

**THE IMPACT OF TRAINING ON WORKERS PERFORMANCE IN AN ORGANIZATION**  
*(A Case Study of Kwara State Polytechnic, Ilorin)*

**BY**

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**CERTIFICATION**

This project has been read and approved as meeting the requirements of the Department of Business Administration, Institute of Finance and Management Studies (I.F.M.S) Kwara State Polytechnic, Ilorin for the award of National Diploma (ND) in Business Administration.

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**DEDICATION**

This research work is dedicated to **Almighty Allah (SWT)** the supreme and the bestowal of all knowledge.

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## **CHAPTER ONE**

### **INTRODUCTION**

#### **1.1 Background of the Study**

There has been a general resistance to investment in training in the public service because of the belief that an employee hired under merit system must be qualified. This assumption was later jettisoned as the need for training became obvious both in the private and public sector together with the expanding roles of government and the civil services respectively. Training further became necessary in view of advancement in modern world given the growing complexity of the work environment. The rapid change in organizational and technological advancement which turn necessities the need for training and development. The role played by staff training no longer be over-emphasized as may have come to recognize that training offers a way of developing skill, enhancing productivity, guaranteeing quality of work and building worker's loyalty to the firm.

Organizational goals also keep changing in line with the realities of the time: technology keep getting sophisticated, customers and clients of organization become more choosy and conscious of their right in demanding organizational product and services; these keep the need for well-trained employees. Okotoni and Erero (2005) throw more light to the discussion when they assert that;

The importance of training and development is more obvious given the growing complexity of the work environment the rapid. Change in organizations and advancement in technology, among other thing. Training and development helps to ensure that organizational member possess the knowledge and skills they need to perform their jobs effectively. Take on new responsibilities, and adapt to changing conditions.

Most organization tend to perceive training as the solution or correct therapy for many of the observed personnel and organizational low performance and productivity problem unfortunately, there are other personnel management problem that can generate the same performance and productivity problems that lack skill and knowledge.

According to Adeniyi (1995), manpower, or staff training and development is a necessary work activity that make a very significant contribution to the overall effectiveness and profitability of an organization for Fajana (2002) the effectiveness and success of an organization. The observation of Onuka (2006) implies that is the developed human capital of a nation that constitutes its wealth. It follows therefore, that employees' performance in respect of the quantum of the relevant skills and knowledge, and positive work attitude they have been able to acquire from constant manpower development programmes whether through committee/ on the job training or in-house training programmes of out of work training courses they attended.

Omoh (2004) posits that manpower development involves providing learning and development opportunities making training intervention and planning, conducting and evaluating training programmes. The need for improved productivity in an organization has become universally accepted phenomenon that depends on efficient and effective manpower development.

Oribabon (2000) submits that training and development is aimed at developing competences such as technical human conceptual and managerial for the furtherance of individual and organization growth.

This is why Decenzo and Robbins (2005: 247) have warned that; If salaries are low. If supervision is poor, if workers' benefits are inadequate or if physical work layout is deficient, spending on employee training may have little or no effect on productivity. Since inadequate performance is due to conditions that training cannot remedy.

Abiodin (2008) submitted that training is a systematic development of knowledge skill and attitude require by employee to perform adequately on a given, task training most organization tend to perceive training as the solution or correct therapy for many of the observed personnel and organizational low performance and productivity problem unfortunately, there are other personnel management problem that can generate the same performance and productivity problems that lack skill and knowledge generate. This is why

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However, the success with which an organization survive depending largely on the ability and expertise of human resources who operate both at the managerial and lower levels of operation such ability and expertise usually stem from the qualitative knowledge possessed and standard training received.

## **1.2 Statement of the Problems**

Most of the plans are meticulously on investment in physical and material resources while rarely do such organizational plans pay attention to human investment in which capital and equipment depended in other to be prudently managed. Not every organization considers the necessity for a well defined and sustained training and development for staff in order to upgrade the performance in order word where training need is recognized and a lot of time and money are committed: the exercise is often Inappropriate haphazard or lopsided in terms of content and participation. The worst of it is that is premised on a faulty diagnosis or organizational training needs. In addition above, the zeal of training employee is being hand icapped by the management: the failure to give cognizance to staff who have acquired additional skills and knowledge in terms of promotion and other fringe benefit. In other words, in a situation where training occurs development of staff, job enlargement are carried out without adequate regard to the skill staff acquire leading to frustration of personnel which usually resulted to low morale to other employee in relation to further training. As a result of this lack adaisical attitude of management towards training, development, there had been a progressive decline in the ability of manpower to cope with the challenges that rise from unfolding new dispensation, caseless clamoury for social change social satisfaction in the public sector.

The Nigerian geographical landscape is littered with quack graduates. As Okoli (2004) puts it, the quality of staff determines the qualities of the output Nigeria public organizations are dominated with quack personnel that have grossly affected the socio-economic development of the country. Nigeria cannot compete with other Africa countries like south Africa in terms of productivity and performance, this has continued to impact on the dependent nature of Nigeria state on the developed nations for her survival it is against this background that the researcher considered the need for critical of the nexus between training and productivity.

