

“Effect of training and development on employee attitude: A study on Karachi”

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Abstract:

The purpose of the research is to recognize the effect of training and development on employee attitude. Employees are the basic part of every organization through which the goals and objectives of the organization accomplish. If employees have the capabilities of related task so they will bring the best output. These capabilities can be boost up by giving the effective training to the employees. Training and development offer helpful effect to employees of the organization in a sense that they have more advanced position towards their work as they can be more competent, work better with fewer errors and require less supervision.

Our sample size is 30 to 35 employees from different organization which we get the result through questionnaire about the training and development of employee's status. This paper is based on quantitative technique in which we come up with the graphical presentation. The findings show that training play an important role to increase the productivity of an organization and employee attitude which will surely brings huge returns for the organization in the future.

Introduction:

In the rapid changing world of business and environmental uncertainty, organizations understand its drawback of dealing with new challenges and should spend in training and development programs to make their human resources skilled enough to face problems and take efficient decision and actions in time and also remain competitive in the market.

Employees are the most important part of every organization because they can build or break a company's image and can negatively affect organizational overall productivity. Without suitable training, both new and current employees do not get the information and enlarge their skills and abilities for accomplishing their tasks at their highest potential.

There are many advantages of training through which an employee can be able to give their best output for the organization. Training provide positive result to employees of the organization in a sense that they have more activist attitude towards their work as they can be more efficient, work healthier with fewer errors and require less supervision. On the other hand less trained employees gave poor quality efforts and can put organization at risk too.

Objective of the study:

1. To investigate the effect of training and development on employee attitude.
2. To identify perceptions of the employees on how training and development proved to be beneficial to them.
3. To examine how training and development contribute to the individual performance and productivity.

Scope of the study:

The study emphasis on finding out the importance of training and development which is beneficial for the outstanding performance and attitude of employees. It categorizes the scope to which the employees are able to achieve their goals effectively.

Research Question:

1. Does training and development have positive effect on worker attitude, performance and productivity?
2. How training affect the employees' overall outcomes?

Significance of the study:

This research work will help out any organization as well as individuals in assessing the effect of training and development on employee productivity and attitude. The result may again help managers to look up their tactic regarding training and development, and might help HR managers bring in more resources for training programmes or get rid of resources that do not support employee dedication.

Limitation of the study:

3. There is limited time by which we take minor responses.
4. Our sample size is 30 to 35 only which could be exceeded further.

Literature Review:

(Truitt1, 2011) clearly state that training is so essential in forming positive attitudes that it may further go ahead to job proficiency, and not getting sufficient training is connected with a feeling of reduced capability, it seems very logical to expect that poor training could result in poor attitudes about performance, which then could lead to poor performance The results also showed that those employees who fully agreed that they received effective training and those who fully agreed they received significant training felt they verified an increase in job proficiency. The author finds a direct relationship between one's positive training

experiences and attitudes and one's proficiency. In this study, 86.8% of those who had efficient training had the most positive attitudes toward training. Furthermore, 80% of those who had negative training attitudes also had negative views on their proficiency. In summary, this author researched the hypotheses that enough job training is associated to positive attitudes about job proficiency and that having adequate job training is related to positive attitudes about job training. The results have supported the hypotheses.

(Franklin Dang Kum, 2014) Highlighted the findings exposed that working conditions and a lack of resources influence the training and development of employees. Training and development is a vital process, which seeks to get better performance of workers in the organization. In order to figure out the proficient committees, employees' significant knowledge and intellectual ability desires to be enhanced. Moreover, the uselessness of training and development of employees in the organization reduces the organization's output, as organizations depend on having people with the accurate skills, attitudes and capabilities in order to attain goals well. Companies whose investment perception is on human resource management view training as a chance to boost long-term productivity. Investing in training and development is essential for any organization, which will surely understand a return on its investment in training and developing its workers. . Effective employee training leads to enlarge in quality as a result of potentially less mistakes.

Training and development have an impact on the performance of employees with regards to their jobs. In order to know the study aim, four goals were developed and these focused mainly on identifying the training programs' existing in the industry, the objective of the training offered, and the methods employed and finally the effects of training and development on employee performance. A qualitative research approach of the data collection was adopted using a questionnaire comprising of 18 questions distributed to 120 respondents. Employees are major assets of any organization. The energetic role they participate towards a company's achievement cannot be underestimated. As a result, equipping these unique assets through valuable training becomes essential in order to maximize the job performance. (Nassazi, 2013).

