

6.1. Implications of the Study

This thesis contributes to a better understanding of workplace informal learning, especially in terms of its impact on employee abilities. There have been past studies on informal learning, including a study on the distinctions between informal and formal/traditional learning methods, informal learning hurdles, and informal learning facilitators.

This study also gives an insight into the concept of informal learning. The study identifies informal ways and categorizes them into two broad categories: self-learning and learning from others. The present study also fills the research gap suggested in previous studies that further research can be done on learning systems at the workplace and their impact on the skills enhancement of employees (Kushwaha, & Rao, 2017).

This study may be beneficial in determining the value of employee skill up-gradation when time demands vary because it focuses on employee skill enhancement. This research will help the BPO business understand the importance of informal learning from the perspective of employees. According to the conclusions of the study, by adopting the correct informal learning tactics, BPO HR and management may encourage employees to learn or get trained.

The study's findings are beneficial not only to the BPO sector, but also to other service sector management and HR practitioners, who can learn how to engage employees in learning through innovative informal learning practices.

6.1.1. Theoretical Implications: Individuals learn in a variety of ways, including through self-effort/learning, and from others, according to the findings of the study. As a result, this research supports Piaget and Vygotsky's constructivism learning theory, which states that people learn from their own built knowledge or through social interaction. This research looked into and contributed to learning theories, as well as adding new informal learning methods.

6.1.2. Practical Implications: Quantitative research's main contribution is to acquire a better understanding of workplace informal learning and its ideas, particularly in the setting of Indian BPO, which has gotten little attention in the literature. From the point of view of employees, this study will assist the BPO business in communicating the value of workplace informal learning approaches. Based on the study's results and conclusions, BPO HR and management may assist employees in learning and developing skills by employing effective informal learning practices. Appropriate informal ways can be inculcated in HR policies to enhance different skills. The study suggests different ways for different levels of employees.

While conversing with employees, the researcher got to know that the tedium of work is a major issue for BPO employees. According to the findings of the study, employees prefer working with informal learning methods such as speaking and discussing with others, budding up, mentoring, and coaching.

Some studies (Colardyn, & Bjornavold, 2004; Kyndt, E., et al. 2013) draw attention towards informal learning assessment or certification. This study found that informal learning is 360-degree learning. It can be measured and recognized through a 360-degree appraisal system.

The study also discovered one method that **E-library** does have a negative impact on employees' identified skills. That could be considered and reviewed by management.

The study's findings are beneficial not only for the BPO industry but also for other service industries. Management and HR professionals will profit from this as well, as they will discover how to engage people in learning using exciting new informal learning approaches. Employees may also be able to recognize the advantages of informal learning and how to apply it to improve their abilities.

6.1.3. HR World Issues: The study's focus is on employee skill development. This research may assist in getting better understanding of the the value of skill up-grading, re-skilling, providing personalized training, and employee-centric approaches to training and development, all of which are significant issues and HR priorities for 2020-2021. (OCED, People Matter and AT&T).HR leaders around the world have expressed concerns, and the following are the main issues that will be raised in 2020 for the future workforce:

6.1.3.i) Re -Skilling and Up-Skilling of the Workforce: According to the OECD, approximately one-third of all employment will be transformed by 2030. To address this, CEOs, executives, HR, and management must focus on re-skilling and up-skilling existing employees in innovative and cost-effective ways. (AT&T and People Matter)

6.1.3.ii) Personalizing the Training: : Many employees face the challenge of not being able to learn and understand the entire concept in one sitting. Employees demand relevant, in their preferred format, and tailored-to-their-specific-learning-needs learning techniques. (Sources: L&D and Forbes)

This research has revealed how employees can enhance their abilities through low-cost, innovative, and learner-centered activities daily. As a result, the research could help with the issues of re-skilling and up-skilling the workforce in ineffective ways. The study examines informal learning approaches as a more flexible and learner-choice learning method, addressing the issue of tailored training.

6.1.4. Implications for Research

The research looked at informal learning in the workplace in a broad sense. This suggests that future studies on workplace informal learning models, diverse informal learning techniques, and other variables such as employee motivation, efficiency, organizational culture, and employee intuition should be prioritized.

Understanding the notion and importance of sample size to be researched would be a huge contribution to future research, and the current work may help in this regard.

6.2. Significances of the Study

The findings could be useful to HR professionals who would like to incorporate workplace informal learning into their policies to deliver training to their employees. This study also revealed some of the downsides of informal learning methods. So, a concern note can be made before incorporating informal learning into their learning tools. In this study, efficient methods of informal learning in businesses were discovered. As a result of the study, management and industry academics have been allowed to examine and study this topic further. As a result, studies can be conducted to understand more about informal learning and its many other characteristics.