

Key Performance Indicators – Develop and train employees

Nos.	Key Performance Indicators	Definition	Formula
1.	Training Hours Ratio	Training hours refer to the total hours of in-house and external training provided to employees during the year.	Total training hours (inclusive of OJT) / Total number of headcounts
2.	Training – Frequency of new programmes	A measure that indicates the frequency with which new training programmes are made available. This can indicate the effort that the organisation applies to the development of its human resources.	Number of training programmes introduced per period
3.	Total Average Number of Training Days Given to Counter Staffs (Per year)	Average number of training days given by management to counter staffs to enhance their skills and knowledge	
4.	Training Cost Headcount Factor	This indicator reflects the organisational commitment toward employees' development. On a macro level, it provides glimpses of learning culture within the organisation itself.	Total training cost (inclusive of any training cost that can be tracked, i.e. allowance paid to OJT trainers, refreshment, etc.) / Total number of headcounts
5.	Training Headcount Investment Ratio	This indicates the business's investment in its employees in terms of providing appropriate training to its staff.	Total Training Cost / Total Number of Headcount
6.	Total Budget Allocation / Spent on Counter Staff's Training (Per Year)	Budget allocation spent on counter staff's training per year	