(Neelam Tahir, 2014)Find the relationship between Training and Development and Employees performance and Productivity. This paper is quantitative in nature. Data for the paper have been collected through primary source that are from questionnaires surveys. The data have been checked through statistical software to find the impact of training and development on employees' performance and productivity. HRM plays a more key role in managing an organization, such as the effects of HRM on innovation, 'new way of working principles 'for working relations and enhancing employees' capability. Training and Development is an important part of HRM. It is important for organization to get experienced and talented employees for better performance, and employees will be than capable when they have the knowledge and expertise of doing the task.

According to (DEGRAFT-OTOO, 2012) it has been observed that clear human resource management in general, and training and development in particular at Accra Polytechnic, should become more closely tied to the needs and strategies of Accra Polytechnic. As this occurs, training and development at Accra Polytechnic will be the thread that ties together all other activities and integrates these with the rest of the departments. It was also found that training and development had positive impact on employees. The study revealed that there were organizational issues such as lack of management support for training and development programmes, which constrained training and development.

Employee is a blood stream of any business. It focuses on the role of training in enhancing the performance of the employees. Training plays an essential role to build of competencies of new as well as current employees to complete their task in an effective way. It also prepares employees to hold potential position in an organization with full capabilities and helps to defeat the problems in any job related area. Training is considered as that sort of investment by the firm that not only brings high return on investment but also

supports to achieve competitive advantage. Some of the organizations plan and execute the training program for their employees without identifying the reason and objectives and without knowing what the knowledge, skills and abilities employees would learn at the end of the training program and whether they will be able to accomplish targets on job. (Imran2, 2013).

Methodology:

This research is based on quantitative research and the primary data was collected through questionnaire which was conducted by 30 to 35 employees in different organization in Karachi. The research instrument which we use in this research is questionnaire, and we use bar charts and pie charts as a statistical tool through SPSS. Based on this sample the results obtained indicate that training have a clear effect on the performance and attitude of employees.

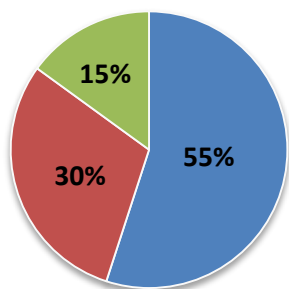
Data analysis:

➤ Graphical representation:

Pie Charts:

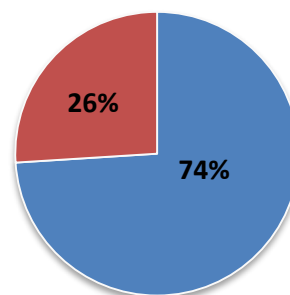
Age

■ 21-30 ■ 31-40 ■ 41 & above



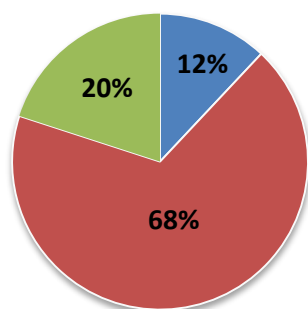
Gender

■ Male ■ Female



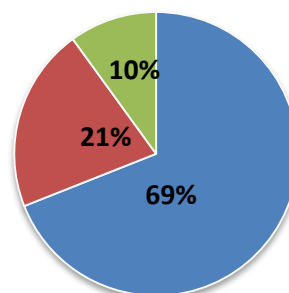
Education

■ Undergraduate ■ Graduate ■ Postgraduate



Experience

■ 0-5 ■ 6-10 ■ 11 & above

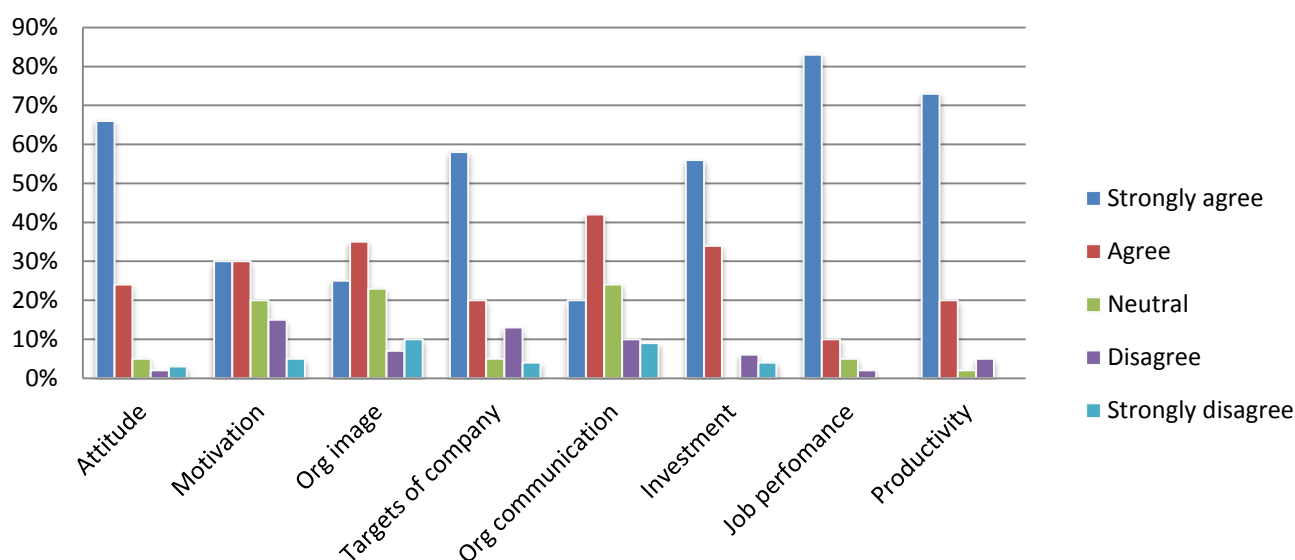


Interpretation: (Pie Charts)

The above results shown in the pie charts are that majority of our respondents are between the age of 21-30 and we collected data from 30 to 35 employees among whom most of them are male as well as female. From the pie chart we have seen that our mostly respondents are graduated and from them 69% employees have 0-5 years of experience.

➤ Bar chart:

Response on the statements



Interpretation of the statements:

1) Attitude:

Statement: Training has a positive impact on employee attitude.

Interpretation:

As we can see in the above chart that 66% respondents highly agree to this statement and 24% are agreed, 5% people stay neutral and some ratio from respondents disagreed from this statement.

2) Motivation:

Statement: Training and development increases the employee morale and motivation.

Interpretation:

For this statement 30 % respondents strongly agree, 30 % are agreed, 20% goes to neutral and others are against on it.

3) Organizational image:

Statement: It helps to promote organizational image.

Interpretation:

This chart illustrates that 25% strongly agree, 35% are agreed on the other hand 7% are disagree and 10% are strongly disagree.

4) Targets and goals of the company:

Statement: T & D increase capacity to achieve set targets and objectives of the company.

Interpretation:

58% of the respondents are strongly agree that T & D increases capacity to achieve set targets and objectives of the company, 20% are agreed, 5% select neutral, 13% disagree and remaining are strongly disagree.

5) Organizational communication:

Statement: Training improves organizational communication.

Interpretation:

From this chart, 20% are strongly agree, 42% are agreed, 24% goes to neutral and 10% and 9% are disagree.

6) Investment:

Statement: Training and development has been a worthwhile investment for employees.

Interpretation:

This graph shows that majority of the employees said that training and development has a worthwhile investment for employees other are disagreed.

7) Job performance:

Statement: It helped to improve job performance.

Interpretation:

Majority of the employees strongly agree to this statement that training and development helped to improve job performance, 10% agree and other are disagree.

8) Productivity:

Statement: T & D helped to increase the productivity of employees.

Interpretation:

From the above chart it is shown that 73% respondents are strongly agree, 20% are agree, 2% goes to neutral and 5% are disagree to this statement.

Findings and discussion:

This paper has made several analyses throughout the study. Training provide positive result to employees of the organization in a sense that they have more activist attitude towards their work as they can be more efficient, work healthier with fewer errors and require less supervision. It is also concluded that training and development play an important role for the employee motivation and morale. It becomes a worthwhile investment when employees are capable to attain goals and objectives of the organization. T & D is important for organization to get experienced and talented employees for better performance, and employees will be than capable when they have the knowledge and expertise of doing the task.

Conclusion:

In order to do so, organizations have to acquire and develop their human resources effectively. Organizations need to be aware of face more practically towards keeping their human resources up to date. Training and development have achieved a high degree of gratitude for their value in helping individuals become better performers and support organizations in achieving their goals. The field has become more observable, training processes more clearly defined, and the need for training more clearly as societal and technological changes have occurred.

It is, therefore, in every organizations responsibility to boost up the job performance of the employees and indeed implementation of training. Further, when employees gain new skills and attain new knowledge, they raise their career potential and add more worth to their employers.

In the end we would like to conclude that Training plays an effective role in enhancing the capabilities of both new and current employees. Training is a type of investment by the organization on its employees that brings huge returns for the organization in the future.

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