A Case Study: Human Resources' Leering and Development in SARAG Systems PVT LTD

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Abstract

The Information Technology (IT) business has become one of the most vibrant and innovative industries in the economic of any nation worldwide where human capital is a crucial factor in ensuring competitiveness and technological progress. The case study examines the learning and development (L&D) practices of SARAG Systems Pvt. Ltd. an Indian IT firm in the framework of the global industry trends. The analysis is conducted regarding the effectiveness of structured training, blended learning, and ongoing upskilling programs to improve employee competencies, engagement, and performance. The results indicate that because SARAG Systems successfully aligns its L&D policies with organizational objectives and new technologies, issues remain in the realms of the relevance of skills, management support, and the quantitative measurement of the training performance. The paper highlights the importance of the culture of continuous learning, leadership dedication, and human resource practices based on innovation to enhance the flexibility and long-term growth in a changing digital landscape.

Keywords: *Development of skills in employees; Human resource management; Learning and Development (L&D); Information technology industry.*

Introduction

Information Technology (IT) industry has proven to be one of the most radical and fast-paced industries in the global economy. It is the cornerstone of the contemporary digital ecosystem, dictating the way societies, governments and businesses operate in the 21 st century. IT is the driving force of the world development, regardless of facilitating real-time communication and financial transaction and remodeling healthcare systems, manufacturing processes, and the delivery of education (Donthu, Kumar, and Pattnaik, 2020). The global IT expenditure, over the last few decades, has surged beyond a number of trillion USD per year, which is indicative of how central IT has become to innovation, productivity, and socio-economic growth (Gartner,

2024). Further merging of IT with other industries, including healthcare, energy, agriculture, and education, has increased its presence in society, rendering the industry to be indispensable to sustainable development and digital transformation.

The IT environment in the world can be described as possessing a number of distinguishing features that include rapid technological change, digital transformation and globalization of the markets and services. The new and modern technologies, including Artificial Intelligence (AI), Machine Learning (ML), Blockchain, Cloud Computing, Edge Computing, and the Internet of Things (IoT) have transformed the organization structure and efficiency (Armstrong, Black, and Miller, 2019). There is a high level of professional workforce that is required in these innovations to adapt to the changing environment, participate in life long education and use technology to creatively solve problems. As a result, IT organizations in the world today have realized that their most important competitive advantage is not really in technology or infrastructure, but their human capital (Cobblah and van der Walt, 2017).

The IT industry was already talent-driven and knowledge-based. The innovation potential and market leadership of an organization depends on creativity of the employees, their ability to solve problems, and their technological skills. However, the speed of technological change is likely to cause skills gaps, and companies are required to constantly change the skills of employees to keep pace with technological change via effective learning and development (L&D) programs (Kwon, 2019). Learning & Development is not only a support role in this kind of environment but is also a strategic necessity and this allows organizations to match human potential with technological innovation. Good L&D programs facilitate flexibility, performance and resilience in a rapidly evolving industry where obsolescence may happen in a few months and not a few years (Hamid, 2011).

In such a global context, SARAG Systems Pvt. Ltd. is a vibrant case of an Indian based IT company, which has considered learning and development as part of its organizational culture. Being in a very competitive environment, SARAG Systems has realised that the capacity of its employees to learn, innovate, and work together is the key to sustainable growth. The HR policies of the company focus on constant professional growth, technological development, and leadership breeding to fulfill the needs of the clients and the standards of the industry. The training interventions span across various areas, such as cloud technologies and cybersecurity, software architecture, and project management, as well as develop the so-called soft skills, such as communication, teamwork, and customer relationship management. This two-fold emphasis on the technical skills and behavioral skills is a holistic approach to workforce development (Okotni and Erero, 2005).

SARAG Systems has implemented a blended learning model with a combination of instructor based sessions, e learning modules, peer mentoring and experience learning in live projects. These multidimensional approaches promote the personal and organization learning. Studies have indicated that those organizations using a systematic approach towards employee development are better at innovation performance, retention, and financial performance (Kwon, 2019; Kozhakhmet et al., 2022). On the same note, Green, Felstead and Burchell (2000) observed that, constant learning conditions have the effect of minimising job insecurity and

increasing workforce motivation- which is very important in the productivity of a project based IT environment.

