

# Impact of Training and development on Employee performance in Haya Company

## ABSTRACT

In this research, there are many aims, but the basic goal is to assess the impact of training and development on employee performance in Haya Company. This study focusing on training and development practices and how this impacts employee performance in Haya Company. Training and development are an important part at the work environment. This leads to help organizations to achieve the goals of the company easily. Training is a program that includes many new skills and knowledge that help the employees, through the Internet or training programs at work / a set of skills and activities that help the individual for the purpose of carrying out a specific work. Also, employee Performance is the behaviour that the worker performs in the organization. It is the tasks that the worker carries out at work and that the direct supervisor refers for the work and which are represented in the responsibilities. This research will use primary and secondary data sources. The questionnaire will include statements about impact of training and development on employee performance in the Haya Company. In contrast, secondary data are such as books, magazines, and websites. In this research, a quantitative method will be adopted. In addition, the target sample for collecting data is Haya employees which will be selected randomly.

### **Keywords:**

Training & Development, Impact, Employee performance, Haya Company.

## **Background of the Study**

The organization interested in providing training opportunities for employees at work and for the success of the organization, various training opportunities are provided to the need of employees in different departments, and this is organized through the human resources department. Training and development are an important part at the work environment. This leads to help organizations to achieve the goals of the company easily. Training and development system is meant to give the worker a lot of information and experiences to improve their performance at work which leads to increasing the productivity in the organization (Chopra, 2018).

Haya Water Company, incorporated in December 2002, is a government company wholly owned by the government of the Sultanate of Oman. Haya Water Company is a company in the field of sanitation, in addition, it is a company that produces environmentally friendly healthy water. Its goal is to provide a healthy environment away from pollution caused by traditional sanitation systems, and the company also indicated that this method provides protection from the spread of diseases and epidemics. Also, move away from traditional methods such as desalination that lead to the emission of carbon dioxide. Moreover, Haya Company seeks to achieve its goals according to the master plan, considering the population and urban growth. Haya Water Company has completed many projects that have connected tens of thousands of units to the sewage network in the various governorates of the Sultanate (Haya, 2021).

## **Statement of Research Problem**

In this case, the importance of the impact of training and development on the performance of employees in the Haya company, so that other organizations may seek to provide training programs for their employees to acquire high experience of skills necessary for work.

## **Aims and Objectives**

The main aim of this research is to assess the impact of training and development on employee performance in Haya Water Company. The objectives are

- To study the training and development programs adopted in Haya.
- To evaluate the impact of training and development on employee performance in Haya.
- To evaluate the use of information technology in training and development in Haya.
- To provide recommendation to enhance the training and development system adopted in Haya.

### Research Question

- What is the training and development programs adopted in Haya?
- How training and development influence employee performance in Haya?
- What are the methods used in information technology for training and development in Haya?
- How to enhance the training and development programs in Haya?

### Scope and Significance of the Study

The scope of this research is to study the effect of training and development on employee performance in Haya Water Company. Haya Water Company is located in the Ghala area of Muscat. This research studies the training and development programs in Haya Water Company. This research can help in developing training programs and establishing new methods of training to improve the performance of employees in the future.

This research is important because it provides a lot of information of Haya training and development system. This research will help Haya company for programs of training and development that has been approved in the company to improve employee performance and will help to know the impact of training and development in Haya company. Also, it helps to identify weaknesses in training programs to improve it. This research can help organizations and other countries to learn new methods of training.

## Literature Review

### Training and Development

Training is a very important matter, and it is the part that organizations use to develop and improve the employee's performance at work. Training is an essential element that all organizations must provide the opportunity for their employees by providing training programs that strengthen their ideas and experiences at work. Also, training and development helps employees. In addition, development is considered a way to improve employee performance (Michael, 2016). Moreover, in a competitive business environment there are many organizations that provide training programs of various kinds to increase productivity at work. Training is considered as the efforts made by organizations to improve employee performance, which is directly related to organizational performance. Human resources management plays an important role in improving employee performance, behaviour and personality at work, and the human resources department can help the employee to develop his / her capabilities.

### Employee Performance

All organizations set the so-called standard by which the low and high performance of employees is determined. The performance of the employees is compared to this standard, for example if the employee is doing well and correctly in the company according to the standard, then the employee's performance is said to be high and vice versa, if the employee's performance is poor, then the employee's performance is said to be low (Leonard, 2019). The employee's performance in the organization helps its success, in addition to increasing the productivity of the organization. One of the reasons for the performance of employees correctly and well is to provide training programs for employees so that they possess the skills necessary to perform the work properly and motivate them to compete with employees in particular and organizations in general. Organizations focus on high performance at work because that directly affects the organizational performance. The organization must pay attention to providing training to employees so that there is an improvement in their skills and abilities, so that it can be used in the future (Dahkoul, 2017).

