



Employee performance at eastern shop Nigerian limited and the effect of training

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Abstract

Training programs aid workers in increasing their productivity and success at work. Additionally, training might help the employee get the necessary abilities for a particular role. Nowadays, a lot of businesses work to give their staff training opportunities to help them reach specific objectives. One of the variables that can impact employee performance is discovered to be training. This study examines how training affects Eastern Condiments Private Limited employees' performance. The data was gathered using a structured questionnaire and a convenience sample technique. To examine the relationship between the two variables, training and employee performance, the research used a correlation technique. There is overwhelming proof that the organization's training initiatives have a favorable impact on personnel

Keywords: Training, organizational performance, productivity, employee performance

Introduction

Employee performance is the most important factor in determining an organization's efficacy, profitability, and survival. Employees are any company's most valuable asset. The training goals are derived from a scenario analysis of the organization's current workforce, which is obtained by a thorough personnel survey and which identifies a skill gap that needs to be addressed (Adamu *et al.*, 2022) ^[1].

The primary impact of training is on the accomplishment of an organization's goals and objectives. The best course of action for every firm, however, is to increase revenues and profits in order to deliver their productive and efficient workforce. As a result, the staff is only efficient and effective if it receives proper training and development, which leads to higher output. The daily operations of a company are greatly impacted by performance; the better an individual performs, the more favorably the organization will change. In this changing climate, it is essential to train both employees and supervisors. It is a crucial HRD initiative that improves the competency of representatives. The representatives benefit greatly from training, which changes their abilities and competence, increases their courage, and aids in self-management. Human resources management must include employee training. As a result of the advancement of innovation, which has led to constantly growing competition, rising client demand for value and benefit, and a resulting requirement to reduce costs, it is adopting every essential component. Additionally, it became more significant globally, especially in light of the need to train professionals for new professions. The emphasis in the current setting is mainly on the growing necessity for progress and preparation, as well as its recommendations for individuals and enterprises.

In any endeavor, training and development improve the performance of current or prospective employees by increasing a representative's ability to perform by adapting, most notably by changing the employee's disposition or growing their abilities and knowledge. Training and development are viewed by human resources management as a skill related to hierarchical mobility that enhanced the

performance of individuals and groups in conventional settings. "An instructive procedure that includes honing abilities, ideas, changing of the state of mind and increasing more information to improve the execution of employees" is how preparation and advancement may be described.

A business or organization's performance has an impact on many different areas. For instance, performance has an impact on the company's strategic goals. The ability and acceptability of the job delegation explanation, a worker's talent and interest, and the role and level of worker motivation all play crucial roles in performance (Tampi *et al.*, 2022) ^[15]. Numerous studies demonstrate the beneficial effects of training initiatives on workers' productivity. One of the most popular ways to boost individual productivity and communicate organizational objectives to workers is through learning as a process (Ahmadi, 2019) ^[3].

Background to the study

Nearly forty years ago, Shri. M.E. Meeran, the group's former chairman, created the Eastern Group. As the global leader in Indian spices, the Eastern Group of Companies has expanded into a variety of industries, including packaged drinking water, packaged foods, packaged clothing, and procured and retread tires. The group began its operations by dabbling in wholesale trading. Eastern Group's secret to success is providing products of excellent quality at competitive prices. The company is prepared to enter new markets throughout the world with goods that adhere to the highest standards of quality. Through its ongoing monitoring of quality excellence, Eastern Group adheres to strict standards for procurement, processing, packing, and distribution, which are supported by a tightly-knit distribution network and marketing campaign. For the past five years, the business has consistently won the renowned Best Exporter award from the Spices Board. In the year 1991, Eastern Group established the division known as Eastern Condiments (P) LTD. The Eastern Group's flagship organization is this Company.

Curry powders, pickles, and spice powders are all produced by Eastern Condiments. The company's numerous items are

well-received by domestic customers as well as on a very strong international market. Today, Eastern is a group with 850 crore. This extraordinary feat is the result of a set of basic values, including a dedication to great quality. Every one of our brands and products strives to develop a special, high-quality connection with consumers.

Our brands are loved by people all around the world thanks to our consistent business philosophy and methods. Our most valuable assets, our clients, enable the Eastern Group integrate into their daily lives through a well-diversified assortment of products. The purpose of the current study is to determine how training affects workers' performance at Eastern Condiments Private Limited.

Review of literature

In order to undergo, learn, and acquire specialized information and abilities, persons must participate in a purposefully planned program of activities (Goswami & Saha, 2021). The trainee then applies the unique skills and knowledge learned during these training sessions to enhance performance in his or her job function (Jehanzeb & Bashir, 2013). The performance of people taking part in training and development activities needs to improve as the main goal. Learning is accomplished through training and development, therefore it may be described as an organizational resource that allows employees to acquire, deduce, and use knowledge. Performance thereby aids business growth, particularly when employees may put the skills and information they have acquired through training programs to use. Researchers are also very interested in training programs and how they impact workers' performance at work (Tahir, 2014).

