

# SYNOPSIS

On

**MMPP-001**

A Study of “Employee Training and Development”

Of

**Sopra Steria India Limited**



A Synopsis on “Employee Training and Development” submitted as partial fulfilment for the award of the Degree of “**Masters of Business Administration.**”

**Guided By:**

**Name:**

**Designation:**

**Address:**

**Submitted By:**

**Name:** Khushboo Bisht

**Enrollment No:** 2351162141

**Programme Code:** MBAHM



**Indira Gandhi National Open University**

**(Maidan Garhi New Delhi-110068)**

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# INTRODUCTION

**Sopra Steria** India places significant emphasis on employee training and development, recognizing it as a cornerstone for organizational success and individual career growth. The company's approach is multifaceted, aiming to cultivate a culture of continuous learning and professional advancement. It offers tailored training initiatives that align with the unique goals and abilities of each employee. For new hires, especially fresh graduates, the company provides intensive programs focusing on both technical competencies and soft skills. These programs include hands-on experience through various projects and assignments, ensuring a practical understanding of the industry.

Central to the company's learning ecosystem is the Sopra Steria Academy, dedicated to fostering a learning organization at all levels. The Academy offers a spectrum of training modules covering company fundamentals, management models, methodologies, emerging technologies like Artificial Intelligence and Cloud computing, as well as essential soft skills. This comprehensive approach ensures employees are well-equipped to meet evolving industry demands.

To enhance skill development, Sopra Steria collaborates with platforms like Pluralsight, integrating on-demand, hands-on learning opportunities. This collaboration allows employees to assess and benchmark their technical expertise, facilitating personalized learning paths that accelerate skill mastery. The company has also instituted programs such as 'Accelerate,' designed to support the career progression of high-potential employees. Participants gain access to exclusive training, experiential learning opportunities, and direct interactions with top management, all aimed at preparing them for leadership roles within the organization.

Beyond formal training, Sopra Steria fosters an environment that supports overall employee well-being. This includes promoting a healthy work-life

balance, encouraging a culture of innovation, and maintaining a diverse and inclusive workplace. Such an environment not only enhances job satisfaction but also contributes to personal and professional growth. Through these comprehensive initiatives, Sopra Steria India demonstrates a steadfast commitment to nurturing talent, ensuring that employees are continually developing and advancing in their careers.

## **About Sopra Steria India Ltd.**

**Sopra Steria** India Limited, established on January 9, 1992, is a prominent entity in the Information Technology sector in India. With its registered office in Gautam Buddha Nagar, Uttar Pradesh, the company has been operational for over 33 years.

### **Financial Overview**

The company boasts an authorized share capital of ₹49.50 crore and a paid-up capital of ₹14.30 crore. In the fiscal year 2022, Sopra Steria India reported a revenue growth of 29.23% and a profit growth of 20.44%, reflecting its robust financial health.

### **Workforce and Operations**

Employing over 5,000 professionals across four locations in India, Sopra Steria India emphasizes placing people at the core of its operations. This approach aims to build a positive future for both internal and external clients, focusing on delivering real and long-term business value and performance improvements.

### **Leadership Team**

The company's leadership includes key managerial personnel such as Vandana Arun, serving as the Company Secretary, and Naveen Jain as the Chief Financial Officer. The board of directors comprises individuals like Sunil Goyal and Daniel Homsy, among others, bringing diverse expertise to the organization's strategic direction.

As a subsidiary of the European tech leader Sopra Steria, the Indian branch plays a crucial role in providing consulting, digital services, and software development.

**Global Integration**

The company emphasizes placing people at the heart of its operations, aiming to build a positive future for both internal and external clients. This approach is focused on driving real and long-term business value and performance improvements.

Through its extensive experience and commitment to excellence, Sopra Steria India Limited continues to make significant contributions to the digital transformation landscape, both within India and globally.

## RATIONALE

**Sopra Steria India Limited**, a subsidiary of the European tech leader Sopra Steria, has established itself as a prominent entity in India's Information Technology sector. The company's commitment to excellence is reflected in several key aspects:

**Mission-Driven Approach:** Sopra Steria's mission is to guide customers, partners, and employees toward bold choices by leveraging digital technology to build a positive future for all. This mission underscores the company's dedication to using technology for meaningful and sustainable progress.

**Core Values:** The company operates on foundational values such as openness, curiosity, and team spirit. These values encourage innovation, collective intelligence, and a collaborative environment, fostering a culture that supports continuous improvement and excellence.

**Integrated Delivery Model:** Sopra Steria India employs an integrated delivery model based on the "One Project – One Team – One Commitment" approach. This model, combined with technological expertise and an innovation mindset, ensures the delivery of best-in-class solutions to clients.

