

## **Role of Training and Development on Employee Performance: A Quantitative Investigation**

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### **ABSTRACT**

Training and development on employee's performance, is one of the most significant factors which are required to obtain maximum output from the human resources. This study is basically, aimed to investigate the role of training and development on employee's performance and their productivity. During the research work, it was also found that training and development is essential for both the employer and employee as well as highly relevant. Employees also suggested that training helped to increase their job's performance and their productivity. Furthermore, many companies are investing huge amounts of money on an employee's wellbeing and training programs. The major purpose of this research work is, to present a conceptual study, on the role training and development towards employee's performance. Research also suggested that training and development programs help to provide an employee with all sorts of tools and motivate them to perform their roles. It is the wish of each employee in their workplace to be very much competitive and valuable for an employer. Therefore, such objectives can only be achieved through, proper training and development. In the below context, it will also introduce us with several roles to achieve the organisational goals. The researcher had considered employees from different organizations to know the role of training and development on employee performance and found that Training and development elevate effectiveness, performance and stability in employees and help to engaged and satisfy the employees.

**KEY WORDS:** Training and development, Organisational goals, Employees performance, Productivity, Motivation.

### **INTRODUCTION**

Training and development are considered as a fixed set of programs which are designed to enhance the employee's performance in their job (Elnaga & Imran, 2013). In the present

scenario, the major objective of each organisation is to manage the human resources in an effective manner. It is one of the most significant strategies by an employer to increase the productivity of every employee working in the company (Bhatti & Qureshi, 2007). Training to an employee helps to avail them with top opportunities to extend the knowledge base of all employees, however many employers of different companies find such development opportunities highly priced. Training and development of an employee in any kind of organisation is a very crucial factor towards the success of an organisation (Salas, et.al, 2012). Towards employee's performance, it plays an immensely positive role and training and development encourage them to learn new skills or capabilities, which are often been provided too newly as well as newly promoted employees. The basic definition of training is that it is a process to grow as well as develop the knowledge and competencies of an employee, for doing a specific task in a very productive way to obtain good results. In the present era, there are many companies who are facing and dealing with extensive number of oppositions, because of the constantly changing technological and business surroundings. Therefore, in many organisations, the training and development are becoming one of the necessary capabilities towards a company because, they lead to cause high performance inside the same field and it, has a sizeable effect at the success thereby, enhancing the employee's performance by keeping themselves engaged and satisfied. Nowadays, many industries are investing more on their training and development of employees which tends to realise their employees that they value them more as an individual furthermore, caring about them and their personal development (Kyndt, et.al, 2009). Such initiatives not only result to retain their best employees but also, encourage them to build and expand their expertise on such organisations as well as refine capabilities which, in turn can assist a workers value proportion. Employees get more equipped to their work by encouraging training and development and though, even they may find new and better ways to enhance their efficiency. Training and development of employees in a workplace, grants greater than simply engaged and satisfied worker, which also helps them to create a devoted, dedicated and committed employee work culture (Gavin & Mason, 2004). The more engaged the employees are, the more empowered they feel while doing their job. In the below context, it will also help us realise several roles that ensure to boost their employee performance through proper training and development framework to elevate effectiveness, performance and stability in going worldwide. Many employers also helped us know that, in many sectors of economy it has received a huge and significant attention as it also impacts the growth of an

organisation in numerous ways to improve their profitability while, cultivating more positive attitudes toward profit orientation. Training and development programs are very essential and such programmes needed to be studied and focused on. The present research work will ensure all employers, to grab numbers of opportunities in this changing phase of market. Workers of an organisation are also able to balance both their work life and personal life in a better manner therefore, which results to reduction of stress. Employees also observed, that such programs also improved their physical as well as psychological health, thereby which resulted to bring down their absenteeism rate. It also enhanced to improve the communication among all tiers of management which enables in minimising conflicts among one-of-a-kind levels of employees. Training and development programs are very crucial towards sharpening and utilisation of all workers creative and innovative skills (Kulkarni, 2013).

