

# IMPORTANCE OF TRAINING AND DEVELOPMENT IN THE WORKPLACE

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**Abstract:** The main objective of this research was to examine the importance of training and development in the workplace. Training and development is the most important for the workplace effectiveness. Training is focus on today's activities of the organization and development is focus on the future tasks and responsibilities. Training and development is one of most important tool of HRM to increase organization's output and competencies. This research is quantitative and secondary in nature. The data was collected from banking sector of Pakistan. The 200 sample size is used. This study conclude that there is an impact of training and development on the performance of workplace. Also it recognize that the ability and skills of employee is helpful for the performance of organization and this skills are come from training and development.

**Keywords:** Training and development, performance, skills, workplace

## 1. INTRODUCTION:

**Training:** Training is giving to the employee for the specific purpose and task. Training is giving for the short period of time. It is an act to increase the skills and knowledge of the employee for the required purpose or task.

(Sommerville, 2007) To enhance the knowledge and skills of employees to operate the task which is set by organization.

**Development:** It is a program of different combination of training. Development is designed to improve the quality and performance of present managers and provide growth for present as well as future requirements and need.

Now a days in the global environment training and development is become very important as compare to the earlier time. The term training is become popular in several organization. Training and development agrees the employees to obtain new skills and knowledge and become more effective and productive for the organization. Training plays a positive role for the success of the organization. (Management, 2002) It this rapid changing work the need of training and development is become very essential for the effectiveness and efficiency of both workplace and the employee. Training become the opportunity to all the employees for increase the knowledge. The main drive of training is to enhancement the organization to attain its short and long term aims by adding worth to its human capital. Training shows a significant part in the growth of employee's performance. Training is important for staffs because organizational success base on the good presentation of employees. Employees with access to training and development plans have the improvement over staffs in other businesses who are left to pursue training chances on their own. The training makes a helpful office. Employees who feel valued and defied through training opportunities may feel additional fulfilment to their careers. The organization that spend more in training and development mostly tends to have satisfied staffs.

Those employees who attend the more training and development program need less supervision and direction. Worker is observed as the leading feature of entire organization and their achievement and failure basically based on their enactment. Training is important for employees because organizational success base on the worthy performance of personnel. Employee's performance greatest at that time they were well trained.

The main purpose of the research is to define the importance of Training and Development in workplace in the banking sector of Pakistan.

### 1.1 Problem Statement:

This research is complete to find out the importance of training and development in the workplace. This research problem is helpful to understand the connection between training and development and the effectiveness of workplace. The impact of T&D and the other factors on the workplace.

### 1.2 Significance of the Study:

The significance of this research that it will provide the benefit to understand the importance of training and development in the workplace. It will helpful for the banking sector of Pakistan to know about the significance of T&D for the performance of the organization.

### 1.3 Research Question:

1. What are the main factors that influence the enactment of the workplace?
2. What is the correlation between T&D and the organization?

3. What is the effect of training and development on the success of organization?

#### 1.4 Objective of the Study:

The main impartial of this research is to examine the schedule of training and development on the performance of the organization in the banking sector of Pakistan.

1. To understand the different factors that influence on the workplace performance.
2. To explore the influence of employee devotion on organization success.
3. To study how training and development supports the staffs to enhance skills, knowledge and attitude for the success of workplace.
4. To evaluate how training and development play vital role for the accomplishment of workplace.

#### 1.5 Limitation of the Study:

This research is based on the banking sector of Pakistan. I am working on five banks which are UBL, MCB, Habib Bank, Allied Bank, Standard Chartered

## 2. LITERATURE REVIEW:

(Khan, 2011) this study was conducted on the banking sector. In this research there are four training aspects are define which are most essential for the organization. The most important part of this research is to understand the effect of T&D in the workplace. Employees are the most important part of any organization is just like a backbone of any organization. All Hypotheses illustrate significant result on organizational enactment.

