

Research Paper

## Enhancing Workforce Performance: Investigating the Impact of Gmail and Zoom Training in Organizational Settings

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### ABSTRACT

The study aims to examine the effect of Gmail and Zoom training on the performance of members of the workforce. The objective was to form an impression of how training enhances skills and efficiency. Training is to deal with the most basic concern of human capital management, so that a structured approach was required. This study uses well-defined parameters to measure improvements after training interventions. The modus operandi includes initial assessments, skill-gap training sessions, and outcome assessment. A quantitative approach for data collection was used, and proper statistical analysis was applied. The result of this study shows significant improvement in their performance after the training programme. Participants showed less error, improved accuracy and speed. Adaptive training methods yield better outcomes than rigid approaches. The study concludes that training significantly enhances performance. Personalized and interactive training strategies are more effective. The chief conclusion is that structured training optimizes learning and long-term skill retention.

**Keywords:** *Technology Training, Performance, Skill Acquisition, Organizational Behavior, ICT*

Training is the most basic concern of human capital management. It is the well ordered application of formal operation to assist people to acquire the knowledge and dexterity necessary for them to carry out their jobs satisfactorily (Armstrong, 2020). Any centre of higher learning or business whose intention is to sustain oneself and prosper in this present day variegated and regressed economy has found it essential to sink money in ongoing training and development to revamp proficiencies in production as well as to obtain the greatest come back in investment of human resources (Knoke et al., 1994). In spite of the fact that this zone of training effectiveness appears to be paramount, and although training is a fundamental part of the employer–employee interconnection (Knoke et al., 1994). Over and above that a number of authors have suggested that training is most extensive only in foundations which operate in intricate environments (Rowden et al., 2005). Furthermore, they stipulate that there is limited research on human capital development in small and midsize lines of work.

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According to the authors, many people believe that small enterprises provide little or no training to their employees. In addition, Rowden cites Training Magazine, which does research on industrial training in the United States and does not even try to contact organizations with less than 100 employees. In their yearly report, also, only 16% of companies got their representation, which have employees ranging between 100 and 500. In total, in small enterprises, human resource development was very low. In spite of all this, a few researchers slowly started showing their interest in small enterprises' training and development programs for the employees' betterment.

According to different authors the development of human capital is very important part in the organization. In the formal and informal environment training plays crucial role in developing different skills among employees. Whenever someone's skills get improved in the correct manner then that person can perform in an extremely better way due to which organization gets a competitive advantage over its other competitors (Bowling, 2007). Also the organizational commitment of an employee depends on proper training and chances of development a person gets in its organization (Pool & Pool, 2007). According to these authors, good organizations understand and fully fill their employees' training needs.

Cheng and Ho (2001) showed that if the training of the employees were good then their performance and ability to do tasks improved, and also they showed long term commitment towards the organization.

Members of the workforce are the most valuable asset for any organization in erection or demolition of its reputation and profitability (Elnaga & Imran, 2013). Few aspects that govern the performance of members of the workforce are training of employees, regulatory policies, working state of affairs, job satisfaction, reciprocity within the organization (Aktar et al., 2012;). As a result, training is one of the most worthwhile tools to enhance employee performance and to execute the organizational aim and goals effectively and efficiently (Afroz, 2018; Garavan et al., 2020).

Information technology has crucial significance in every area. With the increase in community, the need for goods and services has also gotten bigger. People are more familiar with the market and issues than ever. To continue in line of work and to meet consumers' requirements, firms have to adopt new applications and new techs. They have to modify the long-established way of performing tasks. They have to acquire new tech to stay competitive. It is an innovation of technology which has made the world a Global Village.

Technological evolution is the procedure of homogenizing and re-deploying mastery to generate new ideas. The build out of tech has an significant effect on organizations act (Mumford, 2000). Technological growth comes from internal growth (Pavitt, 1990), and internal growth comes from members of workforce potential. As a result there is a nearby relationship between technological enhancement and members of workforce performance (Huselid, 1995). Tech can only lead to increased fruitfulness or improve proficiency when combined with other capitals effectively by human resources or when cooked effectively, and use tech productively and morally (Dauda & Akingbade, 2011). Evolution makes Members of the workforce more worthwhile and organization more efficient (Lawless and Anderson, 1996). Technological evolution can improve organizations performance as well (Li and Deng, 1999).

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Gmail is a free email service which is provided by Google. In many ways Gmail is similar to other email services in that people can send and receive email, upload and manage their contact books and also other fundamental work of email can also be done in this. In spite of this it contains some unique features which make it more usable online email services. Gmail provides multiple facilities so that the user experience of email can be enhanced. One of the important features provided by Google to Gmail is Spam Filtering. Spam is an unwanted email or junk mail. Gmail uses new technologies so that junk mails do not get into the inbox. Most of the spam is directly sent into the detached spam folder, and gets automatically into the trash box after 30 days. Discussion view is another feature of Gmail where any continuous or regular mail was sent and received for any special event or topic. Built-in chat is an alternative to sending email. People can send direct messages, voice calls and video chat through it.