## **LITERATURE OF REVIEW**

The term “training and development” basically refers to such educational activities within an organisation or a company which is introduced to enhance the knowledge and skills of their respective employees by providing them with sufficient information and instruction on how to better perform specific tasks (Gibb, 1997). It also helps an employee to develop additional skills and knowledge for the upcoming challenges of present world. Regular training and development programs by an employer for their employees, is a must to keep themselves aware of current industry trends as well as latest technologies. In this era of advanced technologies, each day several new innovations are being done in this field, new machines, technologies, software and programs are being introduced for improving employee performance. Therefore, to keep themselves updated and address the gap of skill set amongst the employees, training and development are very important by an employer thus, it impacts the organisation in a very effective way by giving more and more importance towards employee engagement and satisfaction in their job. Training and development programs are not just simply, meant for the newly recruited employees but also for the existing body of workers (Hughes & Rog, 2008). Through, such process employees of a company are able to constantly learn various new methods of for each role and gain ample amount of knowledge. Making such initiatives a key part of a company by an employer will ensure to improve their work culture. It plays a very important role towards employee performance, by helping them to gain right set of skill set to achieve the company goals and thus, support future business development plans. Training the employees will offer the possibility to improve the quality of

work they deliver with their work and improve productivity throughout the organisation (Martin, 2010). Effective form of training and development on an employee will also encourage enhancing their loyalty, dedication, and satisfactory level towards the organisation. Many employees felt that training encouraged them to update their old talents and developed the new ones. It's the wish of each employee of a company that, they want to be very competitive and valuable towards the organisation and such objective can only achieved through proper training and development. Thus, it is very essential for all and every employee of a company for building their career and preparing themselves for upcoming new challenges. Most of the employers in today's world consider such, initiative an important and most effective tool that helps their workers to raise their quality of the workforce. The above-mentioned research work has conclusively proved that training and development of employees is a powerful instrument resulting in high performance and productivity of the company. Training and development hold the key for unlocking numerous opportunities for potential growth and also an important element for improving employee's performance (Hamid, 2011). It plays various roles to benefit employee's performance in various ways, which are as:

**LEARNING OPPURTUNITIES:** All employees get an opportunity to learn and develop new skills and keep up with the ongoing latest technologies and software. Both experienced and non-experienced employees of the organisation both are availed with such opportunities in the organisation through, training and development. Employees of a company, who love to develop their skills feel, more motivated through training and development as well as enhance them to build a competent workforce (Ek & Mukuru, 2013). Most of the employees do not feel to leave their company who help them to provide with most of the possibilities to hone their abilities through training and development. Eventually, it helps to enhance employee's job performance by, fostering a positive relationship between learning satisfaction and its effectiveness of applied learning.

**INCREASED SAFETY AND RESILIENCE TO CHANGE:** Training and development helps an employee to handle the machines carefully and safely (Brown, 2002). It also helps them to know the use of various new technologies and machines which are being introduced in the real world. Such activities are very crucial and must be taken very seriously by an employer as well as the employees. Employees feel very much motivated towards their work

under new circumstances and despite, being in trouble they do not feel threatened or resist any change. Thus, it provides an employee with a feeling of safety and security at workplace.

**INCREASING CONFIDENCE:** Training by an employer helps an employee to create a feeling of confidence in their minds and therefore, they feel comfortable while handling newer challenges. Proper training and development programs automatically impart new skills to the employees which directly, increases the productivity of the employees (Jehanzeb & Bashir, 2013). Many scholars, scientists, and administrators also recognised the fact, that training and development is indispensable and increases productivity as well as improves the quality of work. Increase in confidence among workers brings about change in the attitude of employees towards their work and team members.

