



**THE IMPACT AND IMPORTANCE OF TRAINING AND
DEVELOPMENT TO IMPROVE EMPLOYEE AND ORGANIZATION
PRODUCTIVITY IN JINDAL SHADEED IRON AND STEEL COMPANY.**

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Abstract:

Training and career development is very important in our time for individuals, organizations and clients as well due to the progress and changes that the world and the economy are witnessing. The main objective of this study is to clarify the importance of training and development courses in improving employee performance and productivity in the workplace. Studies have proven the importance of training and development in increasing the productivity of employees by refining their talents and providing them with skills, abilities and knowledge that enable them to develop their job performance and thus increase their productivity in the organization. There are also many benefits resulting from training and development on the organization in terms of acquiring a distinguished work cadre with skills and capabilities that distinguish it from the rest of the employees in other companies that do not provide training and development for its employees, and thus increase the organization's productivity, raise its revenues and profits and become advanced in the labor market, and also having a competitive advantage in the market. Training also has other benefits such as gaining satisfaction and loyalty as well as contributing to the rise of the economy. Training types and methods are discussed, such as: hands-on training, vocational training, safety training, promotional training, orientation training, and refresher courses. There are also training methods such as on-the-job training and off-the-job training, and many other types and methods that the researcher will address in this study. Recently, it has become of great importance to provide online programs and training courses and their investment by many enterprise managers to keep pace with changes and raise productivity. As the employee acquires from the online training self-learning skills, it can also save the employee effort and cost and is considered flexible and suitable for many employees. The results of this study show that there is a significant impact of training in increasing employee productivity and

developing his career level. The results also show that training has a significant positive impact on the level of productivity in the company and contributes to increasing profits and revenues.

Keywords: Training, Productivity, Revenues, Competitive advantages, Loyalty

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Introduction:

Employees are the main structure of the organization, so any successful organization is undoubtedly interested in advancing the career level of its employees by providing them with the necessary training and development programs to improve their skills, capabilities and better performance.

Studies have revealed that there is a great relationship between training and development of employees and increasing productivity in the organization, as the more training and career development programs increase the employee's productivity and thus increase the productivity of the organization.

Training and career development programs aim for the employee to acquire knowledge, experience, capabilities and skills that will improve his job performance and thus the employee will be more accomplished and creative and complete his work in a timely manner.

Companies that provide training courses for their employees have seen a significant increase in sales and profits compared to companies that did not provide training courses for their employees.

At the present time, in 2022, training and development courses and programs are very important due to the many changes that the world is witnessing, whether environmental, social or economic changes. During the past two years, the world witnessed the Covid-19 pandemic, which greatly affected the economy of organizations, companies, institutions and the economy as a whole. Therefore, all companies must train and qualify their employees to face such pandemics and changes, as the employee

acquires skills, capabilities and knowledge that qualify him for achievement, progress and keeping pace with these changes.

Statement of research problem:

One of the characteristics of any institution or company that seeks to keep pace with development is that training is a prerequisite for it. However, there are some problems or obstacles that the company may face. One of these problems is the shortage of people who train employees and develop their capabilities. Furthermore, the duration and content of the training may not cover the training objectives. In addition to the little diversity in the training programs and courses offered, or the training content is boring and the employee gets bored quickly.

Research aims and objectives:

To demonstrate the importance of training and development courses in improve employee's performance and productivity in workplace.

- To clarify the importance of training and development in increase employee and company's productivity.
- To present the benefits of training and development for employees, company, and customers.
- To illustrates and suggest several training and development programs.
- To identify the importance of online training for the future purposes.

Literature review:

The productivity

According to Prem Chhetri, Victor Gekara, Alex Manzoni, and Alan Montague in their article 'Productivity benefits of employer-

sponsored training: A study of the Australia transport and logistics industry' Based on the results presented in this research, we find that there is a significant relationship between the training programs offered by the company and the increase in employee productivity. These training programs must also enhance basic dimensions of the employee, which thus achieve sustainability in the level of productivity and effectiveness. Including what is related to increasing the employee's knowledge and skills, and another is related to enhancing the employee's self-confidence and increasing his job satisfaction (Chhetri, 2018). On other hand, according to Yogeswary Youhelingam and Nur Ezzati Binti Redzwan in their article 'The Effect of Employee Training and Development on Employee Productivity' Training and career development is an invaluable strategy in all successful organizations. Where training is necessary to improve the employee's efficiency and perform his work more skillfully, thus improving his morale and productivity so that he can accomplish his tasks more (Youhelingam, 2020).

