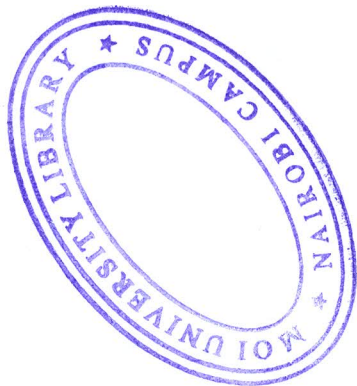


EFFECTIVENESS OF TRAINING ON STAFF PERFORMANCE:
CASE OF KENYATTA INTERNATIONAL CONFERENCE CENTRE
CORPORATION

BY

ABIGAIL, JANE AYAKO



RESEARCH PROJECT SUBMITTED IN PARTIAL FULFILLMENT OF THE
REQUIREMENTS FOR THE AWARD OF THE DEGREE OF EXECUTIVE MASTER
IN BUSINESS ADMINISTRATION (EXECUTIVE), SCHOOL OF BUSINESS AND
ECONOMICS, MOI UNIVERSITY

OCTOBER, 2008

i



ABSTRACT

The study focused on the influence of effective training on the performance of employees. A case study was undertaken at KICC Corporation in Nairobi. The study was done against a backdrop of declining employee performance in the corporation in spite of the numerous staff training undertaken in the recent past. Effective training starts with training needs assessment in the organization, and ends up in the expected results which are increased motivation, productivity and employee capability.

The study investigated the influence of effective training on the employee performance. This was an explanatory study. The target population was all employees working at the KICC Corporation. However, a sample of 60 employees participated in the study and questionnaires were used as tools of data collection. The data collected was analyzed using the descriptive statistics where the arithmetic mean was used to interpret data. Further analysis was done using inferential statistics meant to test the influence of independent variable on the dependent variable. In this case uni-variate analysis was done and f-statistic and eta measure of association was computed.

The study established that the organization does not have an effective training needs assessment structure which would be demand driven rather than supply driven. It further established that the organization may not be making follow up after the training for failure to carry out post-training assessment or surveys. This was worsened by the fact that the organization does not target all employees as expected but has haphazard training program. The study concludes that a combined 59.3% of the change in employee performance could be explained by training received. This means that other factors not related to training account for 40.7%. The study found that training has positive influence on the aspects of employee performance.

The study recommended that the organization should have post training surveys which are meant to underscore the effects of training on employees while back to the job. This would help to assess the trainee's reactions, the trainee behavior change, motivation, and levels of productivity.