

Dissertation Proposal

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***Importance of training and recognition
among the employees in an organisation -
A case study analysis of Caffè Nero***



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1 Introduction

The success of an organization's human resources greatly affects how it looks now and in its future. This shows how important it is for workers to learn and use new skills. Human resource management is very interested in how training affects how well people do their jobs. How training is done can affect how well an organisation works. There are some ways to make employees more productive on the job and, in turn, to make the business more productive (Ravikant, 2019). So, it is important to research training methods because they could be the most important factor in how well a company does. In recent studies, a lot of attention has been paid to how training and recognition programs affect a business's performance. Training has many benefits, such as making employees happier at work, more loyal, and giving groups more power. The use of cutting-edge practices and new ideas about how to teach is an important part of training. Training that works means using methods that are good at getting people's attention and making it easier for them to learn new things.

It is not unexpected that attracting trainees' interest in training is a crucial aspect of the training process, given that trainees' attitudes about training methods and the outcomes they create are crucial to the success of training techniques (Madhani, 2021). Trainees learn and benefit more when they have a positive attitude toward training techniques. Although there has been an upsurge in research studying how training impacts worker productivity, few have focused on the hospitality sector; this study aimed to alter that by analysing how Caffè Nero employees feel about training and how training affects them.

2 The rationale for the study

Employers that invest in their workers' professional growth are more likely to keep them on staff. A well-trained and developed staff will be a huge asset to the company, making it more likely that they will do their jobs well and efficiently. On the other hand, development refers to planned training and education programs to improve employee performance (Jouda et al., 2016). The main goal of this study is to find out how much training and recognition help employees improve their skills and how much workers feel their employers value their contributions. In times of change or growth, this is of the utmost importance. It gives people confidence in their worth to the company and encourages them to keep doing the good work they have been doing. Lai, Saridakis and Johnstone (2017) emphasised the importance of training to increase employee

productivity and, by extension, the value of an enterprise. Thuo, Senaji, and Kirimi (2018) say that training workers are important for any company's success and that any such effort needs to be monitored and evaluated to ensure it has the desired effect.

3 Aims

The primary aim of this study is to measure the effect of employee productivity training and recognition and to investigate the link further.

4 Objectives

- To identify how training programs improve workers' professional abilities in the context of Caffè Nero
- To determine the influence of employee recognition on the performance of Caffè Nero.
- To identify the factors of training and recognition on the performance of employees of Caffè Nero.
- To examine the effects of training and recognition on Caffè Nero staff productivity.

5 Research Questions

This work aims at the following research questions:

1. Do Caffè Nero's investment in its workers' training and recognition pay off in increased output?
2. How does training improve Caffè Nero workers' technical knowledge (competencies) and professional abilities in the workplace?

6 Literature Review

According to research by Nadine El Masri and Suliman (2019), this research study aims to provide an overview of talent management and employee appreciation to establish if Qatar's Research Institutions have implemented these management practices. Moreover, this research concluded that Employee performance is influenced by a number of factors, including talent management and employer appreciation. Employee performance and talent management are considered strategic tools for achieving strategic objectives and boosting individual and organizational performance. Numerous recommendations are made by the study's conclusion for professionals and researchers in Qatar and around the world. The research findings indicate that

employee recognition management significantly influences job performance. It would seem that the need for acceptance, respect and social status transcends time and geography.

According to another researcher, Baskar (2013), the respondents were a diverse group of corporate personnel. The findings show that several factors influence motivation and satisfaction at work. The importance of establishing a direct causal relationship between incentives and recognition, work satisfaction, and motivation should not be underestimated. Changing how workers are rewarded and recognized would affect their drive and contentment on the job. A possible literal translation of this is as follows: Performance and productivity will increase in proportion to the amount of praise and rewards when there are big differences, like when performers and people who do not perform into emotional fights, the organisation must do everything it can to look into and fix the situation. If no investigation is conducted, this may negatively impact the company's performance, productivity, and retention of minorities. Priority must be given to addressing lower-level requirements, such as financial security and bonuses, since these are what motivate people (Mira, Choong, and Thim, 2019). Managers may employ various ways to motivate their teams, but they should know that different approaches will have varied results for different people. A manager's ability to motivate staff depends on their ability to understand and appreciate the diversity of their employees' values, beliefs, and behaviors (Baskar, 2013).

