

ABSTRACT

Training and development is a major function of human resource management being utilized in so many organizations and hotels. This is to ensure sharpening of employee skills and talents for purposes of improving on both employee and organizational performance. Through the process of training, management is able to provide constant and consistent knowledge innovation in its employees and is able to create and instill the proactive behavior in the employees. This creates a sense of motivation and satisfaction on the employee's side.

Training so far has become the ultimate answer to various organizations in terms of change management, motivation and even innovation and has ever since taken central role in modern management of human resources.

This study aimed at analyzing and examining the effects of job training on hotel employees productivity, a study that took place in the star rated hotels of Kakamega. A descriptive survey design was applied to gather the responses from all the permanently employed workers. Data obtained was collected through the use of both open ended and close ended questionnaires and was analyzed using frequencies and percentages.

The study also discussed the overview of training, the different types of training, methods of training, and also the benefits of training. The various training models and theories have also been discussed in the study.

The findings from the data collected shows that employees agree that job training methods deployed by the organization have helped it positively in increasing its production rates and levels and as well as employee performance has improved for the better.

Job trainings received have also enlightened them on what is expected of them in their various departments and this has not only helped in the elimination of job discrepancies but has also helped to minimize risks as well as to ensure harmony and consistency across the entire team

The study also concluded and recommended that for further production improvement management should encourage free flow of information and feedback from its employees in order to capture areas of shortfall and address issues as they arise which will in turn help in reducing resistance should new procedures be implemented. There is also need for further consistent training for the employees to be able to deal with the market dynamics a hotel is an organization that depends on the nature of the market for its delivery of both goods and services