



Organizational Learning, Employee Satisfaction and Employee Loyalty in The Banking Sector, Nairobi County, Republic of Kenya

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Abstract

In the contemporary working environment, insight into employee loyalty is of crucial importance and this includes the banking sector. The purpose of this study was to examine the influence of organizational learning, employee satisfaction and their loyalty in the Banking sector, Republic of Kenya. A cross-sectional research strategy and systematic random sampling techniques were used in data collection by the use of a structured questionnaire, from a sample size of 411 picked from a target population of 2433 bank employees. The results of the study demonstrate that organizational learning specifically influences employee satisfaction, which then affects employee loyalty. Findings further show that organizational learning does not have a significant direct effect on employee loyalty. However, results indicate that it only affects employee loyalty through employee satisfaction, thus revealing a full mediation process. Banks should therefore improve on organizational learning strategies through enhancement of knowledge awareness, intellectual cultivation and information sharing to ensure effective employee satisfaction that enhances their commitment and loyalty to their work. Findings of the current study contribute to knowledge through the mediation process by revealing a full mediation mechanism of employee satisfaction on the link between organizational learning and employee loyalty.

Keywords: *Organizational Learning, Employee satisfaction and Employee Loyalty*

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