

Effectiveness Of Problem Solving And Decision Making Skill On Professionals Performance In IT Industry

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Abstract

This research paper is centered on the unique context of soft skill training for IT professionals. While existing literature often concentrate on training methods in various sectors, only a limited number of studies have delved into the IT sector. Additionally, this article places significance on the timing and duration of training and its effectiveness on professional performance. This study highlights that improved performance among professionals in specific companies can be attributed to their acquisition of soft skills through training. Furthermore, this paper offers clarity regarding the effectiveness of soft skill training, with a particular focus on problem solving and decision making skills. These skills are seen as crucial for enhancing employee performance, which in turn is vital for an organization's sustainability.

Keywords: Soft skill, Hard skill, Problem solving and decision making skill, Professional's performance.

Introduction

Soft skills is an ability that determine how excellent someone work in an occupation or connect with people in sourroundings. The phrase soft talents encompasses a broad range of qualities such as collaboration, problem solving, decision making, and compassion.

As per world economic forums future, sophisticated with soft skills will be the most important talents required in the workplace by 2025.

This paper mainly focuses on soft skill problem solving and decision making which is connected to professionals performance. professionals performance gets affected due to

some of the critical situations which happens in the organization. The professionals they usually get tight schedule in their job and this makes to lead stress in managing their projects and maintaining good relationship with colleagues. This is main reason considered for arising problems and conflicts in their work environment. This paper mainly focuses on employees performance gets affected and gets influenced through problem solving and decision making skill.

Importance of problem solving and decision making skill in IT sector

Complex technical issue

IT professionals often they get complex technical issues that require critical thinking and problem-solving skill to resolve the issue. Effective problem solving and decision making skill enables them to identify the issues, analyse the root cause and develop proper solution for the issues.

Innovation

Innovation is the driving force in IT sector. Problem solvers can identify opportunities for improvement, develop new solutions and stay competitive in a rapid evolving field.

Cost reduction

Efficient decision making can lead to cost saving. IT managers must make decision about resource allocation, technology investments, and vendor selection, all of which impact the bottom line.

Risk management

In IT sector decisions often involve assessing risk and potential consequences. Strong decision-making skill help mitigate risk and ensure the security and stability of system and data.

Project management

IT projects often involve numerous decisions related to scope, timeline, and resource allocation. Effective decision making is essential for successful project management and meeting project goals.

Customer support

IT support rely on problem-solving skill to address customer inquiries and technical issues. Efficient resolution of problems can lead to improved customer satisfaction.

Review of literature

Problem solving and decision making Skill

S. Bonete et al., says that adolescents with Asperger's says psychological therapies can overcome social deficits. On the other hand many researches have focused on social skill therapies only few number of researches has done in problem-solving abilities. This article focuses on interpersonal problem-solving for workplace adaptation programmes. This interventions is centered around a manual and team oriented format, primarily targeting the social dynamics commonly found in a typical workplace environment and which uses consultation as problem-solving skills.

B. A. Ritter and their groups of researchers delved into the emerging issue within today's job environment. As per this article, it is evident that soft skill such as teamwork, communication, and problem-solving have gained significant importance. Employers actively seek individuals with these abilities because human resources are progressively becoming key assets for businesses. Academic institutions must in conclusion address the expectation of external stakeholders by reassessing their curriculum, particularly in graduate programs like management, to better align with students future career objectives.

The effectiveness of organizational processes is intrinsically tied to the competence and motivation of the individuals executing them. Even impeccably designed programs are unlikely to succeed when devised and implemented by individuals who lack competence and motivation. (Lado & Wilson, 1994). Likewise decision making procedures of their logical, collaborative, or proactive nature are bound to feel like distrust unless they are implemented with brilliance, collaborative and a steadfast commitment to reach clear motive. In summary, the outcome observed in organization commitment to its employees can be highly pertinent in enhancing decision making quality. Drucker (1993), Pfeffer (1993), and Whitney (1994), for example, have demonstrated how an organization's psychological environment may boost productivity, drive innovation, and accelerate implementation.

