

The Impact of Professional Development of Human Resources on Career Progress in the Insurance Industry

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Agenda

- Introduction
- Literature review
- Research methodology
- Research result
- Statistics
- Conclusions / insights

Introduction

- The growth and development of the insurance industry is dependent upon the availability of solid intellectual capital
- This is achieved through a supply of human resources that are capable of providing the technical knowledge and competencies critical to ensure professional operation of this vital sector
- The majority of Bahraini practitioners in the insurance market strive to attain insurance qualifications awarded by two bodies; BIBF and the Chartered Insurance Institute (CII), UK

Literature review

- Noe et al, 2009, p247 define employee development as ‘The combination of formal education, job experiences, relationships, and assessment of personality and abilities to help the employee prepare for the future of their career’
- Career is defined as an upward succession within the organisation’s structure accompanied by increasing responsibilities, enhanced roles and higher compensation that are normally associated with managerial and professional jobs (Jackson , 2000)
- Career planning can be led by the individual and aimed at employee realising self-actualisation (Knowdell, 1996)
- Alternatively, it is argued that career development is best achieved in a partnership model that best serves both the employee and the organisation (Korth and Christensen, 2009)

Research methodology - Hypotheses

Hypothesis 1: Attainment of insurance professional qualifications and resulting career development:

- *H0*: Insurance professionals who achieve professional qualifications in insurance do not experience career development
- *H1*: Insurance professionals who achieve professional qualifications in insurance do experience career development

Hypothesis 2: Employer's involvement in employee's achievement of professional qualifications and resulting career development:

- *H0*: Insurance professionals who achieve insurance professional qualifications supported by their employers do not experience career development
- *H1*: Insurance professionals who achieve insurance professional qualifications supported by their employers do experience career development.

Research methodology - Hypotheses

Measures of Professional development

Completion of the any of the following qualifications:

- BIBF Advanced Insurance Diploma (BAID)
- BIBF Insurance Management Diploma (BIMD)
- Associateship of the Chartered Insurance Institute (ACII)

Measures of Career progress

- Salary increment
- One-time allowance
- Job promotion
- Assignment of new, more challenging and meaningful job responsibilities
- Increase in employability

Research methodology – Research pool

Characteristics of the items in the research pool:

- Bahraini national
- Completed either of the BAID, BIMD and ACII
- Qualification completion date is between 2007 and 2011, inclusive
- Actively working in an organisation conducting insurance-related functions that offers an identifiable insurance career path

Research methodology - Sampling design

- **Size of the pool:** 75 items
- **Sample size:** 60% of the overall pool
- **Sampling Method:** stratified random sample to ensure sample representativeness and to reduce sample bias

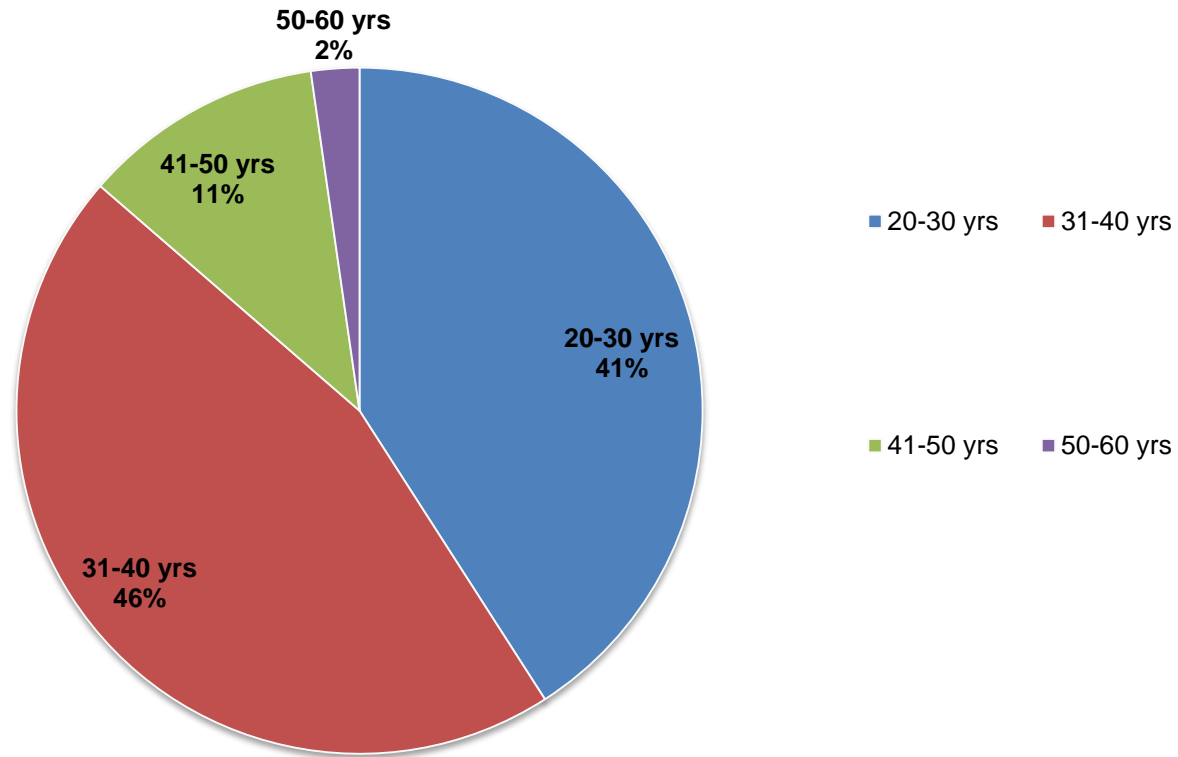
Research methodology – Data collection and interpretation

