

## **IMPACT OF HUMAN SIGMA TRAINING ON ORGANIZATIONAL PRODUCTIVITY**

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### **Abstract**

Human Sigma represents a management approach for driving innovating processes inside a organization in order to achieve superior results. It involves a practical analysis based on facts, aiming the innovation and growth, not only the efficiency of processes. It is a long term process of gradual and continuous improvement. The application of Human Sigma in organization led to attaining improved work performance by addressing new needs, by differentiating the products and services or by adjusting the business lines to new processes. Quality is more than making things without errors. It is about adding growth to the organization by improving the work performance of the employees. Therefore, in what regards Human Sigma, the concern is not only to "do the things right" but also to "do the right things right". We focus on the impact of implementing the Human Sigma approach on organization, seeking for what changes and benefits it brings.

**Keywords:** Human Sigma Training, Organizational Growth, Work Performance, Organizational Productivity, Quality.

### **Introduction**

An organization may have employees of capability and determination with appropriate equipment and managerial support yet productivity fails below expected standard. By and large, the missing factors in many cases are lack of adequate skills and knowledge which are acquired through manpower training and development. Human Sigma have been used from past few years, but some business owners are just beginning to see the benefits of using these tools. One of the biggest benefits of Human Sigma is increased employee productivity.

### **Human Sigma Training:**

H.S Training is necessary to ensure required work efficiency of employees that are technically and socially competent and capable of performing jobs. There is therefore a continual need for the process of employee development, and training fulfils an important part of this process. Training

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should be viewed therefore as an integral part of the process of total quality management. The problem is Lack of proper training and its impact on employee productivity. This lack of proper training is relationship of intervention variables of salary and job assignment. This is creating impact on the employee work productivity and organizational growth & productivity.

The importance of HS training is to help the employee acquire and maintain the necessary skills, capabilities and personal capacities to contribute more adequately to the attainment of organizational and rational objectives.

#### **Organization's Need for HS Training:**

Well trained and developed employees when fully utilized by the employing organization benefits it as well the employees themselves. Therefore for an organization to grow and survive in today's globally competitive and fast changing environment especially in the technology, for a very long time, there would be the need for organizations to come up with systems and programme that would bring out of their they need efforts, attention, creativity and general innovations as individual employees and as groups or teams of network. For this reason organizations seek to adapt to new structures, new cultures and new effective methods of performance management and employee motivation to be able to cope with speedy change and competition in the business environment. Innovative changes or adjustments become successful when people acquire new perspective or understandings, values, knowledge and skills.

The understanding of Knowledge and skills would come from organizing seminars or training programmes that will provide these implementers the relevant perspectives, skills and knowledge for successful implementation. Performance of employees as said elsewhere thus is about employee output which is twofold; first, the effective use of inputs or resources and second, the translation of efficiency into quality. Human resource training, education and development activities therefore aim at the equipping of employees with the necessary competencies that they require for their effective performance on their job. It therefore fairly correct and important to argue that, without the right kind of competencies, no amount of motivation either in cash or kind will be able to get employees to perform creditably or totally acceptable.

#### **Increasing Employee's Productivity:**

Employee productivity is an assessment of the efficiency of an employee or group of employees who are empowered, motivated and committed towards their job and organization. An engaged employee is aware of the business context, and works as a team member to improve performance of the job for the benefit of the organization. Employee productivity is the willingness of employee to "go the extra mile" to achieve the organizational vision. According to IES (institute of employment studies) "employee productivity is a positive attitude held by the employee towards the organization and its values".

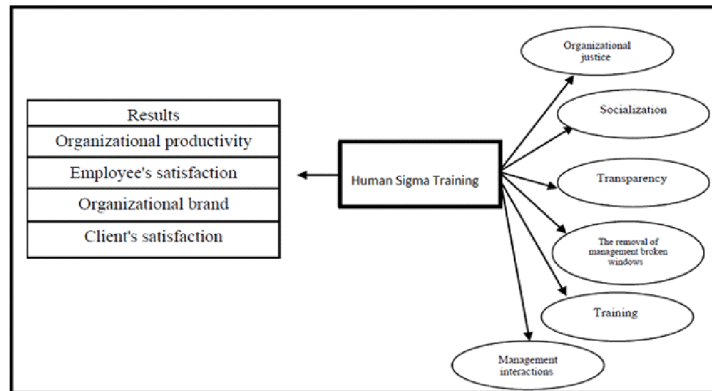
#### **Increasing Organizational Productivity:**

It's important to remember that all companies are different and the employee reward systems that work for some companies may not be motivating for the employees of other companies. Human Sigma will individualize a system for your employees. Some companies have increased productivity by as much as 50 percent just by engaging their employees fully.

