-19 on Training Employees.

**Research Design:** In this research Descriptive research Design has been used.

**Key Findings:** Training the employees with their skills knowledge base has many queries and issues and Covid-19 made the matter worse. Due to the measures adopted to prevent the spread of Corona virus disease-19 especially social distancing and lockdown and closing the companies. This made employees lack of skills required for particular jobs.

### Research limitations:

- The study is based on secondary Data.
- The study is limited to the Covid-19 impact on Training the employees and their satisfaction.
- Due to Covid - 19 Pandemic the organizations were closed and some of them have lost their jobs so and it was unable to collect the information from all the employees working in organization.
- Since the information is based on internet resources there is possibility that some of the data can be biased and based on the assumptions.

**Key words:** Covid-19, Pandemic, Virtual Training, Employee Satisfaction, Impact.

### INTRODUCTION:

Information Technology (IT) has marked a big turning point in the history of worldwide trade and services. It is changing the shape of the Indian Business Standards by its continuous and rapid evolution. The sector includes Software Development, Consultancies, Software Management, Online Services and Business Process Outsourcing (BPO). IT is also have made and still making the remarkable contribution in increasing the efficiency in different sectors of the economy. IT has not only had a direct positive impact on national income and job creation, but also led to direct tax collection, increased consumer spending and even higher income from finished goods. Today, India has carved out its niche in the IT world and is considered one of the main destinations for global IT and IT services (ITeS ). Information Technology such as Medical Records, Call Centres, Data Processing, Back office Operations, Sales Accounting, etc. are considered a special area of the country and the IT industry is already involved in providing end-to-end business solutions. System Integration, Remote Control, etc. The Indian IT industry is currently the world leader and has become the fastest growing sector of the Indian industry in terms of Manufacturing and Exports. Information Technology makes it possible to access information at gigabit speeds. This has profound impact on the lives of million poor and

marginalized people in rural and remote areas. The internet has revolutionized change through possible e-government activities such as e-health, e-education, e-agriculture, etc. IT sector has increased its contribution from 1.2% in 1998 to 7.7% in 2017 respectively towards India's GDP. As per NASSCOM, IT-BPO sector in India has aggregated revenues of US \$ 100 billion in 2012, where as export companies of US \$ 69.1 billion and US \$ 31.7 billion respectively growing by over 9%. Bangalore, Chennai, Hyderabad, Delhi, Mumbai and Kolkata are the cities which witnesses nearly 90% of this sectors export. The traders and customers are reformulating the merit and worth in the industry by training the employees required to their needs but Covid 19 pandemic changed the entire working and training conditions.

### RESEARCH METHOD

#### Need of the Study

This study discusses on Virtual Training and Employee in IT industry. The benefits, Process to be carried out for the Virtual Training, Advantages and Disadvantages and Why Organizations should go for Virtual Training for their employees.

This Study defines Virtual Training as Innovative way of empowering employees with the skills and knowledge. Which will in return be benefitted and change to an advantageous one to the company or organization. Hence, Many companies find that Virtual Training can be used as knowledge management tool. This study can be helpful in knowing the what are factors of satisfaction of the training and provides knowledge for measure to be taken for the satisfaction. The purpose of this study is to understand the effectiveness of Virtual Training programs to be conducted in IT organizations and industry.

This study can serve its purpose to the organizations who are planning to acquire Virtual Training for their employees in organization. Hence, It study acts as base study and provide recommendations and suggestions which may benefit the researcher and the organization.

#### Objective of the Study

The main objective of the study is to Understand the Impact of Virtual Training on employees Performance and how much employees will be satisfied with it

To know the competency levels of employees in training.

To study the change in behaviour pattern due to training.

To examine that how cost will be effected after implanting Virtual Training programs

To Know how Virtual Training can benefit the organizations

Overall motivation assessment and acceptance of training programs

#### Scope of the Study

The development of the organization depends on its employees. Training is more important for Organizational productivity

This study was conducted to determine the level of knowledge and skills employees in the organization

This helps management understand employees satisfaction and can take steps to increase productivity

It can also help other researchers to study and include in their reports.