**EMPOWER EMPLOYEES:** Workers feel more empowered within their workplace and thus, it eventually led to influence other workers inside the workplace and hence, helps to gain their trust. Thus, encouraging more and more training and development programs within a workplace, will successfully hit two birds with a single stone. Training and development encourage an employee to learn and gain skill set at their own pace, as well as the ability to scale productivity (Guglielmino & Guglielmino, 2008). Thus, at the end lead an employee to deliver quality based work in very less time and with less continuous guidance.

**IMPROVED MORALE AND JOB SATISFACTION:** Within a workplace, such initiatives considered by an employer inside the workplace for their employees will help to create a wonderful environment to gain knowledge that encourages them to strengthen their skills and also mould leadership qualities in them. Training and development programs help an employee to get more engaged towards their work and thus, in turn result to more satisfactory level (Lee & Bruvold, 2003). Clearly, it makes an employee much satisfied with their work and develops consistency by driving productivity inside the company. Through, the recent study it has made us realise that training and development on a workplace is, one of the crucial measures emphasised by an employer, towards the employee performance. Also, it has been shown in this research paper that training and development have a significant positive effect on job satisfaction and organisational commitment.

Similarly, training and development is one of the most essential elements of every employer, if the value, performance, and potential of their employee need to be harnessed and grown. Training is very essential for new joiner because it helps them, to grab and learn necessary

skill sets which will enable them to address tasks independently. It also enables an employer to develop a better sense of each employee's talents and their weaknesses. Employees feel more supported and inspired at work after training and development hence, become more productive and satisfied with their work. In the recent years, many companies are generally providing many training and development programs to their employees for the better utilisation of their skills to help them grow in future. Employees work harder when provided training in their workplace as well as they feel a part of the organisation which results, in their improved performance (Chandrasekar, 2011).

**OBJECTIVE:** To measure the role of training and development on employee performance.

**METHODOLOGY:** The researcher had considered employees from different organizations to know the role of training and development on employee performance. The survey was conducted with the help of a questionnaire. The researcher had collected the primary data through random sampling method and was analysed by statistical tool called mean.

**FINDINGS:**

**Training and development on employee performance**

S. No.	Statements	Mean Value
1.	Training and development sharpen and utilise worker's creative and innovative skills	3.13
2.	Employees get more equipped to their work by encouraging training and development	3.18
3.	Training and development help to engaged and satisfy the employees	3.15
4.	Training and development help to create devoted, dedicated and committed employee work culture	3.17
5.	Help to retain best employees and encourage them to build and expand their expertise	3.16
6.	Training and development elevate effectiveness, performance and stability in employees	3.14

Table above is showing different role of training and development on employee performance. The respondent says that employees get more equipped to their work by encouraging training and development with mean value 3.18, Training and development help to create devoted, dedicated and committed employee work culture with mean value 3.17 and training and development help to retain best employees and encourage them to build and expand their expertise with mean value 3.16. The respondent also says that training and development help to engaged and satisfy the employees with mean value 3.15, Training and development elevate effectiveness, performance and stability in employees with mean value 3.14 and Training and development sharpen and utilise worker's creative and innovative skills with mean value 3.13.

## CONCLUSION

The present study is going, to be a good resource and help us conclude that training and development plays one of the most important functions in an organisation. Despite, so many positive results training of an employee requires huge financial support, trained staff members and time. Though, it plays an important role in an organisation. Training and development ensure to provide environments for coaching, mentoring, workshops, and many other learning opportunities to an employee in a workplace (Kumar & Siddika, 2017). It helps to update the employee's knowledge and enhances their skill set. Training and development on an employee moulds the employee's attitude and encourages them to have a better cooperation with the workplace. The results of the study also, showed that employees who received effective training and development they eventually demonstrated an increase in job proficiency. It also demonstrated that training and development is very useful for both the employee and employer for a long run.

The study was conducted to know the role of training and development on employee performance and found that employees get more equipped to their work by encouraging training and development, Training and development help to create devoted, dedicated and committed employee work culture and training and development help to retain best employees and encourage them to build and expand their expertise.



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