Implementing new methodology such as Human Sigma into your organization can be daunting at first, but the benefits it can bring to your organization far outweigh the initial learning curve. Using Human Sigma is an excellent way to improve the overall productivity of your organization, as well as attract and keep valuable and productive employees.

Human Sigma data principles are then applied to those goals, using the areas of performance, fulfillment and learning as a guide. Participants may be asked questions about

distractions during working time and whether these distractions are important enough to take time away from what they are working on. Employees may also be asked what they are doing to work toward their professional goals. The employees can then create a plan of action, which helps them become more efficient workers as well as happier employees.



#### Literature Review

- Rothbard (2001) examines both the depleting and enriching processes that link productivity in one role to productivity in another.
- SchaufeliSalanova, Gonzalez-Roma & Bakker (2002) measuring the internal consistencies of the 3 scales and the factorial validity using confirmatory factor analysis. Examining the relationship between burn out and productivity.
- Harter, Schmidt & Hayes (2002) examining the relationship at the business unit level between employee satisfaction-productivity and the business-unit outcomes of customer satisfaction, productivity, profit, employee turnover and accidents.
- Sonnentag (2003) study examines work related outcomes of recovery during leisure time; it investigates the impact of recovery periods on subsequent work productivity & proactive behavior at work.
- Harter, Gilson (2004) examines the role of 3 psychological conditions (meaningfulness, availability & safety) in employees work productivity.
- Mauno, Kinnunen, Rokolainen (2007) focuses on 3 types of job demands at work, work-to-family conflict and job insecurity.

Employers do not regularly consider the feelings of their employees regarding skills development. Accordingly, Frost, Vos and Dreyer (2003:147) claim that the traditional business organisation is closely modelled on the military style of management, probably because armies are the largest and almost certainly the oldest human organisations. In response to this, Katcher and Snyder (2003:90) identify some of the reasons why employers need their employees to continuously learn new skills: Capital improvement. Organisations tend to spend millions on upgrading their plants and equipment, yet little on upgrading their human capital. Employees are an asset to the organisation but employers are more concerned about reaching deadlines and profit maximisation rather than employees skills development, without which employee performance could be hampered. Although the organisation still achieves productivity, the focus should also be on the dedication, commitment and loyalty of employees. If employees do not receive ongoing training, up-to-date equipment will not be used optimally.

### Discussion

Human Sigma Training programme must be designed and delivered to meet the needs of all employees and organization in such a way that the employees will not be only productive but also be satisfied and improve organizational productivity. HS Training has a positive impact on the employees to carry out their work more effectively, increasing their interpersonal and technical abilities, team work, job confidence and work motivation (Kate Hutchings, Cherrie J. Zhu, Brian K. Cooper, Yiming Zhang and Sijun Shao 2009) which led to organizational growth. Training in organizations holds the key to unlock the potential growth and development opportunities to achieve a competitive edge (Rama V. & Nagurvali Shaik, 2012). Organizations train and develop their workforce to the fullest in order to enhance their productivity. Thus, knowledge, skill and abilities are determinants of employees' performance which organizations need to continuously invest in wisely in order to improve their employees' productivity. As supported by (Noe, 2006), organizations spend an enormous amount of money and time on training in order to aid employee's learning of job-related competencies. Thus it is important to fully provide the results from HS training efforts (Dowling & Welch, 2005).

### Conclusion

Human Sigma Training programme finally upgrade not only the productivity of employees but also of the organization. It has rightly been said, employee development is the key to organizational sustainable development. Organizations must have employees who are able to speedily adapt to an ever-changing world market. Companies need to invest in on-going employee training and development in order to both keep employees and be successful. The world will be favorable to those organizations, which are able to learn faster and adapt to changes than their competitors. HS Training enhances employees' initiative and quality of work, thereby assisting them to be more committed to achieving the organizational goals and objectives and in turn enhancing employees' effectiveness within the organization.

Summarily, Human Sigma training impacting on employee productivity has not only improve the wellbeing of organizations, but also aid the prosperity of most countries that has put into consideration the design and delivery of training and development of workforce at national level. However, it is recommended for management of organizations to give HS training and development of employees a priority in order to get the best out workforce as well as improving the organization's productivity. Further research studies are also recommended on the Human Sigma training for employees in order to have a broader understanding of its valuable impacts.

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