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A STUDY ON THE IMPACT OF TRAINING AND DEVELOPMENT TOWARDS EMPLOYEE'S PERFORMANCE

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ABSTRACT

The study aimed to understand the relationship between training and employees' performance. The purpose of training is to provide information and instruction in order to improve the employees' performance. A high continuances training for an employee, an employee can be more productive and can lead their organization toward success. The study was conducted in organizations inside Saudi Arabia with a sample of 100 employees. In this study, a quantitative method had been used to observe a number of employees who have attended training and training influences toward their performance. In quantitative research statistical analysis e used to determine the results by conducting surveys. The result showed that there was a strong positive relationship between training and employees' performance.

INTRODUCTION

Nowadays, there is a dramatic surge among businesses to attract talented people. The significance development in technologies, working skills, and learning method increased the competition level. The organization need to provide training and the employees need to follow up changes in the technology (Amin et al., 2013). The required training also helps in developing skills, motivation and commitment which improve their performance. Besides, training helps in updating skill and increases commitment which strengthening the organization's competitiveness (Bhat, 2013).

The organizations provide training to develop their employee skills. In additions, there is huge motivation for employee itself if the organization is investing and caring employee development. The training does not only improve the employee skills but also motivates to exert more effort and time

for their organization. The employees had proper training help increase know in job performance (Elnaga & Imran, 2013).

The training purpose to determine performance requirement within an organization and help the employee in fulfilling organization goals and objectives which improving productivity and providing product and services quality. The training on current skills for employee also gain skills for present job (Imran & Tanveer, 2015). In additions, training also increase employee security and job satisfaction that contribute to organization succession (Onyango, 2014).

The training also helps employees in getting familiar with their job and work culture. The companies used performance to close skill gap in the organization since skill gap can be treat for the organization productivity and competitiveness (Tahir et al., 2015). Meanwhile, training program are most significant human resource management practices which influence work quality in term knowledge, skills and capability (Farooq, 2011).It is very important for organization to manage and measure employee performance to achieve organization goals (Shahzad et al., 2011). The study aimed to understand the relationship between training and employees' performance.

METHODOLOGY

The comparative research is based on method that depended on the compression. In additions, comparative research is basically method which depend on the compression. The idea of examining all similarities and differences between different case included cultures, aspects and principals to identify all differences and similarities.

Qualitative research lead to understand the study problem of topic and very effective in data collection related to values, opinions, behaviours and social contexts of particular populations. Qualitative methods also identified intangible factors such as social norms, economic status, gender roles, ethnicity and religion. Most important aspect of qualitative method was open-ended questions and offered participants an opportunity to respondent used their own words.

Quantitative method aimed to collect data in form of numerical or statistical. Moreover, quantitative method offered closed-ended questionnaires, experiments, correlations and regression analysis methods and others. The study had literature of different studies and article to investigate effect of training on employee's performance. A quantitative research method used by conducted survey to observe employee number who were succeeded in joining training and affected their performance.

Interview tool was technique that involved oral questioning to respondents either individually or group. The interview permits clarification of question and had higher response rate than written questionnaires. Questionnaires was data collection tool that used written questions which given to respondents in written form. Observation was tool involved watching and recording

behaviour and characteristics of people surrounding that were related to the issue that examined to observe their behaviours.

A descriptive research design with questionnaires was applied in the study. There were 13 questions regarded effect of training on employees' performance. The different organization was used to spread the survey such as Saudi Aramco company, Al Zahid Company and other. The results were based on the questionnaires answers. The primary data for study purpose and own data collection. There were 100 samples had been selected for this study.

RESULT AND DISCUSSION

First question was on employee had attended any organization training. All respondents were answered that attended organization training. The result indicated training was tool that organization offered training to their employees.



Fig. 1. Employee training involvement.

Meanwhile, 67% respondents claimed joining training based on supervisor recommendation and 48% respondents claimed training was compulsory for all employees in their organization as shown in Fig.2. Besides, 3% respondents did not know training purpose. The supervisor tends to recommend and encourage employees in training and observed some employees had lack in some skills.

