

IMPACT OF TRAINING ON PERFORMANCE
IN INSURANCE INDUSTRY
A CASE STUDY OF APA INSURANCE LTD

By

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ABSTRACT

The quality of human resource of an organization is essential to its success. Training and development is one of the key factors in improving employee performance in most organizations; Therefore it is vital that every organization seeks to improve the quality of its workforce. One way of achieving this is through training. Training is important and it can only be appreciated with clear understanding of its direct impact on employee performance.

An improvement in employee performance also leads to overall improvement of the organizations performance.

The study sought to establish the correlation between APA Insurance training programs and the success of the company.

The study adopted a descriptive research design. Simple random sampling was used to select a sample of 50 employees where 20 of them were given an opportunity to participate in the study which comprised of 20% of the total target. The study collected data by use of questionnaires with structured and unstructured questions. The data was analyzed through descriptive statistics.

The study was important to both the employees and the organization. The results revealed that APA Insurance had a comprehensive planned and systematic in-house training program that every employee was aware of. The objective of the study was to improve both the individual and organizational performance. Every employee no matter their educational background or level within the company had benefited from the in-house training programs organized by the Human Resource training co-ordinator. The In-house training being more than external trainings the organization is therefore advised to ensure that the trainings are consistently evaluated to ensure compatibility with global changes and those within the Insurance industry. More emphasis should be put on external training for balancing purposes. This will also give an opportunity to the employees who participate in external training to contribute their knowledge and observations to the existing system in the organization.