Human burgeoning is constant and permanent; new techs put back older ones and human beings proceed to adjust themselves to the real world of these techs and position them to their everyday lives (Lee & Lyu 2016). Critically, the greatest human burgeoning could be considered as the jet age which gave delivery to digitalization and the utilization of information and communication technology as apparatus for interaction, namely zoom meeting app. Zoom is a video conferencing platform that can be available through a computer or mobile app, and let users connect online for video conference gathering, teleseminars and live chat. Throughout the time of the \ Covid19 crisis, Zoom has seen a rolling out of popularity, with millions of people using it to stay connected with others. The application is accessible to download for free from app stores, and Zoom users can choose to sign up to the costless service, or for a number of paid plans. The costless service allows users to create unending meetings with up to 100 members, despite the fact that the time limit for group meetings is 40 minutes. Zoom permits users to create and join virtual huddle rooms where they can make contact with each other using video, and audio. Further aspects can give participants the ability to share screens, files, and use of text to chat within the meeting or privately with others. In order of priority, to join a Zoom meeting participants are required to have the Zoom application, and either the meeting link, or a Meeting ID and a password. While people aren't required to have a Zoom account to get into the meeting, people need to set up their account just to host a meeting.

According to Hazzam and Lahrech (2018), most techs which put back out old set-up of doing things are in need of indispensable tech-skills to set off them. Most technological skills for operating social media platforms naturally require grip of the computer and mobile devices mainly in its operational system as it may be easy going to other visual interfaces. This know-how or tech skill is the prime factor of technology obtaining and encouragement by users and it is an element that is much determined by individual differences from one user to another (Chen & Lan, 2018). Under the aegis of the organization, members of the workforce are likely to experience anxiety in the workplace (Oguegbe et al., 2017) mostly with the introduction and usage of new tech. Furthermore, Members of the workforce may not succeed without proper arrangement of technology (Okechukwu et al., 2021) especially among beginners (Joe-Akunne et al., 2019). In addition, technology has lent a helping hand in the accomplishment of psychological contract with ease of work (Etodike et al., 2020).

### ***Hypothesis***

Structured training will enhance employees performance for Gmail and Zoom applications.

## **METHOD**

### ***Sample***

The sample for this research was selected on the basis of convenience sampling, where one organization is taken through professional contact. These subjects were taken from the sugar industry of Bijnor, specifically from the Cane Department. These subjects were educated and don't have any prior knowledge of the Zoom and Gmail applications, although they have their personal smartphones. The final sample consisted of 10 male adults after receiving their personal written consent.

### ***Tests and Tools***

The survey for this study was constructed by the author as part of a research. The survey was composed of a short 8-item survey scale with binary response items that needed to be answered in YES or NO format. Additionally, the other equipment used during the procedure is the personal mobile phones by the subjects for training purposes, and the projector was used to display the screen, which was shared by the researcher's mobile phone via a laptop.

### ***Procedure***

The main objective of the research was to study the effect of Gmail and Zoom training on the performance of members of the workforce in the organization. The day before the training, formal consent was obtained from the organization's management, which is the head of the human resources department. The meeting room was sanctioned to provide the training in one common room where all participants can gather. This room was suitable for all the participants, where a round square table was present to foster an environment conducive to interactive learning.

On the day of the training, the participants were asked to gather in the meeting room, and then they were asked to sit on the chairs, which were arranged around the table, so that the group could interact and get involved with the instructor and among each other. Before the commencement of the training, the prior consent form was asked to be filled out by the participant, and individually, and only after getting their personal consent, the part of the training begins.

In the beginning of the training, the members of the workforce were given a short introduction through the help of a PowerPoint presentation about the training program, including Zoom and Gmail applications for their initial understanding of the digital tools. Following the first round of introductions, participants were asked to fill out a short survey scale designed on a binary response system to assess their present level of knowledge and skills related to Gmail and Zoom applications. This pre-training assessment was done so that it may be known how many of them already have their accounts on these platforms or do not have accounts on these programs or if they really need training or do not require any training. It also helps the instructor to understand the specific needs of the participants.

To break the ice and to warm participants, the ice-breaking exercise called "Two Truths and a Lie" was applied. In this exercise, every person says three statements about themselves, but two of the statements must be true and one must be a lie. The group must then guess which of those statements is a lie. The goal of the game is for the rest of the group to guess which statement is false. The great thing about Two Truths and a Lie is that everyone gets to

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learn something new about each other while still having fun and building problem-solving skills, and it also helps in building a more collaborative learning environment.

