

The Impact of Training on Improving Job Performance at ZOMCO, Khobar KSA

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Graduation Project – 1

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1 Introduction

The Industrial Revolution, which was a whirlwind of rapid progress in various fields, required rapid adaptation from everyone. Whether at the individual level, within organizations, or across society as a whole, raising living standards has become a critical goal. This need for adaptability remains true for businesses navigating the internal and external changes of today's world. (Hedaya et al., 2022). As a result, a company's ability to adapt to change is essential to its ability to survive in the business world and to ensure that it achieves the goals it has set. (Marta, 2017). As a result of the materialistic trend that has clearly dominated the work environment and its various systems, the basic criterion for the organization's success has become the human resource (Arafat et al 2023).

Training is one of the important and sensitive topics that receives great attention, as the human resource seeks through it to improve his skills and performance in order to adapt to his work position and perform it without difficulties. Arafat et al (2023) Training is a comprehensive activity designed to give, acquire, enhance and develop work competence, productivity, discipline, conduct and work ethics at a certain level of ability and experience in line with the requirements of the position or job (Mangkongara, 2013). Employee development is the process of increasing an employee's ability and competence to reach the performance standards required for himself and the company as a whole. Employee development leads to increased job satisfaction, which enhances the productivity and profitability of the company (Chambers, 2006).

According to Zheng (2009), a statistically significant relationship was found between employee training and the resulting performance training in completing various tasks. It was found that those employees who received training were more capable of performing different tasks and vice versa. Training has a direct relationship to employee performance. Most careers involve some type of on-the-job training, and a trained workforce has benefits for employees and employers. Training is often conducted to familiarize new employees with the roles and responsibilities of their position as well as company policies (Tukunimulongo et al, 2016)

Although previous research has shown that training is generally successful, it has often been unclear exactly what type of training and how best to deliver it to maximize performance gains. An employee's performance

in a company does not always improve after attending training, sometimes an employee's performance declines. This is due to several factors, namely the qualifications of the employees who will participate in the training are not suitable, the providers are not suitable, the content of the training materials, training methods, training sites, training environment and training time (Nordiana Dehan & Pratama, 2018).

It is hoped that the research will provide information that can be useful to all managers in line with the implementation of on-the-job training. It also aims to help them find effective ways to develop and implement on-the-job training. It is expected that human resources training institutions will find this study very useful in developing their future training programs. Bafaneli et al. (2015). By uncovering optimal training approaches, this research provides actionable recommendations for company to invest wisely and get the most out of their training programs. Moreover, it takes into account the dynamic nature of today's business environment, ensuring its findings are directly relevant and applicable. This research not only builds on existing knowledge but also lays the groundwork for further exploration of specific training modalities and their impact in different contexts. Ultimately, it has the potential to significantly advance knowledge, improve organizational practices, and boost employee performance in the modern business landscape.

While previous research has established a positive correlation between training and performance, factors influencing the effectiveness of training programs remain an area of exploration. This research aims to address this gap by examining the relationship between various training practices and employee performance outcomes at ZOMCO. The findings of this study are expected to provide valuable insights for ZOMCO's management in designing and implementing effective training programs, ultimately contributing to improved employee performance and organizational success.

2 Research Problem

Organizations recognize the critical role of training in empowering employees with the necessary skills and knowledge to excel and achieve peak performance. However, despite acknowledging the positive impact of training on employee performance, a crucial gap remains in our understanding of the specific types of training, delivery methods, and moderating factors that contribute to optimal training effectiveness in today's rapidly evolving business landscape. This research aims to address this gap by investigating the impact of various training practices on job performance at ZOMCO, Khobar KSA.

2.1 Theoretical Gaps:

Current theories may not accommodate the unique training requirements of different roles within the ZOMCO industry and context. Although the benefits of training are recognized, the most effective ways to increase performance for different skill types and learning styles remain unclear. Theoretical frameworks may not fully explain how effectively employees apply learned skills to their jobs. This research aims to explore the specific training needs of the workforce and the effectiveness of ZOMCO's specific training methods, contributing to a more comprehensive understanding.

2.2 Empirical Gaps:

While it is possible to study the overall effect of training, there may be a lack of research that explores the specific aspects of training programs that contribute most to improved performance. This research can investigate the relationships between different training characteristics (such as duration, delivery method, and content) and employee performance. Although there are studies on the impact of training, there may be a lack of empirical evidence that specifically focuses on organizations such as ZOMCO in the Al Khobar region of Saudi Arabia. This study can contribute by providing empirical data on the effectiveness of training programs within this specific context to address this gap by collecting data on ZOMCO's training practices and analyzing their impact on employee performance.