## **1.3 Research Question**

- What are the factors that determine the training of employee in an

organization?

- Does training of staff bring about improved in the employee productivity?
- What are the factors that can hinder the training of staff employee in an organization?
- How can the needs be effectively filled to improved the performance of employee productivity?

#### **1.4 Objectives of the Study**

The broad objective of the study is to explore staff training and performance in Business Administration department of Kwara State Polytechnic.

- To find out the factor that determines the training of employee in an organization.
- To discover whether training of staff employee bring about changes in organizational productivity.
- To examine the factor that can hinder training of employee in an organization.
- To recommend measures to improve performance of employee productivity.

#### **1.5 Research Hypothesis**

The following are the hypothesis is to be tested in the course of this research work. Null hypothesis (Ho) and alternative hypothesis (Hi).

Ho: Null hypothesis: there is no significance difference between training and high sales turnover. This means that product will be effective in the market.

Hi: alternative hypothesis: there is a significant difference between training and high sales turnover. This means that product will not be effective in the market.

#### **1.6 Significance of the Study**

Theoretically, the study constituted a variable material for research purposes. It will supplement the limited literature on staff training and its impact on productivity. In other words, the research woks from the basis of any meaningfully study. It will also help to instigate other research to further carrying out extensive study on training. In addition the study helps to inform the less informed and uniformed on the role of staff training in national development.

The practical aspect of the significance of the study.

#### **1.7 Scope of the Study**

The study focuses on staff training programme in Business Administration department in Kwara State Polytechnic and its effect on the quality and quantity of service delivery. The information for this study will be generated from staff the researcher also examined the method of staff training. Factor affecting training and strategic measure to improve staff training in other words we shall generate data for this study from the staff of Kwara State Polytechnic.

Limitations and constraints in this research are numerous. The problem, the researcher encountered was that some officers especially junior staff refused to avail themselves for interview for fear that the information given night put their job in jeopardy. To overcome this

problem, the researcher had to explain to them critically the main purpose of the research and that there is no impending dangers as it concern the information given by them.

## **1.8 Definition of Terms**

**Training:** This is the development of an individual of these knowledge in the process of learning skill that you need to know, it shows the fulfillment in a specific task.

**Effectiveness:** This could be described or seen as the ability of workers produce or desire output or result that intended to it achieving organization objective to the standard having it at the time accurate and relevantly.

**Impact:** This could be defined as the strong impression of effect which is being created to the institution or organization.

**Workers:** This means all individuals that work in an organization and also receive wages or salaries i.e. being them casual temporary or permanent appointment.

**Staff:** This is the process when the competent or qualified workers are selected, development and motivated for achieving the organization goals.

**Administration:** is the part of the management process concerned with the institution and carryout of procedures by which the programme is laid down and communicated and the progress of activities is regarded and regulated, checked against target and plans.

**Organization:** An organization can be regarded as an establishment with necessary authority and provisions for co-ordination of relationship between people assigned to performed specialization task for the achievement of the organization objectives.

Organization are group of people with idea and resource working toward common goals.

**Training:** can be defined as a process of updating the old skills and developing the new ones. Or it is act of equipping someone with a required skill perform his or her duties efficiently and effectively or the objectively of his organization.

## **CHAPTER TWO**

### **LITERATURE REVIEW**

#### **2.1 Introduction**

This chapter will focus on the important of staff or workers development and training is all about, it also brings foreword the reasons advanced by scholars on how importance workers development and training is an organization since poor performance of any institution is attributed to lack of trained staff or workers.

The future of any institution depends on the other hand depend upon his skill, to changing, knowledge and attitudes both employment and as updated from time to time. A well trained and developed workers or staff will easily help the organization to minimize the rough and unpleasant impact which the present economic situation has brought on most institutions. BEE (1991) in his opinion maintains that management of man is very important and challenging. It is very importance because it is a job not only managing at work but of administration of social system, the important of man is a challenging task because of man's dynamic nature. Twolz persons one similar in mental ability, tradition sentiment and behaviors they differ wildly also in group and are subject to many and varied influence people

have response they feel, think and act therefore they cannot be operated like a machine.

**TRAINING AND DEVELOPMENT:** Training is adopted by a person to increase his fitness for specific activities while development is acquiring more skills, talents and knowledge in the area of specialization. In the last decade management education training has become important in Nigeria National Education and Social Life for example, the centre for management development (ASCON) the Industrial Fund (ITF), the Nigerian College Strategy Studies (NCSS) and the Nigeria Councils for Management Education and Training present new potentially strong sources for influencing organization commitment in training institution accept the need for education of policy related indifferent ways to manage and execute development, also resources are been encouraged by the government (state and federal) and other bodies to augment development on an increasing scale.

