

**INCLUSIVENESS OF SKILLS DEVELOPMENT AND
EMPLOYEES' PERFORMANCE OF CROSS RIVER UNIVERSITY
OF TECHNOLOGY, CROSS RIVER STATE, NIGERIA.**

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ABSTRACT

The main purpose of this study was to examine skills development and employee's performance of Cross River University of Technology, Cross River State. To achieve the purpose of this study, one null hypothesis was formulated and tested at 0.05 level of significance. The simple random selecting technique was adopted in selecting four faculties/departments while the accidental sampling technique was adopted in selecting two hundred (200) respondents used for the study. A twenty-eight four point Likert scale rating questionnaire instrument used for data collection. To test hypotheses formulated for the study, Pearson product moment correlation statistical analysis was used for data analysis. The result obtained from analysis of data revealed that there is a significant relationship between skills development and employee's performance. Based on these findings, it was recommended that, Staff that is skillful in

promoting organizational growth and development should be encouraged to acquire the basic necessary skills that would promote the development of the organizational.

Keywords: Skills, Development, Employees, Performance.

INTRODUCTION

In every organization, there are major resources to be managed if the organization is to achieve its objectives and goals. Initiatives are critical for organization to improve employee performance, drive innovation, and achieve their set goals. According to Edoho, Olabisi & Ekpeyong (2023), by providing ongoing learning opportunities it can enhance employee engagement, reduce absenteeism rates, and increase productivity and profitability. There are human, material and financial resources that require proper management and development. Out of these three, human capital development is the most important, and most valuable because it is the human that is responsible in the management and development of other resources. Human beings are very vital in any given organization. Human beings are directly concerned with control and coordination of other resources. They constitute the workforce of an organization and are referred to as personnel. Since human nature plays a vital role and a major part in the overall success of an organization. Investing in employee training and development is crucial for a long-term success. According to Akuh, Onabe, Ekpo & Edoho (2024), it may interest you to know that employees would stay longer with an organization if their career development is supported. Training programs lead to increased sales and profitability, fostering employee engagement and financial success.

In today's competitive environment, continuous improvement is necessary for an organization's success. Employee financial status, skills development programs are no longer a luxury rather; they are critical to the success of your organization and its employees. It is therefore important to have an effective working relationship between the employee and the administrator, as this is essential for the success of the organization (Udofia, 2011). Development involves the efficient and effective management of personnel within an organization. Within the organization, it is one of the vital functions of the employer to ensure effective human capital development, by ensuring that organization's workforce or personnel undergo training, as well as given access to quality health care

services on a quarterly or yearly basis, skill development, higher educational training and qualification and on-the-job training programmes. These skills development programmes would help to upgrade the employees, make them contribute meaningfully to the productivity and growth of the institution organization (Akpakwu, 2003).

Human, materials and financial resources has to be sustained through employees motivational strategies. This is the basis for which any organization may achieve its set goals and objectives. To be able to achieve these, the organizational heads, specifically the manger or director who is in-charge of the organization as the chief executive or administrator, has to ensure that personnel with whom he works with know what to do, when to do it, and how to do it.

Edoho, Ojong, Ashiekong & Odige (2024). There must be proper understanding of the basic of administration. This has to do with people who make up the organization. Therefore, there must have that understanding about the people who make up the workforce of the organization, their interest, goals and values. This understanding must always address their needs aspirations and interest. This is because when the workers need and aspirations are properly handled, the organization will get their full commitment and contribution to organizational goal attainment (Akpagu, 2010).

Rational behind skills development and staff performance

1. Addressing Performance Gaps

It is common for individual employees to encounter challenges in certain areas of their performance. Implementing training and development can effectively address and iron out these shortcomings, leading to improved overall performance.

2. Optimizing Workforce Potential

Regular training and development programs empower employees to strengthen their weaknesses and acquire new skills and knowledge.

3. Ensure Employee Satisfaction

A strategic investment in employee development and training fosters a sense of contentment among employees.

4. Policy Awareness

A strong training program will always assist employees in becoming familiar with the values, ethics, policies, visions, and missions of their company.

5. Adopting Advanced Technologies

With the rapid advancement of technology across all sectors, exposing employees to new practices in advanced technology would help an organization to improve its efficiency and production.

