EFFECTIVENESS OF COMMUNICATION SKILL, LEADERSHIP SKILL, TEAM WORK SKILL, AS SOFT SKILL TRAINING PROVIDED FOR PROFESSIONAL'S IN IT SECTOR FOR IMPROVING THEIR PERFORMANCE

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Abstract

This research paper is based on the fact that the result is particular to soft skill training provided to professionals in IT sector, while most of the review of literature on training methodology especially on soft skill is focused on other sector there are only countable number of papers research done in IT sector. Further this article emphasizes the time space of training influence the professional's performance. This research shows that increase in professional's performance in selected companies is due to their acquisition on soft skill training. This paper makes the clarification on the effectiveness of soft skill training especially focusing on Communication skill, Leadership skill, Teamwork skill adopted to bring employees performance very important for organization survival.

Keywords: Soft skill, hard skill, Communication skill, Leadership skill, Teamwork skill, Professional's performance.

INTRODUCTION

Human resources are fantastic and are the foundation of any successful firm. As a result, businesses spend a lot of money on human capital because the success of the employees boosts the overall performance of the company. Productivity is a huge multidimensional construct that is intended to achieve results and has a strong link to an organization's strategic plan towards vision. It is critical for a company to implement human resource training programme in order to improve human resource performance and production. Training is a process of developing oneself and exploring one's abilities to improve alongside the organization. Effective training focuses on bridging the gap between current overall performance and preferred performance. Most of the training method encompasses both technical and life skill or soft skill development. On the whole technical training can be received immediately through graduation, but soft skill cannot be learnt it depends upon the graduates personality development. So most of the organisations concentrate on soft skill training for employees to increase their personality development and performance. Only soft skill training may influence employee behaviour and attitude in order to improve performance and organisational productivity.

Technical skill are important to develop expertise but technical skill is not sole means to higher level oppurtunities for of the people. To climb the ladder it is important to have soft skills in

order to share technical expertise with collegues in the organization. However nowadays organizations recognise the professional improvement of employees plays an important role in maintaining relationship with clients, suppliers, customers, team members, managers and so on. This can be developed by means of enhancing their soft skill by means of providing training and development.

In this paper we mainly focus on soft skill such as communication skill, Leadership skill, and Team work skill. We focus on the professionals in IT sector and identify the outcome on attending soft skill training the level of improvement in their performance. The objective of the study is to identify the employees soft skills influencing the professionals performance. The result based on this research is most of the professionals's is applying soft skills in IT industry and is considered to be more important.

Importance of Soft skill training in IT industry

To improve customer satisfaction, most IT organisations focus on soft skill training. Soft skill training helps IT professionals perform successfully in their projects and provide excellent product to their customers. Soft skill training, on the other hand, enables managers to maintain good project management. The ability to lead assists the manager in managing good project management. Project management drives the organisation to commit to more and more projects in order to increase the organization's success as well as the professionals's well-being. Teamwork improves team spirit and dynamics, resulting in increased production. This requires the expert to manage a large number of projects while also improving their performance. Another important factor considered in soft skill training is career growth. Soft skill training allows professional's to succeed in their careers. Professional's with greater levels of performance are more likely to advance in their careers and thrive in their field.

REVIEW OF LITERATURE

Communication skills

"Communication" it is which taken from the Latin word (Communis), which implies "to share" (Ezezue, 2008). As a result, sharing enables for participation and collaboration, transforming it into a social activity. Communication, on the other hand, does not exist if there is no proper understanding by the way of symbols transmission (verbal or nonverbal) (Donnelly, Gibson, & Ivancerich, 1984). Effective communication is essential for accomplishing organisational objectives.

Poor communication in an organisation on the other hand, can lead to doubtfullness, uneasiness, and upset, all of which lead to low production. A lack of excellent communication is one of the primary result of uncertainty and unproper planning in many enterprises.

This is due to the fact that communication is the source of information used by managers and employees when making decisions that impact the functioning of the organisation. Communication skills are essential for managers not only in decision making but also in explaining the outcomes and goals of such decisions to others. Communication is a crucial

aspect in enabling people to perform well on the job and managers to organise the organisation perfectly.

Communication is regarded as the most crucial soft skill in the IT sector. Professionals should work together to produce the best results possible in order to meet the needs of their clients. Communication between upper management and experts meets the needs of clients regarding projects and assists managers in managing upcoming projects.

