

ABSTRACT

This study intended to examine on the influence of employee training on organizational performance in restaurants. The study was conducted in two restaurants in Arusha city. The specific objectives of the study were: To find out the determinants of employee performance in restaurants, to examine the methods in which employee training is provided in restaurants, and to investigate the outcomes of employee training on organizational performance in restaurants. The study employed two theories which were Social Learning theory and Human Capital theory. Methodologically, the study employed an exploratory research design. A mixed approach was employed for data collection. A sample of 45 respondents was selected to participate in the study. Sampling procedure purposive sampling and convenient sampling were used, methods of data collection were: questionnaire method, in-depth interview and documentary review. Qualitative data was analyzed through content and logical analysis techniques and Quantitative data was analyzed by using descriptive statistics with assistance of SPSS computer software to run and produce frequencies and percentages. The results showed that the determinants of employee performance are types of training programs which are planned or systematic and unplanned or unsystematic, and the methods of employee training are on the job training and off the job training, and the outcomes of employee training are training improves organizational performance, training develops employees skills and motivate employees productivity. Findings showed that training bridges the gap between job requirements and the skills needed to perform their duties outlined in the job requirements, hence increases organizational performance. The study concludes that, training creates strong team work spirit among employees thus increasing the productivity which influences organizational performance. The study recommends that, employers should keep training in their budget for their employees. To employees is that they should attend training given.