Main research question:

" What is The Impact of Training on Improving Job Performance"

3 Research significant:

The process of continuous training is considered one of the most important effective means of influencing and adapting the human resource to work and keeping it always in the picture with the latest developments and scientific and practical methods at the internal and external levels of the organization. The modern vision of training has proven that it is one of the best types of organizational investments, and that it is an investment with a high return. In the short and long term, management must provide financial capabilities and specialists for training, which may be expensive for the organization, but the return will be comfortable for it by improving the level of efficiency and performance of individuals as well as raising productivity, thus ensuring the continued survival of the organization (Arafat et al, 2023)

3.1 Theoretical significance:

This research seeks to contribute to the theoretical understanding of training effectiveness by studying the relationship between different training practices and employee performance at ZOMCO Company. This study can identify the factors that affect the effectiveness of training programs. This can contribute to developing a more comprehensive theoretical framework for understanding the effectiveness of training in different contexts.

The findings may challenge or refine existing theoretical models of training effectiveness by highlighting previously not considered factors or interactions between variables. This can lead to a more nuanced and nuanced understanding of the complex relationship between training and performance.

3.2 Empirical significance:

The results can provide valuable insights to the ZOMCO management team in designing and implementing effective training programs tailored to meet the specific needs of their employees and organizational goals. This can lead to improved employee performance, increased productivity, and ultimately, enhanced organizational success.

These insights can also benefit training organizations by informing the development of more impactful programs and other organizations by helping them improve their training practices and achieve better results. By understanding the factors that contribute to training effectiveness, these organizations can create more targeted and impactful training programs for their clients.

4 Research Questions

- What is the impact of management's interest in the training component on Improving job performance in ZOMCO company?
- What is the impact of training programs in the institution on Improving job performance in ZOMCO company?
- What is the impact of implementing and evaluating training within the organization on Improving job performance in ZOMCO company?

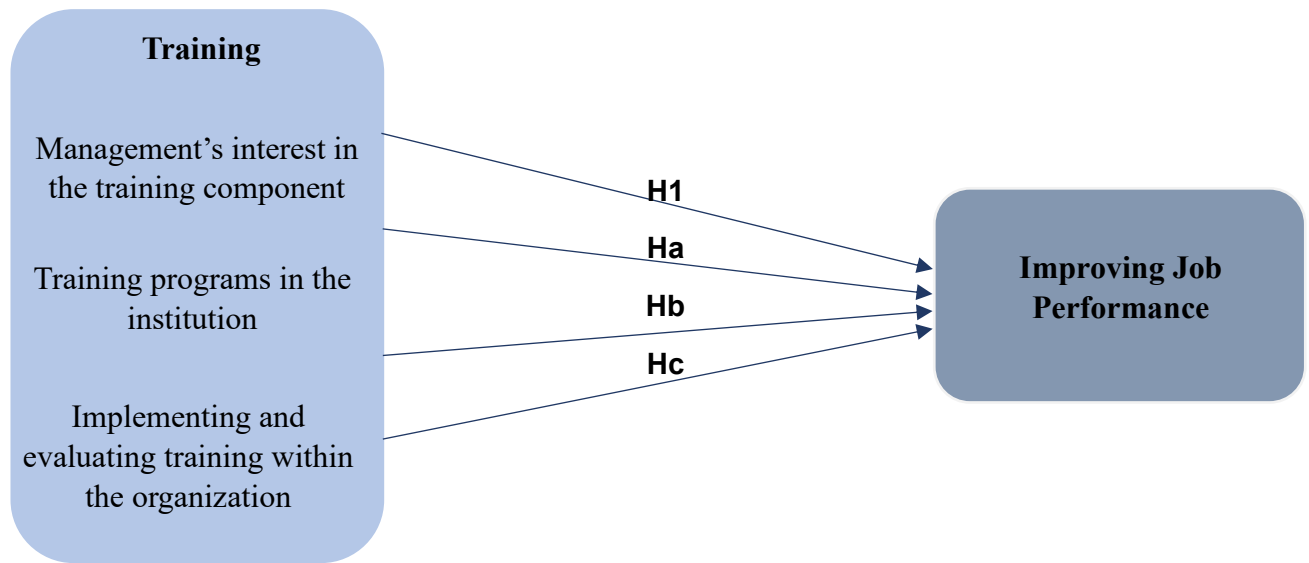
5 Research Objective

- Exploring the effect of Training on Improving Job Performance in ZOMCO company.
- Exploring the effect of management's interest in the training component on Improving Job Performance in ZOMCO company.
- Exploring the effect of training programs in the institution on Improving Job Performance in ZOMCO company.
- Exploring the effect of implementing and evaluating training within the organization on Improving Job Performance in ZOMCO company.

