

**THE IMPACT OF STAFF DEVELOPMENT ON THE  
EFFICIENCY OF ORGANIZATIONAL ACTIVITIES**

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*The internationalization of the economy, scientific and technological progress, and the inevitable change in the nature of work are the task of a modern, timely, effective and responsive response to changes in the external environment, using the whole arsenal of management tools. The current era is called information and communication era as many studies are conducted regarding the collection, processing and transferring information. If we speak about effective management, it is important to mention the fact that one of the most vital ingredients and inevitable resources available to an organization is its manpower.*

The progress of any organization is measured on how it trains and develops its personnel and how it inculcates discipline and rewards. The objective and programs of an organization may vary depending on the management directions and on what it intends to achieve. At this point, organizations success or failure depends on the quality of its policies and skills of management and the caliber of staff employed as well as ability of the management to implement the policies objectives advanced is apparent. Generally, when it comes to advancement, it means improvement, staff development. Staff development can be viewed as the activities and programs that help staff members learn about responsibilities, develop required skills and competencies necessary to accomplish the individual and organizational goals and purposes, and grow personally and professionally to prepare themselves for advancement.

Essentially, staff development is an on-going process of education, training, learning and support activities and is concerned with helping people to grow within the organizations in which they are employed, especially being improved within the job they already have. An emphasis on lifelong learning, personal growth and fulfillment underlines the importance of sustained development. To simplify this idea, nowadays managers simple put it like improvement of knowledge by

providing trainings. This is the main idea: trainings and improvement of the employees [1, p. 12].

Training is important to enhance the capabilities of employees. The employees who have more on the job experience have better performance because there is an increase in the both skills & competencies because of more on the job experience.

It also has impact on the return on investments. The organizational performance depends on the employee performance because human resource capital of organization plays an important role in the growth and the organizational performance. So to improve the organizational performance and the employee performance, training is given to the employee of the organization. Employee performance is the important factor and the building block which increases the performance of overall organization, it depends on job satisfaction, knowledge and management.

The main idea is that training and development therefore should be considered not only as opportunity for growth but investment that yield overall returns and benefits to organizations and employees. Speaking about organizations and in special hospitality business, in this current tumultuous economic environment, organizations require creative and innovative employees who can take initiative, embrace change, stimulate innovation and cope with high uncertainty in the market.

Nowadays, in a competitive environment, especially in the hotel industry it is really important to be technologically developed. Here comes a new concept of software program called “**Fidelio Suite 8**” **system**, this version is a fully integrated, flexible software package, designed to maximize the efficiency of hotel operations. The system contains all the functions for the daily operations of the hotel, including all aspects of hotel management and maintenance. It supports all the requirements of the hotel industry, from basic services to complete and luxury services. An innovative system requires **innovative training methods**. First of all, coaching and mentoring is really a good choice when it comes to train while employees are on their job. Also, coaching involves the development of one-to-one relationship between the employees and supervisors, which ensures continued guidance and feedback of the employees on how well that are handling their tasks.

Mentoring is a particular form of coaching used by experienced executives to groom the junior employees. For this case this is a perfect method because a system like Fidelio needs attention and coaching.

The purpose of this practice of job development, is to provide employees with task specific knowledge and skills in their work area. That is, the knowledge and skills presented during on-the-job training are directly related to job requirements. It can therefore be deduced that on-the-job training is workplace friendly in that it **improves the expertise of the job holders** thus making them confident in the performance of their duties. This would lead to customer satisfaction and customer loyalty, and this is the influence on the organization. So, providing on-the-job training can be an effective policy tool to shape the skills of the existent workforce to the specific needs of the firms. Development therefore is about preparing for change in the form of new jobs, new responsibilities, or new requirements. Therefore, training and development is a necessary effort of a company to improve quality and to meet the challenges of global competition and social change. And it is not only about the organization's efficiency it is about personal improvement of an employee, about his/hers self-satisfaction.

In fact manpower development is focusing on turning out human resource that is needed for effective performance in the organization, generally it should become like a business culture in organizations. Employees are the key to the success of any organization, so, this culture can help to create an integrated approach that addresses multidimensional aspects of employees ranging from enhancing technical and interpersonal skills to creative thinking and leaderships [2]. To sum up, the impact is reflected through economic results, return on investments, organizational culture, performance and achieved goals of the organization.

***References:***

1. DOROTHY, M. *Academy staff development*. Economic Publishing, 2014.
2. TAYLOR, E.W. *Transformative learning theory*. Economic and Education Publishing, 2008.