



**IMPACT OF TRAINING AND DEVELOPMENT ON
ORGANIZATIONAL PRODUCTIVITY: A CASE STUDY
IN ISKANDAR REGIONAL DEVELOPMENT
AUTHORITY**

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ABSTRACT

Nowadays, many organization think that training and development (T&D) is very crucial in the organization because it bring positive effects on its employees and the organization. Besides that, training and development of employees is important in this era of competition due to the fact that organizations need to survive, grow and develop. In addition, the success of any organization largely depends on the knowledge, skills and abilities of their workers. To enhance the development of good products and excellent services in one organization especially in Iskandar Regional Development Authority (IRDA), adequate planning, designing, implementing and evaluating of training programs is required. The main objective of this study is to investigate the impact of training and development on organization effectiveness. Another objective is to investigate the impact of training on employee performance in Iskandar Malaysia. A random sampling method was used to select participants for this study, which adopted a qualitative approach. Accordingly, data was collected by doing a interview. The study is limited to employees in Iskandar Regional Development Authority.

CHAPTER 1

INTRODUCTION

1.1 BACKGROUND OF THE STUDY

In a very fast paced corporate world, training and development is indispensable function. It plays a crucial role towards the growth and success of the business. The management need to choose the right type of training for employees so they possess the right skills, knowledge and attitude required by an individual to improve his or her performance in the organization.

In order to increase the performance or productivity of an employee on the job they currently hold, training can be described as an initiative aimed to improve or develop additional competency or skills in an employee (<http://www.managementstudyguide.com>). Besides that, training can be defined as the processes of investing in people so that they are equipped to perform well. As a part of an overall of human resource management approach, these processes hopefully will result in people being motivated to perform (Abeba, Mesele, & Lemessa, 2015).

According to Goldstein & Ford (2002) as cited by Khawaja & Nadeem (2013), training is viewed as a systematic approach of learning and development that improve individual, group and organization. Thus, it is a series of activities embarked upon by organization that leads to knowledge or skills acquisition for growing purposes. As for development, it refers to activities leading to the acquisition of new knowledge or skills for purposes of growing. According to Sheri-lynn, cited by Abdul Hameed (2011), employee development is gaining an