

**The role of training and development on employees' performance in the  
work organisation: A Case of CRDB Bank Plc**

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This study focused on the assessment of training and development practices in work organisations. It used the CRDB Bank as a case study to represent other financial institutions. Specifically, the study assessed the nature of training conducted, different training and development practices and the perception of employees about the training provided by the bank. A total number of 60 (100%) respondents filled the questionnaires. In this study both primary and secondary data were explored. Data were gathered from Marketing department, accounts and finance workers, human resource department and operational workers. The data collected were analysed quantitatively using Statistical Package for Social Sciences (SPSS). Data were analysed using explanatory data analysis where responses were sieved, scrutinised in accordance to the needs of the topic, and eventually represented in form of tables, charts and graphs. The finding with an acceptable reliability rate of between 0.918 and 0.936, indicated that the training policy and its associated training programs were more based on the needs of the bank rather than needs assessment at micro level. Employees obtained skills that improved respective performance. Generally, the results from the objectives administered are of desirable outcome to the entire bank however, objective two of the study carries more weight in affirming that the Bank, like any other organisation, invests in staff training primarily to impart desired skills that are important for survival and sustainable competitive advantages over other players in the industry. The study recommends that the CRDB Bank in its training and development should focus on both the Bank and employees. This approach will increase trainee's commitment and the Bank's return on investment. Associated training programs should carefully be planned and implemented to get good return on committed resources and maintain the competitive environment. Training programs should be clear and open to all employees for smooth access to training opportunities.