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Job Satisfaction and Training of Employees

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Abstract

Human resource is very important and the backbone of every organization. Organizations invest huge amount on the human resource capital because the performance of human resource will ultimately increase the performance of the organization. Training helps the employees to update their knowledge, enhance their skills and ultimately improves their performance and productivity which leads to job satisfaction. The purpose of the present study was to compare the job satisfaction of employees before and after the training programmes. A sample of fifty employees working in private organizations in Delhi was selected randomly for the study. The data was interpreted with the help of mean, standard deviation and 't' test. The result of the study showed that there was significant difference between job satisfaction before and after training programmes. Employees have high degree of job satisfaction after training.

Keywords: Human resources, Job satisfaction, Training, Knowledge, Skills.

1. Introduction

Current scenario of business is full of competitiveness, globalization and technological advancement. Securing competitive advantages is the survival mantra for the organization. The knowledge and skills of employees have become imperative to perform well, gain competitiveness and advancement of organization. Human resource is very important and the backbone of every organization. Organizations invest huge amount on the human resource capital because the performance of human resource will ultimately increase the performance of the organization. Training helps the employees to update their knowledge, enhance their skills and ultimately improves their performance and productivity which leads to job satisfaction. This paper is an attempt to find the impact of training of employees on job satisfaction.

Literature Review

Training has the distinct role in the achievement of an organizational goal by incorporating the interests of organization and the workforce (Stone R J. Human Resource Management, 2002). Training & development increase the employee performance. (Iftikhar Ahmad and Siraj-ud-din, 2009.) Performance is a major multidimensional construct aimed to achieve results and has a strong link to strategic goals of an organization (Mwita, 2000). As the Mwita (2000) explains that performance is the key element to achieve the goals of the organization so to performance increase the effectiveness and efficiency of the organization which is helpful for the achievement of the organizational goals.). Training design plays a very vital role in the employee as well as organizational performance. A bad training design is nothing but the loss of time and money (Tsaur and Lin, 2004). It is very difficult for an employee to perform well at the job place without any pre-training (Thomas N. Garavan, 1997). Trained employees perform well as compared to untrained employees (Partlow, 1996; Tihanyi *et al.*, 2000; Boudreau *et al.*, 2001). It is very necessary for any organization to give its employees training to get overall goals of the organization in a better way (Flynn *et al.*, 1995; Kaynak, 2003; Heras, 2006). Training and development increase the overall performance of the organization (Shepard, Jon *et al.*, 2003). Human resource development, training and development are an important aspect that many organizations and are expected to use in enhancing the performance of its employees through a learning process that involves knowledge acquisition, improvement of skills, concepts, rules or overall changing

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of attitude and behavior in the organization (Ahmed and Din, 2009:165) [3]. Human resource development incorporates the use of training and development, career development, and organization development for the main purpose of improving performance (McLagan, 1983:7, Swanson, 1995:208, Saxena, 2012:3). Organizations are viewed to be an institute of learning and individual's ability to work in the organization can be influenced directly through deliberate and planned intervention to achieve work-based knowledge that will benefit both the individual and the whole organization at large with the end result being individuals (employees) achieving job satisfaction and organization achieving increased productivity (Onuka, 2006:13).

Objective of the Study

The objective of the study is to find and compare the job satisfaction of employees before and after the training programmes.

Research Methodology

The study sample comprised of 60 employees of different private organizations of Delhi. The sample consist both male and female respondents. Fifty two questionnaires were collected after three week and fifty were found correct and the respond rate was 86.66%.The data is collected through a self-structured questionnaire. There were twenty questions in the questionnaire about job satisfaction. All questions are close ended questions on with the use of a five point Likert scale consisted of strongly disagree, disagree, neutral, agree and strongly agree. Mean, SD, and 't' test was used to interpret the data.

Hypotheses

H₀₁: There is no significant difference between job satisfaction and training of employees.

H₁₁: There is significant difference between job satisfaction and training of employees.

Analysis and Interpretation

Description	N	Mean	S.D	't' Value
Job Satisfaction After Training	27	49	8.35	5.45
Job Satisfaction Before Training	23	41.1	11.39	

The mean score of Job Satisfaction after training is 49 and before training is 41.1.The level of job satisfaction is higher after training. The 't' value is 5.45 which is significant at 0.01 level of significance. Our null hypothesis (H₀₁) is rejected and alternate hypothesis (H₁₁) is accepted that that there is significant difference between job satisfaction and training of employees. Training provides high level of job satisfaction.

Conclusion

Human resource development plays a very important role in the performance of every business organization. Management of human resources helps the organization in integrating its workforce so as to achieve the strategic aims and objectives within the organization's service delivery. Training is pivotal for upgrading the knowledge, skill development that will bring about changes in behavior and attitude of individual and this goes to improve the ability of

the trainee's performance at work which leads to job satisfaction.

Limitations

Training has a significant role to play on job satisfaction. But there are other dominant forces which reduces its significance. This study is limited to training practices only and other forces, which affect job satisfaction, are not considered. The survey is subjected to the bias and prejudices of the respondents. Hence 100% accuracy can't be assured. Due to time constraints, and small sample size the generalizability of results can be challenged.

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