Training benefits on individuals, organization, and society

According to Ilija Janev, Gabriela Hadzi-Vasileva and Elenica Sofijanovska in their article 'Benefits of Training and Development for Individuals, Teams and Organizations' Training had many benefits for the individual, the organization and society. First, the individual in terms of improving job performance and the employee's acquisition of new skills, which helped him to innovate more and achieve. Second, the benefits of training on the organization improve the productivity of the organization and increase its sales and

profits, as well as it has gained employee satisfaction and customer satisfaction. The training also had a significant impact on the attendance of employees, not being absent from the workplace, and improving the quality of products and services. Third, the benefits of training to society were through improving the quality of the workforce, producing new skills and thus raising the national economy (Janev, 2018). On other hand, according to Sukhavasi Santha Kumari and Balanagalakshmi Amarnath in their article 'Perception of Employees on the Training Programs' One of the benefits of employee training and development programs is that it helps motivate the employee to work and improve his skills and ability to solve problems better and enhance his ability to make decisions. Training also helps in the employee's sense of self-confidence and high functional efficiency, thus improving the company's financial revenues, in addition to the employee's ability to Keeping abreast of new technologies and methods. There are also benefits to training for the organization, such as raising the morale of employees and instilling the spirit of cooperation and participation among them and developing them functionally. Training also helps in improving profits and revenues significantly and reducing employee turnover (Kumari, 2019).

Training programs/ methods

According to Nazrul Islam, Md. Nafizur Rahman, Eshnat Mumtahina Mridha, Jasmin Sultana Sharna, Maliha Mosharrarf, and Nowshin Nower in their study 'How Effective the Employee Training Programs Are? Evidence from Government Banks of Bangladesh' they state that there are different types of training programs such as

practical training, vocational training, safety training, promotional training, orientation training and refresher courses (Islam, 2020). On other hand, based on Harpreet Kaur Channi in his article 'Impact of training on the performance of an employee and the growth of an industrial organisation' state that there are six types of training programs offered to employees and they include induction or orientation training, job training, apprenticeship training, internship training, refresher training or retraining, and training for promotion. Orientation or induction training is training provided to the new employee in the company where he is introduced to the work and the company. It is only a short training giving the employee a general background about the company and his job, and this creates a sense of participation for the employee. Job training is the most prevalent in companies, where the employee is introduced to the work he will do, and this leads to the employee's interest in his job. apprenticeship training is more educational training where employee knowledge and skills are enhanced to do his job better. In internship training, cooperation takes place between the industrial establishment and training institutes that provide vocational training to employees and provide them with educational knowledge, where theoretical knowledge is supported and enhanced with practical experience. Refresher training is a training provided to the old employees in the organization, where they are introduced to new methods to enhance their efficiency at work. And the last type is training for promotion, this training helps the employee to get a promotion in his job and get a bigger position as well as develop them for greater responsibilities in the organization and this is considered motivating the employees.

Various methods and techniques of training have been found which suit different employees in organizations. First, the on-the-job training method, which is based on the principle of learning by doing, is an organizational and basic method in all companies that is used to improve and increase the skills of employees and increase their productivity. This method is also considered to raise the efficiency of the employee and is considered a less costly and less time-consuming method. There are four different types for this method include coaching, brainstorming, job rotation, and understudy. Second, vestibule training method, this method is used when a group of employees must be trained at the same time and for the same type of work, and a professional trainer must be appointed in the training program. This training is aimed at education rather than productivity. Third, off the job training method, this method is used for employees who are considered to be at a high level in their job, and this training is outside the workplace where the employee is unemployed during the training. There are different forms of this training that may be attending a conference, a case study, a private lecture, a group exercise and others (Channi, 2018).

