

THE EFFECTS OF EMPLOYEE TRAINING AND DEVELOPMENT ON PERFORMANCE OF BANKS IN KENYA (A CASE OF BANKS IN KERICHO TOWN)

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ABSTRACT

Despite the crucial role of employee training and development and its resultant benefits to the organizations and individual employees, organization's dedication of resources and time to training is dismal. Factors leading to lack of full commitment towards employee training have not been adequately investigated and this has led to inability to fully exploit the full potential of human resources by the organizations. And so the purpose of this study was to investigate the effects of employee training and development on the performance of banks in Kericho town. The population under study comprised bank employees, both administrators and support staff. The data to information was gathered using questionnaires that the researcher delivered to respondents. Questionnaires were pretested to a selected sample which was similar to the actual sample used in the study.

Purposive sampling was used in selecting sample size. To ensure openness and anonymity of the respondents, no name was written on the questionnaires. For purposes of sample representation, all members of staff in every bank in Kericho town were drawn.

The data analysis was carried using descriptive statistics. The collected data was analyzed and presented in form of frequency distribution tables and percentages using Statistical Packages for Social Sciences (SPSS) and MS Excel. Descriptive statistics was used in data analysis. The study is useful to individual employees, managers and their organizations, the government and the academic world.