AN ANALYSIS OF THE FACTORS INFLUENCING THE NEED FOR STAFF TRAINING IN THE HUMAN RESOURCE: A CASE STUDY OF THE MINISTRY MEDICAL SERVICES

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L123/20312/2011

A RESEARCH PROPOSAL SUBMITTED IN PARTIAL FULFILLMENT OF THE REQUIREMENT FOR THE AWARD OF DIPLOMA IN BUSINESS MANAGEMENT TO UNIVERSITY OF NAIROBI

APRIL 2013
DECLARATION

I declare that this research project is my original work and has not been presented to any institution for academic or other purposes.

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Declaration by the Supervisor

This work has been presented with my permission as the student supervisor.

Name:........................................ Signature:........................................ Date:........
ABSTRACT

The main objective was to establish the factors influencing the need for staff training in the human resource department with specific reference to Ministry of Medical Services. The specific objectives were narrowed down to determine the effect of employee retention, organizational expansion, productivity level, technical skills and to assess the effect of methods of communication on the need for staff training in the human resource department.

This research study is considered significant to the directors at the ministry of medical services, other public organizations and other researchers on aspects that regards need for staff training.

In the methodology adopted, the research design chosen was descriptive research design. While on target population 86 staff of this ministry was involved and from these members 43 were drawn as sample size by adopting a stratified sampling technique. Well designed questionnaires were used for primary data collection that had both open and close ended questions. Both qualitative and quantitative data analysis was used to analyze the data which was collected. The presentation was done by adopting frequencies and percentages in tables and presentation by use of figurers.

The findings obtained in this research study indicated how respondents provided their ideas on the influence of various variables on the need for staff training. As indicated in staff retention 82% of respondents against 18% had said there was influence on the need for staff training. In organizational expansion 63% of respondents said there was effect whereas 37% said no influence. In technical skills 73% against 27% said it influenced need for staff training. Methods of communication 65% of respondents confirmed it had influence however, 35% said no effect on the need for staff training.

It is recommended that to achieve total employee retention, the management has to show interest or concern about their welfare in relation to improving their skills. Adequate resources therefore should be devoted towards promoting employee training. In the course of functional expansion within the ministry, the HR management should also ensure that necessary efforts are devoted towards promoting the competence of the staff through training so that they can take up responsibilities successfully.