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The Influence of Human Resource Planning on the Performance of an Organisation: A Case Study of Stanbic Bank Uganda Limited

The main aim of the study was to investigate the extent to which human resource planning influences the performance of Stanbic Bank Uganda Limited. The researcher specifically wanted to discover what human resource planning strategy is used by the bank; to establish the extent to which and how human resource planning affects asset turnover, level of sales and customer turnover; and to identify areas for reinforcing the current human resource planning methods. The sampling procedure was a combination of random and non-random. The methods for data collection were both primary and secondary in nature varying from qualitative to quantitative research methods to investigate the influence of human resource planning on the performance of the selected branches of Stanbic Bank in Uganda. The data collected were coded and cross checked to ensure consistency and accuracy, and analysed using the Statistical Package for the Social Sciences (SPSS). The researcher found out that proper human resource planning plays a vital role in extracting, distributing and allocating resources. It was found out that as a primary component of management, human resource planning helps propel organisations towards the achievement of goals and constant monitoring of departmental activities. The study also revealed that Stanbic Bank has a well-educated workforce, but human resource planning is poorly done, leading to poor work performance due to lack of interest to perform and non-commitment of the workforce amongst others. This in turn led to high employee turnover, low customer retention, low asset turnover, low level of sales, and downward trends in profitability of the bank and under utilisation of resources. It was concluded that the poor human resource planning strategies carried out by the bank result into poor goal attainment, far below the expectations of the bank. The researcher recommended that banks should improve their human resource planning and performance by ensuring that the strategy is free from bias, error and fraud, organise training workshops and seminars to sensitise employees, improve reward systems and develop a more organised culture. These will generally improve on the performance of banks by meeting all the set objectives.

Key words: Human, Resource, Planning, Performance, Organisation, Bank, Stanbic