IMPACT OF TRAINING PROGRAM ON EMPLOYEE PERFORMANCE

(A CASE STUDY OF KENYA RAILWAYS CORPORATION)

BY

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REG NO: L123/12928/2010

TO

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A RESEARCH PROPOSAL SUBMITTED IN PARTIAL FULFILLMENT OF THE REQUIREMENTS OF THE AWARD OF A DIPLOMA IN BUSINESS MANAGEMENT OF THE UNIVERSITY OF NAIROBI

Nov. 2012
DECLARATION

I declare that this is my original work and has not been submitted at any academic institution for examination purposes.

Signed ..........................................................

MUREI GLORIA JEPCHIRCHIR

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Date ................. 14-12-12 .................

This project proposal has been submitted with my approval as the university supervisor.

Signed ..........................................................

MR. MAGUTU OBALA PETERSON
Date ................. 4-6-2013 .................
CHAPTER ONE: INTRODUCTION

1.1 Background of the Study

Training enables most organizations meet their goals and objectives. In so doing employees are able to learn new work concepts, refresh their skills, improve their work attitude and boost productivity (Cole 2002). The primary role of training is to improve the employees’ skill for current and future duties and responsibilities. Therefore, Human Resource Development has been given training a lot of importance, impetus and accolade. Since most of the work concepts are ever changing especially with the current globalization views, the training needs will follow suit. Such trainings can be done from either internal or external arrangements. Either way, relevance and quality must be upheld so that the employee can appreciate the career motivational effects (Mullins 2003).

Organizations that do not offer their employees regular training risk being out competed in the market and at worst the existence of such organizations in question. This is true because such organization’s employees are slowly becoming inept and incapable of boosting productivity. In the contrary, training helps them to change with aspects like technology and competition (Dessler 2000). Due to a rising trend in organizations concern for performance com. Training enables the employees to learn new ideas, become efficient in production and communicate well with the team and groups in the organizations (Buckley & Caple 2007). Studies have revealed that training help to minimize staff attrition because of the job performance security. Maslow (2000) noted that “it is a rare individual who is completely secure in his work environment,” to demonstrate the positive impact of training to employees (Benson & Dundis 2003). There are other technological trainings that are geared towards employee job satisfaction in the area of computer application (Zeffane 1994). petencies, computer and simulations have been gaining priority.

1.1.1 Kenya Railways Corporation

In 1977, the Kenya Railways Corporation was established by Act of Parliament (cap397) of Laws of Kenya. The overall mandate of the Corporation then was to provide a coordinated and integrated system within Kenya of rail and inland waterways transport services and inland port facilities. The Act was amended through The Kenya Railways (Amendment) Act 2005 to make it possible for the Board of Directors to enter into concession agreements or other forms of