

**EFFECTS OF TRAINING AND DEVELOPMENT ON EMPLOYEE'S PERFORMANCE
IN THE BANKING INDUSTRY**

(A CASE STUDY OF ZENITH BANK OF NIGERIA PLC)

BY

NWACHUKWU KINGSLEY CHIEMENA

DEPARTMENT

OF

BUSINESS ADMINISTRATION

MATRIC NO 17020201006

SUPERVISED

BY

DR (MRS) TEMI OLAJIDE- ARISE

CERTIFICATION

We, the undersigned, verify that we have read and suggest a dissertation titled Effects of training and development on employee’s performance in the banking industry for approval by Mountain Top University. Zenith bank of Nigeria PLC was studied as part of the prerequisites for the award of the Mountain Top University B.S.C. in Business Administration degree.

Name of the Supervisor

Signature & Date

Name of the HOD

Signature & Date

Name of the External Supervisor

Signature & Date

DECLARATION

I, Nwachukwu kingsley, declare that this research work has been presented to Mrs. Temi Olajide. To the best of my knowledge. Information obtained from a variety of sources has been properly recognized in the text and reference list. This study has not been submitted to a university for the purpose of receiving a degree or certificate

NWACHUKWU KINGSLEY C.

DATE

Dedication

This research is dedicated to God Most High for his mercies and loving kindness, also to my loving father, mother, my siblings, friends, and supervisor for being there, and serving as guides for me through my stay in Mountain Top University.

Acknowledgement

I am most grateful to GOD Almighty for His blessings in my life. My profound gratitude goes to my parents. Mr and Mrs Nwachukwu, my sibling, Chinaza and Ijeoma for their emotional support and most thanks goes to my beloved Aunty Elizabeth and my other aunts for their emotional and financial support. My sincere gratitude to my project supervisor Mrs Temi Olajide, who gave out his time to ensure the success of this research work. I am truly grateful again for her guidance and her help as she took us as his children.

I also want to thank the lecturers for both their guidance and their aid as Dr Ojo James Olanipekun as HOD/Baba who looked over our affairs and took care of us, Dr Erigbe Patience Ajirioghene, Dr Johnson Ogundele Iyiola, Mr Majekodunmi Samuel Ayodele, and Mr Alexander Attah as their lecturing, tutoring and knowledge impacted me over the years. I am grateful to be a part of the department and meeting lecturers and course mates who made us feel like a family.

TABLE OF CONTENTS

CHAPTER ONE: INTRODUCTION.....	1
1.1 Background of the study.....	1
1.2 Statement of Problem.....	2
1.3 Objectives of the Study.....	4
1.4 Research Question.....	4
1.5 Research Hypotheses.....	4
1.6 Significance of the Study.....	5
1.7 Scope of the Study.....	6
1.8 Limitation of the Study.....	7
1.9 Definition of Terms.....	7
10 Overview of Zenith Bank Nigeria Plc.....	8
2.0 CHAPTERTWO: introduction.....	10
2.1 Conceptual Clarification.....	10
2.1.1 Training and Development.....	10
2.1.2 Mentoring.....	17
2.1.3 Job rotation.....	22
2.1.4 Workshop.....	25

2.1.5 Work quality.....	27
2.1.6 Service delivery.....	29
2.1.7 Employee creativity.....	31
2.2 Theoretical review.....	33
2.2.1 Theories.....	33
2.2.1.1 Social Learning Theory.....	33
2.2.1.2 Goal Setting Theory.....	35
2.3 Literature on the Subject Matter.....	36

CHAPTER THREE: RESEARCH METHODOLOGY

3.0 Introduction.....	40
3.1 Research Design.....	40
3.2 Population of the study.....	40
3.3 Sampling Size and Sampling Procedure.....	41
3.4 Sampling Techniques.....	41
3.5 Source of Data Collection	41
3.6 Research Instrument.....	42
3.7 Reliability and Validity of Instrument	42
3.8 Method of Data Analysis.....	42
3.9 Limitations of the Study.....	43

CHAPTER FOUR DATA PRESENTATION, ANALYSIS AND INTERPRETATION

4.0 Introduction.....	44
4.1: Preliminary Survey Details.....	44
4.2: Demographic information of the respondents.....	44
4.3 Analyses of research question.....	47
4.4 Hypotheses testing.....	51

CHAPTER FIVE

5.0 INTRODUCTION: SUMMARY, CONCLUSION AND RECOMMENDATION...	57
5.1 Summary of the findings.....	57
5.2 Conclusion.....	58
5.3 Recommendations.....	58
5.4 Contribution to Knowledge.....	58
5.5 Areas For Further Research.....	59
REFERENCES.....	60
APPENDIX.....	64

LIST OF TABLES

TABLES	PAGES
Table 4.1: Response Rate to Questionnaire Administered	45
Table 4.2.1: Demographic information of respondents	46
Table 4.3.1. How does mentoring affect work quality of the banking industry?	48
Table 4.3.2: What effect does workshop have on employee creativity in the banking industry?	49
Table 4.3.3: What is the effect of Job rotation on service delivery in the banking industry?	51

ABSTRACT

The purpose of this research is to look at the impact of training and development on employee performance in the banking industry, using Zenith Bank of Nigeria plc as a case study. The research was conducted using a descriptive survey research design. Top-level management staff, middle-level management staff, and lower-level management staff of Zenith Bank Headquarters, Victoria Island, and Lagos State, Nigeria, make up the target population. The sample size for this study was seven hundred and three people (703). The study's 249 participants were chosen using a multi-stage method sampling technique. Questionnaires were the most common data collection tool. Statistical Package for Social Sciences (SPSS) version 26.0 was used to analyze the data in two stages, using descriptive and inferential analysis. Seminars, conferences, discussion methods, induction programs, workshops, Mentoring methods, and job rotation were used to facilitate training and development initiatives at Zenith Bank of Nigeria, according to the study results. Furthermore, training and development programs assisted employees in diversifying their problem-solving methods at work. In addition, training and development has improved employees' working relationships with coworkers and expanded their career advancement opportunities. In addition, the challenges of organizing training programs at Zenith Bank Headquarters included a lack of time and a poor evaluation of the training programs, which had an impact on employee training at Zenith Bank Headquarters. According to the study, Zenith Bank Headquarters management should conduct a training needs assessment to ensure that employee training content results in efficient data management and improved interpersonal relationships, thereby enhancing training and development effectiveness.