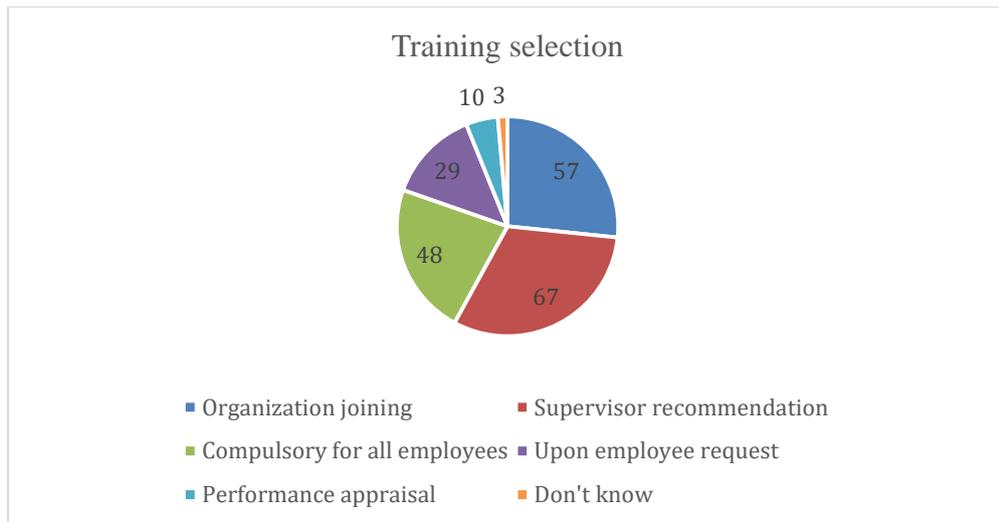


Fig.2. Training selection among respondents.

Third question on duration between each training that the organization offered. There were 42% respondents claimed no specific schedule and only 1% respondents answered undergone training monthly as shown in Fig.3. 28% respondents answered undergone training every six months and 4% respondents only attended training every two years.



Fig.3. Training attendance among respondents.

In Fig.4, there were 68% respondents claimed their training based on lecture and 70% respondents answered presentation training. Both presentation and lecture were commonly used in many organizations. These methods were very similar which lectures did not contain visual aids that trainers provided information to trainees. Meanwhile, presentation would more interactive with visual aids like power point presentation and videos.

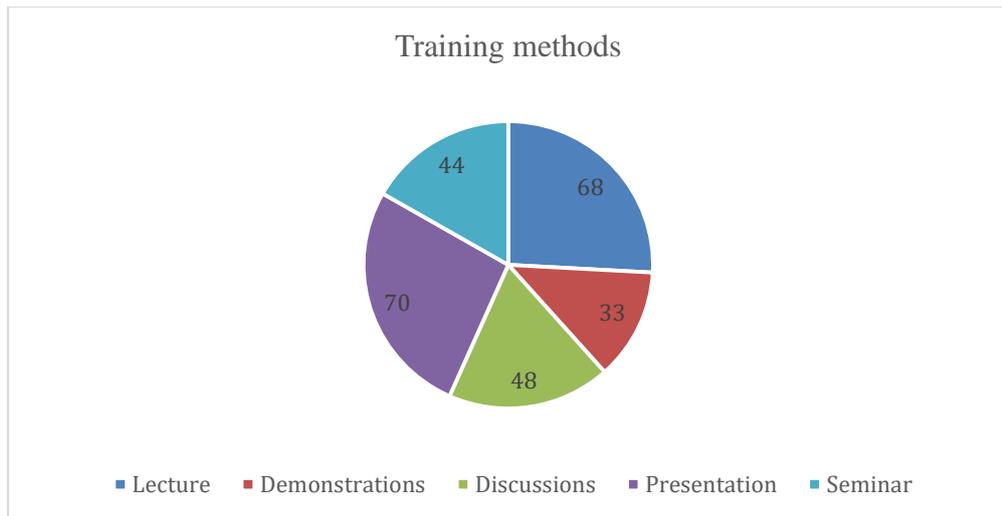


Fig. 4. Training method among respondents.