## **2.2 Conceptual Framework**

The conceptual framework presented in this chapter is based on the understanding of the problem area as explored in chapter one, two and three.

The framework encapsulates a number of requirements the first is the impact of training on workers concept and is used as a way to view and discuss performance electronically within a specific organizational structure having known that in social science, there is no specific accepted definition. Training is no exception it has been given plethora definition.

According to J.A Bamidele in his book essential issue in Public Administration in Nigeria, he said that training is the adaptation as a person to increase his fitness for a specific activities i.e the component to be develop are knowledge, skills and attitudes, money spent on training is an achievement the duty of training personnel is the function of the personnel management department, an organization therefore has numerous benefit to be reaped from training its workers, training in spite of the above definition still found itself being defined differently as the organized purpose, this definition implies, it is not supposed to be a haphazard programme by which people learn knowledge or skills, for a specific purpose which the training is to achieve put differently Cowling, A. G and G.J.B Maller (1918) referred to a definition given by the department of employment, the glossary of training term (1971) as the systematic development of the attitude knowledge, skill behavioral pattern required by an individual in order to perform adequately a given task or job. In the industrial situation, this means that the trainee shall acquired new manipulated skills, technical knowledge problem solving ability or attitudes, it is expected that the employees apply their newly acquired knowledge and skill on the job in such a way as to aid in the improvement or organizational goals, the organizations of skill lead to a greater efficiency of the entire organization, it improves the market of applicant, it enhances the reputation of the firm, it increase the legality and adaptability of staff.

At this junction, it is very necessary to differentiate clearly between training and learning. This is required as many people and to use each of them interchangeable by mistake. According to the G.M Bowen in his book development and training the supervisor there is a clear difference between learning and training. Training is a process going to be a simultaneous one because of its efforts consequently training is concerned with the process



by which the attitudes, skill and ability of the employee to perform specific job with a view to improve, productivity is developed.

### **CONCEPT OF TRAINING**

All modern organization have now discovered that training become increasingly important for the continued existence and success of modern organization as a result of the changes which take place in the environment the change involved and to be able to cope with the new process and techniques training serves a lot of purpose in the organization in complete and complements the selections process while some other things are equality over looked during this process, while some other things are knowledge they are joining because every organization has its own peculiarities it is therefore necessary to ensure that new employee appreciate what skills would be expected to develop in their job and what other expectation would satisfying their human needs for personal growth on the job they listed further that as employee respond to continue training can progressively increase their view to the organization and this prepare.

Finally, continued training can help workers to develop their ability to learn, adapting themselves to new work methods, learning to use new kind of equipment and adjusting to major changes in job content and work relationship in the year ahead, when technological advance will doubles continue to change many workers situation rapidly, versatility and adaptability many will be the most constitutes on investment in human resources, but done is different form.

### **2.3 Theoretical Framework**

There are many theories used in explaining the impact of training and development on workers (staff) performance is on performance and productive, both in skills, knowledge attitude and minimization of wastage with those objective in mind, one is convinced that it is very necessary that the organization should train and develop their workers (staff) manpower need and skills, if they will impact high productivity as needed by such organization. It is well known fact that without adequate performance of staff, the organization will not survive; their survival therefore depends on the quality and development of staffs. All these cannot be achieved without adequate knowledge and skill coupled with the right attitude acquired through training and staff development.

Edger's (1970) "mention that the most lasting and meaningful development occur when directors and workers (staff) actually use new approaches acquire through training in accomplishment or specific performance.

A director should therefore utilize all the available resources to help the organization to produce the needed services. This is because the basic need of training workers in an organization is to know how to reduce the cost of labour, so that the organization will achieve its objectives, new when these are not meet organization conflict may rise which will in turn affect the output of the organization. As Kwara State Polytechnic Ilorin, without good staff training development, the institution will have been producing wreak and low student but with good training and development of staff to the institution is producing high class student.

## **CURRENT TREND IN THINKING**

Various types of training and development: App by 19081: 350) state clearly the types of training scheme that can be adopted for development staff. The enumerated four (4) key popular elements of training:

Skill Training

Induction Training

On the job Training

Further Education

**INDUCTION TRAINING:** The purpose of induction is to introduce newly employed staff to their new job. Also, to introduce them the things concerning the organization to which he is been employed. At that point everyone will look strange, the premises the people, tradition, rule and regulation e.t.c. of the organization. It is not advisable to have new employer gather information by chance because if it happens that way, it could lead to office accident.

**SKILL TRAINING:** The main purpose of this training is that the trainee will be able to do a job with skills and understanding and reach a high level of productivity. It was observed that the idea of one clerk or worker in the same level of training each other has become an absolute method because it would not allow the other opponent employer (workers) to function as he suppose to because it will lead to teaching of indirect procedure and passing on a working habit.

