

# IMPACT OF TRAINING ON EMPLOYEE PERFORMANCE IN NEPAL

Nikita Mukhiya<sup>1,2</sup>, Upasana Acharya<sup>3,4</sup>

<sup>1</sup>Graduate Student, Research Department, King's College, Kathmandu, Westcliff University

<sup>2</sup>Lecturer, Southwestern State College, Basundhara, Kathmandu, Nepal

<sup>3</sup>MBA Graduate, Research Department, King's College, Kathmandu, Westcliff University

<sup>4</sup>Research Supervisor, Professor, King's college, Kathmandu, Nepal

## Corresponding Author

Nikita Mukhiya

Email: [nikitamukhia@gmail.com](mailto:nikitamukhia@gmail.com)

<https://orcid.org/0009-0000-3044-7346>

**Received Date** 17 May 2023

**Accepted Date** 10 September 2023

**Published Date** 15 September 2023

## ABSTRACT

The study examines about the employers who have improved their performance after the training. The main study of this research is how training has done impact on employee performance. When we examine the effect of three sets various independent variables was taken into account and two set of hypothesis which developed establishing relationship between these set of variables with dependent variables. 200 questionnaires were distributed among employees of several organization of Kathmandu valley and 150 have responded. The data are analyzed in statistical tools of the participants of employees. We surely know that there is positive and significant relationship between training and employee performance. It is a vital role in improving the performance of employees. We known the training regarding employee performance are conducted in various organizations. Training has influencing power on employees work commitment and performance which reinforce and implement training as root of organization to exceed goals. The study concentrates to improve employee performance that is lacking to achieve a task in an organization. It major impacts are to encourage employees to work apparently.

## KEYWORDS

Employers, Organization, Training, Information, Variables, Performance, Relationship

## INTRODUCTION

In competitive business, world organization and human resources practitioners have seen performance appraisal system as an effective tool for human resources management. The improvement of organization is very much dependent on human resources due to all other resources than human resources are non-living resources. A performance appraisal in one organization there is continuity and informal where personal feedback of a superior about employees may be the basis appraisal (Cintrón & Forrest Flaniken). In another organization, it is well defined, and a particular policy and approach may be guide by all managers. A system of performance appraisal dictates a time and effort spent by supervisor and employees defines which areas of performance are emphasized. To improve employee's performance training is biggest factor (Michael A. Akinbowale, 2014).

Employees are known as blood stream of organization and valuable assets of each organization where they can make or break the organization standard and effect profitability. A mutual relationship between performance appraisal and employee performance where training plays a vital role in making human resources management practices. If we guide them with training impacts the quality of the worker's knowledge and skills which ensures high performance in organization tasks. There is employee engagement in relation to employee organization and internal standards effects of leadership communication. A development of training and employee engagement on employee performance and testing medication effects of employee engagement in the relationship between training and employee performance (Sendawula, Kimuli, Bananuka, & Muganga, 2018).

Training and development enhance worker performance and productivity in organization. However, for some years now it appears training in organization of Nepal has been haphazard. There are many categories of workers have not qualified for any form of training nor is there any systematic process of staff development in place. A brief interaction with few of employees did show that management authority sees the cost incurred in the acquisition and maintenance of plant and equipment as more relevant that that expenses on training and development of its employee. This it is believed to have led to high labor turnover in the organization. A study was therefore to assists role of training on organization commitment (Rafiei & Davari2, 2015).

### Objectives

A general objective of study is to examine the relationship between training and employee performance within the organizations. A specific objective of this research is given below:

To explore the nature of training practices applied in various organizations.

To know the impacts on employer's work performance after training.

To know types of training related performances, organize in various organizations.