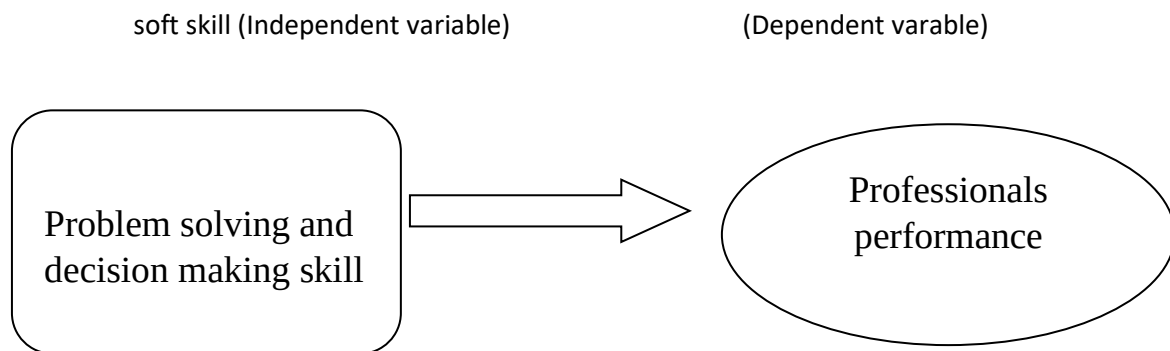
Professionals performance

(Emmanuel OSEI BOAKYE) Performance is nothing but completion of any task within given time limit with clear accuracy and quality. The concept of employees performance is clearly linked with individuals employment. Giving rating for

performance is clearly meant that exceeding the expectations which is nothing but meeting the expectation what the employers expect from the employees. The employee get more satisfied if he has performed well in the organization. Job accomplishment and job satisfaction is result of job performance. The organization vision mostly focuses on employees performance. The organization turnover improve lot with more and more employees performance.

Performance notes for professionals typically encompass feedback on various fact of their job. These may include evaluating their skills, job knowledge, productivity and carrer aspirations and an overall performance assessment. It is important to provide precise, unbiased and constructive feedback to support professionals growth and development in their role.

Conceptual Framework



Objective of the study

- To identify the effectiveness of training provided to the professionals
- To identify the relationship between problem-solving and decision-making skill
- To identify problem solving and decision making skill influencing 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. From the responses data the calculations are done.

Table 1

Problem-solving and decision-making	Mean	Std. Deviation
Step by step my approach regarding overcoming difficulties is more	3.74	1.19
Before trying to solve a problem I like to get an overview	3.54	1.16
I look at each possibility while I try to solve a problem	3.45	1.25
Diagnosing problem in depth to find out the real problems	3.87	1.19
I try to be aware of how my negative and positive self-perception	3.77	1.14
My zeal of thinking out of the box	3.78	1.09
I am eager in solving problems in my team	3.80	1.16
I am enthusiastic in developing the feasible plans	3.48	1.33
Capability of analysing data using different tools	3.44	1.21

Table 1 presents the employees opinion towards problem solving skills.

The mean values are diagnosing problem in depth to find out the real problems (3.87), they eager in solving problems in my team (3.80), zeal of thinking out of the box (3.78), they try to be aware of how my negative and positive self-perception (3.77), Step by step my approach regarding overcoming difficulties is more (3.74), Before trying to solve a problem they like to get an overview (3.54), they enthusiastic in developing the feasible plans (3.48), they look at each possibility while they try to solve a problem (3.45), and Capability of analysing data using different tools (3.44).

Table 2

	Employees performanc e	Step by step my approach regarding overcomin g difficulties is more	Step by step my approach regarding overcomin g difficulties is more	Step by step my approach regarding overcomin g difficulties is more	Diagnosin g problem in depth to find out the real problems	negative and positive self- perceptio n	My zeal of thinkin g out of the box	I am eager in solving problem s in my team	enthusiast ic in developin g the feasible plans	Capabilit y of analysin g data using different tools
Employees performanc e	1	.604**	.400**	.373**	.489**	.652**	.732**	.746**	.602**	.502**
Step by step my approach regarding overcomin g difficulties is more	.604**	1	.454**	.328**	.351**	.437**	.660**	.555**	.446**	.186**
Before trying to solve a problem I like to get an overview	.400**	.454**	1	.683**	.694**	.273**	.458**	.287**	.120*	.022
I look at each possibility while I try to solve a problem	.373**	.328**	.683**	1	.719**	.283**	.271**	.188**	.182**	.119*
Diagnosing problem in depth to find out the real problems	.489**	.351**	.694**	.719**	1	.346**	.318**	.283**	.201**	.132**
negative and positive self- perception	.652**	.437**	.273**	.283**	.346**	1	.491**	.544**	.418**	.439**
My zeal of thinking out of the box	.732**	.660**	.458**	.271**	.318**	.491**	1	.756**	.377**	.356**

I am eager in solving problems in my team	.746**	.555**	.287**	.188**	.283**	.544**	.756**	1	.597**	.349**
enthusiastic in developing the feasible plans	.602**	.446**	.120*	.182**	.201**	.418**	.377**	.597**	1	.629**
Capability of analysing data using different tools	.502**	.186**	.022	.119*	.132**	.439**	.356**	.349**	.629**	1

Source: Primary data computed; * significant level

Table 2 Relationship between problem-solving and decision and professional performance.