Online training

According to Fan Mingyue, Anastasia Krampah-Nkoom, Blessing Dwumah Manu and Daniel Oduro in their article 'Evaluating the Effects of Online Training on Employee Self-efficacy. A Dilemma from the Banking Industry in Ghana' With the increase in issues related to technology, online training has become very important and a great investment for many managers of organizations to keep pace with changes and raise productivity. Online training helps to

learn new skills and capabilities of the employee to improve his skill in solving big and critical problems related to technology, thus making the company a competitive advantage in the market. Online training in organizations also enhances employee individual learning. The importance of online training has also increased with the increase in globalization, which has enabled the digitization of many things and the exchange of information and knowledge and the ability to communicate and send it to all parts of the world via the Internet. The online training also helped the employee to easily receive training without having to change his location. Also, there is no need to pay the travel costs or other costs that the trainee may pay for the regular training. The importance of online training for the organization lies in achieving a competitive advantage characterized by flexibility and the ability to adapt to changes, and the goal is also technological learning. Online training helps in enhancing self-confidence and overcoming mistakes, and this confidence improves the employee's performance and enhances his job efficiency (Mingyue, 2020). On other hand, according to L. B. Martins, Thaís Zerbini, and Francisco J. Medina in their article 'Impact of Online Training on Behavioral Transfer and Job Performance in a Large Organization' they state that due to the wide spread of online training in various organizational and training fields and across many platforms such as Coursera and Edx, it has become a must to be applied in all companies to improve the job performance of employees. Online training is also flexible and suits all employees in terms of time and place, and creates a generation with extensive knowledge of the web, digital media, and e-learning. The company's online

training also contributes to reducing the financial costs resulting from training programs (Martins, 2019).

Research methodology:

Research design

The research purposes of this project are to investigate the importance of training and development system on employee's performance and the impact on the productivity of both the employees and the organization and also demonstrates how the training and development programs are very important in organization's success.

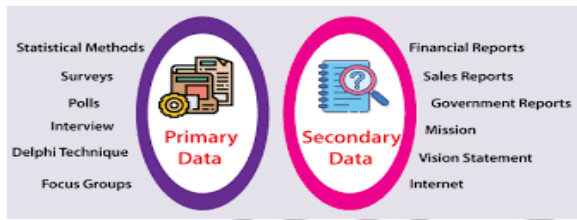
The research design illustrates the general methodology followed in the research to integrate the various components and ensure that the research issue is addressed effectively. There are different methods that will be used in this research to collect data, including the method of collecting qualitative data and the method of collecting quantitative data.

The method of collecting qualitative data is to study people's point of view and opinions on the research topic by giving them a questionnaire to fill out. The researcher contacted one of the employees of the human resources department at Jindal Shadeed Iron and Steel Company and sent a questionnaire to him to distribute to the company's employees. After that, the process of collecting quantitative data is carried out, which is the process of analyzing the answers of the respondents, and the answers were different among the employees, which helps in analyzing the questions.

Data collection techniques

-Primary data: A questionnaire was distributed to a group of employees of Jindal Shadeed Iron and Steel Company, consisting of multiple-choice questions and two opinion questions. An employee from the human resources department of the company was also interviewed and some questions were asked that will help in completing this study.

-Secondary data: Literary articles were used in this study as well as communication with an employee of the company via mail to collect some required information.



Data analysis techniques

Data analysis technique is the process of collecting, modeling and analyzing data to extract information that is useful for the study. Quantitative analysis by performing metadata statistics via graphs and tables in Excel.

Quotative data analysis:

Training helps in increasing productivity of employees.

36 responses

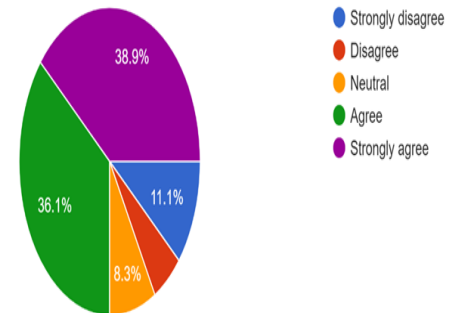


Figure 4.11: Training helps in increasing productivity of employees

The graph shows that (38.9%) of employees answered "strongly agree" that training helps increase employee's productivity. And (36.1%) answered "agree". While (11.1%) of the employees were strongly disagree with this statement. A small percentage of respondents are between neutral and disagree. Based on the apparent percentages from the graph, the majority of employees see that training helps increase their productivity, and this explains the importance of the training that the company offers to employees, its effectiveness, and its great role in increasing employee productivity, while very few employees answered the opposite, either because they rarely receive training, so they do not see The effect of training on them or that they had no credibility in answering this question and they answered randomly (Chhetri, 2018).

