

Training Needs Assessment: A Survey of The Current Practices In Commercial Banks Based In Nairobi

Bungu, KO

URI: <http://erepository.uonbi.ac.ke:8080/xmlui/handle/123456789/40281>

Date: 1994-11

Abstract:

This study set out to survey the current practices of training needs assessment (TNA) in commercial banks based in Nairobi. A total of fourteen commercial banks were studied (surveyed). The major emphasis was on the basic reasons behind the TNA practices, examination of current techniques applied in TNA and how TNA model selected impacts on the TNA practices in the commercial banks or vice versa. A semi-structured questionnaire was used to tap information regarding training needs assessment practices from either the training managers or the personnel executives of the commercial banks studied. The results of the study indicated that the Training needs assessment practices in commercial banks based in Nairobi is not wide enough or intensive to ensure that the training offered actually contributes to the adaptability, imagination, productivity and effectiveness of employees. A good number of the respondents said that the degree of TNA practice in their Banks is mostly affected by the view of top management and information systems of the organization. The study also concluded that TNA remains the foundation of human resource management and therefore should be given more practice than lip service. The researcher recommended the streamlining of personnel data handling and processing by taking advantage of computer technology.