## Impact of Training and Development in on Employee's Performance

There are many objectives that are related to training, but the main objective of training is to improve the competencies, capabilities, and skills of employees within the organization. The organization must motivate its employees in the form of financial or moral compensation (Salah, 2016). The effect of training and development on employee performance is a strong positive relationship. Employees are affected by training because the training stimulates their skills and abilities and gives them confidence to work in the organization in a meaningful and comfortable manner. Also, training and development helps the organization to have highly experienced and skilled employees. In a competitive work environment, training and development also affect employee performance on the side of competition among employees inside or outside the organization. As well as employees who possess high skills that interest them, for example they are present in lectures and seminars, official company openings, providing organizational training courses, providing training and development programs with the responsibility of the human resources department.

### Information technology in Training and development

Information technology is one of the basics of our lives currently. Information technology has a special importance in providing training and development programs. In many organizations, information technology is used to train their employees at work. This is done online. For example, in the MOOC Course program, this program provides a lot of important information that may benefit employees at work. Employees can register in this program to follow all the lectures that they can access and gain information. Employees can attend training anytime and anywhere via an internet connection. If the company uses information technology systems in the workplace, continuous training can be provided by senior trainees and experts without the need to arrange a lecture.

## Methods

### Research Design

Qualitative research is the collection of information and data that describes all people's opinions and differing ideas through research presented on the Internet, books, articles, and others. As the qualitative research provides high accuracy and more detail, in addition to that, it collects many opinions among people of different ages and mentalities. In addition, qualitative research provides more accurate and clearer research questions. A disadvantage of this type of data collection is that it is difficult to analyse the results. Information can be obtained through interviews, open research questions, and case studies. In this research, the researcher will use the qualitative data collection method.

### Population and Sampling

In this research, this study targets employee who work in Haya Water Company there is 750 employees in Haya Company. They are employees of such departments. To get acquainted with their views on the impact of training and development on employee's performance in the company (Ameen, 2018).

In this technique, the researcher will use probability sampling which is random sampling, and the sample will be of 86 employees working in Haya Company from different departments. 86 employees will be randomly selected from within Haya Company. The questions will be prepared about how employees view the impact of training and development on employee performance and how this system helps in improving employee performance. These questions will be asked through a questionnaire. In addition, this research will help to find new methods to the training system

### Research Instruments and Validity and Reliability:

The questionnaire is considered one of the research tools and it is a standard tool designed to obtain answers and information about any topic. In this research, the researcher will prepare more than 10 different questions. The researcher will start with yes or no questions, and then the open questions will be. There are two very important factors: validity and reliability that must be considered when improving any tool. For example, a questionnaire helps to ensure the quality of the information and data collected for any study. The researcher will prepare the research with a strategic effort and focus on all chapters and sections in this study to obtain integrated, comprehensive, achievable, real, realistic, and orderly research. The researcher in this project will cover all the requirements of the project that will be completed on time at a high standard. There will be complete reliability in the information and data in the research.

### Data collection and analysis techniques:

In this research, I will use qualitative collection data, the researcher will use one type of data collection methodology, which is secondary data. However, the researcher will use the primary data collection methodology only for the questionnaire, which will be distributed to employees from different departments electronically. In the questionnaire method, the researcher will prepare questions revolving around the topic of the impact of training and development on employee's performance, through which the researcher receives the answers that the research needs to analyse the data, and to complete the research. One of the goals of the survey method is to grant employees their opinions in full transparency. The methodology for collecting secondary data by the Internet through the company's website, or taking information from other websites, books, MEC library and others.

The researcher uses data collection technology that helps to obtain results quickly and easily, for example. Microsoft Excel and SPSS, for accurate analysis, is easy to use. There are many forms of analysis such as graphs, tables, pictures, line, and pie charts. The researcher will use new, clear formations to help the reader understand the analyses and results. In the analysis, I will use Frequency distribution, which means how many people say yes or No. Also, will use the Correlation Coefficient, It is considered a statistical measure of the strong relationship of two variables, that is means a relationship in the SPSS program. In addition, Cronbach's Alpha, the reliability of the questionnaire, it means the extent to which a group of elements is related as one group (SIJT SMA, 2009).

## Results

### Training programs in Haya Company

The first question investigates the training programs provided by Haya company that meet the requirements of my job performance. The results obtained by the researcher were as follows. 34% of the employees strongly agreed with the question, in return 34% agreed. 14% were neutral, and 12% opposed. Addition. 6% were strongly against it. We conclude from the analysis of this question that the programs provided by Haya company are at a high level in meeting the performance of its employees.

**Table 1.** Training programs provided by Haya company that meet the requirements of my job performance.

Q1				
strongly agree	agree	nuesarl	disagree	strongly disagree
17	17	7	6	3

**Table 2.** I have received training programs and it helps to develop my skills and knowledge

Q2				
strongly agree	agree	Neutral	disagree	strongly disagree
15	21	6	6	2

The results in the second question show the importance of training programs that help employees develop their skills. 30% of employees strongly agreed, while 42% agreed. Also, 12% do not agree with the training programs. 4% strongly disagree. This means that the training programs are positive for employees because they help them develop their skills at work.

