

**THE IMPACT OF HUMAN RESOURCE TRAINING ON THE  
ORGANIZATIONAL PERFORMANCE  
A CASE STUDY OF NATIONAL HOUSING CORPORATION**

**BY**

**MWANGI AGNES MUTHONI**

**A RESEARCH PROJECT SUBMITTED IN PARTIAL FULFILLMENT OF THE  
REQUIREMENT FOR THE AWARD OF BACHELORS DEGREE IN BUSINESS  
MANAGEMENT (HUMAN RESOURCE MANAGEMENT OPTION) TO THE MOUNT KENYA  
UNIVERSITY**

**JULY 2015**

## ABSTRACT

Training is seen as a valuable tool and an investment in the organization that helps to improve performance, reduce costs and increase employee motivation, commitment and effectiveness. In recent years, training is influenced by the extent of global competition and technological development. This is despite the fact that the staff at National Housing Corporation is involved in continuous training. The main objective of the study was to find out the impact of employees training on organizational performance. The specific objective were to assess the impact of training need analysis on organizational performance of National Housing Corporation, to establish the effect of training programmes on organizational performance of National Housing Corporation, to establish the effect of training approaches on organizational performance of National Housing Corporation. The study utilized descriptive survey method. Employees of NHC in Kenya were sampled. A sample size of 43 respondents from the NHC was utilized by the study. The questionnaire was designed in line with the objectives of the study. To enhance quality of data to be obtained, Likert type questions were included whereby respondents indicated the extent to which the variables was practiced on a five point Likert scale of 1-5. The quantitative data was coded to enable the responses to be grouped into various categories. Data was grouped into frequency distribution to indicate variable values and number of occurrences in terms of frequency. Content analysis was used to collect data that was quantitative and qualitative in nature or aspect of the data collected from the open ended questions. The study concludes that the training and development had an effect on the productivity of employees at NHC. Training as an intervention is the mechanism to achieving increased profits, higher productivity, and competitive advantage in the market place, greater innovation, world-class customer service, or a reduction in workplace conflict. In addition, training and development also contributed to employee commitment at NHC. The study recommends that for NHC to improve productivity of employees there is need to frequent employee training. Training has been attributed to higher productivity and greater innovation. The study also concludes that training and development led to employee motivation at NHC. Training practices used by organizations may have an effect, direct or indirect on both employee motivation and organizational commitment