

PalArch's Journal of Archaeology of Egypt / Egyptology

ANALYSIS OF THE RELATIONSHIP BETWEEN COMPANY PROVIDED TRAINING OPPORTUNITIES AND EMPLOYEE PERFORMANCES

Ahad Munshi¹, Fawad Asif Rana Muhammad²

^{1,2}Effat College of Business, Effat University Qasr Khuzam Jeddah Saudi Arabia

E.mail: ¹atmanshi@effat.edu.sa ,

²famuhammad@effatuniversity.edu.sa

Ahad Munshi, Fawad Asif Rana Muhammad. Analysis Of The Relationship Between Company Provided Training Opportunities And Employee Performances-- Palarch's Journal Of Archaeology Of Egypt/Egyptology 1814), 656-664. ISSN 1567-214x

Keywords: Employee, Credit Risk Management, Framework, Saudi Arabia, Takaful.

ABSTRACT

Employees are the vast assets of every affiliation. The performance of the business depends on the execution of the employee. As such, the upper organization is aware of the monstrosity of costs involved in planning to serve to improve the execution of workers. Thus, this work has investigated the relationship between company-provided training opportunities and employee performance. This work was carried out using quantitative research method. Data collection was done using survey questionnaire. The sample populations of this work were employees from companies located in Jeddah, Saudi Arabia and the sample size were 103 employees. The key findings have shown that there was a strong positive relationship between the training and the performance of employees. It was stipulated that all companies should be involved in one way or another in preparing to upgrade employees job knowledge, skills, capacity, capabilities and practices. In addition, it is essential to manage the training and improvement programmes effectively. Preparing and improving is an instrument that guides human capital in the exploration of its capabilities and enhances the overall success of an organization.

INTRODUCTION

Training is a fundamental idea for the advancement of human assets, for the creation of explicit skills through guidance and practice [1]. Training is a demonstration of an increase in the data and ability of a worker to perform a particular activity; it is a process that includes a movement of steps that should be sought after in order to have a ready-made program. Furthermore, training is a systematic activity carried out to change the skills, the frame of mind and the behavior of a representative to perform a specific activity [2]. In addition,

training has many types where the majority of human resource managers use a variety of these types of training to develop a holistic employee. The types of training include technical or technology training, quality training, skills training, soft skills training, professional training and legal training, team training, managerial training and safety training. The key aim of the training and development role is to coordinate and promote learning and development, and to facilitate the procurement of the expertise, knowledge and competencies necessary for the successful execution of the employee's jobs [3].

The performance of employees at their workplace will determine the outcome of the organization. The performance of employees includes factors such as quality, quantity and viability of work, just as the practices of your representatives appear in the working environment [4]. In addition, employee performance refers to workers who work in the working environment and how well they perform the work obligations that the organization has committed to them. Organization commonly focuses on execution for individual representatives and the organization in general, with the expectation that the business will provide a great incentive to clients, minimizing errors and work efficiently [5].

Entrepreneurs need employees who can take care of their business, since the performance of employees is essential to the overall achievement of the organization [6]. Business pioneers need to understand the key advantages of worker execution, with the aim of creating predictable and targeted strategies for assessing employee performance. Performance for an individual employee may refer to work adequacy, quality and efficiency at the level of the undertaking. The work related to the expected activities of the employee and how well those exercises were carried out [7]. Numerous business labour force chiefs survey the execution of each part of the workforce on an annual or quarterly basis in order to assist them in distinguishing the recommended zones for development. In addition, most organizations conduct representative assessments all the time, ordinarily at any rate, once a year. A survey of how different work obligations and propensities of the worker contrast and desires is normally included in the assessment [8].

According to Seidle et al.[9] employees who are consistently trained are very inspired, respectful, and have improved certainty and confidence. Furthermore, Seemiller and Rosch [10] found that preparing and improving workers' information and skills to empower them with the aim of adjusting new innovations, is a progress that has taken place within the association and in the workplace. In addition, the preparation and advancement also creates a pool of workers and opportunities for advancement or the replacement of representatives who have left the association. Likewise, Khan et al.[11] stated that general education in which on-the-job and off-the-job training and the performance of multiple tasks by representatives enables them to carry out tasks other than those assigned to them and gives them a sense of importance in the association and feelings of security. Furthermore, various reasons for preparation and advancement include consideration of well-being, treatment of

hardware, office and materials from less hazardous to extremely hazardous, and aversion to the expense of mishaps and inert assets [12].

Employees are the critical assets of any affiliation. The performance of the business depends on the performance of its employees [13]. Thus, the upper organization knows the immensity of the cost of getting ready to support the improvement of the execution of workers and, in addition, puts them in a position to get to grips with the problems of the present centralised business condition. Training has therefore become a well-known link in a dynamic and powerful economic situation [14]. Affiliates are putting assets into incredible preparation and improvement for human resources and organization improvement [14].