**Table 3.** Some of my skills have good through training programs

Q3				
strongly agree	agree	Neutral	disagree	strongly disagree
18	17	5	8	2

The graph shows the results obtained by the researcher on good skills through training programs. The results showed that 36% strongly agreed. 34% agreed to the question, while 10% were neutral. In addition, 16% did not agree with the good skills in the training programs. In contrast, only 4% of employees are against developing their skills through training. The researcher believes that the training programs help in developing the skills of the employees in Haya Company.

**Table 4.** Training programs provided to me helps in increasing my productivity

Q4				
strongly agree	agree	neutral	disagree	strongly disagree
18	22	6	3	1

The training programs provided to me help to increase my productivity. Through this, the results showed that 36% of the employees strongly agreed with the statement, while 44% agreed with the statement, in contrast, 6% opposed the statement and only 2% of the employees strongly disagree the statement. This means that the training programs provided by Haya help employees to increase productivity.

**Table 5.** Training helps to improve my performance at work

Q5				
strongly agree	agree	neutral	disagree	strongly disagree
22	15	3	8	2

The chart above displays the results of the question asked about training helps improve employee performance at work. Therefore, the results appeared as follows: 44% strongly agree, 16% disagree that training helps improve

performance, while 4% strongly oppose them. 30% agree. The results prove that most employees support training that helps improve employee performance at work.

**Table 6.** To develop my skills in the organization, training should be provided.

Q6				
strongly agree	agree	neutral	disagree	strongly disagree
19	20	6	2	3

In the above table, the largest number of responses were shown, they agreed by 40%. While the response was to strongly agree by 38%. In addition, 12% were neutral, 4% disagree. In addition, 6% strongly disagree. From this graph, the results show that developing skills in the organization needs training programs.

**Table 7.** Training courses provided to me are helping to enhance my skills and performance

Q7				
strongly agree	agree	neutral	disagree	strongly disagree
14	22	8	5	1

**Table 8.** Training helps me to get a good performance appraisal in the organization

Q8				
strongly agree	agree	neutral	disagree	strongly disagree
13	19	10	6	2

**Table 9.** Haya Company has enough training programs to improve my performance at work, or needs more training

Q9				
strongly agree	agree	neutral	disagree	strongly disagree
10	24	9	6	1

According to the question that states that Haya has sufficient training programs to improve the performance of employees in the organization. Agree got 48%, strongly agreed with 20%, 18% are neutral, in addition, 12% disagree. The results affect the positive importance of training, in addition, the training programs in Haya are sufficient.

**Table 10.** Information technology helps to increase opportunities for training in work

Q10				
strongly agree	agree	neutral	disagree	strongly disagree
15	22	4	5	4

**Table 11.** My company encouraging and asking me to join MOOC course.

Q11				
strongly agree	agree	neutral	disagree	strongly disagree
7	18	13	11	6

**Table 12.** One of the advantages of information technology is that it helps me to motivate and develop my job skills

Q12				
strongly agree	agree	neutral	disagree	strongly disagree
15	24	5	5	1

Table 12 displays the results of the IT benefits that help motivate the job skills of employees. The results showed that 48% agree that information technology helps motivate employees' skills. While the results were the same between neutral and disagree. Also, only 2% strongly disagree.

## **Discussion and Conclusion**

Through the results obtained by the researcher, the results show that the effect of training and development on the performance of employees has a positive relationship between them. Training and development improve the performance of employees and makes them more efficient at work. This will lead to the improvement of the organization. The survey also showed that training and development positively affect the achievement of the goals of the organization. Consequently, training and development programs lead to achieving employee satisfaction and that makes them work hard to achieve the goals of the organization.

Also, the results showed that most of the employees agreed that the training programs help the employees improve their skills and knowledge. This indicates that Haya is interest in training programs helps employees to make them more efficient and effective. This means for the benefit of Haya Company to have experienced employees.

Another result, according to training, is that it helps employees to improve their performance at work. Most employees agree that training improves employee performance. This means that the training programs provided in Haya are considered positive for the employees, as it helps them to perform their work well. Also, they will complete their work to the fullest. Thus, Haya maintains the employees who work for it, to achieve the goals of the organization.

The last result that appeared in the data analysis relates to information technology on the training and development programs at Haya Company. The programs used by Haya help employees to acquire new skills to improve their performance at work. In addition, the use of technology helps the organization to advance at work.

## **Limitations**

There are many challenges that the researcher may face in this study. First of all, it is difficult to find a good topic for this project and find a suitable company for the project. Also, it is difficult to get approval from the company to start the project. In addition, it is difficult to take appropriate and accurate information from the company's employees due to the lack of time they have, or the company may not allow detailed information to be given to the researcher, the last challenge is that there is not enough time for the researcher to present a better project. This is due to the pressure of the study (Maya, 2019).

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