In addition, Akash (2018) evaluated the influence of training programs on employees' productivity and their engagement in non-governmental organizations in the Turkish city of Gaziantep using empowerment-related criteria. The dependent variable was workplace effectiveness, whereas the independent variable was the potential of the training to generate enthusiasm. Human Resource Management (HRM) practices have been demonstrated to predict employee performance, with employee recognition being the most significant predictor.

According to further research by Mohammed, Mohammed and Gana (2022), employees are an important organizational resource who needs to be empowered either proactively or dynamically via training and advancement to close the knowledge and abilities significant impact by the modern, dynamic workplace. Training and development programs are meant to provide employees with the knowledge and abilities they need to do their jobs effectively. This article explores the relationship between training and development and employee productivity, explains

how the two are related, and offers suggestions for corporate organizations looking to boost staff productivity to meet the demands of the twenty-first century. People who have received training are more likely to be talented, knowledgeable, and competent in their employment than those who have not. Training and development programs aim to promote individual and organizational productivity. It is a continuous learning method that offers a hospitable atmosphere for workers to acquire diverse knowledge and skills to keep them on track to achieve the organizations purpose, vision, and goals. In order to increase productivity and get an edge in the market, it was concluded that businesses should place a high priority on and spend heavily on their employees' training and development. Age, collaboration, lifestyle, and educational level are potential moderating factors for future Study (Mohammed, Mohammed, and Gana, 2022).

6.1 Social learning theory

Albert Bandura's social learning theory emphasizes seeing and imitating people's actions, beliefs, and feelings are important. The idea is based on the idea that the best way to learn is to watch and then copy what is happening around them. Even though the theory of social learning we know today has its roots in behaviorism, it now includes ideas from cognitivism and is therefore called "social cognitive learning." The role that context and thought play in how people learn and act is also taken into account by social learning theory. It came up with ideas like social learning theory, which says that people learn by watching what others do, copying them, and modeling to explain how people learn (Abdussalaam Iyanda Ismail and Musibau Hammed Oluwaseyi, 2017).

6.2 Organizational implications of the theory

Thus according to social learning theory, incentives aren't the only thing that may get workers fired up about their jobs. Additional factors including emotions, beliefs, ethics, and feedback may all help motivate people (Abdussalaam Iyanda Ismail and Musibau Hammed Oluwaseyi, 2017). Indirect experience, verbal argument, and physiological circumstances contribute to learning.

7 Research Methodology

Methodology in research refers to the rules and practices followed to gather and analyse data. The methodology part of a research report provides the reader with the tools they need to assess the study's overall validity and dependability. Methodology in research describes the procedures a researcher uses to investigate a topic while systematically keeping predetermined goals in

mind. It is a detailed description of conducting thorough and objective research on a certain topic. The research process will be described together with an explanation of the components of the Research Onion model (Saunders, Lewis, and Thornhill, 2007). In a nutshell, a research methodology is documentation, justification, and defense of how a study was conducted.

