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Human Capital Return on Investment (ROI) in Training: The Case of Department of Trade and Industry (DTI)

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ABSTRACT This paper is concerned with evaluating the need to measure human capital return on investment in training at the Department of Trade and Industry (DTI). The study's population, consisting of The Department of Trade and Industry (DTI) employees, comprised of 17 respondents. To achieve the paper's objective the researcher used questionnaires and the data collected was managed and analysed using the Statistical Package for the Social Sciences (SPSS). The paper provides a theoretical background to understand and conceptualize the return on investment in training and measurement, the value of human capital in organisations, its benefits and its return on investment. An evaluation and assessment of current training programmes in the Department of Trade Industry Training Centre was carried out and compared to international best practices, in the field of training evaluation and measurement.