The R-Values is indicated that Step by step my approach regarding overcoming difficulties is more (0.604), Before trying to solve a problem I like to get an overview (0.400), I look at each possibility while I try to solve a problem (0.373), Diagnosing problem in depth to find out the real problems (0.489), negative and positive self-perception (0.652), zeal of thinking out of the box (0.732), they eager in solving problems in my team (0.746), enthusiastic in developing the feasible plans (0.602), Capability of analysing data using different tools (0.502) are related to employees' performance of the company. P-values are significant so Hypothesis is rejected.

It is found that the Step by step my approach regarding overcoming difficulties is more, negative and positive self-perception, zeal of thinking out of the box, they eager in solving problems in my team, enthusiastic in developing the feasible plans, and Capability of analysing data using different tools are highly related to employee's performance of the company but they get an overview of a problem before trying to solve, they trying to solve a problem at each possibility way, and diagnosing problem in depth to find out the real problems are moderately related to employee's performance of the company.

Table 3 factors influencing problem solving on employees performance

R	R Square	Adjusted R Square	F	Sig.
.879 ^a	.773	.767	142.211	.000 ^a

Coefficients^a					
	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	1.009	.077		13.041	.000
Step by step my approach regarding overcoming difficulties is more	.037	.021	.068	1.808	.071
Before trying to solve a problem I like to get an overview	-.047	.023	-.083	-2.008	.045
I look at each possibility while I try to solve a problem	.008	.020	.014	.371	.711
Diagnosing problem in depth to find out the real problems	.138	.022	.249	6.278	.000
I try to be aware of how my negative and positive self-perception	.109	.019	.189	5.823	.000
My zeal of thinking out of the box	.185	.030	.307	6.200	.000
I am eager in solving problems in my team	.113	.027	.198	4.135	.000
I am enthusiastic in developing the feasible plans	.076	.021	.153	3.628	.000
Capability of analysing data using different tools	.054	.020	.100	2.694	.007

Table 3 factors influencing problem solving and professional performance. approach in overcoming difficulties, Before trying to solve a problem getting an overview, they look possibility to trying to solve a problem, diagnosing problem in depth to find out the real problems, negative and positive self-perception, zeal of thinking out of the box, eager in solving

problems in my team, enthusiastic in developing the feasible plans and capability of analysing data using different tools are considered as independent variables and employees performance are considered as dependent variable

Ho: There is no factors influence the skills and employee's performance

Regression analysis is to know the effectiveness of exploratory variables on the dependent variable. The adjusted r-square value is 0.767. It is inferred that the independent variables are influenced at 0.625 levels. It is found that the exploratory variables such as approach in overcoming difficulties, before trying to solve a problem getting an overview, they look possibility to trying to solve a problem, diagnosing problem in depth to find out the real problems, negative and positive self-perception, zeal of thinking out of the box, eager in solving problems in my team, enthusiastic in developing the feasible plans and capability of analysing data using different tools are influenced at 62.5 per cent towards the employee's performance. The p-value is 0.001. Hence, the hypothesis is rejected.

The unstandardized co-efficient beta value Employee's performance = $1.009 + 0.185$ (zeal of thinking out of the box) + 0.138 (diagnosing problem in depth to find out the real problems) + 0.113 (eager in solving problems in team) + 0.109 (aware of negative and positive self-perception) + 0.076 (enthusiastic in developing the feasible plans) + 0.054 (capability of analysing data using different tools) + 0.008 (Solving a problem in possible way) - 0.047 (Before trying to solve a problem getting an overview)

Thus the result is problem-solving and decision making skill influence the employees performance. But, overview of a problem before trying to solve is negatively influence the employees performance.

Conclusion

The aim of the study is to study the effectiveness of soft skill training provided for the professionals in IT sector. The problem solving and decision making skill have significant influence and effect on professional's performance. The problem solving and decision making skill have positive effectiveness on professional's performance. It is noted that professionals attended more number training have positive attitude towards their colleagues and work along them as a

team. The problems within their team and either it is technical or other issues are sort out by the professionals and decisions are taken according to the issues. It is suggested for the companies to schedule a greater number of training slots and engage professional's in training programme to improve in their personality development. In the tight schedule of IT sector professionals managing stress is important. The organization should understand professionals behaviour and do the needful and help them to manage accordingly for their further improvement in their performance. Human Resource department should mainly concentrate on professionals behaviour and resolve the problems which does not lead to conflict. The management should take proper actions according the issues and resolve along with the professionals in taking feasible decisions. It is noted that professionals attended more number training have positive attitude towards their colleagues and work along them as a team.

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