Employee assessment is a continuous procedure, not a one-time task. Consistent input and contact with employees to see how they are moving towards their annual objectives can help improve employee confidence and keep workers on track at work. Employee assessment serves a number of purposes intended to improve the performance of individuals and the culture of the company. Thus, this paper has examined the relationship between company-provided training opportunities and employee performance.

METHODOLOGY

This work has adopted an quantitative research method. The scope of this research includes small and medium enterprises of Jeddah, Saudi Arabia. The sample sizes used in this work were 103 employees from companies located in Jeddah, Saudi Arabia. The data were collected using survey questionnaire. The data were analyzed based on basic percentage statistic and were presented in graphical form.

Result And Discussion

Demographic Characteristics

Figure 1 shows the results for gender classification. Based on Figure 1, 27.20% of the respondents are male and 72.80% are females. Thus, majority of the respondents are female.

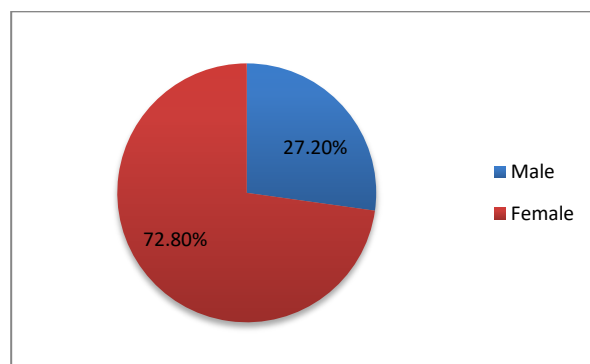


Figure 1. Gender

Figure 2 shows the results for age group classification. Based on Figure 2, 64.10% of the respondents are aged between 20 to 30 years old, 28.20% are aged between 31 to 40 years old, and 7.70% are aged 41 years and above. Thus, majority of the respondents are in the age group of 20 to 30 years.

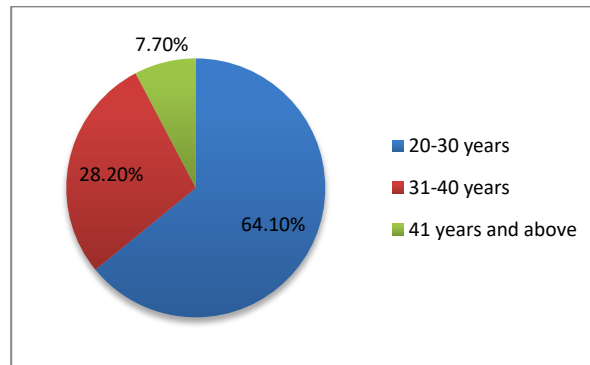


Figure 2. Age

Figure 3 shows the results for education level classification. Based on Figure 3, 1.80 % have completed high school, 68.00% have completed Bachelor's degree, 28.20% have completed Master's degree and 2.00% have completed PhD.

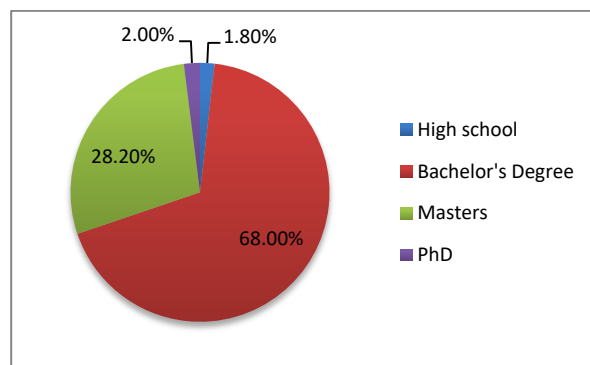


Figure 3. Education Level

Figure 4 shows the results for length of service classification. Based on Figure 4, 68% have under 5 years length of service, 25.20% have 5 to 10 years, and 6.80% have 11 years and above.

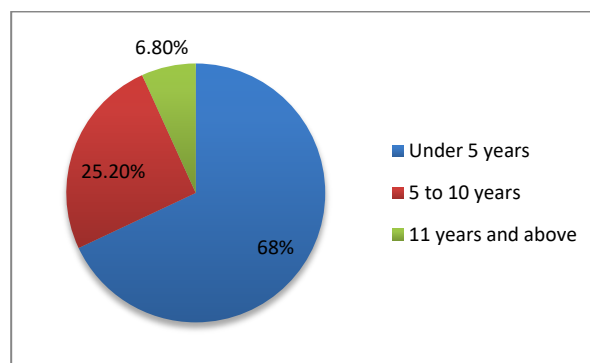


Figure 4 Length of service

Survey Questionnaire Analysis

The respondents were asked “If their organization gives good opportunity to undertake training programs and seminars”. They were asked to respond to which extent they agree or disagree to the statement. Based on Figure 5, 21.40% strongly agree, 41.70% agree, 21.40% were neutral, 6.80% disagreed and 8.70% strongly disagreed.