Meanwhile, 31% respondents answered somewhat and only 2% respondents were answered not at all on training method influenced their job performance as shown in Fig. 5. Most respondents believed training method affected their performance.

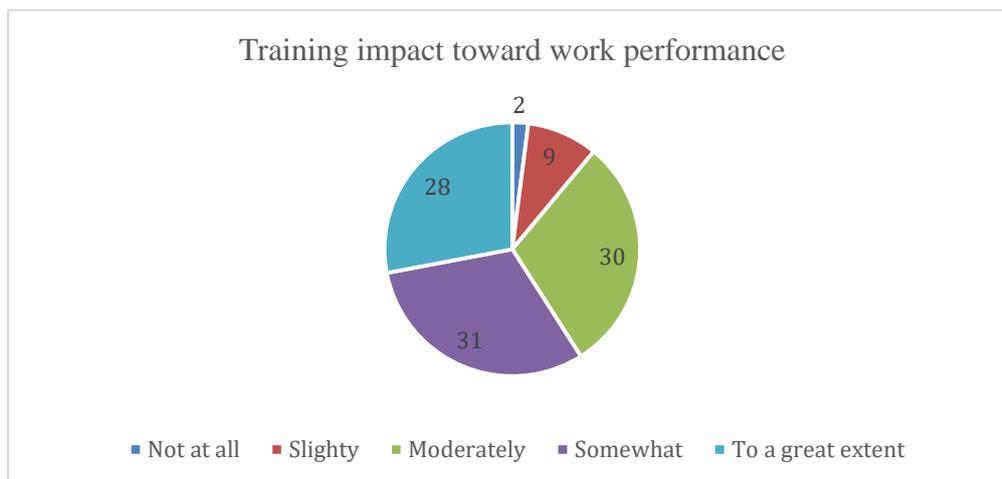


Fig.5. Training impact toward work performance.

Furthermore, 56% respondents answered good and only 1% respondents claimed very poor in training program quality as shown in Fig.6. The training quality included knowledge, material and method used to have an effective training.

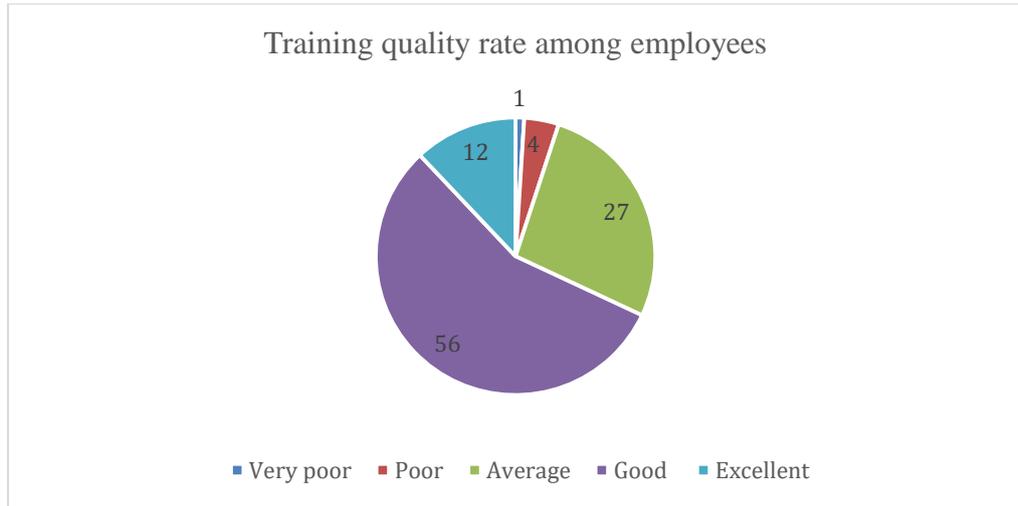


Fig. 6. Training quality rate among employees.

