FACTORS AFFECTING CAREER DEVELOPMENT OF STAFF IN THE BANKING SECTOR (A CASE STUDY OF NATIONAL BANK OF KENYA HEADQUARTERS)

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DECLARATION

This research project is my original work and has not been presented for a diploma in any other university.

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This research project has been submitted for examination with our approval as University supervisor.

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ABSTRACT

In today’s competitive environment, where it is increasingly difficult and costly to attract employees with the necessary skills, organizations need to convince employees that their organization provides more opportunities, challenges and rewards than their competitors.

The purpose of this study sought to investigate the factors that influence employee career development in the banking industry. Specifically, the study is to fulfill the following objectives: to determine the effect of training on staff career development at National Bank of Kenya; to establish the effect of employee’s personal development on career development at National Bank of Kenya; to assess the effect of organization culture on staff career development at National Bank of Kenya and; to find out the effect of job design on staff career development at National Bank of Kenya.

The researcher adopted a descriptive research design with an illustration of a case study. The target population included employees of National Bank at the Head Office who are 160 in number with a sample of 30 respondents. Questionnaires were used to get information from the respondents. Data analysis was through statistics such as percentages, means and proportions. Presentation of findings will be by use of tables, pie charts and bar charts.

Findings should indicate that National Bank of Kenya carrier development enhances efficiency, job satisfaction and in the long run it helps achieve employee personal development as well as organizational culture and organizational objectives and goals are met satisfactorily.

The recommendation of this study will be drawn at the end of the research work.