

Staff Training and Development as Important Tools for Achieving an Organization's Objective Using First Bank of Nigeria Limited

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African Journal of Commercial Studies, 2024, 5(3), 174-178

DOI Link: <https://doi.org/10.59413/ajocs/v5.i.3.4>

Abstract

The aim of this paper is to examine "staff training and development as important tools for achieving an organization's objectives in the first bank of Nigeria." This paper identifies two objectives to ascertain the importance and necessity of staff training and development. "To determine the techniques employed in staff training and development in an organization. The survey method was employed in a quantitative way, and the paper adopted a sample size of 73 staff. Data was described in descriptive form of mean and standard deviation; chi-square was employed to test the hypotheses result, and the finding reveals that the importance and necessity of staff training have a significant impact on staff development in an organization, and techniques employed in staff training have a significant impact on staff development in an organization." The paper recommends that "organizations have to stay up-to-date with industry trends and best practices by enhancing professional ethics; human resources personnel need to develop a strategic training plan aligned with organizational objectives" to improve the quality of jobs done by their workforce.

Article Info

Volume 5, Issue 3

Publication history:

Accepted on 18 September 2024;

Published on 20 September 2024

Article DOI:

[10.59413/ajocs/v5.i.3.4](https://doi.org/10.59413/ajocs/v5.i.3.4)

Keywords: Organization, Staff Training, Development, Importance and Necessity and Techniques Employed

1. Introduction and Background

In today's fast-paced and competitive business environment, organizations must continually adapt and improve to stay ahead of the curve. "One crucial factor in achieving this success is the development of a skilled and knowledgeable workforce. Staff training and development are essential components of this process, enabling employees to acquire new skills, enhance their performance, and contribute to the achievement of organizational objectives. Effective staff training and development programs have a direct impact on an organization's bottom line, leading to improved productivity, reduced turnover, and enhanced customer satisfaction." Likewise, they foster a culture of incessant learning and growth, aligning with the organization's strategic goals and vision.

This paper is sightseeing the significance of staff training and development in achieving organizational objectives, highlighting the benefits, types, and best practices for designing and implementing effective training programs. "By examining the importance of staff training and development, organizations can unlock the full potential of their employees and drive success in today's dynamic business landscape. Training and development, however, are matters for individual organizations to sort out. The rest of this research looks at how organizations set about meeting their training and development needs (Kim, 2020)". Development is not as specific; it is more general in application. "In this context, it is used in relation to the process of helping management improve the managerial administrative skills and decision-making process, qualities, competencies, and achieving motivational and consequently productivity of the employer; by wing training to motivate employees, it will definitely result in an increase in productivity." Training tends to be connected with non-managerial employees, while development refers to managerial staff (Hassan, 2017).

According to [Flippo \(1984\)](#), “observed that after an employee has been selected, placed, and inducted, he/she must be trained to fit into the organization. Training, he said, is an act of increasing the knowledge and skills of an employee for doing a particular job, as no one is perfectly fit at the time of hiring. Even where he or she was found fit, technological changes may have necessitated the need for the training. This is true of the banking profession, where new and improved methods of executing tasks are ever changing, demanding the latest and most technological equipment towards the realization of the organization's goals." Training is a matter of necessity, as no organization has the choice whether to train or not. The only choice is that of adopting a suitable training method.

Commenting on training, “[Venkatraman \(2007\)](#) emphasized that education and training are the first steps to an employee's development wheel. Training, he said, gave birth to skills. Training of staff generally reminds one of work ethics because if one possesses the best qualifications without adequate training in the profession, one will not be able to perform effectively.”

1.2 Statement of the Problem

“Most organizations have problems in one way or another, and First Bank plc is not an exception. One of these problems encountered is that workers are not motivated to work so as to put in their best for the efficiency and effectiveness of the organization. This is due to the fact that most of these workers are not being trained and developed as they ought to be. Training and development is very important because it removes deficiencies of employees in an organization. If training is properly done, the organization will achieve its aims and objectives." Therefore, these gaps called for this paper.