6. Accountability and Trust

Training programs may assist individuals who are advancing in their careers and taking on additional responsibilities within an organization.(Amang 2010).

Skill development and employee's performance

Edoho & Olabisi has this to say. Today employer of labour carries out what is now known as on the job training skills development as part of fringe benefits. This effort is committed towards promoting and maximizing production and at the same time, makes profit. In recent times when computer is very essential in carrying out certain specific responsibility with little or no time wasted. Although computer usage in Nigeria is both a late and a new comer in the third world countries. In many Ministries, Agencies and Department of government and private business owners, the need for computer is not just to ensure that data are processed, but used to meet up several other needs such as internet, pay roll management and manage attendance to duty, networking and maintenance department when it breaks down, Ibrahim (2012). In order places, workers like electricians, builders (masonries), as well as generator maintenance etc. have these qualified personnel to carry out this crucial function with little or no time wasted. From time to time, the workers in this capacity are usually sent out or further training in the different area that would take care of the various phases the skills labour that would promote effective job performance. Nevertheless, the workforce of any organization is made up of the skills, semi-skills and unskills workers. All these people form part of the people that make things happens in the place that employed their services (Segun, 2009).

Amang (2013) observed that in a bid to upgrade the non-teaching staff in the Akwa Ibom State University, there were made to undertake training in computer software development, computer maintenance and computer desktop and information management, twenty of the staff were trained in computer software development, eighteen were trained in computer repairs and maintenance. He further opined that, with the training and development in workers' skill, the future and growth of the school is sure. The main-power development trained in computer programmes can always address whatever challenge that may come up as a result of the skillful development and empowerment training they undertook.

Ibin (2010), there is need for constant and consistent training of workers and employees to enhance organizational effectiveness and efficiency. It is obvious that some workers are skillful, and semi-skillful. Whether an employee is skillful or semi-skillful, they play a significant role in the smooth running of the organization or institution that employs them. The fact that every employee contribute to the growth of an organization calls for equity and fairness in the engagement of workers in meaningful skill development programmes. Studies have shown that, the more frequent an employee is exposed to quality training programmes, the more he/she is bound to do better in their career. Exposure of workers to skills development will enable them to do or perform their job the same way they do, and attain a different result (Atana, 2010).

Study objective

The study aims to examine the relationship between skills development and employee's performance of Cross River University Of Technology since it is held that effective skills empowerment has the resultant effect of reducing redundancy in work place.

Specifically, the study seeks to;

1. Assess the extent to which skill development relate to employee's performance in Cross River University Of Technology.

Research questions

The following research questions were posed to direct this study.

1. To what extent does skill development relate to employee's performance Cross River University Of Technology

Formulation of hypotheses

The following hypothesis was formulated to guide the study:

1. There is an absence of significant Skill development and employee's performance.

Assumptions of the study

The assumptions underlying the study include:

1. That skill development strategies are measurable.
2. The variables of the study are normally distributed

Research methodology

Research design, population, sample, sampling techniques.

The survey research design was considered most appropriate for the study.

It allows the researcher to access the situation under investigation as it exists presently.

The population of this study consist of male and females non-teaching staff from ten departments of Cross River University Of Technology.

Sampling technique comprises of simple random adopted in selecting the faculties and department used for the study. A student that was not aware was called upon to pick without replacing four faculties which is 50% of the total population. The faculties picked were Education, Social Sciences, Sciences and Arts.

The sample for this study comprises of two hundred respondents selected from four (4) departments in Cross River University Of Technology.

In selecting the departments used for the study, the random sampling technique was adopted to select 2% from each faculties and used for the study. To select the respondents used for the study, the researcher adopted the accidental sampling technique to draw respondents who were willing to particular in the study. The various stages were used to ensure that there was no bias in selecting the faculties, departments and respondents used for the study.