After the ice-breaking exercise, the second phase of the training gets started, where first Gmail was taught to them, in which first they learned to create an ID, sign in, search in emails, star a message (important), schedule a message, save contacts, delete mail, compose, CC/BCC, subject, confidential set expiry, require passcode, save to draft, and attach.

The sessions of the training were divided into two rounds. The first round emphasizes the Gmail learning part. During this process, the training covered multiple aspects, which included creating a Gmail account, signing in, searching for emails, starring important messages, scheduling emails, saving contacts, deleting emails, composing emails, and understanding the use of To, CC, and BCC fields. A few advanced features, like setting expiration dates for confidential emails, requiring passwords, saving drafts, attaching files, and uploading contact details, were also taught.

In the second round of the training, the focus transferred to Zoom. Here participants were shown how to download the Zoom application; after that, they get introduced to the basic features of Zoom, which are how to sign in, send quick invites, record meetings, screen share, mute audio, turn off the video, adjust settings to always mute the microphone and turn off the video by default, set meeting reminders, and raise their hands during meetings. The basic assumption was that participants after the training on Zoom must have the necessary skills to effectively participate in and manage virtual meetings.

The training was given through the mobile phone connected to the laptop, which in turn was connected to a projector. This setup was done to make sure that participants could see the illustration on a large screen, making it effortless for them to follow along. Participants were motivated to perform each step on their mobile phone as the instructor illustrated the task, allowing for immediate application of the skills being taught.

At the end of the training, a formal doubt session was conducted where participants cleared all the doubts and also clarified the things that they are not able to do after training. Their verbal feedback was taken, and at last a short survey was asked to be filled out again, by which the effect of training was seen on them. By analyzing the pre-training and post-training survey results, the effectiveness of the training program could be evaluated, providing valuable data on the participants' skill development and the overall success of the training initiative.

### RESULT AND DISCUSSION

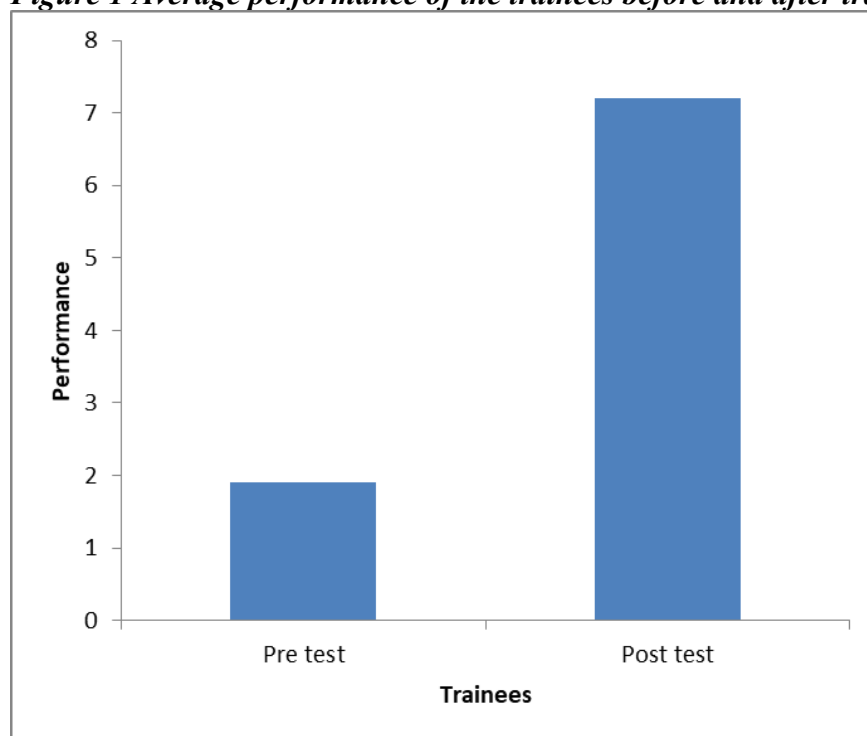
*Table 1 The obtained data from the facial survey was organized and statistically analyzed for descriptive statistics and t-tests. Obtained results are present in Table 1.*

C	N	df	Mean	Std. Deviation	t
Pre- test	10	9	1.900	1.523	6.283**
Post-test	10	9	7.200	.918	

\*\*significant at .01 level

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**Figure 1** Average performance of the trainees before and after training