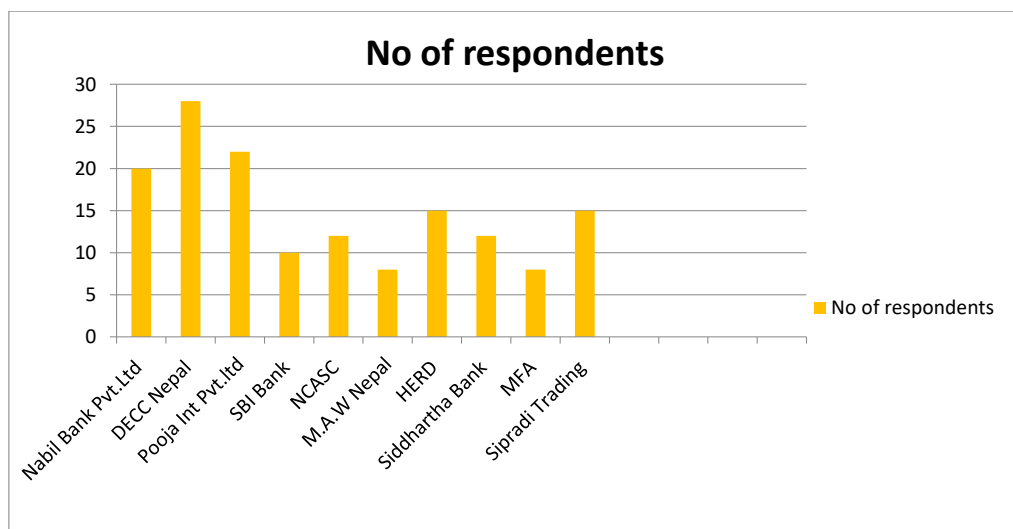
## METHODOLOGY

The research was carried out to examine the relationship between training and employee performance within various organization. The research was allocated on renowned organization like Nabil Bank, Siddhartha Bank, Yamaha Nepal, Pooja International Pvt.ltd; DECC Nepal Pvt.ltd, Ministry of Local Development, and NCASC and so on. The target population for data collection was the employees of government sector, private and non-private organization in Kathmandu valley. Qualitative data were consulted mostly from internet-based reports, websites, newspaper and all. On the other hand, quantitative data, this research is based on company data. Data analysis was done to establish how the units cover in the research counter to the items under investigation. In this research, data were analyzed using descriptive-inferential statistics using SPSS computer system. Descriptive statistical indexes like frequency, distribution, percentage, Likert scale, mean and standard deviation were calculated and used for analyzing. Purposive sampling was applied to guarantee that specifics groups within a population are adequately represented in the sample and the efficiency is improved by gaining greater control on the composition of the sample. Each set of question were rated in Likert scale type to give all the data a quantitative figure so that it can be easy for calculation and analyses. After than data collected from the questionnaire are analyzed using SPSS and Excel software from which correlation and regression coefficients were analyzed. Those figures were calculated in order to prove the formulated hypothesis one after another. Excel was used in order to calculate mean, standard deviation minimum and maximum of the given data.

