

TRAINING AND EMPLOYEE PERFORMANCE ON PERFORMANCE OF FOOD FIRMS IN PORT HARCOURT

Elenwo, Nchelem Worlu
Department of Management, Faculty of Business Studies
Ignatius Ajuru University of Education, Rivers State, Nigeria

ABSTRACT

The study aimed to examine the impact of training on employee performance in food firms in Port Harcourt. Descriptive survey research design was adopted for the study. The population of the study comprised of 118 staff of four (4) fast food firms in Port Harcourt, Rivers State. The simple random sampling procedure was adopted. The Taro Yamane's formula was used to determine the sample size for the study. A sample size of 91 respondents was obtained. The instrument for data collection in the study was a questionnaire. To determine the reliability of the instrument a test re-test statistical procedure was carried and a reliability coefficient of 0.85 was obtained. The study found a positive significant relationship between training and commitment, effectiveness and job satisfaction. In conclusion therefore, based on the objectives and the findings of this study; Stress management strategies were found to have greater influence on the performance of employees in the fast food firms. Flexibility in work hour is cost-effective and efficient way which also helps in savings on overheads cost and reduces the expenses, gain competitiveness and also improve employee performance. The study finally recommended that the management of the organization under study should create awareness to the employees to enable them be aware of utilization of stress management strategies available in the organization that can result in improved performance.

Keywords: Training, Employee Performance, Commitment

INTRODUCTION

The demands on employees grew equally dramatically and this created stress within employees. Apart from stress that arose from the work situation, other sources of stress could relate to personal factors such as interpersonal relationships and use of free time. Stress can therefore be described as the adverse psychological and physical reactions that occur in an individual as a result of his or her inability to cope with the demands being made on him or her (Moorhead and Griffin, 1998). That is tension from extra-ordinary demands on an individual. Sager (1994) defined job stress as a psychological state perceived by individuals when faced with demands, constraints, and opportunities that have important but uncertain outcomes. Job stress is very much an individual reaction, and differs from general stress as it is also organization, and job related (Chen & Silverthorne, 2008) Based on these definitions job stress can produce adverse consequences for both the individual and the company since it has the effect of lowering motivation levels and performance, and increases turnover intentions (Montgomery, Blodgett & Barnes, 1996). It is noted that, stress is not necessarily bad; it is an opportunity when it offers potential gain. But whatever its nature, it usually begins when individuals are placed in a work environment that is incompatible with their work style and or temperament. It becomes aggravated when individuals find out that they have or can exercise little control over it. According to Henry and Evans (2008), almost two-thirds of cases reported by family physicians had roots in stress-related symptoms, as reported by the American Academy of Family Physicians and that numerous companies are feeling the impact of negative stress on productivity.

Hypotheses

HO₁: there is no significant relationship between training and employee commitment of selected food manufacturers in Port Harcourt

HO₂: there is no significant relationship between training and employee effectiveness of selected food manufacturers in Port Harcourt

HO₃: there is no significant relationship between training and job satisfaction of selected food manufacturers in Port Harcourt

Training

Training and development describes the formal, ongoing efforts that are made within organizations to improve the performance and self-fulfillment of their employees through a variety of educational methods and programmes. In the modern workplace, these efforts have taken on a broad range of applications—from instruction in highly specific job skills to longterm professional development. In recent years, training and development has emerged as a formal business function, an integral element of strategy, and a recognized profession with distinct theories and methodologies. More and more companies of all sizes have embraced "continual learning" and other aspects of training and development as a means of promoting employee growth and acquiring a highly skilled work force. In fact, the quality of employees and the continual improvement of their skills and productivity through training are now widely recognized as vital factors in ensuring the long-term success and profitability of small businesses. "Create a corporate culture that supports continual learning," counseled Charlene Marmer Solomon in *Workforce*. "Employees today must have access to continual training of all types just to keep up and if you don't actively stride against the momentum of skills deficiency, you lose ground. If your workers stand still, your firm will lose the competency race."

According to S Chandra, management of the organization firmly believes that human assets unlike other asset cannot be depreciated and must necessarily be appreciated over entire tenure. Therefore training is regarded as investment and not a cost. Even longterm intangible gains such as attitude change, are to be considered as valuable returns. Training is considered as vehicle for effective communication and coordination. Training is catalytic in any man management matrix for cohesiveness, compatibility, and cooperation in every organizational endeavour.

Effectiveness

Effectiveness is a broad concept that is difficult to measure in organizations. According to (Amah, 2014) the concept of organizational effectiveness is an elusive one that there is no single way of defining it. This may be due to the too many criteria used and the many definitions available for the concept. (Veldsman, 1982) defined organizational effectiveness as a qualification attached to an organizations resulting from the comparison from the actual state of the entity against its ideal state. He posits that an organization can either be effective or ineffective. Effective organizations are built on effective individuals who work effectively in groups Lawler, (1972). There are different variables for measuring organizational effectiveness. Maheshwari (1980) said this much when he opined that that organizational effectiveness is a multi-dimensional concept, which has no agreement as to which dimensions are significant and should be used as the basis of the analysis.