(IMBULANA, 2013) This research was done in telecom sector from Srilanka. The main purpose of this study is to find out the impact of training and development on the performance of employee. This research is examine the importance of T&D. The main examination of this research is that there is a positive relationship between training and development. In every workplace the contribution of T&D is very positive. It improves work quality, increase organization productivity and effectiveness. Now a days Training and development almost apply in every organization.

This study is completed by (Derek, 2014) this study is done on the importance of training and development for the organization Enactment at PT. Bank Tabungan Negara Tbk, Manado. Training, and Sending Style has important effect

on Executive Performance. The purpose of implementation of T&D is to enhance the employee's skills and knowledge so that in this way the effectiveness of organization is also increase.

(GUNU, 2013) If the employee attend more training and development session they need less supervision and direction. Training increase knowledge and skills in the employee and they become able to achieve all the task of the organization. The study inferred that for preparing and improvement to have huge effect on authoritative execution, workers should be skillful to complete plans.

(Farooq, 2011) This research expresses the importance of training and development on employee's performance. Workplace projects are improved due to the training program. Through questionnaire the data was collected of this research. Conclusion of this study is suggested more active training programs are adopted or organized.

(Jehanzeb, 2012) This study shoes that the benefits of training and development for the employee and organization. The old workers are more experienced rather than the new employees for the organization. But if any new technology or task is given to the employees than there is a need of training arise. The more the employees learn the more they become effective for the organization. At the end of this research it is explain that the employee is the assets for the organization so that's why the training and development program is very essential for the employees.

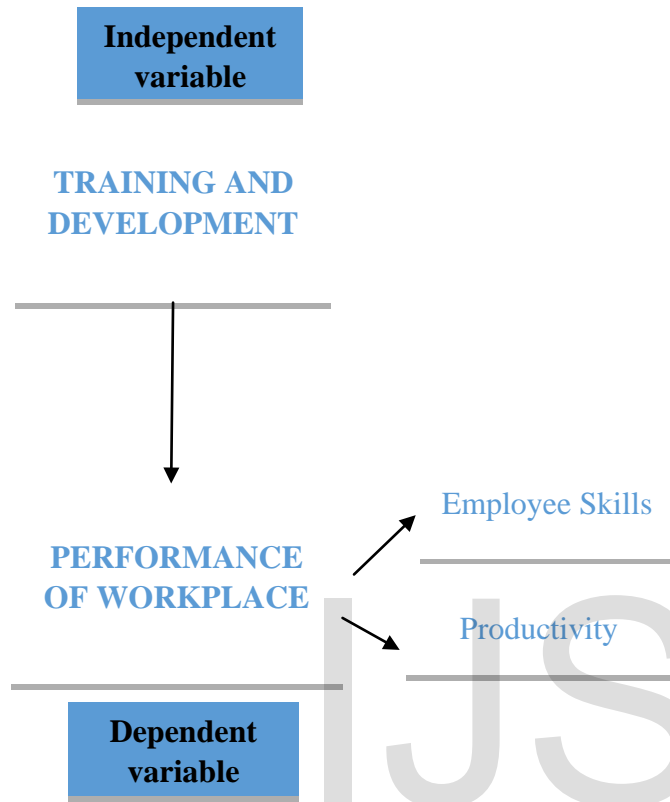
The research carried by (Sultana, 2013). In this study focus on significance of training. Training practice and what the influence of training on staffs. In any business employees play a vital role. HRM is the important instrument of training. She explores in this study the growing learning of training. She states in this research that training play a significant role to rise the performance and efficiency of employee and also rise the competencies of employees. Employee's is an important source of any organization. For the achievement and failure of any organization is depends on the performance of worker. What's more, the success and dissatisfaction of an association importantly depend on the implementation and productivity of the representatives.

## 3. METHODOLOGE:

The research is grounded on secondary data. A planned questionnaire was designed to gather data and complete by employees and managers of banking sector of Pakistan. The

sample is 100 data was examination through pie charts and graphs.

