

**UNIVERSITY OF SCIENCE & TECHNOLOGY**

**FACULTY OF ADMINISTRATIVE SCIENCE**

**IMPACT OF HUMAN RESOURCE DEVELOPMENT PLANS  
ON THE PERFORMANCE OF EMPLOYEES**

**(Case Study University of Science & Technology)**

**A Research Submitted for Master Degree in Business  
Administration**

**Prepared by: Fatima Mohamed Osman Abdalla**

**Supervised by: Prof/Hassan Abbas Hassan**

**January 2014 - Rabbi Alawal 1435**

## Abstract

The main purpose of this research is to study the effectiveness of the performance of employee at University of Science and Technology with special focus on training, the current issues and new development in the organization and implanted it in University of Science and Technology, this achieved through testing Questionnaire, interviews and observations.

The statistical analysis show training before and after joining the university decreasing, specially the training numbers inside country decreases after joining (from 76.1% to 11.2% had training outside country and 21.2% inside country ). Also the number of training times decreases after joining to the university (once from 12 employee to 8 employee, in twice (7 to 5 employee) but in more than twice decrease from 16 to 2)

Also the analysis shows that there is no strong relations between number of working years in the university and having chance for training ( $R=0.2$ ). Also if the working years in the university are increase, the training times may increase ( $R=.42$ ). Most of training is inside country (75%) and only (25%) are in outside country, which indicate the need to more attention to training outside if the university want to be up- to - date.

Many recommendations could be summarized from employee's suggestions. Scheduled training courses, Training Awareness, New training courses, Training before job attachments, Give any employee chance in the training, Improvement scholarship (full/part) times, only one employee suggested that the university needs to build training center, which may be good future suggestion.

## المستخلص

هدف البحث هو دراسة أثر خطط التنمية البشرية علي أداء العاملين بجامعة العلوم والتقانة بالتركيز علي التدريب.

تضمن البحث أسئلة رئيسية، والفئة المستهدفة هي المجمع الطبي بالجامعة والذي يحتوي علي كلية الطب، طب الأسنان، الصيدلة والمختبرات الطبية.

تم تحليل الاجابات للوصول الي النتائج الختامية والتوصيات.

عملية التحليل الاحصائي أظهرت أن التدريب قل بالنسبة للعاملين بعد التحاقهم بالجامعة، خاصة التدريب الداخلي فقد أنخفض من 73.3% الي 21.2%. وعدد مرات التدريب ايضاً سجل انخفاضاً ملحوظاً (التدريب لمرة واحد انخفض من 11.25% الي 0.15%)، لمرتان تساوت النسبة، ولأكثر من مرتين انخفض من 6.25% الي 0.02%).

كذلك اظهرت عملية التحليل أنه لا توجد علاقة بين عدد سنوات عمل الموظف في الجامعة واحتمال تلقيه فرصة تدريبية. أغلب الموظفين تلقوا تدريباً داخلياً (75%) مقابل (25%) فقط، مما يلفت الانظار الي ضرورة الاهتمام بالتدريب الخارجي لمواكبة التطور في العالم.

عدة توصيات تم استخلاصها من مقترحات العاملين. على السبيل المثال لا الحصر قيام دورات والاهتمام بالتدريب بالاضافة لفتح مجالات جديدة في التدريب. كذلك اقترح بعضهم ضرورة تدريب العاملين قبل تعيينهم ومنحهم فرص تدريبية بعد التعيين وتفريغهم لها. احد العاملين اقترح انشاء مركز تدريبي في الجامعة والذي يمكن عده مقرحاً مستقبلياً مثالياً لحل المشكلة.

## **Introduction**

Human resource developments mainly focus on training. Training is considered as highly significant management tool in any leading project such as universities for excellent performance.

It is a systematic process of training and growth by which individuals gain and apply knowledge and skills in the organization to achieve certain objectives.

As technology changes and as people are upgraded, there is a need for well designed and executed training and development programs. This includes formal and informal training, so that managers can be able to manage their organizations effectively.

Management is a process of utilizing materials and human resources to accomplish designated objectives. It involves the organization, direction, coordination and evaluation of people to achieve these goals.

Human resource management planning is very important to any organization in order to forecast and predict the future.

Through planning managers can estimate what numbers and kinds of human assets will be needed.

### **1.1 Statement of the problem**

- In spite of the progress in the University of Science and Technology there is no training department for administrative staff.
- Although training and development is needed by most employees in different higher education institutions, yet it is inadequate in the University of Science and Technology.

- Although there is up - to - date training and development in the world University of Science and Technology does not cope with change.

## **1.2 Hypothesis of the Study:**

The following hypothesis are set:

1/ There is relationship between plans of training and performance of employees.

2/ There is a relationship between the number of trained employees and quality of training courses.