Moreover, the international scholarship states that the role of human resource learning and development is changing into a responsive training operation to an active strategic practice associated with talent management, digital revolution, and organizational invention (Conrad and Meyer-Ohle, 2019). As Luo (2000) stressed, training in the workplace of contemporary organizations has stopped being an exercise in acquisition of technical skills and has moved on to aspects of personal and professional growth that fosters creativity, leadership and adaptability. In the case of SARAG Systems, these views have played significant roles in shaping its HR structure that will combine learning paths with performance appraisals and career advancement structures. The employees are advised to get certified in the latest technologies like AWS, Azure, and Python whereas the organization helps the employees attend knowledge-sharing events and innovation hackathons.

The sensitivity to human resource learning and development in the overall context of the global information technology industry has never been more eminent. The digital economy requires professionals who will be able to combine technical skills with problem-solving, ethics, and international cooperation. Globalization of the IT industry has resulted in creation of a talent market that has no border, where Indian firms such as SARAG Systems can easily compete with local firms besides international giants. Organizations need to foster agility and learning mentality on all levels in order to remain competitive. Deloitte (2024) emphasizes that organizations that invest in reskilling programs record the following impacts: a 37 percent more significant increase in the innovation outcomes and a 30 percent more significant increase in the employee engagement- this is a clear manifestation of the real impact of human capital investment.

The functions of the HR departments have therefore been broadened beyond the administrative process, to the creation of a culture of continuous learning. L&D strategies at SARAG Systems will be oriented towards this global shift with the focus on the learning agility, strategic succession of the leadership, and transformation of digital skills. With increased service offering by the company, HR programs are geared towards identifying emerging skills requirements and proactive development planning. These plans and strategies are in tandem with the national plans of India such as the Digital India, Skill India and Atmanirbhar Bharat which are all geared towards changing India into a digitally empowered society and a knowledge economy.

To sum it up, the Learning and Development of Human Resources within the setting of the SARAG Systems Pvt. Ltd. places the organization into the dynamic context of the global IT industry scenarios. It emphasizes that the digital era of sustainable growth is determined not only by the technological revolution but also by the continuous enhancement of human potential. By means of systematic L&D interventions, SARAG Systems develops the culture of flexibility, innovation, and the life-long learning qualities that are critical in remaining competitive in a more complex and globalized digital world. The subsequent chapters delve into greater detail on the impact of the learning and development programs to the performance of employees, organizational stability and strategic orientation of the company to the global industry trends.

Statement of the Problem

The IT sector is in the midst of a transformation that has never happened before due to the blistering development of Artificial Intelligence (AI), Machine Learning (ML), Cloud Computing, and Data Analytics. Although these inventions have increased productivity and international connectedness, it has also put a stricter pressure on producing a highly skilled-adaptable and ever-learning employee. Organizations are finding it increasingly reliant on learning and development (L&D) programs evolved in a structured manner to become increasingly reliant on human capital development as a means of remaining competitive. Nevertheless, skill obsolescence, low training effectiveness, and mismatch between competencies obtained and job requirements remain the challenges of numerous IT companies in spite of the high investments in training. The above scenario highlights the urgent importance of considering how organizations are integrating L&D strategies with technological and organizational goals to create innovation and performance in a digital economy (Kwon, 2019; Deloitte, 2024).

In that regard, the case of SARAG Systems Pvt. Ltd, a new Indian IT firm, can be seen as an example of both the opportunities and the difficulties of the successful implementation of efficient learning and development systems. Despite the various programs launched by the company to upskill the employees and encourage lifelong learning, there is a question of the sufficiency, applicability, and quantifiable effectiveness of such programs to the employees, their retention, as well as organizational performance. The issue is in filling the gap between learning programs and their actual implementation into better productivity and innovativeness. It is imperative that the HR learning and development practices of SARAG Systems are properly understood with respect to the overall dynamics of the global IT industry so that they can be used in order to identify the effective strategies of reducing the skill gap and creating a resilient and future oriented workforce which is able to sustain competitive advantage in the fast changing global technological settings.