**ON THE JOB TRAINING:** Anybody that has just been through new job no matter how rough is still a beginner. He may have master the normal routine (qualification) but you will face some quarries for some times on the job training is sees as the most popular in some organization.

**FURTHER EDUCATION:** It is assumed that only approved training scheme would contain on element of further education. At least each organization, if possible two or three of its staff to obtain a higher class of qualification than before every year.

## **NEED FOR TRAINING DEVELOPMENT IN ORGANIZATION**

Before any organization can survive effectively the employer (worker) in that organization will have to be well trained, and developed so as for them to work effectively and efficiently so that the organization can effectively achieve their goals and objective. As early said, the meaning of training and development, but to Lara (1981) say development has a multi decisional concept which encompasses more than financial and material aspect of people life and life and the process involving the organization re-orientation of the outline economic and social system. To David Former (1981) training is a process whereby workers are shown and taught the necessary rudiment (first step or stage) of a particular job to achieve physical fit for the job.

So therefore the need for training and development in an organization are as follows:

- To enable the realization of objective and goals of the organization.
- To enhance performance efficiently.
- To improve productivity.
- To assist in the formulation of the overall organization
- To enable an organization function, it has certain goals and objective which comes as a result of training and development.

## SUMMARY OF CHAPTER

### IMPORTANCE OF TRAINING AND DEVELOPMENT TO THE WORKERS AND THE ORGANIZATION

Nicholas (1994) says the importance of training and developments in an organization are as follows; training and development in an organization are as follows;

- **Higher Moral:** When a worker is trained, he feel more proud and secure in his job.
- To help the organization to see that each job is to be performed effectively and efficiently as possible and also ensures that there is a reserved of management replacement.
- **Reduction in Labour Turnover:** Greater job satisfaction shows itself in lower labour turnover and less absent training makes a worker to be more stable on his job.
- **Reduction in Accident:** Organization accident and damage is caused by inefficiency of employee (worker). To reduce the rate or accident, organization must train and develop their workers.
- **To improve productivity:** An increase in skill and knowledge of employee (workers) usually result to higher output and performance of an individual in an organization.

Reasons why workers are not been trained: according to Mr. Chane Homes (1990). He feels that "it is the job of the leader to motivate its subordinate and the management".

The reasons for not training employees (workers are as follows;

- Lack of finance from the organization to send their workers on training in another country is one of the reasons why they do not send the worker on training.
- Some employees may decide to change organization after gaining that knowledge from the training which the organization spends money and resources.
- Employees competency is also another reason why organization fails to send their workers in the sense that, if workers are not competent, the organization may feel that sending them 70 training will result in a waste of resources and so they will rather be reserve, they are for other important aspect in the organization.

**Method and Techniques of the Training and Development:** The method and techniques of training and development or developing a worker and be over emphasized before an organization is able to achieve it goals and objectives, the organization has to use some method and techniques in training staff (workers).

Some of the method and techniques use by organization in training and developing the worker or staff are as follow;

Job rotation

Job instruction training

On the job training

**Job Rotation:** This is a training device that makes it necessary to move the training form one department or unit to the other to master what goes in that section the essence of the program is to broaden his experience in different job.

**Job Instruction Training:** A man may attend course in the organization and outside the organization, but his development may not be completed unless he has the opportunity to

perform on the job to carry out responsibility of the job which of greatly on development of an employee (worker). It is therefore the duty of management to use this important means to service him and the workers.

**On the Job Training:** This is the most popular and in some cases they only form of training programme used by some organization. Out of 50 employees (workers) responding the question of training 90% said, that on the job training is the best and effective for an organization.

## **CHAPTER THREE**

### **METHODOLOGY**

#### **3.1 Introduction**

The term research methodology is used within the con-text of this research study to describe all activities involved in the collection of all necessary data and information required for the work, such as research design, and method of administration of questionnaire, administration of data analysis and the research problems.

#### **3.2 Research Design**

The design was used to determine the number of people, used in this research and the types of sampling method used was also determined by the purpose of any of anything out of questionnaire to the entire number of the organization was proposed because of the workers are the vital human resources of the organization that constituted to the productivity and functioning of the organization.

For the purpose of this research which is description in nature, this design was used to determine the number of people used in this research and the types of sampling method used was also determined by the purpose of anything out of questionnaire to the entire member of the organization.

#### **3.3 Population of the Study**

This entails the overall coverage of the research work in terms of whom to be surveyed. The .population for this research work cover the entire staff of Kwara State Polytechnic, Ilorin which are at a random amount.

#### **3.4 Sampling Techniques and Sample Size**

This consist of the portion of the population which will serve as representation of the

population, using the random sampling in which each sample element has known and equal probability of being selected bearing in mind every possible defect that might occur during the research, 70 of questionnaire were distributed at random, only fifty volunteered to fill the questionnaire the survey population is 35 respondents (Senior Staff) and 15 junior staff of the institution. For the questionnaire both structured and unstructured questionnaire were adopted for the study with this questionnaire a list of alternative answers are provided, this reflect their views. The structured questionnaires are general open ended in which respondents are to freely and briefly express their opinion in the space provided. The method is fairly in expensive and has greater research ability.

