

## Impact of Training and Development on Employee Performance

Saqib Ahmad, M.Com Student  
Federal Urdu University of Arts Science and Technology Islamabad, PAKISTAN  
Email: saqibcreate@hotmail.com

Mushtaq Ahmad  
Visiting Faculty Member, International Islamic University, Islamabad, PAKISTAN  
Email: mstq.ab16@yahoo.com

Raja Awais Asghar, M.Com Student  
Federal Urdu University of Arts Science and Technology Islamabad, PAKISTAN  
Email: rajaawaisaa@hotmail.com

### **Introduction:**

Employees training and development is one of the major issuing topics now a day because this helps the organization in number of ways. The daily performance of business and day to day maintenance is needed to be done by some workers or employees. And this can only be done when there is proper training and development session held for the employees. Training and development will definitely cause in increase of the employees performance. It is like a root toward a better result or success. Its is extremely important for any kind of business whether it is small based organization having four to five employees or a Large scale organization having some number of employees. But the main point is that the training and development is necessary in every organization in order to avoid any misleading activity in future.

Remember that quality work can only be produced by the trained worker. If the worker is trained and have exact knowledge about the work he is doing then there will be no problem in working environment. Further will affect the business activities as a whole means that it's not only affecting the internal business structure but also affecting the external activities.

### **Literature Review:**

There are many study focuses on Training and Development such as, A manager is that what the other members of the organization wants them to be because it is a very popular trend of development training for the managers in the training for the management (Andresson, 2008; Luo 2002). According to Casse and Banahan (2007), the different approaches to training and development need to be explored.

(Oladele Akin, 1991) Presented the tree major approaches to training evaluation

- quality ascription
- quality assessment
- quality control

(Phillip C. Wright, 1992):

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These research studies are strongly related to training and development cause in effect of different organization functions however our main concerned will be based on that how training and development affects the employee's performance.

### **Problem Statement:**

Training and development has lots of impact on employee's performance. The only factor which is point of hesitation for the employers is "cost", used for the training and development. Otherwise there is always a positive result from training and development.

### **Main Body:**

The independent variable “employees training and development” will affect the dependent variable “Employees Performance”. The communication between the employees and customer is very necessary in order to get new or retaining a customer there should be strong interpersonal skills and for that training is necessary. Communication training plays a vital role in development of business. It teaches customer services and how to deal better with the customer.

It has been observed that many of the employers think that the training is unnecessary technique for the business. It is due to cost of training but if we look it as a positive way we will come to know that it’s a kind of investment from the employer because when the employees get training they will perform better as compared to that they were doing before.

The Time factor is very important in training and development. It should be control, means in order to get perfect result from the training it should be completed in minimum time. It will also help in minimizing the cost.

The impact of training and development on employee’s performance is so strong that it can make a new life for existing business. People working together, sharing different knowledge and experience is good for business. But if we want to bring all employees at equal level then training become necessary. And when this training and development is successfully completed then the new phenomenon begun “competition” and this factor can lead a business to grow more and more. That is because everyone wants to give their best.

The Impact is strong that it improves the morale of the employees. Because it helps the employee to get job security and job satisfaction. The more satisfied the employee the greater is his morale. And he will start contributing more toward the organization success. There will be less wastage of time and effort means that there will be less supervision because a well-trained employee will not cause a serious accident. So this will also lead to a fewer accidents because of more skills and knowledge that client have. Chances of promotion for the employee increased because of high quality work they are producing. And most importantly the productivity of the employees also increases more as compared to production before the training and development.

As told earlier that providing training opportunities are kind of investment in your employee’s future. While this type of activity is set for only employees and organization benefits so it’s always shows a positive side. On-the-job training is perfect for not only improving the skills of employees but also the performance of the business. Leadership training is also necessary for the employer because he is the one who take the decision. Here the role of employer plays an important role. Because he is the one who take first step to start the training and development of his employees. It is better to provide more training to his employees as compared to giving some incentives like bonus, salary increase etc. this can be done in future when employee has passed from successful training session and giving his best result. And investing in your employee’s future is not only providing benefit for them but also overall organization satisfaction that now it is on secure position.

So here we can say impact of training and development lead to increase two important factors, Performance of the employees and Performance of the business.

### **Hypothesis:**

We have performed the test that what happened if the employees are trained and if they are not trained. What kind of effects that you organization will have to face. And for this we have made simple model explaining the situation. And also we take whole model as a kind of investment in organization.