Eltayeb and others, 2020 46 participants, chosen at random from five companies—Sohar Aluminum, Stomo, Suhail Bahwan Group (Holding) LLC, Ooredoo, and Oman Formaldehyde Chemical Company—participated in this study on the effect of training programs on employees' performance. According to the outcome, the training program was successful in raising the employee's aptitude, output, proficiency, and efficiency.

The respondents concur that training programs are important and that their companies use training as the best way to impart new skills. The process of training and development serves as the cornerstone for all training initiatives. 'Need-based training,' which directly affects employee effectiveness and production, is prioritized. The training and development department uses the employee annual evaluation report to identify training needs. In order for employees to successfully carry out their current and future tasks, training is routinely provided. The trainer's reflections of each training program are always written in a record book at the conclusion, demonstrating the importance of the employee's performance during the training period. The prompt input from both instructors and students is helpful in creating a successful corrective action plan for upcoming training sessions.

Chhopra and Bhanu (2015) assert that training and growth are essential parts of any organization. Individual, group, and organizational development are considered as a systematic technique to learning and growth, according to Khawaja & Nadeem (2013) (Goldstein & Ford, 2002). It serves a crucial purpose and is a crucial component of the HR division. According to Abbas Z. (2014), training is a crucial component for an employee's development in a

company because some individuals lack the information, skills, and competences necessary to complete tasks on time. In order to assess the effectiveness of training delivery and the effects of training on employee job performance, Bhat (2013) conducted a study. The study involved 108 bank workers, and the findings suggest that, in large part, training improves employees' performance. However, training is not the sole component that results in greater performance; rather, it is a mix of other factors. Using correlation and regression analysis, the impacts of training and development on employees' productivity are found to be positive (Sabir *et al.*, 2014) ^[13].

Research methodology

Objectives

Goals for the next study include

1. To find out how employees feel about training initiatives.
2. To research how training affects how well employees perform.

Hypothesis

H1: Training programs have little effect on how well individuals perform in the workplace

H2: Age-based training ratings differ significantly from one another.

Research design

This study takes a quantitative approach, using a descriptive methodology, and seeks to investigate the relationship between the independent and dependent variables. This essay also aims to determine whether training initiatives have an effect on workers' productivity.

Population, sample and sampling

The basic data used in the study was gathered from Eastern Condiments Private Limited's employees. Convenience sampling was used to get the data through a standardized questionnaire. 120 employees were given the questionnaire, and 70.58% of them responded. There were 73 female employees (61%) and 47 male employees (39%), out of a total of 120 respondents. The sample comprises of 60 employees, 17 supervisors, and 43 individuals who were classified as Others and came from various organizational areas, including HR, Marketing, and Finance. The study's secondary data came from a variety of academic publications, articles, and both published and unpublished sources.

Tool of data collection

With the aid of predetermined questionnaires, primary data was gathered. Some of the independent variable's items were taken from the study of (Kuldeep, 2004), while others were taken from the study of "Training," which was assessed using an 8-item scale created by K. Singh (2004) ^[14]. Respondents were questioned about the extent to which training needs are determined based on both organizational and individual requirements. A 10-item Performance Questionnaire created by Asfaw, Argaw, and Bayissa (2015) ^[4] was used to measure the dependent variable, and Jamovi software was used for the analysis.

Scoring of the questionnaire

The eighteen items in the training questionnaire were all focused on how the employees felt about the organization's

training initiatives. A 1–5 rating system was used to grade this questionnaire. The scale has five points: 1 for strongly disagreeing, 2 for disagreeing, 3 for neutrality, 4 for agreement, and 5 for highly agreeing. The influence of training programs on employees' performance was examined by a 10-question performance questionnaire. The scale points for the scale used to score the questionnaire were as follows: 1 = Very low, 2 = low, 3 = moderate, 4 = high, and 5 = Very high. The sum of the individual scores for each variable on both questionnaires was correctly calculated.

Data analysis

Statistical tests have been used to assess the acquired data. Shapiro-Wilk tests have been used to verify the data's assumed normality. The link between the independent and dependent variables has also been studied using the Spearman's Correlation test, and the influence of the variables has been examined using a linear regression model.