Significance of the Problem

This issue is important because of increasing availability of the idea that human capital development is the key to success in the world of Information Technology (IT). Due to the dynamism in technological advancements, employees have to keep learning and gaining new technical skills, knowledge, and adaptive skills in order to be relevant. Learning and Development (L&D) has therefore become a strategic role which has a direct impact to the innovation capacity, productivity and competiveness of an organization. In the case of such companies as SARAG Systems Pvt. Ltd., a good L&D practice can help close the divide between technology and human power and result in the ability of the company to not only remain with the changes in the industry, but also make a significant contribution to the strategic growth of the company. In addition, the study can be of wider significance to HR practitioners and policymakers by suggesting that the culture of continuous learning can decrease employee turnover, increase engagement, and ensure long-term organizational performance (Armstrong and Taylor, 2020; Cobblah and van der Walt, 2017).

On a macro level, a solution to this issue would be part of the national and global agenda of developing a future-ready, digitally skilled workforce. The lessons learnt in this case study will not only be useful to SARAG systems but also to other IT organizations in need of enhancing their human resources development

systems. The study has practical implications on how to enhance training design, measure learning effectiveness and align the human resource strategies with technological change by analyzing the relationship between L&D initiatives and employee outcomes. Moreover, it helps in the vision of India in the Digital India and Skill India missions as it promotes the need of nurturing talents in technological self-sufficiency and global competitiveness. Finally, by appreciating the importance of good learning and development practice, organizations can turn people potential to a sustainable source of innovation, growth and strength in the dynamic IT environment.

Review of Literature

1. **Architecture, Quality and Competency Standards in L&D.**

Studies of competency frameworks highlight that successful L&D is based on well defined standards and quality parameters of capability building and measurement. Even though the study is placed in the framework of medical training, Armstrong, Black, and Miller (2019) demonstrate how outcomes-based, rigorous standards, feedback mechanisms, and cyclic processes of improvement contribute to training effectiveness and professional performance. Transposed into IT, this leads to the usefulness of competency-mapped curricula, plausible assessment, and the gradual optimization of the learning vectors in such areas as cloud engineer, information scientist, and cybersecurity investigator. This type of architecture assists in transforming training input to quantifiable role preparedness and project results (Armstrong et al., 2019).

2. **Training and Work Performance: Evidence across Multiple Contexts.**

Several studies have been associated with training and better performance of individuals and organizations in various sectors. The results offered by Cobblah and van der Walt (2017) confirm that skillful staff development programmes are valuable to the work performance of college libraries in that they increase the level of skills utilization and improve the quality of services available at the libraries- a fact that is familiar to knowledge-based IT services. Hamid (2011) also finds beneficial outcomes of systematic training on performance in a government context, whereas Okotni and Erero (2005) emphasize the role of manpower development in the context of quality and flexibility of the provided services by government organizations. Despite the dissimilarities of contexts between IT and these studies, the common mechanism is that aligned training that is reinforced by practice brings benefit to the output and quality of service (Cobblah & van der Walt, 2017; Hamid, 2011; Okotni and Erero, 2005).

3. **Learning Climate, Motivation and Psychology of Adaptation.**

Not only the design of courses matters to L&D, but also the overall learning climate. The role of job insecurity in expectations and behavior is emphasized by Green, Felstead, and Burchell (2000), which points out that in high-paced areas like IT, a sense of instability may enhance upskilling or demotivate participation in case the development paths are not clearly defined. Mark and Andrew (2000), relate climate with performance through knowledge and motivation: when safety, feedback and learning norms are given center stage in the environment, the transfer of training and the reliability of performance is enhanced. Collectively, these results indicate that IT companies should entwine L&D into an

accommodative culture clear career ladders, coaching, and psychologically safe experimentation areas in order to make the most of the change.

4. HRD Innovation, Globalization, and Talent Flows.

Conrad and Meyer-Ohle (2019) demonstrate how companies can adjust HRD approaches to global competition by exploiting new talent sources (e.g., foreign graduates) and developing integrative development practices. This means that in L&D approaches undertaken by Indian IT companies that are competing in borderless markets, a combination of technical immersion, cross-cultural teamwork, and client-ready soft skills should be the order of the day. It places a greater prestige on programs which hasten acculturation, teamwork and project leadership in addition to technical expertise due to global delivery models, 24/7 operation and multilingual client contexts (Conrad & Meyer-Ohle, 2019).

5. Workplace Learning Historical Trajectory and the Emergence of Personal Development.

Luo (2000) traces institutionalization of personal development in organizations which is a transition towards ad-hoc training to holistic learning systems which combine professional skills, self-management, and career development. This perspective of history is useful in interpreting contemporary practices of IT-related certification, learning paths, mentoring, and stretch projects as part of a more extended development of lifelong learning. In the case of such companies as SARAG Systems, the implication is that L&D should be planned as a scaffolded experience (onboarding to role certification to project rotations to leadership tracks) instead of a series of workshops.