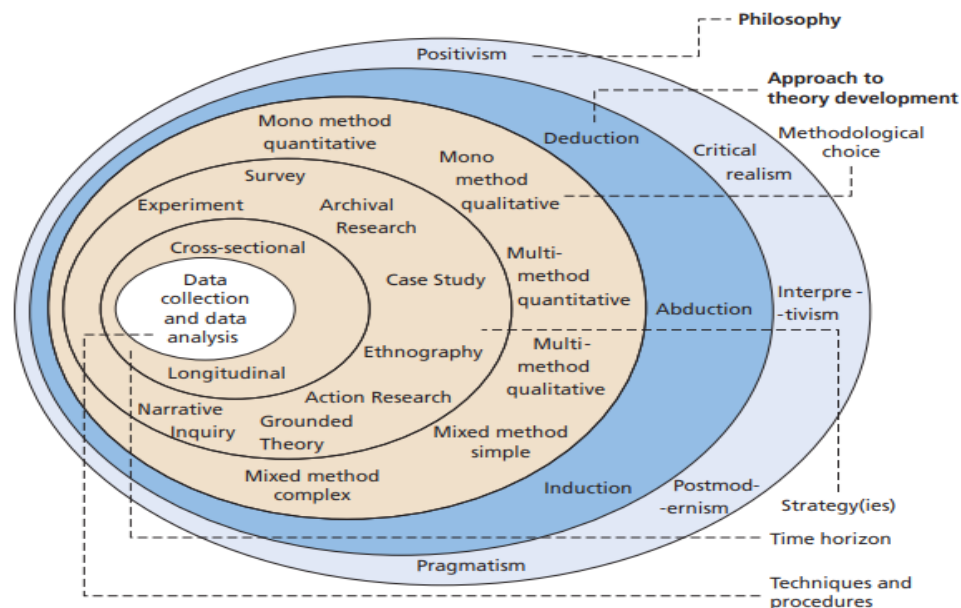


*Fig 1: The 'research onion' © 2018 Mark-Saunders, Philip Lewis, and Adrian Thornhill
(Saunders et al., 2007, p. 5)*

8 Research Strategy

To better understand the topic at hand, we shall employ thematic analysis. Thematic analysis is often used to evaluate data from qualitative studies. Recognition, analysis, and comprehension of meaning patterns in qualitative data are highly prioritized. Thematic analysis is often considered a method or technique rather than a methodology or theoretically informed framework for the study, like grounded theory, analysis, or content analysis.

9 Research Philosophy

The philosophical position of interpretivism will be inferred as well. In this investigation, the importance of people's social environments cannot be overstated. When using an interpretivist methodology, the researcher is a social actor who must consider individual differences.

However, interpretivism research is more likely to focus on the significance of events and may use a wide range of methods to cover all of the angles of an issue (Madhani, 2021).

10 Research Techniques

In this study, qualitative methods will be used. Qualitative researchers should choose their analysis methods based on the philosophical assumptions that are at the heart of the study. To answer research questions, one must know how to figure out what written and visual information means. Qualitative researchers look at words and pictures to find big ideas or themes. They also check for general characteristics (Queirós, Faria, and Almeida, 2017). All of the information was gathered through interviews and close observation, among other things. Even though these results cannot be measured exactly, they can be looked at and put into broad categories. Creswell's (2005) six steps are used in many qualitative research projects. At the same time, data is being collected and analysed. Data collection and analysis often happen at the same time in qualitative studies.

11 Sampling methods and types

This study will employ the snowball sampling technique. Conversely, snowballing opens doors to potential participants from the target audience. Consequently, although the final sample provided helpful insights into the impact of HR policies on employee performance at Caffè Nero, its small size means that the results cannot be extrapolated to the target population. However, this research aimed to investigate a hitherto uncharted area of worker behaviour. These results provide a baseline for further validation research (Pham, 2018).

12 Data Collection methods

In the presence of secondary data and a thorough knowledge of interviewees' actions and attitudes, semi-structured in-depth interviews are the best option. Employees of Caffè Nero will have the opportunity to ask questions after a discussion on the broad topic of the effects of HR rules on work output is presented. There will be ten interviews with former Caffè Nero employees.

13 Analysis of data

In this research, data is analysed using thematic categories. Thematic analysis is a method for examining qualitative data in depth. The researcher must first undertake an in-depth analysis to conclude the data.

14 Research ethics and Privacy

Respondents were properly informed that the study would be used for academic purposes, which is an important ethical consideration. Participants will be encouraged to volunteer to ensure their information is kept strictly secret. Plagiarism detection and prevention across all data will be at an all-time high. Participants will ensure that their personal information will not be shared publicly. Furthermore, it will be ensured not to show any biasedness towards participants (Thuo et al., 2018).

15 Conclusion

Human resource management (HRM) has become increasingly important in recent years due to the emphasis placed on administrative management. HRM has a wide range of effects on an organisation, including innovation, "new way of working principles" in employee relations, and the development of employee potential. Human resource management includes various activities, one of which is the training and recognition of employees. An organization's success depends on its staff; therefore, they must have the necessary knowledge and abilities to conduct their jobs well. Employees would have more chances to advance in their careers and get higher rankings if they received training and acknowledgment. For this reason, this research will perform qualitative analysis to conduct a research with the thematic analysis approach.

16 Research Expenditure

Activities	Allocated Finances
Selection and identification of the topic area	£5-10
Formulation of Literature Review/Purchase of books	£50-100
Formulation of research for interviews and other resources: data cost, computer, printer and papers	£15-20
Process of data analysis and data management	£10-20
Travel expenditure	£20-30
Total budget	£100-180

17 Resources and Planning

[illegible]

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