#### Data Collection Method

Data is collected from the Internet resources such as Journals, Research Papers, and Blogs

Research element is a tool that allows researchers to conduct research on a specific topic, problem, or purpose. The most popular research tool for collecting data is the research specific

questionnaire. This is the most common method for collecting basic data. The responses and suggestions of the respondents were considered as needed to change the survey instrument.

Data is also collected from reports of the similar related project reports and articles.

## RESULTS

Virtual training simply refers to training conducted in virtual environment where the learner and the trainer are not in the same location. Findings tells that Virtual Training can be done either live, where the trainer is training the employees in real time or it can be a recorded session, which can include interactive learning. Virtual Training aims to innovate new ways of teaching while simulating the best aspects of classroom training. Findings says that Virtual Training is Cost convenient so it can be the mostly adopted widely. The trainer need to be trained once and they can set up online workshop and train as many learner as possible.

Another reason why Virtual training is taking over the traditional training is that virtual training has made possible to learn things in on-demand self-paced manner. A learner can choose when they want to learn and this independence is a major reason why professionals prefer online courses. And hence at the end of the day learner/employees will be satisfied with the training and they in return contribute to the organizations with high efficiency.

As well as its many benefits, virtual classrooms present several challenges that may not be suitable for all businesses or industries. Virtual classroom training remains a good opportunity to share knowledge and information, but may not be suitable for "soft skills" such as conflict resolution and problem solving. A major concern with learning in virtual classrooms is the lack of hands-on training. Performance-based tasks may be more suitable for face-to-face training, where instructors can monitor and adjust individual skills. Design, manufacturing, operating heavy machinery, painting and sculpting, and other tactile skills may not be suitable for learning in virtual classrooms.

Distraction is another big challenge to learning in a virtual classroom. Part of the appeal of studying in a virtual classroom is that you can work from anywhere, be it at home, in the library, or in a coffee shop. However, it also means that participants are more likely to be distracted by private conversations, their charming dog, or the contents of the refrigerator. If the virtual classroom content is fun, interactive, and engaging, the risk of distraction is reduced.

## DISCUSSION

A literature study was conducted to analyze various factors that influence virtual education and employee satisfaction in the IT industry.

Magazine, Articles and various research papers were referred to determine the appropriate method for assessing employee satisfaction.

### What is Virtual Training

It is a technique in which digital surroundings is used with the aid of an trainer to show, provide an explanation for or check sure capabilities that can assist others to research something. The instructors, as properly as students, have to use some superb video conferencing software program like google classroom, Cloud Meeting etc. to speak with every different face-to-face. Virtual coaching is used now not solely for instructional functions however for industrial as nicely as industrial coaching also.

## Importance of Virtual Training

It is well known that the use of online employee training solutions for business organizations can be and is very cost effective. But it is not just about how economical it is for the company, but also about how effective and beneficial it is to employees from traditional education and training.

### 1. Provides get admission to gaining knowledge of content material anytime, somewhere

An e-learning answer permits personnel to get entry to fabric from anywhere, anytime. Because e-learning substances can be accessed anywhere, personnel can get right of entry to applicable sources any time they stumble upon a query or tough scenario at work. And no count number what shift an worker works, the coaching content material is continually available, on-the-go

### 2. Facilitates better, long-term retention of records

To be honest, hand-written notes taken at some stage in a coaching session are no longer the most tremendous way to keep knowledge. Notes taken in a hurry may also no longer be legible later, or beginners can also lose the notes altogether. Knowledge retention has continually been a undertaking however with the sunrise of on-line learning, however, matters have changed. There have been many research which showed e-learning helps personnel continue the expertise to a extensively increased diploma than face-to-face trainer led education (ILT).

The Research Institute of America, for instance, pronounced that e-learning has the energy to make bigger statistics retention prices by way of up to 60%. This is due to personnel having extra manipulate over the tempo at which they can learn, and as properly as the chance to revisit the coaching as needed. In addition, the video and audio substances used in e-learning can additionally make the complete mastering manner extra fun, but effective.