6. L&D and Organizational Outcomes Investment.

There is growing evidence that L&D investment is related to the performance of firms. Kwon (2019) concludes that long-term financial performance is linked to the sustained training and development investments and, therefore, L&D can be considered strategic capital and not a discretionary expenditure. Kozhakhmet et al. (2022) demonstrate that training practices improve productivity through motivational and cultural processes (moderated mediation) in knowledge-intensive areas, which implies that the effect of a program is mediated by engagement, climate, and opportunity to utilize skills. These results support powerful L&D investments in IT, as well as evaluation designs that reflect direct investments and indirect routes (e.g., engagement, innovation rates, retention).

7. Research Landscape Mapping.

Donthu, Kumar, and Pattnaik (2020) give the bibliometric perspective on the evolution of management and business research, which once again proves that L&D scholarship is a multifaceted discipline (HRM, organizational behavior, knowledge management, strategy). In the case of the IT, this is an indication that there is the need to compile the dispersed knowledge of the competency standards, climate, globalization, and ROI into a synthesized, evidence-based L&D model.

8. Synthesis and Gaps Identified.

In different contexts, the literature has focused on five pillars of effective L&D: (1) competency-based design and credible assessment (Armstrong et al., 2019), (2) fit to task and service quality (Cobblah and

van der Walt, 2017; Hamid, 2011), (3) facilitation climate and motivation to transfer (Green et al., 2000; Mark and Andrew, 2000), (4) responsive to globalization and talent flows (Conrad and Meyer-Ohle

Nevertheless, the most significant gaps still exist among the Indian IT firms of the middle size, such as SARAG Systems:

- Contextualization: There is a paucity of empirical research on how global L&D best practices are to be applied to project-based delivery, short-lived technology cycles, and client needs-based certification demands that are characteristic of Indian IT services.
- Learning Transfer and Utilization: Few role-level facts exist about the frequency with which newly-learned skills are applied to live engagements, and the behaviours of managers or designs of projects that optimize this transfer.
- Built-in Metrics: Whereas discussion is on ROI, only a few studies have included dashboards combining L&D input with leading indicators (billability, defect density, cycle time, security incidents) and lagging indicators (margin, client satisfaction, retention).
- Career Architecture: L&D pathways there are not traditionally associated with visible career lattices (technical specialist vs. architect vs. delivery manager track) essential to retention in IT.

The case study fills these gaps by looking at how SARAG Systems designs, delivers, and measures L&D in a high-velocity, globalized technology world, and by suggesting an approach based on metrics, competency-mapped, climate-conscious blueprint to scalable capability building.

Objectives of the Study

The main aim of this case study is to explore the functionality and usefulness of the Learning and Development (L&D) practices of Human Resources in skill development, productivity development and organizational performance improvement in SARAG Systems Pvt. Ltd., and placing the practices in the context of the overall dynamics of the global Information Technology (IT) industry. This study will seek to determine the role of organized learning programs in enhancing workforce preparedness, innovation, and competitiveness in the everchanging technologically advanced face.

Specific Objectives

- ➢ To examine the current learning and development strategies adopted by SARAG Systems Pvt. Ltd. and evaluate how they fit the organizational objectives and the trends in the global IT industry.
- ➢ To determine how successful the training and development programs are in enhancing skills among employees, job satisfaction, and job performance.
- ➢ To establish the issues and gaps encountered by SARAG Systems in establishing continuous learning and development programs and maintaining them.

Discussion

Objective-1 To examine the current learning and development strategies used at SARAG Systems Pvt. Ltd. and determine how it fits its organizational objectives and the trends in the global IT industry.

In the contemporary IT organizations learning and development (L&D) is no longer a fringe service, it has been transformed into a strategic service that has direct impact on innovation, dynamism, and competitiveness. SARAG Systems Pvt. Ltd. has also noted this change and has incorporated the L&D strategies in the overall system of human resource and companies development. L&D programs of the company are aimed at providing the employees with technical skills, like programming, management of cloud infrastructure, cybersecurity, and data analytics, and soft skills, such as communication, teamwork, leadership, interaction with clients. These programs are designed on three main dimensions that include technical upskilling, behavioral improvement, and leadership.