Analysis of the performance of the use of Gmail and Zoom applications was computed where the table value of the t-test at the .01 and .05 levels on  $df=9$  indicates a significant enhancement in candidates performance with the help of structured training. The mean score prior to training (pre-test) was 1.900 with a standard deviation of 1.523, whereas the mean score subsequent to training (post-test) increased to 7.200 with a standard deviation of 0.918. The t-test value for the pre-test and post-test was 6.283 (significant at  $p < .01$ ), which shows the significant difference between the two conditions. For degrees of freedom ( $df$ ) of 9 and a one-tailed hypothesis, the obtained  $t$  value is found to be significant at  $p < .01$ . Which means that the null hypothesis is rejected and the alternative hypothesis that “structured training will enhance employees’ performance for Gmail and Zoom applications” is accepted? Therefore, the statistical significance concludes that if the study is repeated, there are 99 chances out of 100 that a similar result will be obtained.

The variation between two conditions, i.e., pre-test and post-test effects, can be seen in Figure 1, which clearly illustrates the success of the training. The significant improvement shows that this change is real and not due to any chance.

Human capital is considered one of the most indispensable strengths of the organization; therefore, an attentive management approach is necessary to get the upper hand on this valuable resource. This research focuses attention on the importance of providing effective modus operandi of training and development to make an effort to increase members of the workforce's performance and work rate. In real scenarios, chief executives or managers must provide their members of the workforce with the right set of circumstances to enhance their skills. In order to do so, chief executives or managers must put training and development in order of needs with business objectives.

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The high-speed change and development of tech have led all firms to a major competition. To carry on the continuity of business in such a cutthroat environment and to maximize their productivity and organizational-centered approach to factories and the post-industrial economy, organizations have changed their strategy towards their members of the workforce. These evolving states of affairs and points of view of people have been collected under wholeness and have created human capital management as a new discipline.

The firms that are capable of acknowledging the advantages of training that are recognized in this study are able to move away from perceiving the training purpose as an operational activity (Fox 2003). Case in point, an advisory firm, PricewaterhouseCoopers, has decreased costs in a number of areas; however, the firm increased its funding in employee training to around \$120 million each year. Additionally, the top advisory firm, Booz Allen Hamilton, has a reliance on developing members of the workforce as an ongoing competitive benefit (Fox 2003). Executives of these firms select knowledge and training regarding business concerns after effect, making conclusions about how to allocate capital, including training events and resources. Training is a way that focuses on ideal and helpful firm culture, including job satisfaction, less burnout effect, and market-driven philosophies. Transparently, having the track record of the training program and its planning, delivering, and evaluating will permit the human capital management department to be a deliberate organization.

Human capital management must conduct training and assessment to improve members of the workforce's performance in organizations. Preparing the training programs for their members of the workforce must be a continuous activity. Also, it is a planned and systematic way with a clear firm's well-thought-out objectives along with the results of tactical human capital planning while maintaining the particular training needs of the individuals. Human capital management must get recognition for the designing of the training program. There are training design elements whose objectives of the training must be explained clearly to the trainees and linked with their job needs; the training material must be relevant; and the training programs should include varieties of methods to deliver their knowledge and information appropriate for learning, such as classroom training, e-learning, case studies, lectures, role-playing, stimulation, in-basket training, and on-the-job training.

Executives at every step should recognize the fact that training and development are paramount tools that enhance a firm's ability to gain a competitive upper hand and to compete with the evolving business world. Therefore, it is recommended that all the chief executive officers, presidents, senior managers, junior managers, supervisors, and members of the workforce go under the training and development program so that their performance can get enhanced, including their knowledge, skills, ability, competencies, and behavior. The applicable approach of support and involvement must involve the training and development goal to be carried through. In practice, advanced human resource management is vitally important for enhancing modern firms with powerful stands for survival and long stays in the market. This can be achieved by recruiting human capital professionals to develop programs that will ensure enhancement of knowledge, skills, and experience within the workforce. Professionals chosen for providing training must be well trained in their field and have enough experience to deal with the hopes as well as necessities of the members of the workforce. Practically, the study confirms that the performance of the members of the workforce can get enhanced through proper training programs.

## **CONCLUSION**

The study shows that the structured training program significantly enhances the employees' performance in Gmail and Zoom. Although those organizations that invest in a well-structured training series of measures for their employees can improve workforce efficiency, productivity, and job satisfaction and can gain a competitive advantage in an evolving business. Training to align employees' skills with organizations leads to long-term success for both.

### ***Limitations***

The limitations of the study were that it contained a small sample size and leaned to a single industry only, which reduces its applicability in general. Also, this study was focused on Gmail and Zoom, where other tools can also be included as per the requirements of the organizations. Future researchers can take a look at other sectors and large sample sizes along with a wide range of digital competencies.

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### ***Conflict of Interest***

The author(s) declared no conflict of interest.

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