### 3.5 Method of Data Collection

The researcher employed the two major available source of data collection i.e. surveying for data collection and this is primary source and secondary source.

**Primary Source:** This are the raw of fresh data collected by the researcher himself for the use of questionnaire and for specific purpose of the project work. It includes the use of questionnaire and interview.

**Interview:** This has to do with setting of question to be answered by the respondent.

**Questionnaire:** This has to do with setting of question to be answered by the respondent.

**Secondary Source:** These are the data that have been collected by other people and document by them, this include relevant Textbooks, Newspapers and Journals which are consulted for information on this study of the data analysis was carried out in Kwara State Polytechnic, Ilorin. However, the various answers giving by the respondents in the questionnaire will then be analyzed.

### 3.6 Instruments of Data Collection

- Accurate and systematic data collection is critical to conducting scientific research.
- Data collection allows us to collect information that we want to collect about our study objects.
- Depending on research type method of data collection include: documents review, observation, questioning, measuring, or combination of different methods.

### 3.7 Methods of Data Analysis

This involves the use of statistical tools used in the analysis of data collected. In this research work the use of table analysis and sample percentage method adapted to method analysis and interpret data form their inference will be draw in the study formula use in the analysis is show below:

$$\text{Frequency} = \frac{\text{The number of Responses}}{\text{Total Responses}} \times \frac{100}{1}$$

The main and basic instruments adopted in the collection of data are Questionnaire, Textbooks, Internet and use of other relevant documentary report mode available by the respondent.

### 3.8 Historical Background of the Case Study

There is no doubting the fact that a robust technical education remains the pivot upon which a solid technological growth of any nation could be founded bearing this in mind the Kwara State Government established the Kwara State Polytechnic, as a part of the launching of its four year development plan in 1971. It was based on the promulgation of the Kwara State No 41972 (now taken by Edict No 21 of 1984 and edict No 13 of 1987) as a body corporate empowered by statute to carry out the following important functions.

- To provide for studies, training research and development of techniques in Arts and Languages.
- To provide training in Applied Science.
- To provide training engineering.
- To provide training in management and commerce education.

The Kwara State Polytechnic started from the government technical, training school which was upgraded to a college of technology. This later metamorphosis into Kwara State Polytechnic through Edict no 13 of 1987, at his speech during the first graduation and presentation of certificate ceremony of the school of basic studies on the 12th of December 1974. The then military Governor, Brigadier General D.L Bamigboye further stated "early in the life of this state my government saw a yearning need for an institution of this nature to meet the challenges of our state of development and was determined to meet its need".

## **CHAPTER FOUR**

### **DATA PRESENTATION, ANALYSIS AND INTERPRETATION**

The aim of this chapter is the presentation of data collected during research carried out the data where properly analysis to ensure meaningful information. From the respondents who are administered in the questionnaire, they are arranged in tabular form and written percentage for better interpretation and conclusion.

#### **4.1 Data Presentation, Analysis Interpretation**

##### **Data Presentation**

This chapter present the research finding and also analyze the data collected through the use of questionnaire at the end the research would be tested. This data will be presented for test and easy comprehension already indicated in chapter three

##### **Analysis Of Data**

A total number of seventy (70) questionnaire were distributed but only fifty (50) were responded and returned back.

From the table above, it shows that 48 i.e. (96%) agreed that the increased productivity of the institution depends on its well trained staff while 2 (4%) disagreed. This implies that the productivity of the institution depends on its well trained staff from the percentage

shown.

QUESTION 1

TABLE 4.1: DISTRIBUTION OF RESPONDENTS BY SEX

Sex	No of Respondents	Percentage (%)
Male	30	60
Female	20	40
Total	50	100%

Source: Field Survey, 2025

From the table one above, 30 respondents representing (60%) are male while the rest 20 respondents representing (4%) are female.

QUESTION 2

TABLE 4.2: DISTRIBUTION OF RESPONDENTS BY AGE

Age	No of Respondents	Percentage (%)
20-29years	30	60
30-39years	10	20
40-49years	10	20
50-56years	-	-
Total	50	100

Source: Field Survey, 2025

From the table above, no respondent under 50-59years, 30 respondents representing (60%) of the total sampling, falls between age of 20-29years only 10 respondents representing 20% are between 30-39years and 40-49ears.

QUESTION 3

TABLE 4.3: DISTRIBUTION OF RESPONDENTS BY MARITAL STATUS

Marital Status	No of Respondents	Percentage (%)
Married	30	60
Single	20	40
Divorce	-	-
Widowed	-	-
Total	50	100

Source: Field Survey, 2025

The tables above shows that 30 respondents representing 60% are married while 20 respondents representing 40% are single but none of them were neither divorced nor

widowed.