Leadership skill

As per Burns' (1978) insights, transformational leadership entails a mutual motivation between leaders and followers, inspiring each other to attain elevated levels of morality and motivation, encompassing ideals like fairness and equality. Conversely, the transactional concept of leadership involves a reciprocal exchange between leaders and their followers, where both parties anticipate fulfilling their self-interests. Here, the leader's responsibility lies in preserving the existing state by meeting the demands of the followers. Silins (1994) further characterizes leadership as a unifying force, forging strong bonds between leaders and followers through a collaborative change process, consequently contributing to the overall performance of the organization

(William L. Gardner, Bruce J. AvolioT) Leadership plays a critical role as a fundamental skillset for professionals within any organization. The organization's productivity is significantly influenced by how well executives can lead their teams with effective coordination. Pillai et al. (1999) conducted a study to explore the correlation between leadership style and job-related attitudes. Bill George (2003) succinctly argues for the need for leaders who demonstrate purpose, values, and integrity, while also being capable of fostering enduring organizations, motivating employees to deliver exceptional customer service, and creating sustainable value for shareholders. The authors assert the importance of focusing on the foundational concept that underpins all constructive forms of leadership and its growth, which they term authentic leadership development.

Teamwork

According to Husain (2011), a team is a group of individuals who collaborate to achieve common aims and objectives, with the ultimate goal of providing excellent service for both service users and organizations. Bringing people together through team building, event planning, and activities is essential in this process. However, when team building and planning sessions are poorly executed, it can lead to organizational disillusionment, low morale, and decreased motivation among team members. As a result, the promised results remain unattained, and organizations suffer from a lack of strategic direction. Despite hard work, the focus may be misplaced, leading to ineffective progress on tasks and goals. Employees may take small steps towards completing critical action items, but significant achievements remain elusive.
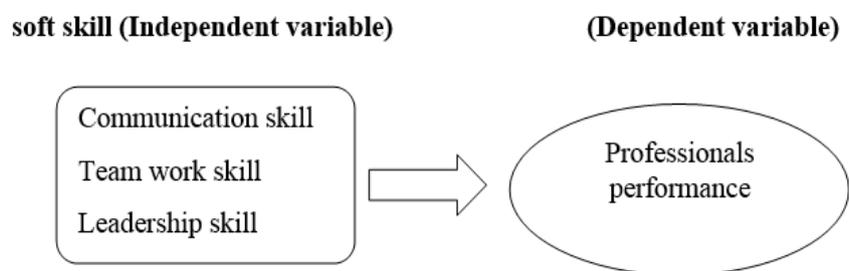
McShone (1998) points out that teams are taking precedence over individuals as the fundamental units of organizations. In the context of French-language television broadcasts,

there is a shift towards team-based projects, and teams are being given higher importance than individual contributors. Companies are now seeking personnel who excel at collaboration and problem-solving within groups, not merely those with technical expertise. However, team building and teamwork are critical in an organisation to achieve higher levels of performance. Most IT organisations are planning to build team spirit in order to bring out employees with higher levels of performance. The IT professionals have internal discussions regarding the assignment they have taken on with the team leaders, which results in a greater level of performance.

Professionals performance

(Emmanuel OSEI BOAKYE) Performance is completion of given task with proper accuracy, speed and perfection within given time and schedule. The concept of performance responsibility is closely linked to one's employment, has been studied by (Murphy and Jackson). As organization undergoes lot of changes the individual performance also changes according to changes in organization climate and environment (Ilgen & Pulakos, 1999). However the changes are interconnected to employees performance (Howard, 1995). Early methods of evaluating job performance were insufficient in accounting for the complete range of behaviors required for effectiveness of job performance (Campbell et al., 1993; Murphy & Jackson, 1999). As a response to this limitation, new training methods have been proposed to encompass a broader set of responsibilities in job perfomance.

Conceptual Framework

soft skill (Independent variable)   (Dependent variable)

Communication skill
Team work skill
Leadership skill
→ Professionals performance

OBJECTIVE OF THE STUDY

- To identify the effectiveness of training provided to the professionals
- To identify level of improvement in communication skill
- To identify level of improvement in leadership skill
- To identify the level of improvement in teamwork skill
- To identify professionals performance after the training
- To identify communication skill, leadership skill and teamwork skill inflencuing professionals performance

RESEARCH METHODOLOGY

Quantitative type of research is applied by using questionnaire, testing on the professionals performance as a result of training provided to the professionals. The listed companies are selected and questionnaire is collected for about 150 professionals in overall companies. In data collection the questions have been answered according 5 likert scale where starts from strongly agree, agree, neutral, disagree and strongly disagree. From the collected responses the calulations are done.

