

**THE EFFECT OF HUMAN RESOURCE DEVELOPMENT ON EMPLOYEE
PERFORMANCE: A CASE OF XPLICO INSURANCE LIMITED)**

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ABSTRACT

The main purpose of the study was to analyze the impact of human resource development on employee performance. The study objectives were to establish how Performance Appraisal training and Education Development of personal skills can improve performance in XICL. The findings of the study will be beneficial to the Xplico Insurance Limited will appreciate the value of performance appraisal, training and education, development of skills in the improvement of performance. The target population was 1200 .The researcher used Random sampling to obtain representative sample. The questionnaire was prepared and discussed with the supervisor for expert judgement on its reliability and the necessary corrections made. A pilot study was carried on colleagues who are not part of the sample to provide relevant information to the instrument. The responses were used to make the necessary corrections and enhance the validity of the instrument. The data was analyzed by use of descriptive statistical tools that include frequency tables and percentages. Qualitative data was transcribed and organized into similar topics and presented in form of tabular interpretive reports. Quantitative data was analyzed using percentages and presented using tables and charts where necessary in order to make it easy to be read and understood. It was found out from the study that majority of the respondents have not attended training and respondents have been e trained on customer service, computer .data integrity and control, and effective service delivery. in conclusion to a high extent performance appraisal, training and education, development of personal skills, orientation and induction and counselling contribute to employee performance in the XICL .The study recommends that the XICL to ensure all employees undergo frequent training and all employees undergo performance appraisal. The study recommends that further study be conducted on the effect of performance appraisal on employee performance