In Fig.7, 63% respondents answered somewhat, 17% respondents answered to a great extent and 7% respondents answered moderately. The training was important which correlated to the work for better improvement in work performance. Training presented prime opportunity to expand knowledge base for all employees.

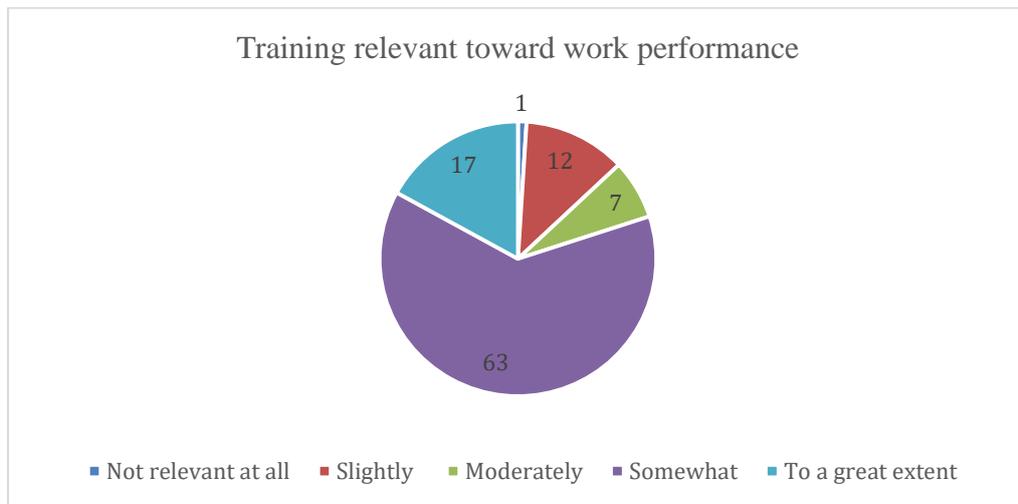


Fig.7. Training relevant toward work performance.

In Fig. 8, most respondents answered to a great extent and 2% respondents answered not at all for required further training in performance and increased productivity. This result indicated most employees preferred attended training to improve their performance. Training was very effective way to help employees developed and improved their skills and expand their knowledge.

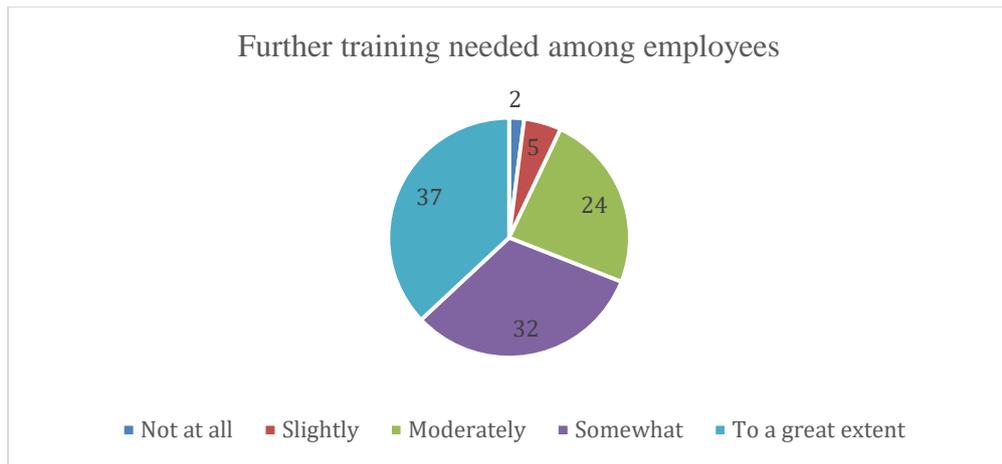


Fig.8. Further training needed among employees.

In Fig. 9, there were 53% respondents agreed and 39% respondents were strongly agreed that training mandatory. The respondents felt training benefit and effectiveness toward performances. Meanwhile, other employees preferred idea that decided in training attendance or thought that did not need training for job performance.