### 3.1 Theoretical Framework:



This research is lead on the quantitative research method. Questionnaire was used for data gathering. The questionnaire consist of five likert scale. These scale are as follow.

Strongly agree, agree, neutral, disagree, and strongly disagree.

A questionnaire was closed ended. The questionnaire was spread among 200 users out of which 180 forms were collected in whole and right manner.

### 5. DATA ANALYSIS:

#### Analysis 1:

The result shows that the there is a positive relationship between the training and the organization effectiveness. 53% result shows that the trained employees are able to complete the organization goals and objectives. The employees are more capable to complete their task if they are fully trained. Banking sector should give proper training and development to their employees so that employee's skills are more polish and they are able to perform well. Organization should give training to their employees which are helpful to the employees to accomplish the organization objectives.

### 3.2Hypothesis:

**H1:** there is a relationship between T&D and performance of workplace.

**Null hypothesis:**

**H2:** there is no relationship between T&D and performance of workplace.

**Alternative hypothesis:**

**H1:** There is a relationship between performance of workplace and employee skills.

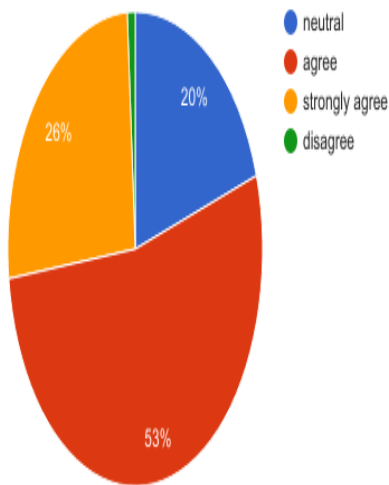
**H0:** There is no relationship between performance of workplace and employee skills.

**H1:**There is a relationship between performance of workplace and productivity.

**H0:** There is no relationship between performance of workplace and productivity.

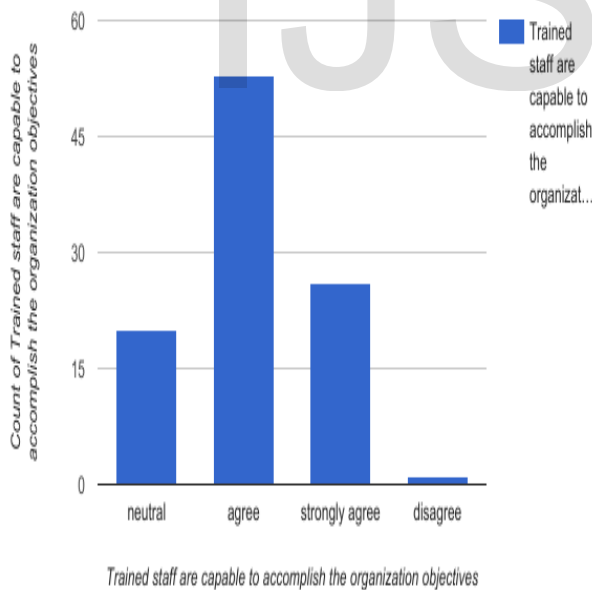
### 4. DATA DISCRPTION:

**Count of Trained staff are capable to accomplish the organization objectives**

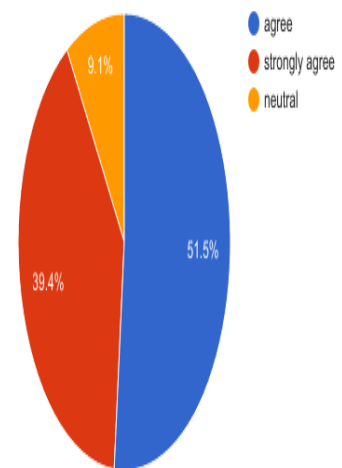


This result shows that the productivity of the organization is increased because of the training and development. 39% respondent are strongly agree and 52% respondent are agree that if the organization arrange proper training and development program than the productivity of the organization is increase.Total 52% outcomes shows the positive result about the training and development with respect to the productivity of the organizations.Organization effectiveness and efficiency is increased if the employees are well trained.