QUESTION 4

TABLE 4.4: DISTRIBUTION OF RESPONDENTS BY EDUCATIONAL QUALIFICATION

Qualification	No of Respondents	Percentage (%)
O’level/SSCE	20	40
O.N.D/N.C.E	15	30
H.N.D/B.Sc	10	20
M.S.C	5	10
Total	50	100

Source: Field Survey, 2025

The table above shows the qualification of the respondents. Among the total sampling only 20 respondents representing 40% are O’Level holder while 15 respondents representing 30% are OND/NCE, 10 respondents representing 20% has HND/BSc, 5 respondents representing 10% has MSc certificate holder.

QUESTION 5

TABLE 4.5: DISTRIBUTION OF RESPONDENTS ON THE SPECIALIZATION

Field	No of Respondents	Percentage (%)
Management	30	60
Supervisor	20	40
Foreman	-	-
Junior staff	-	-
Total	50	100

Source: Field Survey, 2025

The table 5, it shows that 60% of the respondents are management, while 40% respondents of the total sampling are supervisor, there is no respondent for foreman and junior staff as its show in the table.

QUESTION 6

TABLE 4.6: DISTRIBUTION OF RESPONDENTS ON LEVEL OF MANAGEMENT

Options	No of Respondents	Percentage (%)
Top	25	50
Middle	20	40
Lower	5	10
Total	50	100



**Source: Field Survey, 2025**

The tables above shows that 25 respondents (50%) are top level management, 20 respondents (40%) are in middle management while 5 of them representing (10%) are in the lower level.

**QUESTION 7: HAVE YOU ATTENDED ANY MANAGEMENT TRAINING PROGRAMME?**

**TABLE 4.7:**

Options	No of Respondents	Percentage (%)
Yes	50	100
No	-	-
Total	50	100

**Source: Field Survey, 2025**

In the table above, 100 respondents representing 100% said that they have attended management training programme before.

**QUESTION 8: IT IS LONG YOU HAVE BEEN IN THE ORGANIZATION?**

**TABLE 4.8:**

Options	No of Respondents	Percentage (%)
Yes	40	80
No	10	20
Total	50	100

**Source: Field Survey, 2025**

In the table above, it shows that 80% of the respondents said that have been long in the organization while 10 respondents representing 20% said No to the above question.

**QUESTION 9: ARE YOU HAPPY WITH THE ORGANIZATION?**

**TABLE 4.9:**

Options	No of Respondents	Percentage (%)
Yes	50	100
No	-	-
Total	50	100

**Source: Field Survey, 2025**

The table above shows that 100% of the respondents are happy with the organization.

**QUESTION 10: WHAT ARE THE ADVANTAGES OF TRAINING & DEVELOPMENT?**

**TABLE 4.10:**

Options	Response	Percentage (%)
Enhance Efficiency	7	14

Increase Productivity	25	50
Create Job Satisfaction	15	30
Result in Sense of Belonging	3	6
<b>Total</b>	<b>100</b>	<b>100%</b>

**Source: Field Survey, 2025**

From the above table it could be seen that seven (7) respondents (14%) agreed that advantages of training and development enhance efficiency, 15 i.e. (30%) are in the view that training and development create job satisfaction, three respondents result in the sense of belonging of the worker 3 i.e. (6%) while 25 i.e. (50%) accepted that training and development increase productivity this implies that the percentage of increase productivity supersede others. The workers of the institution should be trained.

#### **QUESTION 11: WHY WORKERS ARE NOT WILLING TO ATTEND TRAINING PROGRAMS?**

**TABLE 11:**

<b>Options</b>	<b>Response</b>	<b>Percentage (%)</b>
Lack of require educational background	30	60
Ground family	10	20
Believe in work experience	10	20
<b>Total</b>	<b>100</b>	<b>100</b>

**Source: Field Survey, 2025**

The table above shows that 60% of the respondents said workers are not willing to attend training program due to the lack of require educational background, 20% of the total respondents amalgamate together to support the evidence why workers are not willing to attend training program that it is due to ground family and believe in work experience.

#### **QUESTION 12: DOES THE INSTITUTION REA RELEASE THEIR WORKER FOR TRAINING?**

**TABLE 12:**

<b>Options</b>	<b>Response</b>	<b>Percentage (%)</b>
Agreed	35	70
Don't agreed	15	30

<b>Total</b>	<b>100</b>	<b>100</b>
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**Source: Field Survey, 2025**

From the above, it shows that 15 i.e. (30%) respondents disagreed that the institution does not real workers for training, while 35 i.e. (70%) agreed that workers are released to go for training in the profession.

This implies that the institution should released their workers for training.

