

**The Role of Human Resources Training in Improving The Job
Performance: Applied Study in The Five Stars Hotels in Jordan-Amman**

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Abstract

The study aimed to determine the role of human resources training in improving the job performance in five stars hotels in Jordan-Amman. The study sample included the frontline employees. The questionnaire was developed to the purposes of this study, and reviewed by a panel of experts to make sure of relevancy, clarity and meaning of content. 240 questionnaire were distributed and the completed recovered and valid to use was (n= 191, 79.6%). After the data and information for the purposes of the study had been collected, it was analyzed to test the study hypotheses by using the statistical analysis program (SPSS.18).

The study found that the human resources training have a strong relationship with job performance, which reflects that five stars hotels in Jordan-Amman gave a huge attention to improve the job performance through conducting training programs. The main results of this study are:

- There is a statistically significant impact of human resources training (training needs analysis, training program design, training duration and evaluation of training) on job performance (productivity, loyalty and job satisfaction, and service quality) in the five stars hotels in Jordan-Amman.
- There is no statistically significant impact of human resources training (training needs analysis, training program design, training duration and evaluation of training) on job performance due to moderating variables (age and gender) of respondents in the five stars hotels in Jordan-Amman.

In the light of the study results the researcher recommends five stars hotels to give primary importance for training needs analysis; because it is the main step for a successful training program. And design the training programs with clearly identified aims which should be related to the hotel objectives. Moreover, focus on evaluation of training programs through determining the scope of successes of training in achieving the expected aims as well as evaluate training programs before, during and after the end of the training.