Table 1: Showing Mean and SD of different soft skill training groups of respondents on Communication skills

S. No.	Groups	N	Mean	SD	t-value	Probability Value
1.	Yes	118	40.90	4.51	5.676	0.01
2.	No	32	37.91	6.07		

Hypothesis: There is significant difference between communication skill and soft skill training of the respondents.

The Mean and SD and t-ratio computed for different soft skill training groups for the scores of respondents on communication skill are furnished in Table 1.

The respondents undergone soft skill programme (40.90) seem to have higher communication skill than their counterparts (37.91), the variation between the two groups is statistically significant, as evidenced by the computed t-ratio (5.676). The respondents undergone soft skill programme have more level of communication skill and they communicate more in work place than before and hence, the hypothesis shows that the respondents undergone soft skill programme have more communication skill than the respondents not undergone soft skill programme is proved.

Table 2: Showing Mean and SD of different soft skill training groups of respondents on Leadership

S. No.	Groups	N	Mean	SD	t-value	Probability Value
1.	Yes	118	69.49	12.76	6.562	0.01
2.	No	32	65.41	14.91		

Hypothesis: There is significant difference between leadership and soft skill training of the respondents.

The Mean and SD and t-ratio computed for different soft skill training groups for the scores of respondents on leadership are furnished in Table 2.

The respondents undergone soft skill programme (69.49) seem to have higher leadership skill than their counterparts (65.41), the variation between the two groups is statistically significant, as evidenced by the computed t-ratio (6.562). The respondents undergone soft skill programme have more level of leadership skill and hence, the hypothesis shows that the respondents undergone soft skill programme have more leadership skill than the respondents not undergone soft skill programme is proved.

Table 3: Showing Mean and SD of different soft skill training groups of respondents on Team work

S. No.	Groups	N	Mean	SD	t-value	Probability Value
1.	Yes	118	52.18	5.62	7.282	0.01
2.	No	32	47.74	8.55		

Hypothesis: There is significant difference between team work and soft skill training of the respondents.

The Mean and SD and t-ratio computed for different soft skill training groups for the scores of respondents on team work are furnished in Table 3.

The respondents undergone soft skill programme (52.18) seem to have higher team work skill than their counterparts (47.74), the variation between the two groups is statistically significant, as evidenced by the computed t-ratio (7.282). The respondents undergone soft skill programme have more level of team work skill and hence, the hypothesis shows that the respondents undergone soft skill programme have more team work skill than the respondents not undergone soft skill programme is proved.

Table 4: Co-efficient of correlation between various Employees Performance and Independent Variables

Independent Variables	N	Employees Performance
Communication skills	150	0.137**
Leadership	150	0.266**
Team work	150	0.257**

**. Correlation at 0.01 level (2-tailed)

Table 4 reveals, the co-efficient of correlation between employees performance and independent variables and is found to be N=150, Communication skills (r=0.137), Leadership (r=0.266), Team work (r=0.257). Therefore the stated hypothesis is accepted and it is concluded that there is positive and significant relationship between employees performance and independent variables. Hence the respondents who attended training on Communication skill, Leadership skill, Teamwork skill have increase in their performance. Therefore the independent variables Communication skill, Leadership skill, Teamwork skill have influence on professionals performance.

CONCLUSION

The aim of the study is to study the effectiveness of soft skill training provided for the professionals in IT sector. The communication skill, leadership skill and teamwork skill have significant influence and effect on professional's performance. The Communication skill, Leadership skill, and Teamwork skill have positive effectiveness on professional's performance. It is suggested for the companies to schedule more number of training slots and engage professional's in training programme to improve in their personality development. Especially concentrating on leadership skill, the managers should be given more training for

proper coordination, organizing and managing professionals for their further development. The professionals also coordinate well with their coworkers and asked assistance and feedback which showed difference in their communication skill after attending training. It shows more difference in professional team spirit, team trust for those professionals undergone softskill training.

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