Instrumentation

The instrument considered most appropriate for data collection in the study was questionnaire. It was tagged: Skills Development and Employee's Performance Questionnaire (SDEPQ). It was divided into two parts. Part A contained items on respondents' personal data. Part B was designed using

four point likert scale rating of Strongly Agree (SA), Agree (A), Disagree (D) and Strongly Disagree (SD). It contained items designed to measure the sub-variables of independent and department variable

Procedure for data collection

The researcher distributed questionnaires to respondents in each selected area, providing information about the purpose and emphasizing the importance of providing objective and honest responses. Respondents were assured of the confidentiality of the information, which would solely be private.

Sample

The sample for this study comprises of two hundred (200) respondents selected from four (4) departments in Cross River University Of Technology. The sample distribution for the study is presented in the Table below:

Table 1

Sample distribution					
S/N	Faculties	Department	No. of female staff	No. of male staff	Total
1	Arts	Religious studies	12	8	20
		Theatre arts	10	10	20
2	Education	Adult and continuous studies	15	4	20
		Educational	16	15	20
		Administration and Planning	5	10	20
		Environmental Education Creative Art	10	11	20
3	Sciences	Engineering	9	11	20
		Chemistry	15	5	20
4	Social Sciences	Sociology	16	4	20
		Economic	18	2	20
Total			126	74	200

Source: Field work, 2021

Presentation of Result

In this section hypothesis is re-stated, tested at 0.05 level of significance and the result of data analysis carried out to test it is presented.

Table 2
Shows percentage distribution of respondents' job status

Job status	No. of respondents	%
Senior staff	100	50
Junior staff	100	50
Total	200	100

Source: Researcher's field work, 2017

Table 2 is a percentage distribution of respondents by job status. The table above has shown that, 100 (50%) of senior staff participated in the study, while 100 (50%) also took part in the study as junior staff in the Cross River University of Technology where study is conducted.

Table 3
Shows percentage distribution of respondents by faculties/departments

Gender	No. of respondents	%
Arts	40	20
Education	80	30
Sciences	40	20
Social Science	40	20
Total	200	100

Source: Field work, 2017

Table 3 above shows that, respondents for the study were drawn from different faculties and departments of the institution used for the study, 40 (20%) respondents were drawn from Art faculty, 80 respondents which is equivalent to (40%) were drawn from faculty of Education, 40 (20%) from faculty of Sciences and 40 (20%) respondents which is equivalent to (20%) were drawn from the faculty of Social sciences respectively.

Hypothesis one

Skills development has no significant relationship with employees performance. In this hypothesis, skills development serve as the

independent variable, and employees performance is the dependent variable. To examine this hypothesis, a correlation between skills development and employees performance was conducted through Pearson Product-Moment Correlation Analysis. The outcomes of this analysis are outlined in Table 4.

Table 4
 Pearson product moment correlation coefficient analysis of the relationship between skill development and employee's performance (n=200)

Variables	Σx	Σx^2	Σy	Σy^2	Σxy	r-cal
Educational development	3887	6298			92547	0.58*
Employee's performance	3318	5488				

Significant at 0.05, df=198, critical r-value=0.195

Result presented in Table 4 shows that, the null hypothesis is rejected while the alternate hypothesis is accepted. The result revealed that, the calculated r-value of 0.58 is greater than the critical r-value of 0.195 when tested at 0.05 level of significance with 198 degree of freedom. This implies that, there is a significant relationship between skill development and employee's performance in the study area.

CONCLUSION

The main purpose of this study was to examine skills development and employee's performance: A case study of Cross River University Of Technology Cross River State. The results obtained from analysis of data and testing of hypothesis in the study revealed that:

1. Skill development significantly relate to employee's performance.

RECOMMENDATIONS

Based on the findings obtained from analysis of data and testing of hypothesis in the study, the researcher would make the following recommendations:

1. Obviously, management of educational sector can develop a software programmme that can update workers on some basic skills

- and their allowances at point of application. Organization be it private or public should formulate and execute policies rules, actions that are legal backup for employees since staff welfare cannot be looked away.
2. Staff that is skillful in promoting organizational growth and development should be encouraged to acquire the basic necessary skills that would promote the development of the organizational.
 3. Universities panel should make effort of investigating if employees are actually making use of skills development opportunities, if allowances are paid. Fringe benefits in Nigerian universities can be in form of research grant, transport allowance, examination supervision / teaching practice allowance. These allowances should be paid regularly to spur workers' in their commitment to duties.

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