

# **An Assessment of Off- Job Training and Development in Commercial Banks**

## **The Case of NMB Mandela and Ngarenaro Branches**

**By**

**Sikawa Yona**

**Moshi University College of Co-operative and Business Studies (MUCCoBS)**

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### **Abstract**

The study focuses on the assessment of off- the job training and development of employees in Commercial Banks. The approach used to carry out this study is the case study through which the research has been able to carry out in-depth investigation of the problem under study. Through interviews and questionnaire; the Researcher collected primary and secondary data to felicitate the study. Also, documentary sources were used in collecting secondary data. From this study, it was found that, Training and Development function at NMB branches of Arusha and Moshi is poorly coordinated and implemented. It was further revealed that NMB prefers to take employees to workshops and seminars which do not last for more than two weeks. Research findings also showed that some employees attend off the job training on their own cost and evening hours when they are through with assigned jobs. Form the research findings, the researcher concluded that training and development function at NMB is poorly conducted. NMB has to ensure that there is an effective implementation of training and development programme in order to motivate its workforce. Moreover, the researcher recommended a number of ways which can be used by NMB so as to improve the concerns for Training and Development. Some of these ways are; the company should device a mechanism of collecting loans from debt employees instead of using a criterion of disqualifying one from attending studies. NMB should put more emphasis on the off the job training and development than it is currently emphasizing on the off-job training and development. NMB should conduct TNA from time to time to determine employees who need training. This is an important aspect as it identifies poor performers, skills and knowledge that have to be to be improved as far as resources involved.