## **1.3 objectives of the study:**

This research is rare in this field, the study is the first study in University of Science and Technology that focuses on the role of human resource development, and also the references about the Human Resource Development were available in the university library

**General objectives:** To provide information to help the decision makers.

To open channels for the new researches.

### **Specific objectives:**

1. Study and analyze training of employees in the University of Science and Technology to identify the strengths and weaknesses.

2. Identify to what extent top management in the University is aware of the importance of training.

3. To find out to what extent did employees who have attended training courses benefit from these programs in their jobs.

#### **1.4 Significance of the study:**

The study focuses on the role of human resource development and its effect on the performance of employees in University of Science and Technology and accordingly the recommendations of the study may benefit the decision makers or the top management in improving and enhancing employees training in the University.

#### **1.5 Research Methodology:**

It highlights the methods carried by the study to achieve the research results. It includes data collection devices, sample and sampling, descriptive study, questionnaire and data analysis.

##### **Study design:**

The research methodology is descriptive analytic and historical.

Study location and period:

The scope of this research is limited to University of Science and Technology.

The study period is from March 2012 up to June 2013.

Research population sample includes respondents in different faculties and departments eighty of them were selected randomly.

#### **1.6 Data collection including primary and secondary data**

Primary data was obtained through self administrative Questionnaire to get rich information. The data include informations from 2000 until 2012.

Questionnaire target the administrative employees in University of Science and Technology.

The questions regard the training programs towards Human resource development.

The secondary data concerned with information obtained from books, articles, journals, and internet so as to provide an understanding about the context of University of Science and Technology human resource development, with focus on training and training management.

Also secondary data must used to understand the theories of Human Resource Development and its philosophy, objectives and methodologies specially the training.

The questionnaire was including both open and close ended questions.

### **1.7 Data Management**

Data were collected and entered into SPSS soft programme and analysed

### **1.8 Data analysis:**

Data were analyzed using statistical package for Social Science \_ SPSS (version 16) descriptive statistics, and correlation measure was performed using cross tab and Chi-square tests.

Current issues and new developments:

- Understand the changing nature of work
- Recognize the impact of globalization on all organizations
- Be aware of reasons for outsourcing both facilities and expertise
- Understand the implication

## 1.9 Previous Studies

The following is the pervious research on the topic Prepared by: Mohammed Al-Mujtaba abd- Alrahim

The study defined human resources as the total knowledge, skills, creative abilities, talents and aptitudes of an organizations workforce, as well as the values, attitudes, approaches and beliefs of the individuals involved in the affairs of the organization. It is the sum total or aggregate of inherent abilities, acquired knowledge and skills represented by the talents and aptitudes of the persons employed in the organization.

The objectives of these study is to help the organization reach its goals, to ensure effective utilization and maximum development of human resources, To ensure respect for human beings and their high morale to achieve organization goals.

Also the study focuses on quality of work and ethics responsive to the needs of society.

The hypothesis of the study was:

- How the development affected the workforce in the organization.
- How the training help the employees to do their work effectively.
- How the development increase the productivity and efficiency.
- How the training important to the workforce in the organization.
- How do develop business strategy.

Literature review of this study was about Human Resource Management, Human Resource Management Scope, Human Resource Management Beliefs,



Human Resource Management Functions, Human Resource Management Major Influence factors and Human Resource Management futuristic vision.

The challenges associated with the changing nature of work and the workplace environment, the rapid change requires a skilled, knowledgeable workforce with employees who are adaptive, flexible and focused on the future.

Another research on impact of training on employee's performance (case study Sudatel Academic for communication Technology (Sudacad) Academy)  
Prepared by: Shima Eltayeb Ibrahim Supervised by:

Dr. Tagreed Awad A/haliem

This research investigates and focused on training of employees and its effects on their performance.

The study also show to what extent training can play an important impact in improving the performance of employees.

The objective of this research is to know the impact of training on performance of employees, to know how opportunities of training can be distributed and to know how the organizations choose the tool of training.

Hypothesis of the research: there is relation between training and level of employee's performance.

Literature review of this study was about Training, importance of training, objective of training and training management.

## **1.9 Organization of the study:**

The Organization of the study contains five chapters.

**Chapter one:** contains introduction, objectives, problem, hypothesis and organization of the research.

**Chapter two:** contains literature review about human resource development concept, Recruitment and Selection, training programs, motivation of employee.

**Chapter three:** this chapter talks about performance of employee, importance of performance, and the tools used to evaluate the performance.

**Chapter Four:** this chapter evaluated University of Science and Technology as a case study and it gives information about the University of Science and Technology back ground, objective and background of top management about Human Resource Development and planning.

**Chapter five:** includes methodology, data analysis and discussion of the questionnaire.

**Chapter Six:** is a conclusion which includes the main findings and recommendations.