Impact of Organizational Training on Organizational Commitment of Front-Line Executives

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The purpose of this study is to investigate the impact of organizational training on organizational commitment of front-line executives in ABC Lanka Private Limited. Organizational training was operationalized as a multi-dimensional construct comprising of motivation for training, access to training, benefits from training, and support for training. Accordingly, the hypotheses were developed to be tested, grounding on the resource-based view, social exchange theory, and psychological contract theory. The study was conducted as a quantitative research, based on primary data collected from the field survey. Accordingly, data were received from 115 front line executives working, a leading organization in the IT sector in Sri Lanka, the name of which is withheld upon the request of the management of the company. Data were collected using a standard questionnaire developed using validated standard measures and shared online as a Google form. The questionnaire was distributed to all the frontline executives of the company covering the entire population. The collected data were analyzed using the SPSS software version 23.0. Upon completing the data screening and preliminary analyses, descriptive statistics were calculated. The hypotheses were tested using the simple linear regression analysis and multiple regression analysis. The findings indicated that each operationalized dimension of training had a positive impact on employee commitment. Overall, the results indicated that organizational training has a strong positive impact on organizational commitment of employees. Implications are presented for both the organizations and human resource management practitioners as to how to utilize organizational training to increase employee commitment.

Keywords: Front-Line Executives, IT Industry, Organizational Commitment, Organizational Training, Sri Lanka,

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