6 Research Hypotheses

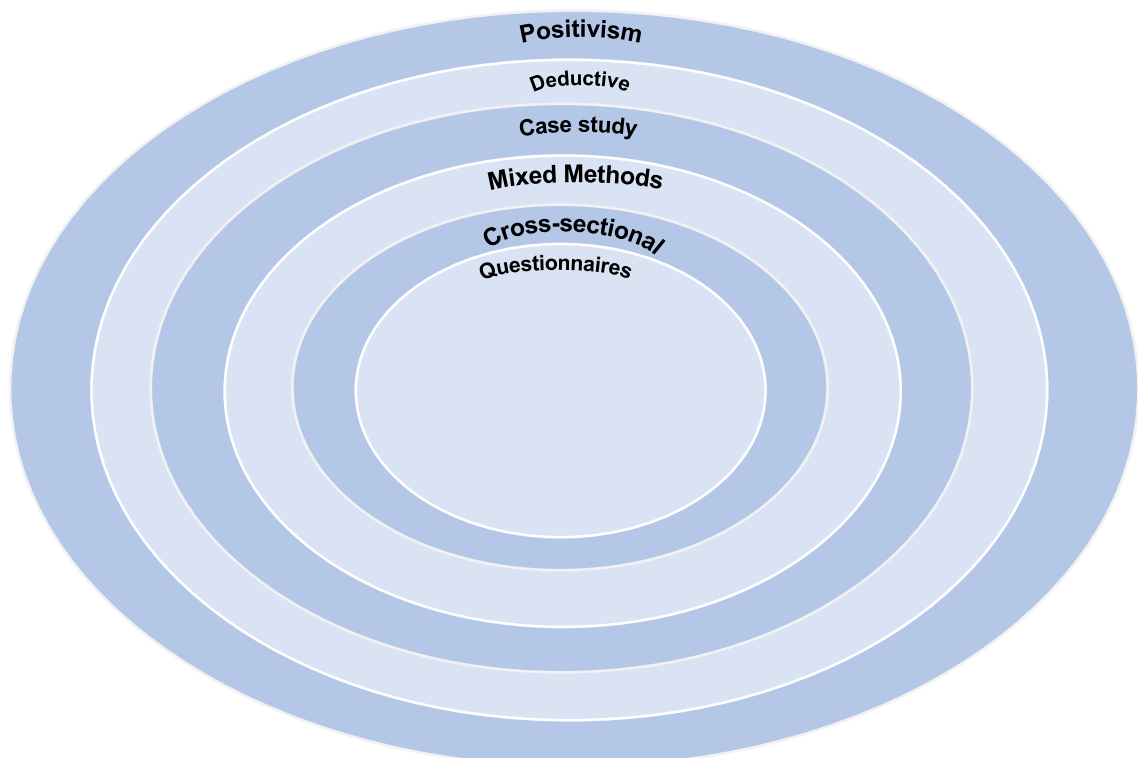
- Main hypothesis H1:
 - There is a statistically significant effect of Training on Improving Job Performance in ZOMCO company.
- The first sub-hypothesis Ha:
 - There is a statistically significant effect of management's interest in the training component on Improving Job Performance in ZOMCO company.
- The second sub-hypothesis Hb:
 - There is a statistically significant effect of training programs in the institution on Improving Job Performance in ZOMCO company.
- The third sub-hypothesis Hc:
 - There is a statistically significant effect of implementing and evaluating training within the organization on Improving Job Performance in ZOMCO company.

