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Influence of Organisational Learning and Human Resource Outcomes on Commercial Banks' Performance in Nigeria

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ABSTRACT Most service organisations around the world are faced with the challenges of technological innovations and sustainable competitive advantage. To overcome these challenges, an understanding of organisational learning culture and human resource outcome becomes imperative. This study examined the influence of organisational learning culture and human resource (HR) outcomes on organisational performance. Two hypotheses were formulated to examine the extent to which learning and HR outcomes influence performance in the banking industry. The researchers adopted a mixed methods approach, that is, the use of a structured questionnaire (n=250), personal interviews (10 managers), observations (5 days) and other documented evidence (annual reports/statements of accounts for three consecutive years). The study used a convenience sampling technique to select the respondents. The findings revealed that team learning and HR outcomes have a marked influence on organisational performance. This study proposed that there is a strong positive relationship between organisational learning culture and HR outcomes that jointly serve as a better predictor of organisational performance among commercial banks in Nigeria.