**Count of Trained staff are capable to accomplish the organization objectives**

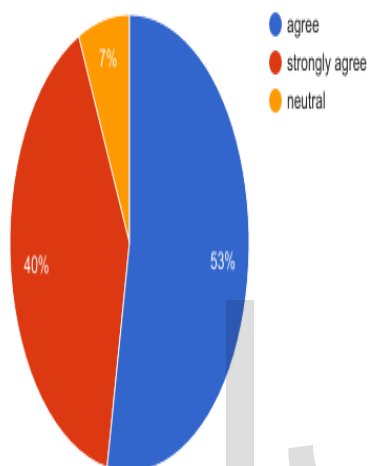


**Count of Training and development help to increase the productivity of workplace**

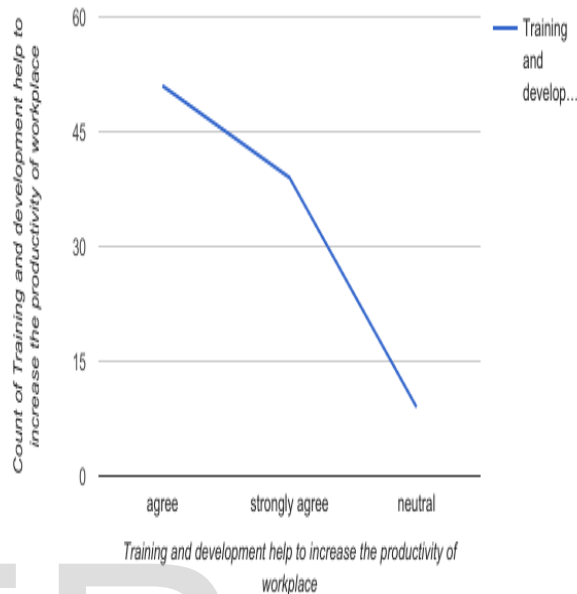


**Analysis 2:**

**Count of Organization success and efficiency both increase by employee's skills**



**Count of Training and development help to increase the productivity of workplace**

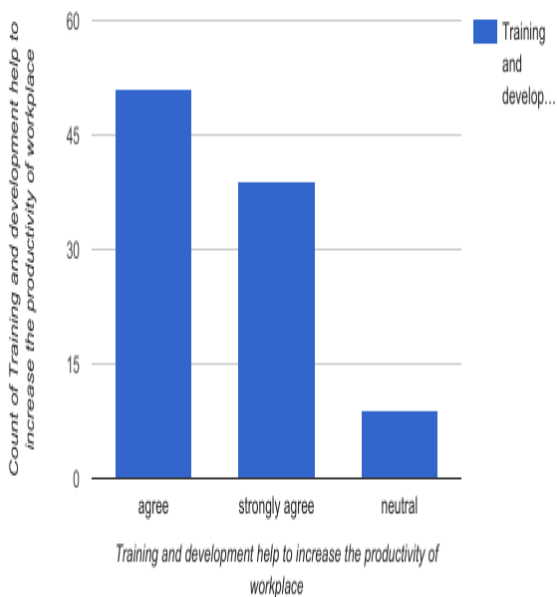


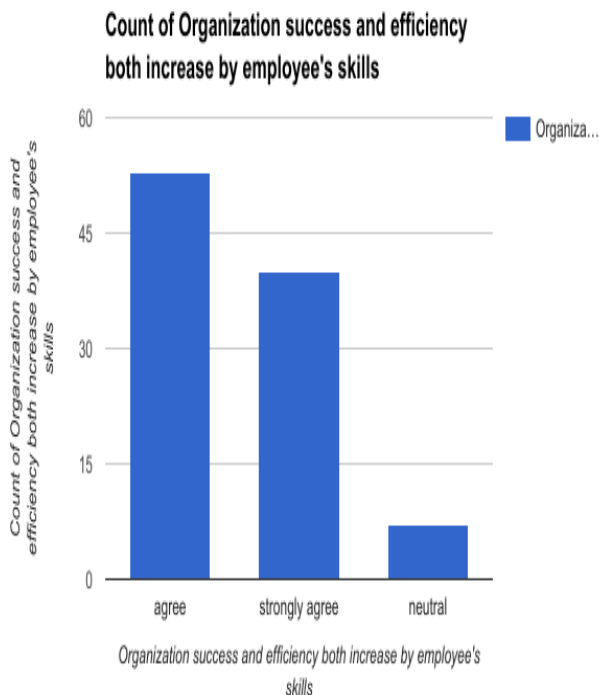
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**Analysis 3:**