## RESULTS

**Figure 1**

*Respondent Description*



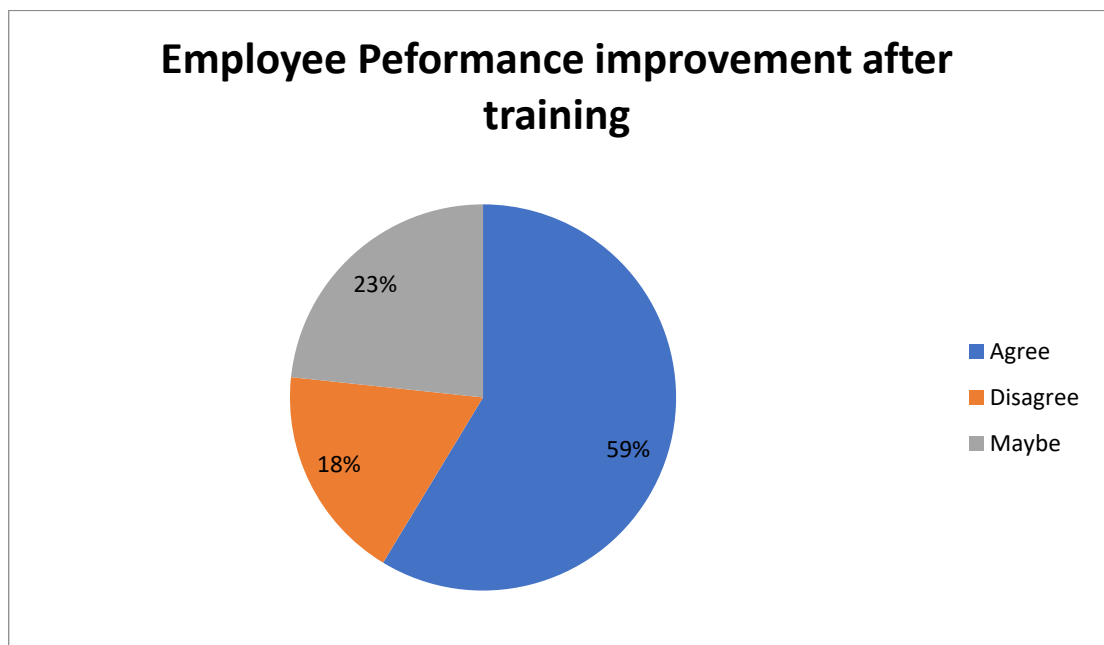
We had been to several organizations to fill up the questionnaires for my research. Due to the certain time consistency some fill up the questionnaires on the spot and some fill up questionnaires through the mail. From the above it is clearly known that DECC Nepal Pvt.Ltd and Pooja International staffs are friendlier and ease to fill up the questionnaires compare to rest of the organization. The participants of DECC Nepal Pvt.Ltd staff who have taken stress management training out of 30 questionnaires 28 employers respond a questionnaire. Whereas, Pooja International they had taken “Effective communication at workplace” out of 25 questionnaires 22 participations had fill up the form. The duration to fill up the questionnaires it took nearly one month of period (Figure 1).

### Improvement in employee performance

I have discussed these questionnaires of selected organization respondents does they find any difference after training in their performance at work.

#### Figure 2

*Viewpoint of respondents after training in their work performance*



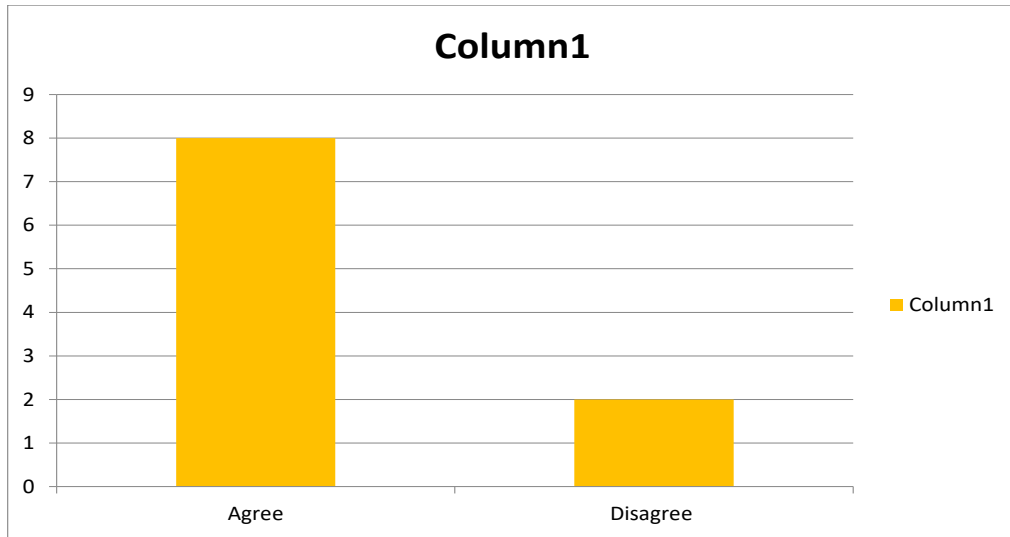
I have discussed to know respondents of various organizations that they feel certain changes in their work performance or not. Some of the respondents are on dilemma and some are satisfied, and some are not. In the above pie-chart (Figure 2) it clearly shows that 88% of respondents feel that their work performance improved after the training. While 27% of respondents did not find any improvement in their performance and 35 % of respondent are confused.

## Improvement in employee performance

I have distributed questionnaires to managers of the various organizations what was the result in their employer's work performance after training.