### **Impact of untrained Employees**

- If the employee is not well trained then it can cost you more than their wages.
- It can also lead to loss of your retained customer.
- The profit of your organization will also be effect.
- Untrained employees can bring down the morale in employees.

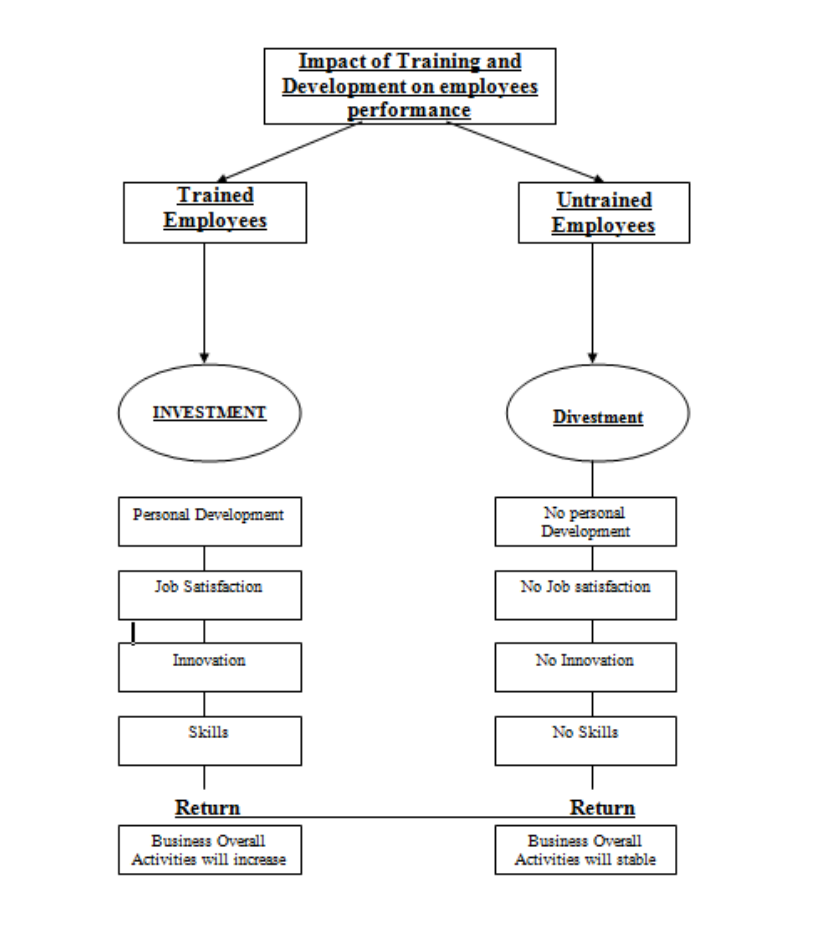
### **Impact of Trained Employees**

- Due to training and development employees feel they are part of the company and will performs better.
- Professional and skills of employees enhance.
- In result of well trained employees there will be less absenteeism and fewer wage demands.
- Trained employees will make fewer mistakes.

- The product quality will increase.
- When employees realize you are investing in them then they reciprocate with loyalty.

So the test has shown that there is always a better result when we invest in employees in such a way that will affect not only the employee's performance but also different factors of the organization.

Following model will clear more about the situation we have taken.



**Model Explanation:**

In above model “The Impact of Training and Development” is divided into two heads. First one is Trained Employees and second one is untrained employees.

The first head shows if the training and development is organized in organization then we can say it's a kind of investment which is not only beneficial for the employees but also for the business. Training and development directly or indirectly affect the employee's performance, also lead to grow business activities.

Training helps the people to feel that they are part of the company they are started feeling satisfaction. That because they know how to work there confidence in the business environment also increases. Innovation, skills will also start increasing because of the knowledge which they have gathered. In return overall business activities will also start increasing.

The second head shows that if there is no training and development then this will be kind of divestment. That mostly arises when an employer thinks that it's wastage of time to organize training sessions for his employees.

Here we focus on the word is “stable” because if there is no innovation, skills or any other qualities in employee then it will affect whole business functions. Since, they don't know how to work properly then it will be total wastage of time.

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**Conclusion:**

Training and development is very important for every business. Training and Development should be involved in the strategies of the business. And with using this strategy the employee working activities and business qualities will increase. Employees Training Investment can bring lots of changes in the organization.

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