At the strategic level, SARAG Systems makes a connection between the training targets with the targets of business, such that the learning outcomes are directed towards the project efficiency, service quality, and client satisfaction. The company adheres to a blended learning pattern, which is a mix of instructor-based workshops, e-learning, in-house knowledge exchange, and mentorship. This method is flexible and can be scaled- which is critical in an IT environment where there is a very high pace of life cycles and employee turnover is very high. Additionally, the LMS of the company enables the real-time monitoring of the level of employee engagement and the overall rates of completion which complies with the tendencies in the global industry towards digital learning systems.

The major IT companies in the world like IBM, Infosys, and Accenture also focus on the value of continuous learning ecosystems in which training is customized, data-driven, and embedded into the day-to-day operations. SARAG Systems resembles such practices in micro-learning sessions and project-based learning assignments that enable employees to implement new skills in practice. The training agenda of the company is also aligned with the emerging technologies, including Artificial Intelligence (AI), Machine Learning (ML), and Cloud Computing these are defined in the high-growth segments of the Gartner 2024 IT trends report. SARAG Systems can keep its workforce competitive on an international level by integrating the certifications of AWS, Azure, and Google cloud in its training program.

Nevertheless, the synchronization of L&D strategy and organizational objectives is to be evaluated continuously. Although the training programs of SARAG Systems are technology-driven and structure-based, their strategic relevancy should be continuously monitored in order to eliminate any problem of skills mismatch. The tendency of the IT industry to hybrid work and digital transformation globally requires the learning strategies to contribute to the development of adaptability, emotional intelligence, and cross-functional collaboration as well. Therefore, the L&D framework at SARAG Systems should change to the future skills forecasting and capability mapping, where the competencies of employees are improved in correlation with the industry changes.

Objective 2: To assess the effectiveness of training and development programs in enhancing the skills of employees, job satisfaction, and overall performance.

It is essential to analyze the efficiency of training and development programs to understand whether learning outcomes can be translated into the improvement of performance. At SARAG Systems, L&D process is guided by the Kirkpatrick Four-Level Model of reaction, learning, behavior, and result to measure the effects of training interventions. Satisfaction of the participants is measured using post-training feedback surveys (Level 1), whereas learning retention is measured with the use of assessments and simulations (Level 2). Project managers monitor behavioral changes and performance figures (Level 3) and business outcomes like enhanced productivity, code quality, or decreased turnaround time in the project are all indicators of eventual effectiveness (Level 4).

Both international and domestic research results indicate that the relation between L&D and employee results is positive. Kwon (2019) discovered that long-term investment in training has a positive effect on financial performance and organizational innovation in the long term. Likewise, Cobblah and van der Walt (2017) revealed that a properly implemented development program enhances efficiency and quality of the work and services. The workers of SARAG Systems who are also provided with an upskilling program every now and then exhibit better task competence, enhance their adjustability to new software tools and also show confidence in problem-solving skills. Also, according to internal HR analytics, employees who participate in the formal learning programs demonstrate a lower turnover rate and an increased level of job satisfaction, which is consistent with the results by Hamid (2011) that access to learning opportunities helps to build employee loyalty and motivation.

The performance management system at the company incorporates the L&D outcomes into the performance appraisal talks. The employees are being motivated to develop Individual Development Plans (IDPs) with their managers and discuss the gaps in their skills and establish the learning goals that can be measured. This strategy encourages individual responsibility towards development and organizational requirements. Also, SARAG Systems pays much attention to mentorship and peer coaching, which form informal learning networks that improve team work and knowledge exchange across departments.

Nevertheless, as much as these programs portray an evident benefit, the elasticity of such programs depends on some vital issues such as managerial support, the learning culture, and reinforcement after training. Kozhakhmet et al. (2022) argue that the best results of training are achieved with the assistance of an appropriate organizational climate that promotes experimentation and constant improvement. Periodical reviews in SARAG Systems show inconsistency in the rate of training transfer, especially in new recruits whose main problem is the inability to use theoretical knowledge on intricate client projects. Therefore, more focus on the on-the-job training, exposure to projects and performance based learning rewards may help to improve the long-term performance of the company training programs.

Objective 3: To determine the obstacles and the gaps of SARAG Systems in applying and maintaining continuous learning and development programs.

