

# The Effectiveness of Training in the Tourism Context: Examining the Training Impact on Individual and Organizational Performance.

## **Abstract:**

Education and training are widely thought to be the most important investments in human capital. Measuring the impact of training to determine results will be beneficial to the organizations and show value to the stakeholders. This study was undertaken to evaluate the effectiveness of training through measuring the impact of training on individual performance and individual performance. A quantitative method was approached and a survey was conducted to collect the perceptions of employees about training effectiveness with reference to the Faculty of Tourism and Hotels-Fayoum University as a case study. A two-step modeling technique was adopted in the data analysis. A pilot test was conducted to check the instrument validity and reliability. The structural model and study's hypotheses were tested by using SPSS 19 and AMOS 22, and running descriptive analysis, regression analysis, and structural equation modeling.

The study made an important contribution to the understanding of training effectiveness in the context of tourism industry. The empirical results supported hypotheses and ensured that training has positive impacts on both individual performance and organizational performance. Also, it revealed individual performance has a mediating effect on the relationship between training and organizational performance and has positive impacts on organizational effectiveness and efficiency. Tourism leaders should considered these results especially in assessing training needs, developing training plans and designing training course. Future studies should evaluate the training effectiveness with larger sample and investigate factors that influence the process of training transfer.

**Key words:** Training, Performance, Tourism, SEM, Egypt.