Training programs are necessary to increase to profits and revenues of the company.
36 responses

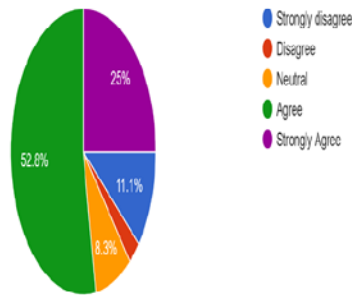


Figure 4.18: Training programs are necessary to increase profits and revenues of the company

The graph shows that the largest percentage of respondents (52.8%) who chose "Agree" that training programs are necessary to increase the company's profits and revenues, in addition to (25%) of employees who chose "strongly agree". While there was a percentage (11.1%) of those who chose "strongly disagree" and there were also (8.3%) who were neutral with this point. Also, a small percentage of employees chose "Disagree." It appears from the above ratios that the majority of employees agree that training programs are necessary to increase the company's profits and revenues for what they see happening in the company and the positive results of training in increasing the company's profits by increasing the employees' productivity resulting from their receiving training and development. While there is a very small percentage of employees who do not agree with that, the reason may be the lack of credibility in solving the questionnaire or that the employee is not aware of the impact of training on the company's profits, and this is a very simple possibility (Janev, 2018).

There is a diversity in the training provided by the company.
36 responses

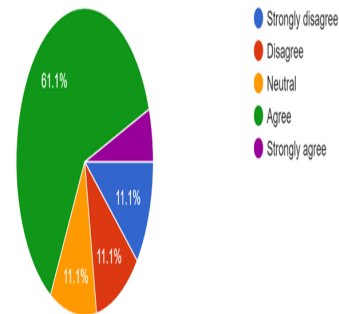


Figure 4.23: There is a diversity in the training provided by the company

In the above pie chart, 61.1% of the employees agreed that there is diversity in the training programs provided by the company, while there is a difference of opinion for some employees, as similar percentages appear between "Disagree", "Neutral" and "Strongly disagree" with a percentage of 11.1%. It is also clear that a very small percentage of those who answered "strongly agree". The above ratios show that most employees agree that there is a diversity in the training programs provided by the company, while a small percentage of employees do not agree with that. The reason may be the lack of credibility or indifference in the response of these employees (Mahadevan, 2019).

Online training is important.
36 responses

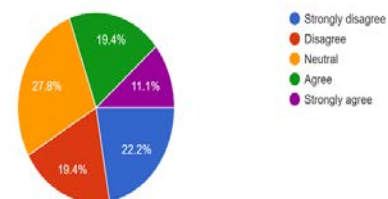


Figure 4.24: Online training is important

The graph above demonstrates the varying percentages between employees' responses, as 27.8% are neutral, this type is not sure whether online training is important or not. 22.2% of the employees say "Strongly disagree" and it seems that they do not like online training. It is also clear from the pie chart that there are equal ratios between agreeing and disagreeing, with online training is important, and the percentage was 19.4%. And 11.1% answered "strongly agree". The percentages shown in the graph above show the difference in the opinions of employees who answered this question in the questionnaire about online training and whether it is important or not, some of them are interested in online training and some do not prefer it (Hamdan, 2019).

Recommendations:

Linking training to bonuses, so that each employee receives a bonus upon completion of training, this will increase the employee's motivation and desire to obtain training continuously.

Make online training programs and courses easy and short. This will encourage employees to do online training, which has many importance and benefits for the employee and the company as a whole.

Strengthening technology education in internal training and external training. Technology has become a sign of development and progress in various organizations and is considered a competitive advantage for them, so it is necessary to develop technological learning for employees and include it in training, development and career, whether it is

internal training or external training, as it develops the employee's skills in the use of technology and makes the company more advanced over its competitors.

Conclusion:

In summary, the importance of training and development in increasing the productivity of both employees and the company, obtaining customer satisfaction and other resulting benefits for each of them was discussed. The researcher also clarified the challenges facing the Jindal Shaded Company in training and development. And mentioned some difficulties that the researcher faced in completing this study, but of course they were well overcome.

The researcher discussed many different and important points regarding training and career development, including productivity, benefits of training and development on individuals, the organization and society, in addition to clarifying training programs and methods, and finally discussing online training and its importance.

The process of conducting this research was explained, where the design of the research and the study population on which the research was conducted is explained. He also clarified the research tools, reliability and validity, the data collection and analysis tool, and finally mentioned the legal, ethical and social considerations.

The researcher presents the data he collected from the questionnaire that was distributed to the employees of Jindal Shaded Iron and Steel Company and analyzes the findings related to the literature review.

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