

**The Effects of Training and Development On Employee Performance in
21st Century Organisations: A Case Study of The Narok County
Government**

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Abstract

Training and development has become a crucial ingredient in the success of contemporary organizations. It helps in development of new skills, improvement of existing skills in core areas of the organization, increased adaptability to change, efficiency and effectiveness in production. To do this, organizations need to utilize human resources to their full potential. As organizations face pressure to stay afloat in the competitive business environment, emphasis must be laid on human resource preparedness to respond to the global challenges that are dynamic and unpredictable. The Narok county government runs training and development programs yet like other county governments it is often riddled with poor employee performance reflected in such indicators as poor customer service and negative feedback. This therefore, research evaluates the effects of training and development on employee performance in 21st century organizations. This study adopted a quantitative research design. A simple stratified sampling of 100 staff members was adopted using structured questionnaires that were self-administered. Data was collected from 50 employees constituting 50% of the targeted population. The data analysis method used was the descriptive statistics such as frequencies while for inference the study mainly used regression analysis. The findings of the study were that majority (92%) of the employees of the Narok county government had an improvement in performance as a result of training and development programs.

Keywords: Training, Development, Efficiency, Effectiveness, Human resources, Performance.