1.3 Objectives of the Study

The study examines Staff Training and Development as Important Tools for Achieving an Organization's Objective using First Bank of Nigeria Limited. The general objectives include:

1. To ascertain the importance and necessity of staff training and development.
2. To determine the techniques employed in staff training and development in an organization.

1.4 Hypothesis of the Study

H₀₁ Importance and necessity of staff training has no significant impact on staff development in an organization

H₀₂ Techniques employed in staff training has no significant impact on staff development in an organization.

2. Literature Review

2.1. Empirical Review

[Ogunrin and Erhijakpor \(2009\)](#) “investigated the impact of training and development on organizational performance. A survey research method was employed for the study. The study sampled 100 employees of different organizations in Islamabad, the capital of Pakistan. The data was collected through a questionnaire consisting of 15 questions. The study found that training and development improve organizational performance." “[Akerele, \(2009\)](#) People learn from their practical experience much better as compared to bookish knowledge. On-the-job training reduces cost and saves time ([Isiwu, 2012](#)). Based on the findings of the study, [Nda and Fard \(2013\)](#) recommended that every organization should provide training and development for its employees." In a study by [Isiwu \(2012\)](#) on the impact of training and development on organization performance with the mediating role of intention to quit as human resource quality cost, the researcher used survey research methods to examine how training and development impact small and medium-scale enterprises (SMEs) in Pakistan. The survey results show that the focus of SMEs in Pakistan is shifting towards providing training to the employees ([Bature, Okpara & Mustapha, 2013](#)). “[Onmwumere and Okoro \(2012\)](#) carried out a study on the impact of training and development on employee performance and effectiveness: a case study of District Five Administration Office, Bole Sub-City, Addis Ababa, Ethiopia, to assess the impact of training and development on employees's performance and effectiveness in the organization. The study found that the majority of the employees (89.3%) of the organization attended training in the last three years. The authors state that the finding is in line with the recommendations of [Onmwumere and Okoro \(2012\)](#) that the role of an organization's manager should include providing others the vision and ability to perform for the successful achievement of their goal. The finding of the research confirms that the training and development activities in which employees had participated brought new potentials of employees in performing tasks and resulted in employee effectiveness." The finding was in line with the principles of "[Audu's \(2015\)](#) suggestion on purpose of facilitating training as it was to create a learning medium directed towards the acquisition of specific knowledge and skills for the purpose of an occupation or task.”

2.2. Theoretical Framework

This study is based on human capital theory. “The fundamental principle underpinning Human Capital Theory is the belief that people's learning capacities are of comparable value to other resources involved in the production of goods and services ([Lucas, 1988](#)). Human capital can be referred to as the knowledge, skills, competencies, and attributes embodied

in a person that will help him/her to improve his/her effectiveness and performance. The skills or competencies embodied in human capital generally pay off in the form of enhanced productivity, which, when valued by the labor market, results in positive outcomes, e.g., promotion. In the same manner, companies train their employees to acquire skills that enhance their productivity (Khalil 2012)". "Human Capital Theory seeks to explain the gains of education and training as a form of investment in human resources, and the main proposition is that people are considered a form of capital for development (Khawajen & Nadeem, 2013). From this perspective, staff training and development are seen as deliberate investments that prepare the labor force and increase productivity of individuals and organizations (Kulkarni, 2013)". "The main contention of human capital theory is the supposed association between training and skills and knowledge acquisition, an increase in productivity and the ability to compete favorably in the labor market, which eventually results in higher earnings for employees (Lawal, 2006) and increased efficiency for the organization." Thus, training policy, which depends on human capital theory and is resource-based, will have a significant influence on organizational performance (Mansoor, Shah, Rehman, & Tayyaba, 2005).

Learning Theories:

- Behavioral (conditioning, reinforcement)
- Cognitive (information processing knowledge acquisition)
- Social learning (observation, modeling)
- Experiential (experience, reflection)

Organizational learning theory is fostering a learning organization through knowledge involvement, advancement, and constant improvement. These theories and models provide a solid foundation for designing, delivering, and evaluating effective training and development programs.