**QUESTION 13: IS THERE ANY BUDGETARY ALLOCATION FOR TRAINING AND DEVELOPMENT IN THE INSTITUTION?**

**TABLE 4.13:**

<b>Options</b>	<b>Response</b>	<b>Percentage (%)</b>
Agreed	45	90
Don't agreed	51	10
I don't know	-	-
<b>Total</b>	<b>100</b>	<b>100</b>

**Source: Field Survey, 2025**

From the above table 45 i.e. (90%) agreed that there is budgetary allocation for training and development in the institution. Those that disagreed show that the institution does not consider training as something useful to the progress of the institution.

**QUESTION 14: DOES THE INSTITUTION RELEASE ENOUGH FUNDS FOR TRAINING AND DEVELOPMENT OF THEIR STAFF?**

**TABLE 4.14:**

<b>Options</b>	<b>Response</b>	<b>Percentage (%)</b>
Agreed	40	80
Don't agreed	9	18
I don't know	1	2
<b>Total</b>	<b>50</b>	<b>100</b>

**Source: Field Survey, 2025**

From the above 40 (80%) agreed that the institution release enough fund for training and development, 9 (18%) are of the option that the institution does not release enough fund for training and development, while 1 (2%) do not know due to their indifference nature to training and development.

**QUESTION 15: DOES THE INSTITUTION HAVE SPECIALIST THAT CARRIES OUT SPECIAL PROGRAMS FOR HER WORKERS?**

**TABLE 4.15:**

<b>Options</b>	<b>Response</b>	<b>Percentage (%)</b>
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Agreed	46	92
Don't agreed	4	8
I don't know	-	-
<b>Total</b>	<b>50</b>	<b>100</b>

**Source: Field Survey, 2025**

From table, 46 (92%) of the workers agreed that the institution has specialist that carry out this program due to the fact that training and development increase productivity in the institution and the specialist will train them according to required objectives of the institution while 4 (8%) disagreed with this.

**QUESTION 16: DOES THE PRODUCTIVITY OF THE INSTITUTION DEPEND ON ITS WELL TRAINED STAFF? TABLE 4.16:**

Options	No of Respondents	Percentage (%)
Yes	48	96
No	2	4
I don't know	-	-
<b>Total</b>	<b>50</b>	<b>100</b>

**Source: Field Survey, 2025**

The table above shows that the productivity of the institution depends on its well training staff because of its high respondents that support the statement with 96% while 2 of the total respondents representing (4%) said No to the statements.

**QUESTION 17: DOES THE ORGANIZATION ENCOURAGES THE USE OF TRAINING ON WORKERS PERFORMANCE?**

**TABLE 4.17:**

Options	No of Respondents	Percentage (%)
Strongly agreed	48	96
Agreed	-	-
Strongly disagreed	-	-
Disagreed	2	4
Undecided	-	-
<b>Total</b>	<b>50</b>	<b>100</b>

**Source: Field Survey, 2025**

The table above shows that the organization encourages the use of training on workers performance with 96% of the respondents while 2 of the total respondents representing

(4%) disagree with the statement.

**QUESTION 18: DOES THE ORGANIZATION ALWAYS SUPPORT AND EMPOWER WORKERS TO DELIVER QUALITY OUTPUT?**

**TABLE 4.18:**

<b>Options</b>	<b>No of Respondents</b>	<b>Percentage (%)</b>
Strongly agreed	30	60
Agreed	10	20
Strongly disagreed	-	-
Disagreed	10	20
Undecided	-	-
<b>Total</b>	<b>50</b>	<b>100</b>

**Source: Field Survey, 2025**

The table above shows that 30 respondents representing 60% of the total respondents strongly agree and 10 respondents (20%) agree with the statement that the organization always support and empower workers to deliver quality output while 10 respondents representing 20% disagree with the statement but none are undecided.

**QUESTION 19: DOES THE ORGANIZATION USUALLY CONDUCT SEMINAR OR SENT WORKERS FOR REFRESHER COURSE?**

**TABLE 4.19:**

<b>Options</b>	<b>No of Respondents</b>	<b>Percentage (%)</b>
Strongly agreed	50	100
Agreed	-	-
Strongly disagreed	-	-
Disagreed	-	-
Undecided	-	-
<b>Total</b>	<b>50</b>	<b>100</b>

**Source: Field Survey, 2025**

The table above shows that all respondents representing 100% support the above statement that the organization usually conduct seminar or send workers for refresher course.

**QUESTION 20: DOES WORKERS THAT PERFORM BRILLIANTLY GREATLY REWARDED?**

**TABLE 4.20:**

<b>Options</b>	<b>No of Respondents</b>	<b>Percentage (%)</b>
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<b>Strongly agreed</b>	<b>40</b>	<b>80</b>
<b>Agreed</b>	<b>10</b>	<b>20</b>
<b>Strongly disagreed</b>	<b>-</b>	<b>-</b>
<b>Disagreed</b>	<b>-</b>	<b>-</b>
<b>Undecided</b>	<b>-</b>	<b>-</b>
<b>Total</b>	<b>50</b>	<b>100</b>

**Source: Field Survey, 2025**

The table above shows that 40 respondents representing 80% and 10 respondents representing 20% said that workers that perform brilliantly are greatly rewarded in the organizations.