### 3. Is adaptable to a variety of mastering patterns

Not each and every worker learns the equal way. You don't want to seem to be in addition than your self or your instantaneous circle of colleagues to observe the variations in our getting to know styles. Not each person feels at ease getting to know in a massive group, specifically if they locate some thing tough to apprehend that their co-workers have no hassle with. E-learning approves rookies tackle the route at their very own pace. It approves them to take the path in an surroundings that is extra favourable to their getting to know style. If personnel locate it challenging at instances to analyze new concepts, e-learning offers them the freedom to examine the identical idea persistently till they're satisfied.

### 4. Requires very much less worker time

A Brandon-Hall Study suggested that e-learning requires 40% to 60% much less worker time than the equal cloth delivered in a regular study room setting. With e-learning in place, personnel don't have to journey lengthy distances to take training. There's additionally no want to agenda rooms or journey to some other city. Online coaching is immediately - personnel can whole publications and take assessments from the relief of their residing room, or even in transit on their Smartphones or pill PCs.

Unlike the instructor-based training, the place personnel lose precious work time to attend lengthy coaching courses, on-line coaching improves employee productiveness considering it's drastically faster than the ILT alternative.

### 5. Offers positive remarks

E-learning gives real-time comments for the duration of an on-

line education assessment. Providing positive comments (instead of a mere “Well done” or “Wrong answer”) can be influential in enhancing a learner’s competency and motivates them to take part in the mastering process. An appropriate shape of remarks essentially allows the improvement of self-reflection in learning, as it closes the hole between present day and preferred performance. (Here are some first-rate practices of giving comments for e-learning assessments.) And due to the fact the whole thing takes vicinity online, management can additionally get an updated evaluation on how the training’s going on, and music the development of man or woman employees.

#### **Why must a employer use Virtual training as a substitute of classroom room training?**

Since the introduction of computer systems and internet, many technological trends have emerged which have modified the complete situation of education and education. Earlier educational, as properly as expert trainees, have to attend education school rooms to enhance their abilities however these days it is accessible on-line with the assist of a wide variety of software program selections handy online.

Bran Hill (2018) - In the article "Factors Affecting Job Satisfaction" he was told that in relation to the Human Resource Society: 7 strategies to keep employees happy at work; and Forbes: Promoting employee satisfaction benefits everyone. According to the authors, overall employee satisfaction is caused by several factors such as job status, opportunities, workload, respect for others, relationships, and financial rewards.

Regina (2016) - In the dissertation "Factors affecting job satisfaction and performance of virtual workers" the author examines the experience of virtual workers. Its aim is to examine the experience of virtual workers in such a way that it is a qualitative phenomenological research approach. They came to the conclusion that the most valuable asset of organizations and society: individual workers. Job, workplace, life balance, training, technical support, communication and flexibility all affect job satisfaction.

#### **CONCLUSION**

Today modern work techniques are needed. Employers, employees and end users are attracted by such flexibility in the workplace. Technology helps to meet today's needs, so be flexible. Employees work in virtual workplaces. It is important to understand job satisfaction factors. Employee job satisfaction factors; who work in virtual workplaces, based on the literature review cited. Studies cannot exactly explain which factors most influence job satisfaction. This study is still in the early stages of research, there are no immediate results yet. It is highly anticipated that this study will provide important factors for the satisfaction of the reader's work. Based on the above literature for reviews and studies on job satisfaction factors of employees working in virtual workplaces, here are some of the important factors that affect job satisfaction. Location, Job, Time, Stress, Gender, Age, Experience, Live, Relationship, Communication, Technology, Payments, Politics, Safety, Responsibility, Personal, Addiction, Directions, Achievement, Travel, Social, Status, Trust, Relationship Reversed, Help, Psychology and law. There may be a positive correlation between demographic characteristics or variables and employee job satisfaction in virtual workplaces. Job satisfaction depends on the percentage of involvement between the employee and the employer. I'm saying this right here satisfaction is an inner feeling that can vary depending on the situation, facts, and tensions.

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