**Figure 3**

*Viewpoint of managers towards their employers on work performance after*



*training*

Here in the given bar diagram (Figure 3), we can clearly see that managers are more satisfied in work performance of their employers after training. Out of 10 organization research 8 of the managers agree that there is improvement in employers' performance after training and while 2 of the managers are not satisfied with their employer's work performance after training. I had discussed managers of the organization in what way their work performance is improved which is mentioned in detail. Well, talking about SBI bank had conducted training related work performance they found certain changes in employers maintaining customer relationship more stronger opening various account and sanctioning loan. DECC Nepal Pvt.ltd after training employers are able to tackle any problem regarding the tasks in organization. The employers are more focused in every task attained by organization. Sipradi trading company has upgrade the financial revenue stronger after establishment of performance related training. MAW Nepal where there is improvement in working environment and best in dealing with clients and various offers and discounts theme is allocated targeting huge customers. NCASC where employees are so satisfied with the task ensured by organization, they are so active in participating in every fieldwork. Pooja International Nepal where employers after training successfully meet the sales target in that year. Nabil Bank Pvt. ltd after training they found positive changes on setting

organization goals. HERD International after training there is improvement in work efficiency where they finished a project assigned by organization in given time frame. Siddhartha Bank after training they create a new theme like various deposit account interest rate evaluation, various loans in minimum interest rate and fast and effective service for customers. Ministry of foreign affairs after training employers assists in the developments of plan and policy formation and analyzing the function of agencies and their impact on international relations more strongly.

## GENDER OF RESPONDENTS

It is important to find out the actual distribution of the gender in workplace. 200 questionnaires were distributed to employees and owners or managers where we return 150 questionnaires.

**Table 1**

*Gender distribution of respondent*

Gender	Frequency	Percentage
Male	91	59.1
Female	59	38.3
Total	150	97.4

(Source: Field survey, January 2019)

After knowing about the virtue of gender, there are 91 males and 59 females. This data signifies that both genders were represented. However, majority of the respondents were males by 59% and 38.3% were females. A table shows the gender distribution of the respondents who have response the questionnaire (Table 1).

## Education status of respondent

Education plays vital role in any profession field so qualified manpower are necessary for every organization. The best manpower can exceed goals and huge success in organization.

## Qualification of respondent

**Table 2**

*Education Status Distribution of Respondent*

Qualification	Frequency	Percentage
High school	27	17.5
10+2 pass	36	23.4
Bachelors	57	37.0
Master Degree	29	18.8

P.H.D	1	0.66
Total	150	100

(Source: Field survey, January 2019)

As we can observe from above table the majority of 37% respondent have college diploma followed by 23.4% are high school graduates. Rest of the 17.5% is below 10+2 grades and 18.8% are only master's degree holder (Table 2).

### Work experience of respondent

The main aim of providing training to employees is to reduce their weakness task given by organization. These data clearly define the overall commitment of employees in organization in mid of 2-5 years. After the training if there is any improvement in employee's performance the company provides rewards and benefits.

**Table 3**

*Work Expearence of the Respondents*

Experience	Frequency	Percentage
Under 2 years	38	24.7
2-5 years	58	37.7
5-10 years	40	26.0
Above 10 years	14	9.1
Total	150	100

(Source: Field survey, 2019)

The Table 3 shows that the majority of the working respondents have 2-5 years and 5-10 years of related working experience which is above 25%, 38 respondents have 0-2 years working experience and the rest of 14 have above 10 years working experience. It is obvious that majority of employees need more training to become skillful and competent.

**Table 4**

*Descriptive statistics*

	N	Min	Max	Mean
Training practices	150	2.00	5.00	3.3400
Delivery mode	150	1.00	3.00	2.6600
Training frequency	150	1.00	3.00	2.2800
Performance	150	3.00	4.00	3.5133

The Table 4 shows the variance of independent variables and dependent variables. A training practices have mean is 3.3400. Training practices shows how many trainings is organized by organizations. A delivery mode mean is 2.6600. A delivery mode is the way training instructions are delivered to support and enable learning process. A training frequency has mean value of 2.2800. Training frequency denotes here in the given data mean shows the average numbers of training practices, Delivery mode, training frequency and Performance attained to employers.