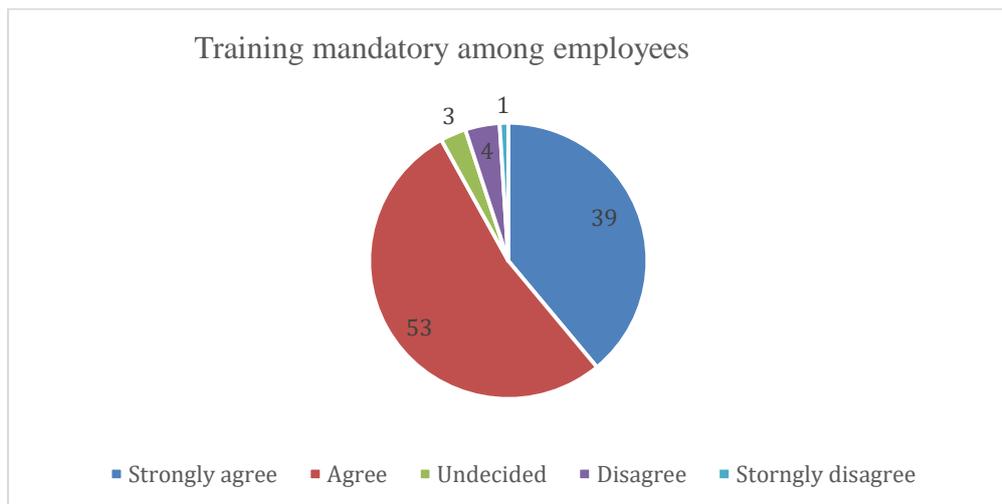


Fig.9. Training mandatory among employees.

In additions, 52% respondents were agreed and 43% respondents were strongly agreed that training helped improved job performance as shown in Fig.10. There were only 5% respondents answered undecided that training helped improve job performance. Training was good way for employees to understand weakness in improve their strength and skills.

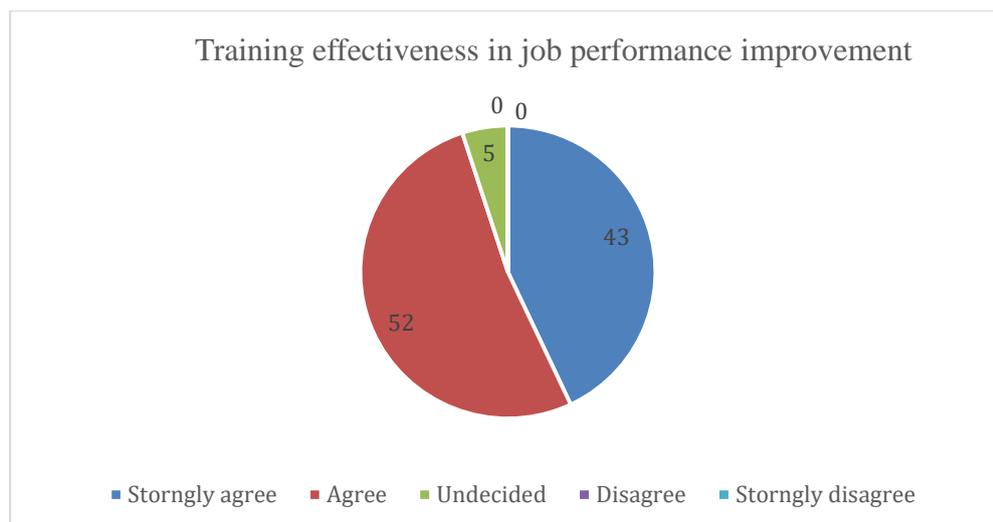


Fig.10. Training effectiveness in job performance improvement.

CONCLUSION

In conclusions, there was strong positive relationship between training and employee's performance. Most employees agreed that training had huge effect on their performance. Training was most significant way which improved employee skills, competency and abilities to perform excellent toward their jobs.

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