3. Methodology

Primary data was employed in this paper; it became necessary to adopt because it gave respondents a direct view to express their opinion. "Therefore, 73 questionnaires were distributed to staff of First Bank plc to get information, while secondary data were used to establish literature for this paper. Quantitative data was analyzed through the use of descriptive statistics, where the frequencies and percentages of the responses were established, and the results were then presented in the form of tables or figures. The primary instrument for data collection was a structured questionnaire. This tool was carefully designed to efficiently gather relevant quantitative data regarding demographics, awareness, perception of staff training techniques, and their impact on achieving organizational objectives in human resource department development goals." The questionnaire served as a reliable means of acquiring information from respondents within the study population (Olanrewaju et al., 2021). "Data was collected, coded, and entered into a secure electronic database, including Word and Excel, on a computer. Cleaning and validation procedures were conducted to identify and rectify any inconsistencies or errors in the dataset. Thematic analysis was employed. After gathering data, common themes were studied from both the qualitative and quantitative data, and then key patterns and insights will be identified to address the research objectives effectively." Data will be analyzed using SPSS software.

4. Results and Discussions

The following is the statistical representation of the summary of the responses gotten from the respondents on the research questions. The responses are graphically represented for easy understanding by the readers.

Table 1: Summary of the Responses to the Research Questions 1-2

S/N	Classification	Mean	SD
1.	Importance and necessity of staff training and development	3.2	1.85
2.	Techniques employed in staff training and development in an organization	3.6	2.48
	Sum of X	6.8	

Table 1 responses to the question on importance and necessity of staff training and development indicate the mean value of 3.2 and standard deviation 1.85 agree with the answers, and question two of the research indicates techniques employed in staff training and development in an organization, which reveals a mean value of 3.6 and standard deviation 2.48 agree that the first bank used techniques employed in staff training and development.

4.1. Test of Hypothesis

H₀₁: The importance and necessity of staff training have no significant impact on staff development in an organization.

H₀₂: Techniques employed in staff training have no significant impact on staff development in an organization.

Table 2: Summary of Chi-square Result

Variable		X ²	Tab cal.	Decision
H0 ₁	INEST	11.46	3.841	Reject
H0 ₂	TEST	26.63	3.841	Reject

**Level of Significant @5% df =1

Table 2 summary of the chi-square result shows the value of the cutoff point χ^2 for 1 degree of freedom at the 5% level, which indicates 3.841. The result of the first hypothesis reveals the calculated value of (11.46) is greater than the table value. We reject the null hypotheses and accept that the importance and necessity of staff training have a significant impact on staff development in an organization.

The second summary of the chi-square result shows the value of the cut-off point χ^2 for 1 degree of freedom at the 5% level, which indicates 3.841. The result of the second hypothesis reveals the calculated value of (26.63) is greater than the table value. We reject the null hypotheses and accept the alternative hypothesis that techniques employed in staff training have a significant impact on staff development in an organization.

5. Conclusion and Recommendations

Staff training and development are essential tools for achieving organizational objectives. "They enable employees to acquire new skills, knowledge, and competencies, leading to improved job performance, increased productivity, enhanced employee engagement, better decision-making, and innovation and creativity." These leanings and skills will help in producing a more agile, effective, and pleasing training and advanced setting in the workplace.

Recommendations

1. Organizations have to stay up-to-date with industry trends and best practices by enhancing professional ethics.
2. Human resources need to develop a strategic training plan aligned with business objectives and organizational objectives to improve the quality of jobs done by staff.
3. The organization should adopt utilization of technology to enhance training delivery and accessibility for every staff member to adhere.
4. Superior in every organization should prioritize employee development and growth; by doing so, organization productivity will enhance.
5. The government and private sectors had to support a culture of continuous learning and innovation.

Declaration of Competing Interest

The authors declare that they are not aware of any competing financial interests or personal relationships that may have influenced the work described in this document.

Funding

This research did not receive specific grants from any public, commercial, or non-profit sector funding bodies.

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