Results and discussions

Table 1: Demographic profile of the respondent's

Demographics	Category	Frequency	Percentage
Age	20-30	35	29.16%
	31-40	35	29.16%
	41-50	40	13.33%
	Above 50	10	8.33%
		120	
Gender	Female	82	68.33%
	Male	38	31.66%
		120	
Education	School	19	15.83%
	10 ^h	33	27.5%
	12 th	39	32.5%
	Degree	21	17.5%
	PG	8	6.66%
		120	
Marital Status	Married	101	84.16%
	Unmarried	19	7.5%
		120	

Experience	0-5years	49	40.83%
	6-10years	33	27.5%
	11-15years	24	20%
	16-20years	10	8.33%
	Above 20 years	4	3.33%
		120	

Designation	Worker	48	40%
	Supervisor	32	26.66%
	Others	40	33.33%
		120	

Table 2: Reliability

S.No.	Variables	No. of Items	Alpha reliability
01	Training	8	0.829
02	Performance	10	0.828

Cronbach's Alpha is used to determine the dependability of the collected data. The scale can be regarded as reliable if the alpha value is greater than 0.6. Table 2 reveals that the training scale's Cronbach's alpha is 0.829 and the performance scale's is 0.828.

Table 3: Descriptives

	Training score	Performance score
N	120	120
Mean	34.4	41.3
Median	33.0	41.0
Standard deviation	4.76	4.97
Shapiro-wilk W	0.816	0.907
Shapiro-wilk p	<.001	<.001

In this study, the link between the independent and dependent variables is attempted to be examined. First, the assumption that the data were normal was tested using Shapiro-Wilk's test (Table 3). The descriptive analysis of the data makes it clear that the data are not regularly distributed because the statistically correct p-value is .001 when it should be 0.05. Therefore, non-parametric tests would be used in this study's additional statistical analysis. The training variable displayed a mean and standard deviation of 34.4 and 4.76, respectively. The performance variable, with a mean of 41.3 and a standard deviation of 4.97, came in second. To determine the correlation between the variables, Spearman's correlation analysis is then performed.

Table 4: Correlation analysis correlation matrix

		Training Score	Performance Score
Training score	Spearman's rho	—	
	p-value		
Performance Score	Spearman's rho	0.673***	—
	p-value	<.001	

Note. * p < .05, ** p < .01, *** p < .001

Employee performance, the dependent variable, and training, the independent variable, are shown in Table 4 along with their relationship. It was discovered that there is a strong positive association (r = 0.673***, p .001) between training and employee performance. Regression analysis was carried out in order to verify the theory and comprehend the relationship between the variables. Training and performance are hence positively correlated.

H1 is accepted.

Table 5: Linear regression analysis model fit measures

Model	R	R ²	F	Overall model test		
				df1	df2	p
1	0.577	0.48	70.3	1	118	<.001
		3	1			

Model coefficients - Performance score				
Predictor	Estimate	SE	T	p
Intercept	23.732	2.5742	7.73	<.001
Training score	0.625	0.0746	8.37	<.001

According to Table 4, which shows the results of the regression analysis, the value of R2 0.373 implies that a change of 1% in the independent variable can cause a change of 37.3% in the dependent variable. Therefore, if training is increased by 1%, performance will rise by 37.3%. Its F-score is 70.1.

The participants' perception of training programs was identified in accordance with the stated purpose. The majority of participants (50.8%) firmly believed that training programs can help people do their jobs more effectively. 41.6% of the respondents believed that training programs may be useful, whereas 5% said they would adopt a neutral attitude toward training. 2.5% of respondents said the training program was ineffective, on the other hand.

Table 6: Independent samples T-Test of age and training score median of training score

Age	N	Mean	Median	SD	SE
TRAINING SCORE 41- 57	52	44.5	33.0	3.45	0.611
21- 40	70	30.5	23.0	5.28	0.745

Independent Samples T-Test

Statistic p

Training SCORE	Mann-Whitney U	1249	0.006
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The results of the Independent Sample T-test between age and training scores are shown in the above table. It is acknowledged that the age effect on training scores is significant ($p=0.006$). Age groups 21 to 40 had a sample with a median score of 32.0, while 41 to 57 had a median score of 34.0. H2 is therefore approved.

Limitations and future scope

The fact that this analysis was exclusively based on Eastern Condiments and left out other manufacturing firms was one of its main limitations. The adoption of a quantitative research methodology is another important constraint. Future study is anticipated to address challenges of a similar sort using a mixed-methodology approach that combines quantitative and qualitative techniques. To improve the quality of results more comprehensively, future research might also look at how training influences other critical HR practices, such as compensation, benefits, the workplace, and career policies.

Conclusion

One crucial element of human resource management is training and development. Employee competence grows when they have the skills and knowledge to do the task; for this reason, it is essential for a business to hire capable and skilled workers. Through training and development, employees would have the opportunity to rise in their organizations and better their career prospects. According to the research, the organization's training initiatives have a favorable and considerable influence on the productivity of its personnel. From the study, it can be inferred that one of the HR strategies, training and development, significantly aids in keeping personnel at Eastern Condiments. The researcher comes to the conclusion that effective training and development programs in particular areas will improve employees' job performance, motivation, and contentment with their personal and professional lives.

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