

THE EFFECT OF STAFF TRAINING ON EMPLOYEE PERFORMANCE AT GRAPHIC COMMUNICATIONS GROUP LIMITED, GHANA

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ABSTRACT

Although training plays a critical role in organizational performance, it is viewed differently in different organizations. It may be considered as unnecessary or underused. The study determined the effect of staff training on the performance of Graphic Communication Group Limited (GCGL). Structured questionnaire was used to gather information for the study. Perceptions of employees of GCGL about their frequency of training and the organizational performance were measured by adopting the Five-point Likert Scale. Two Hundred (200) employees responded to the questionnaires representing a response rate of 55.6% of the size of the population. This was a descriptive study and the Analytical tools used were simple regression, chi-square and correlation matrix with the aid of SPSS. The performance of product quality and customer satisfaction were both rated 'high' by the employees while the other indicators of performance received 'average' rating. There is a moderately strong relationship between the extent of training and organizational performance for some training and performance indicators. The study has established that the extent of staff training at GCGL has the positive effect on the performance of the organization. Future studies should consider expanding the scope of the study to include other organizations.

KEYWORDS: Training, Organizational Performance, Human Resource & Survey