Although SARAG Systems is making good steps towards institutionalizing learning and development, there are still a few challenges that are acting as a hindrance to the sustainability and scalability of the initiatives. Time and resource limitation is one of the main challenges. The IT project setting is one in which employees usually work with strict deadlines, which does not allow much time to be spent formal training. As a result, learning is reactive, instead of proactive or strategic, based on the needs of the client or change in technology. This difficulty reflects the trends in the global industry, where the project-driven work model tends to prioritize unstructured learning because of the time constraints (Deloitte, 2024).

Relevance and customization of training is another issue. The fast change in technology requires the continuous change in the curriculum. SARAG Systems will on occasion struggle to update its learning modules in response to new tools, structures, or client demands. Employees are likely to gain obsolete skills without periodic content refreshment, which diminishes the pay off of investing money in training. Moreover, the number of programs associated with leadership development, innovation mindset, and digital soft skills, which are becoming more important in the global IT ecosystem, are currently not prevalent in the company, although the technical course program is quite diverse (Conrad and Meyer-Ohle, 2019).

Another discontinuity is measurement of training ROI. Despite SARAG Systems gathering data regarding the participation and the feedbacks, determining the financial and performance impact of training is complicated. The obstacles are experienced by many organizations worldwide because of the immeasurable nature of behavioral change and the challenge of disentangling the training impacts on other performance variables (Kozhakhmet et al., 2022). It would be effective to create an extensive analytics system that would align the learning outcomes with the key performance indicators, including the efficiency of projects, customer satisfaction, and employee retention, to build the accountability and prove the effectiveness of L&D investments.

Besides, the culture of commitment to training and learning of managers is decisive in terms of continuation of the training momentum. The involvement of the supervisors varies in the departments due to the lack of supervisor input in certain departments and incomplete communication and prioritization of learning. The effective learning processes depend on the following factors that have to be supported by the leaders, the visible presence of the learning success, and the incorporation of the training results into the promotion system (Armstrong and Taylor, 2020). SARAG Systems can go a notch higher to strengthen the learning culture by appointing learning champions, reinforcing the knowledge sharing behaviours and making it a key organizational value to develop continuously.

Finally, the problem of employee engagement and motivation is also very important. Although the majority of employees recognize the necessity of upskilling, other pressing needs and career demands can lead to disengagement. To address this, SARAG Systems has the opportunity to implement gamified learning, micro-certifications, and career-based learning paths that would render training more legit and rewarding. The use of AI-based personalized learning can also contribute to the personalization of the content and the adoption of

the training based on individual needs and learning styles, which will make the training process both exciting and efficient.

Results of the Discussions

- **Strategic Alignment:**

The learning and development strategies of SARAG Systems are widely aligned with the organizational objectives and the overall trends in global IT industry especially in blended learning, digital certification, and skill development using technologies.

- **Constructive Workforce:**

The training and development programs have highly enhanced the technical competency of the employees, adaptability and job satisfaction which has contributed to project performance and reduced turnover rate of employees.

- **Implementation Problems:**

Although organized efforts, the company is experiencing difficulties like lack of time to train, irregular support by the management and updating of the curriculum by the company on regular basis to keep the changes in technology.

- **Measurement and Evaluation Lapses:**

Whereas participation and feedback are monitored, a little quantitative evaluation of the training effectiveness and the return on investment (ROI) is conducted, so it is hard to quantify the longer-term organizational impact.

- **Continuous Learning Culture:** There is a need to have continuous learning culture.

To maintain employee motivation and interest in L&D, there should be a greater leader commitment to the process, an individual learning journey, and new learning methods, such as gasification and AI-based learning systems.

Conclusion of Discussion

The success of the particular goals of this case study implies a comprehensive approach to the manner in which learning and development relate to larger organizational mechanisms and forces in the industry. It is evident that SARAG Systems Pvt. Ltd. has gone a long way with respect to the alignment of its L&D strategies to business objectives and global trends in IT. Its programs bring value to skill increase, job satisfaction, and better performance. Nonetheless, there are still issues associated with the relevance of the programs used, allocation of resources, managerial support, and training impact evaluation. By responding to these challenges with strategic alignment, digital learning system transformation, and a powerful culture of incessant enhancement, SARAG Systems will be well put to become a learning organization, one that continuously taps human capital as a source of sustainable innovation, competitiveness, and growth in the international IT sector.

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