**Corporate Social Responsibility (CSR):** The company is deeply committed to CSR initiatives rooted in sustainable development principles. Focusing on fostering education, enhancing digital literacy, and promoting community well-being, Sopra Steria India establishes libraries, digital learning centres, and STEM labs to bridge educational gaps and inspire future innovators.

**Recognition as a Great Place to Work:** Sopra Steria India has been recognized as a Great Place to Work for three consecutive years. This accolade reflects the company's efforts in prioritizing people, fostering an inclusive culture, and having visionary leadership, all contributing to a thriving and supportive work environment.

These facets collectively illustrate Sopra Steria India Limited's rationale and strategic approach, highlighting its commitment to mission-driven operations, core values, integrated service delivery, corporate responsibility, and employee satisfaction.

## Objectives

- Tailoring training initiatives to individual goals and abilities, ensuring employees receive relevant and impactful development opportunities.
- Providing intensive training for freshers, focusing on both technical proficiency and soft skills to prepare them for diverse project assignments.
- Promoting a culture that encourages ongoing learning and professional growth, enabling employees to adapt to evolving industry demands.
- Identifying and nurturing leadership potential within the organization to ensure a robust pipeline of future leaders.
- Implementing training methodologies aimed at optimizing productivity and reducing errors, thereby enhancing overall organizational performance.
- Implementing mentoring initiatives and apprenticeship programs to support career development and skill acquisition, fostering a culture of continuous learning and growth.

# RESEARCH METHODOLOGY

Research methodology in training and development involves systematically collecting and analysing data to assess the effectiveness of training programs, identify skill gaps, and enhance employee performance. Common methods include surveys, interviews, and performance metrics analysis.

## Research design

Designing a research study to evaluate the training and development programs at Sopra Steria India Ltd involves several key components:

### 1. Research Objectives:

- Assess the effectiveness of existing training programs in enhancing employee skills and performance.
- Identify areas for improvement to align training initiatives with organizational goals.

### 2. Research Design:

- **Descriptive Research:** Utilize surveys and questionnaires to gather quantitative data on employee perceptions of training effectiveness.
- **Qualitative Research:** Conduct interviews and focus groups to gain deeper insights into employee experiences and suggestions for improvement.

### 3. Sampling Strategy:

- Employ stratified random sampling to ensure representation across different departments and job levels within the organization.

### 4. Data Collection Methods:

- **Surveys:** Distribute structured questionnaires to employees to assess their satisfaction with training programs and perceived impact on job performance.
- **Interviews:** Conduct semi-structured interviews with managers and team leaders to gather insights into the effectiveness of training from a leadership perspective.
- **Focus Groups:** Organize discussions among employees to explore collective experiences and suggestions for program enhancements.

### 5. Data Analysis Plan:

- **Quantitative Data:** Use statistical methods to analyze survey responses, identifying trends and correlations between training participation and performance metrics.



- **Qualitative Data:** Apply thematic analysis to interview and focus group transcripts to identify common themes and areas for improvement.

#### **6. Evaluation Framework:**

- Implement Kirkpatrick's Four-Level Training Evaluation Model to assess:
  - **Reaction:** Employee satisfaction with training programs.
  - **Learning:** Knowledge and skills acquired post-training.
  - **Behaviour:** Application of learned skills in the workplace.
  - **Results:** Impact on organizational performance metrics.

## **LIMITATION OF THE STUDY**

- Inconsistent training delivery across geographically dispersed teams can lead to variations in employee development.
- Measuring the true impact of training programs is challenging, making it difficult to assess their effectiveness.
- Limited time and resources can restrict the scope and quality of training initiatives.
- Participants may revert to old habits after training, reducing the long-term benefits of the programs.
- Lack of direct correlation between training and employee performance can make it hard to evaluate program success.
- Training programs can incur significant costs, including expenses for trainers, materials, and infrastructure.
- Training sessions require time, potentially reducing productivity as employees spend time away from their regular duties.

## **FUTURE SCOPE OF THE STUDY**

- Investigate innovative training methods and delivery mechanisms, such as e-learning platforms and virtual simulations, to enhance learning outcomes.
- Examine strategies to improve team dynamics and performance through targeted training initiatives.
- Identify factors that facilitate or hinder the application of learned skills in the workplace.
- Develop comprehensive evaluation frameworks to assess the effectiveness of training programs.
- Explore the integration of advanced technologies, such as artificial intelligence and virtual reality, into training programs to enhance learning experiences.
- Explore strategies for upskilling, reskilling, and right-skilling employees to adapt to evolving job roles and technological advancements.
- Investigate the integration of artificial intelligence in skills and talent development to enhance training efficiency and effectiveness.

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