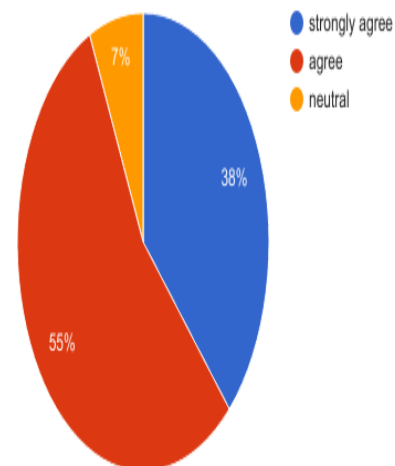
The result shows that the organization success and efficiency both increased by the employees skills. 40% respondent are strongly agree and 53% respondent are agree that the organization efficiency is increased by the skills of employees. Total 73% outcomes shows the positive result. Employees are the main assets of the organization so that it is important that the skills of employees are enhance according to the needs of the organization. The more skilled employer is the higher will be the efficiency of the organization.

**Count of Training and development help to increase the productivity of workplace**





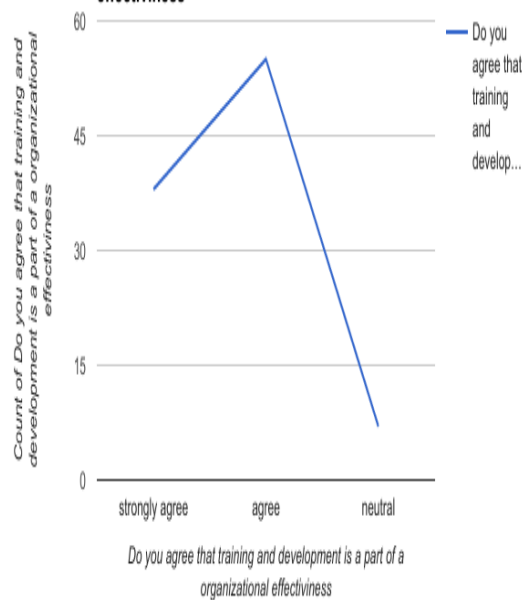
**Count of Do you agree that training and development is a part of a organizational effectiveness**



**Analysis 4:**

The result shows that the training and development is a part of the organization effectiveness. 93% respondent think that the training and development is the most important part of the organization. The organization effectiveness is increased due to the training and development because if the employees attend the training and development session than they are able to attain the goals and objectives of the organization effectively.

**Count of Do you agree that training and development is a part of a organizational effectiveness**



**6. CONCLUSION AND FINDINGS:**

The aim of the research is to find out the importance of training and development in the workplace in the banking sector of the Pakistan. From the above findings and result it is conclude that training and development is positively related to the organization effectiveness and it is also positively impact on the efficiency of the employees in the banking sector of the Pakistan. Training and development is the important for the productivity and the efficiency of the organization. The training and development is the main tool of the human resource management in the any organization. The finding of the research shows that the 93% employees are agree that the training and development is a part of the organization effectiveness and furthermore 73% result shows that the organization success and efficiency both are increased by the employee's skills. Training and development help in the growth of the organization. Training and development not only increased the skills and ability of the employees but also increase the efficiency of the organization and increase the relationship between the employees with the organization.

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