## **DISCUSSION**

Today a world of technology a workforce needs suitable training and being more precise, improved skills to deal with hassles and barriers in organization. We offer training to guide employees on how to achieve their purpose and advancement on employee's performance. Employee training is a significant part of Human Resource Management and Development; it is the key path of motivating employees and increasing productivity in the business (McClelland, 2002). Employee training is the important task to help everyone in the company to be more united. Company either hires experienced employees or trains the currently working employees. If the company trains its staffs by providing harmonious atmosphere, passion of work, team spirit, and work specification will be built among employees and management team within the process. It noted all human resources development activities are meant to either improve performance on the present job of the person, train new skills for new job or new position in the future and general growth for both individual, train new skills for new job or new position in the future and general growth for both individuals and organization do as to able to meet organization current and future goal. It noted all human resources development activities are meant to either improve performance on the present job of the person, train new skills for new job or new position in the future and general growth for both individual, train new skills for new job or new position in the future and general growth for both individuals and organization do as to able to meet organization current and future goal. The organization must have skills to identify which training method is suitable for employees (G. Abhishek, 2016)

As per the past two years, data where various organizations took participated on the training of employee performance. Here are a few organization data who have conducted training related to employee performance. SBI bank has conducted "Workshop on communication skills" in a year 2018. DECC Nepal Pvt. Ltd conducted "Stress management" training in year 2017. Nabil bank attained "Team Building" training in a year 2017. Siddhartha Bank attained training on "Excellence in Customer service" in a year 2018. The Ministry of Foreign affairs training on "Emotional Intelligence" year 2017. Sipradi trading Pvt. Ltd has attained "Leadership Excellence" on year 2017. MAW Enterprise attained behavior training in a year 2017. NCASC organize "Motivational factor" training in a year 2018. HERD International conducted training of "Personality and Skill development" training in year 2017. Pooja International conducted training on improving employee performance "Effective



communication at workplace” in 2018. There is positive relationship between employee performance and training from this various research areas. The research recognized most of the employees improved their performance after training. The organization performance is important factor, which is determined by training provided to the employees. From the overall finding the managers have given clear justification after training, they have declared there is improvement in employer’s performance. I have faced certain difficulty as well as more opportunities during research. The employers more satisfied after training they also feel certain changes in their work performance.

## CONCLUSIONS

A study highlights the influence of professional training on improvement of employee’s performance in various organizations. The learning of relationship between employers training and performance is vital factor for every manager due to modern business trends and competitive business world. Training is motivating factor in career development and recognizing various training programs in the organization employees are more interested to get ideas about their current job, which eventually leads, in getting promotions among the department. Training has influencing power on employees work commitment and performance, which reinforce and implement training as root of organization to exceed goals.

## REFERENCES

- Cintrón, R., & Forrest Flaniken. (n.d.). Performance Appraisal: A Supervision or Leadership Tool? *International Journal of Business and Social Science* , vol.2 No.17.
- Frank, E. (1978). Training Methods and Organisation Development. *Journal of European Industrial Training*, 2-32.
- G. Abhishek, D. C. (2016). Effective Training Delivery Methodology for corporate employees . *International Journal of Scientific & Engineering Research*.
- L.Truitt, D. (2011). The Effect of Training and Development on Employee Attitude as it Relates to Training and Work Proficiency. *Sage journals* .
- Michael A. Akinbowale, M. E. (2014). Employee Performance Measurement and Performance Appraisal Policy in an Organisation. *Mediterranean Journal of Social Sciences*.
- Rafiei, N., & Davari2, F. (2015). The Role of Human Resources Management on Enhancing the Teaching Skills of Faculty Members. *Journal of Academy* , 35-38.
- Sendawula, K., Kimuli, S. N., Bananuka, J., & Muganga, G. N. (2018). Training, employee engagement and employee performance: Evidence from Uganda’s health sector. *Journal Cogent Business & Management* .
- Velada, R., Caetano, A., Michel, J. W., & Kavanagh, M. J. (2007). The effects of training design, individual characteristics and work environment on transfer of training. *International Journal of Training and Development*,. *Research Gate* , 282-294.