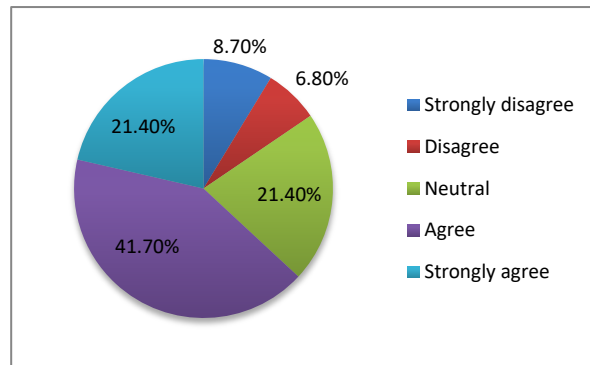


Figure 5. Opportunity to undertake training programs and seminars

Next, the respondents were asked, “ If there are satisfied with the training program their organization is providing with”. Based on Figure 6, 16.50% strongly agree, 42.70% agree, 25.20% were neutral, 8.70% disagreed and 6.80% strongly disagreed.

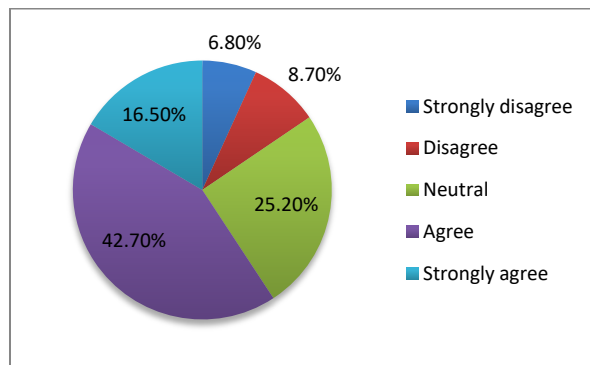


Figure 6. Satisfied with the training program provided by the organization

Next, the respondents were asked, “If the training programs has helped them to reach the organization’s objective”. Based on Figure 7, 14.60% strongly agree, 44.70% agree, 22.30% were neutral, 8.70% disagreed and 9.70% strongly disagreed.

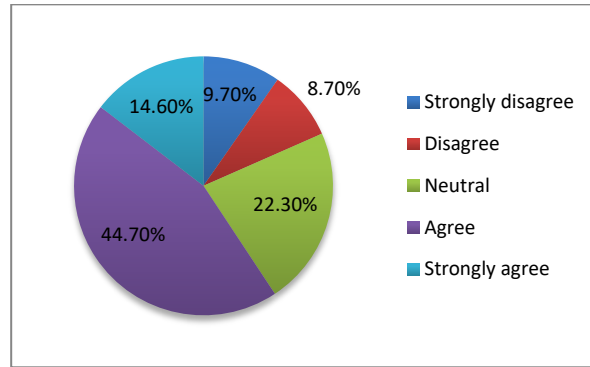


Figure 7. Training programs has helped to reach the organization's objective

Next, the respondents were asked, "If the organization is flexible with the training programs". Based on Figure 8, 14.60% strongly agree, 44.70% agree, 22.30% were neutral, 8.70% disagreed and 9.70% strongly disagreed.

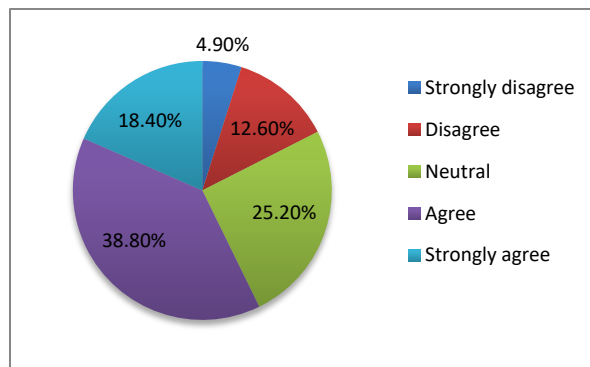


Figure 8. Organization is flexible with the training programs

Next, the respondents were asked, "If the employees on the job will normally go through training programs every few years". Based on Figure 9, 10.70% strongly agree, 38.80% agree, 29.10% were neutral, 12.60% disagreed and 8.70% strongly disagreed.