## **CHAPTER FIVE**

### **SUMMARY, CONCLUSION AND RECOMMENDATIONS**

#### **5.1 Summary of Findings**

This study is mainly concerned with the analysis of the impact of training on workers performance as further examines statement of the problems, objective of the research work, research question, and scope of the study, limitation of the study and definition of terms.

The method and source used in gathering the data in this research work involved the use of questionnaire it specifics the use of questionnaire for the collection of primary data from the respondent, furthermore, the purpose of the research work is to assist organization to achieve their set goal and objectives.

Considering the various question asked on the impact of training on workers performance in an organization, it was realized that it is very essential and important to undergo training before acquiring any job, so as to have a wider scope or experience in any organization we find ourselves.

#### **5.2 Conclusion**

The findings of this study were obtained from data collected and literature reviews which show that management of Kwara State Polytechnic believe that training and development improves productivity performance in the organization.

Therefore, there is need to improve on the problem affecting training activities in order to make work more efficient and effective for the smooth running of the organization.

#### **5.3 Recommendations**

The findings of the study were however, limited in terms of sample size and variable considered produced sufficient information relative to the factor influence the investigation

conducted the researcher recommended that a fellow up study is conducted in each area of training and human development and institution. It will help the organization to make reasonable decision or improving and undergoing training program for staffs of Kwara State Polytechnic based on the findings of the study were recommended.

There should be well defined and articulated policies on worker nomination for training program. The cost of training workers should be reviewed constantly to management in order to ensure adequate realization of training.

Nomination workers would be informed in good time to enable them take necessary presentation in seeking admission. There should be enlightening program to educate and induce worker on the importance of training and development should be reviewed in love with the cost.

Short term courses like summer workshops and conferences should be organized more presently internally and externally. Workers that have undergone training and development should be given a free hand in performing higher view responsibilities cut-across all cadres of the organization as computer knowledge is the thing to lay all aspect of organizational tasks. There is no doubt that the management of Kwara State Polytechnic would implement the above mentioned recommendation, there would be a tremendous improvement on personnel training and development which will go a long way in enhancing productivity, performance thereby realizing the objectives of the organization.

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## QUESTIONNAIRE

Please mark the appropriate box to indicate your answer to the question ns

- Sex: Male ( ) Female ( )
- Age: 20-29 ( ) 30-39 ( ) 40-49 ( ) 50-60 ( )
- Marital Status: Married ( ) Single ( )
- Education Qualification: \_\_\_\_\_
- Field of specialty: \_\_\_\_\_
- Which level of management are you? Top ( ) Middle ( ) Lower ( )
- Have you attended any management training program?



Yes ( ) No ( )

- How long have you been in the organization? Yes ( ) No ( )
- Are you happy working with the organization?

Yes ( ) No ( )

- What are the advantages of training and development? Enhance efficiency ( ) increase productivity ( ) create job satisfaction ( ) result in sense of belonging ( )
- Why workers are not willing to attend training program? Lack of require educational background ( ) ground family ( ) believe in work experience ( )
- Does the institution realize their worker for training?

Agreed ( ) don't agreed ( )

- Is there any budgetary allocation for training and development in the institution? Agreed ( ) don't agreed ( )
  - The institution realizes enough fund for training and development? Agreed ( ) don't agreed ( )
  - The institution have specialist that carry out special program for her workers? Agreed ( ) Don't agree ( )
  - Does the productivity of the institution depend on its well trained staff?
- Yes ( ) No ( )
- Does the organization encourage the use of training on workers performance? Strongly agree ( ) agreed ( ) undecided ( ) strongly disagreed ( ) disagree ( )
  - Does the organization always support and empower workers to deliver quality output? Strongly agree ( ) agreed ( ) Undecided ( ) strongly disagreed ( ) disagree ( )
  - Does the organization usually conduct seminar or sent workers for refresher course? Strongly agree ( ) agreed ( ) undecided ( ) strongly disagreed ( ) disagree ( )
  - Are workers that perform brilliantly greatly rewarded? Strongly agree ( ) agreed ( ) undecided ( ) strongly disagreed ( ) disagree ( )

## SECTION B

Question 1: What are the advantages of training and development? Yes ( ) No ( )

Question 2: Analyze on why workers are not willing to attend training programs? Yes ( ) No ( )

Question 3: Does the institution realize their worker for training?

Yes ( ) No ( )

Question 4: Is there any budgetary allocation for training and development? Yes ( ) No ( )

Question 5: Does the institution release enough fund for training and development? Yes ( ) No ( )

Question 6: Does the institution have specialist that carry out special programs for her workers? Yes ( ) No ( )

Question 7: Does the productivity of the institution depend on its well trained staff (workers)? Yes ( ) No ( )