7 Research Model



8 Research Methodology

- **Research philosophy:** Positivism
- **Research approach:** Deductive
- **Research strategy:** Case study
- **Research choice:** Mixed Methods
- **Time horizon:** Cross-sectional
- **Data collection and analysis techniques:** Questionnaires



9 Empirical Study

A field study will be conducted at ZOMCO, the leading Saudi company providing operation and maintenance services, to study how training programs affect employee job performance. The study will use a mixed methods approach, combining quantitative data from surveys and performance measures with qualitative data from interviews with employees and supervisors. This comprehensive approach will capture changes in an employee's knowledge, skills and job performance after training. By analyzing pre- and post-training data, researchers can isolate the effect of the training program itself. The expected result is to show the positive impact of training on employee performance. The results will be used to develop more targeted training programs to address identified skills gaps and improve employee satisfaction. Ultimately, this study aims to contribute to ZOMCO's mission of providing outstanding operations and maintenance solutions by ensuring that its workforce possesses the skills and knowledge necessary to excel.

10 Project Structure

Chapter 1: Introduction

Chapter 2: Literature Review

Chapter 3: Research Methodology

Chapter 4: Statistical Analysis

Chapter 5: Findings` Discussion and Conclusion

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List Of Appendices

12 Appendices

Welcome!

We are conducting a research study titled "The Impact of Training on Improving Job Performance at ZOMCO, Khobar KSA". Your participation is valuable in helping us understand how training programs contribute to employee performance within our company.

This questionnaire aims to gather your insights and experiences regarding the training programs you have participated in at ZOMCO. Your honest and anonymous responses will be crucial in identifying strengths, weaknesses, and areas for improvement within our training programs.

By completing this questionnaire, you are contributing to:

Evaluating the effectiveness of training programs at ZOMCO.

Identifying areas where training can be improved to better support employee performance.

Shaping future training initiatives to be more relevant and impactful for employees.

The questionnaire should take approximately 10-15 minutes to complete. All your responses will be kept confidential and anonymous.

Before you begin, please note:

There are no right or wrong answers. We value your honest feedback.

Your participation is entirely voluntary. You may choose to stop the questionnaire at any time.

We appreciate your time and cooperation

Variable	Variable Dimensions	Number Of Statements	Source
Training	• Management's interest in the training component Innovation in operations • Training programs in the institution • Implementing and evaluating training within the organization	1-17	Arafat et al (2023) The role of training in improving employee productivity for economic institutions
Improving Job Performance	• Performance	1-10	Khoudra et al (2023) The role of administrative control in improving employee performance

12.1 Personal Information:						
Gender	Male		Female			
Age	From 20 to 35		From 35 to 50			
Qualification	Secondary		Bachelor's		Master's	
Seniority in the company	Less than 3 years		3 to 5 years		More than 5 years	

12.2 First variable: Training

No.	statement	Agree	Neutral	Disagree
The first dimension: management's interest in the training component				
1	The training needs of employees are determined based on the results of the performance evaluation.			
2	The training needs of employees using new technologies in the organization are identified.			
3	The need for training courses is determined when new jobs are created.			
4	The training needs of employees were identified based on measurable scientific standards.			
The second dimension: training programs in the institution				
5	The organization works to find training programs that match the content of the training courses.			
6	The training programs are designed to match the actual needs of the trainees.			
7	The institution has the information technology needed for training programs.			
8	The organization uses its website to provide information about training programs.			
9	When designing programs, the organization works to develop sufficient instructions for the trainee regarding the training content and application of activities.			
The third dimension: implementing and evaluating training within the organization				
10	The organization uses presentation programs such as Point Power to implement training programs			
11	Email is used to communicate between trainers and trainees.			
12	Multimedia is used in training programs (electronic images - electronic video).			
13	The organization relies on modern training programs			

14	• Training programs are implemented through cooperative interaction between trainees.			
15	• The organization works to compare the performance of employees before and after benefiting from training programs			
16	• The organization uses assessment tools to measure skill performance for some skilled tasks.			
17	• The trainees' performance is monitored after the training programs			

12.3 Second variable: Improving Job Performance

No.	Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	• The overall performance level of the institution is high					
2	• The performance level at maximum power is very high					
3	• The performance level under actual power is very high					
4	• The level of performance in the case of external interventions to manage the affairs of the institution leads to a weak level					
5	• The level of performance in the event of a weak system of incentives, wages and rewards becomes singular					
6	• The level of performance in the absence of a spirit of cooperation between the different administrative levels leads to extreme decline					
7	• The level of performance in the event of gaps in the administrative structure declines and deteriorates					

8	Performance level if technical training for maintenance work is neglected					
9	The level of performance, if attention is paid to training maintenance workers, flourishes and develops					
10	The level of performance in the absence of a positive role model for employees weakens and declines					