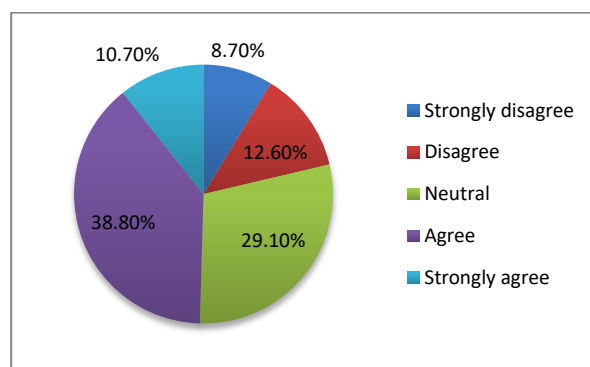


Figure 9 Employees on the job will normally go through training programs every few years

Next, the respondents were asked, “If there are formal training programs to teach new hires the skills they need to perform their jobs”. Based on Figure 10, 16.50% strongly agree, 45.60% agree, 19.40% were neutral, 11.70% disagreed and 6.80% strongly disagreed.

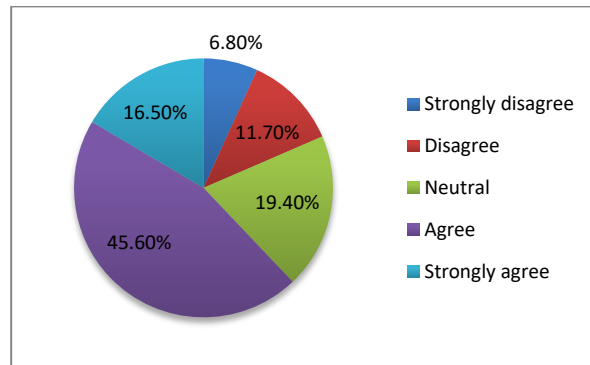


Figure 10 There are formal training programs to teach new hires the skills they need to perform their jobs

Finally, the respondents were asked, “If formal training program are offered to employees in order to increase their chances of getting promoted in their organization”. Based on Figure 11, 16.50% strongly agree, 38.80% agree, 29.10% were neutral, 8.70% disagreed and 6.80% strongly disagreed.

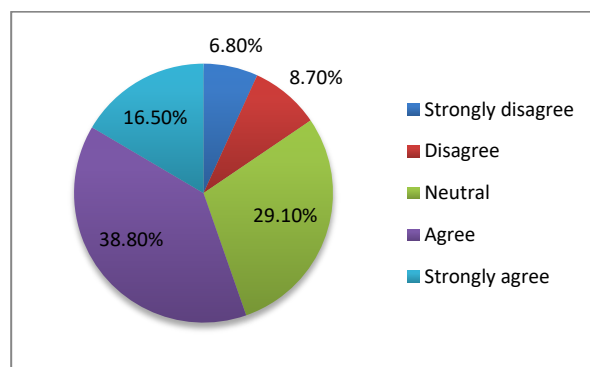


Figure 11 Formal training program are offered to employees in order to increase their chances of getting promoted in their organization

Overall Discussion

The key findings have shown that majority of the respondents are females, aged between 20 to 30 years old, and have completed bachelor’s degree. In addition, majority of the respondents have less than 5 years of service length. Furthermore, the findings have shown that majority of the respondents agree that their organization provides the opportunity to undertake training programs and seminars. Likewise, the results have also confirmed that the respondents are satisfied with the training program provided by the organization.

Moreover, the results have shown that the respondents agree that training programs has helped to reach the organization’s objective. Furthermore, the

organizations are flexible with the training programs and ensure that employees on the job go through training programs every few years. Additionally, results have shown that majority of the respondents agree that there are formal training programs to teach new hires the skills they need to perform their jobs. Furthermore, majority of the respondents agree that formal training program are offered to employees in order to increase their chances of getting promoted in their organization. Thus, overall it can be deduced that training opportunities enhanced the performance of the employee. In addition, the more exposed an employee is to training program, the work quality and output from then increases, and this is also supported by the work of Ahmad et al.[15] whereby it was confirmed that training program enhances the performance of a employee.

CONCLUSION

This study has analyzed has the relationship between company-provided training opportunities and employee performance. The key findings have shown that majority employees agree that their organization are providing training opportunities which enhances their work performances. This is because training facilitates the updating of skills and leads to an increase in commitment, well-being and sense of belonging, thus directly enhancing the competitiveness of organizations. In addition, most employees need training in order to perform their duties or at least to increase the quality and quantity of their work. Thus, the most important success factor in achieving the objectives of the organizations is the skilled and efficient workforce.

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