Oriented companies are concerned with output, sales, quality, creation of value added, innovation, cost reduction. It measures the degree to which a business achieves its goals or the way outputs interact with the economic and social environment. Usually effectiveness determines the policy objectives of the organization or the degree to which an organization

realizes its own goals (Zheng, 2010). Meyer and Herscovitch (2001) analyzed organizational effectiveness through organizational commitment. According to Heilman and Kennedy – Philips (2011) organizational effectiveness helps to assess the progress towards mission fulfillment and goal achievement. To improve organizational effectiveness management should strive for better communication, interaction, leadership, direction, adaptability and positive environment. Back in 1988, Seiichi Nakajima has introduced the concept of Total Productive Maintenance, which has been widely applied in the plants and covered the entire life of the equipment in every department including planning, manufacturing, and maintenance (Fu-Kwun Wang, 2006; Muthiah and Huang, 2006). The system allowed assessing overall performance of the plant, since it covered:

METHODOLOGY

Research Design

Descriptive survey research design was adopted for the study.

Population of the Study

The population of the study comprises of four (4) fast food firms in Port Harcourt, Rivers State. The fast food manufacturers under study includes; Genesis Fast Food & Restaurant, Jevinik Restaurant, The Promise and Pepperoni Foods Limited. Hence, the population of study are 118 employees from the selected fast food manufacturers in Port Harcourt, Rivers State.

Sample and Sampling Technique

The simple random sampling procedure was adopted. Simple random sampling is a sampling technique where every item in the population has an even chance and likelihood of being selected in the sample.

Method of Data Analysis

The statistical tool was used in the analysis and computing the numerical variables; Section A will be analysed using frequency and percentages.

The hypotheses were tested using the Spearman rank Correlation at 0.05 significant level. The rule for acceptance or rejection of the hypotheses is given below;

HO₁: there is no significant relationship between training and employee commitment of selected food firms in Port Harcourt.

Correlation between Training and Commitment

Training	Commitment			
Spearman's rho	Training	Correlation Coefficient	1.000	.712*
		Sig. (2-tailed)	.	.000
		N	82	82
	Commitment	Correlation Coefficient	.712*	1.000

Sig. (2-tailed)	.000	.
N	82	82

*. Correlation is significant at the 0.05 level (2-tailed).

The hypothesis testing results shows that the probability value is 0.000 which is less than the critical value of 0.05. The null hypothesis is rejected and the alternate hypotheses is accepted which states that,

HA₁: there is no significant relationship between training and employee commitment of selected food firms in Port Harcourt.

Again, the correlation coefficient of 0.712 shows the strength of relationship between training and employee commitment is very strong.

HO₂: there is no significant relationship between training and employee effectiveness of selected food firms in Port Harcourt.

Correlation between Training and Effectiveness

			Training	Effectiveness
Spearman's rho	Training	Correlation Coefficient	1.000	.811*
		Sig. (2-tailed)	.	.000
	Commitment	N	82	82
		Correlation Coefficient	.811*	1.000
		Sig. (2-tailed)	.000	.
		N	82	82

*. Correlation is significant at the 0.05 level (2-tailed).

The hypothesis testing results shows that the probability value is 0.000 which is less than the critical value of 0.05. The null hypothesis is rejected and the alternate hypotheses is accepted which states that,

HA₂: there is a significant relationship between training and employee effectiveness of selected food firms in Port Harcourt

Again, the correlation coefficient of 0.811 shows the strength of relationship between training and employee effectiveness is very strong.

HO₃: there is no significant relationship between training and job satisfaction of selected food firms in Port Harcourt.

Correlation between Training and Job Satisfaction

			Training	Job Satisfaction
Spearman's rho	Training	Correlation Coefficient	1.000	.795*

	Sig. (2-tailed)	.	.000
	N	82	82
Job Satisfaction	Correlation Coefficient	.795*	1.000
	Sig. (2-tailed)	.000	.
	N	82	82

*. Correlation is significant at the 0.05 level (2-tailed).

The hypothesis testing results shows that the probability value is 0.000 which is less than the critical value of 0.05. The null hypothesis is rejected and the alternate hypotheses is accepted which states that,

HA₃: there is a significant relationship between training and job satisfaction of selected food firms in Port Harcourt.

Again, the correlation coefficient of 0.795 shows the strength of relationship between training and job satisfaction is very strong.

CONCLUSION

Based on the objectives and the findings of the study, the following conclusions were made that training programs not only develops employees but also help an organization to make best use of their human resources in favour of gaining competitive advantage. Therefore, it seems mandatory by the firms to plan for such training programs for its employees to enhance their abilities and competencies that are needed at the workplace. Training not only develops the capabilities of the employee but sharpen their thinking ability and effectiveness in order to take better decision in time and in more productive manner. The study also concluded that relaxation has a positive effect on employee performance as it makes them more committed, gives them job satisfaction and make them more effective after relaxation time. A workplace thoughtfully designed to include relaxation or "recharge rooms," can have a significant effect on employee satisfaction and performance.

RECOMMENDATIONS

From the findings of the study, the following recommendations were made;

1. Evaluate the employee's physical ability and health issues, if there are any, to decide to what extent can he perform the job, in addition, evaluate the employee's present and past psychological state to decide if he or she has the mental ability to actually start or even continue the tasks.
2. Evaluate if the employees' background knowledge and adeptness are compatible with tasks and duties. If they are not, check if there is any training to narrow the knowledge and skill gaps. And if there are no trainings, decide whether it is absolutely necessary for the employee to complete the tasks.

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