- Primary data is collected from the selected sample
- A questionnaire was specifically designed and disseminated to obtain necessary data to answer the research question
- Data collected is nonparametric, categorical qualitative data at the ordinal level of data measurement
- Chi-square test of independence was identified as the most suitable statistical technique that will test the significance of the relationship between attainment of the qualifications and career progress

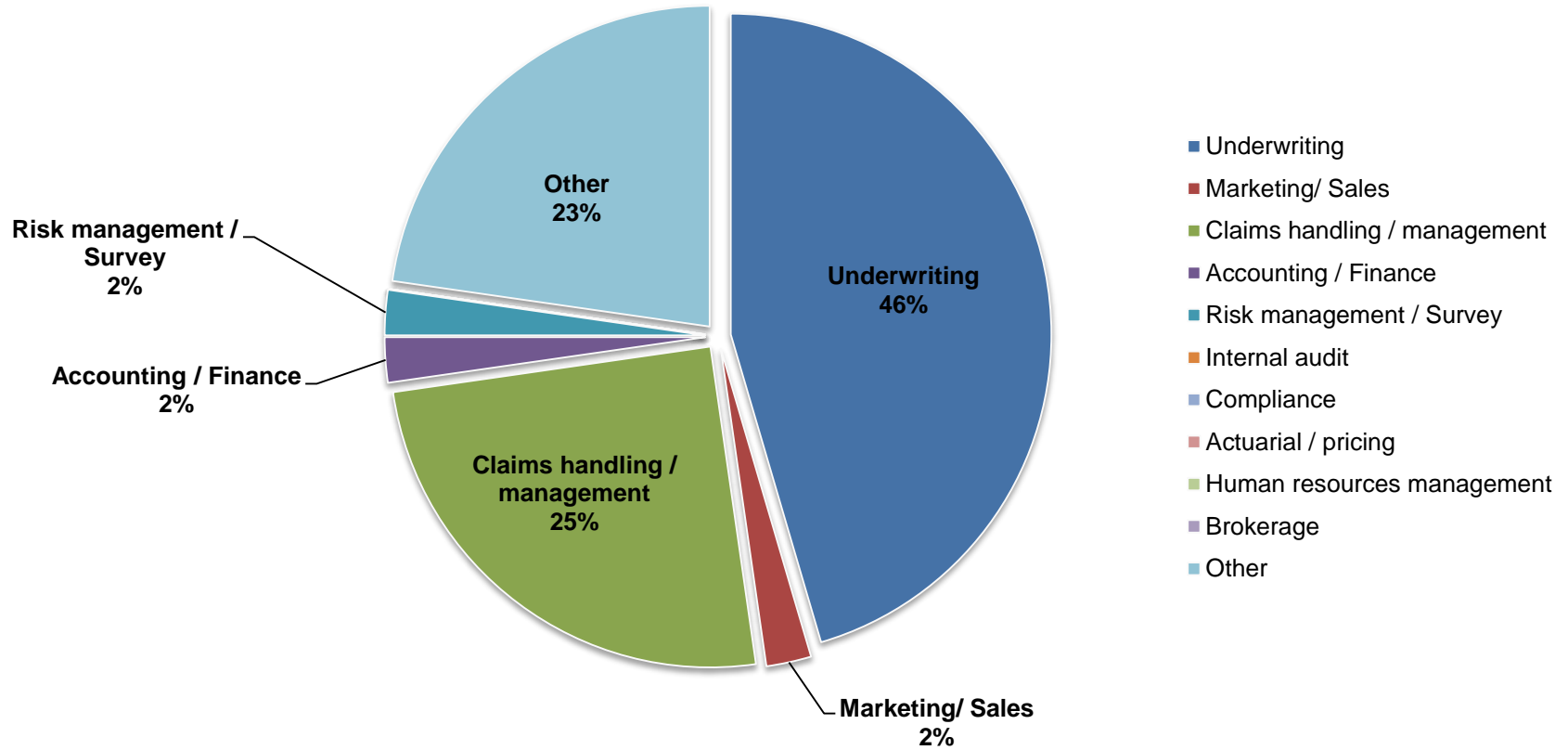
Research methodology – Research result

- The relationship between obtaining insurance qualifications and career progress was found to be significant. In other words, Bahraini professionals in the Bahraini insurance market who attain professional insurance qualifications will experience career development.
- However, there is no relationship between the degree of employer's involvement in employee's completion of professional qualifications and subsequent career progress.

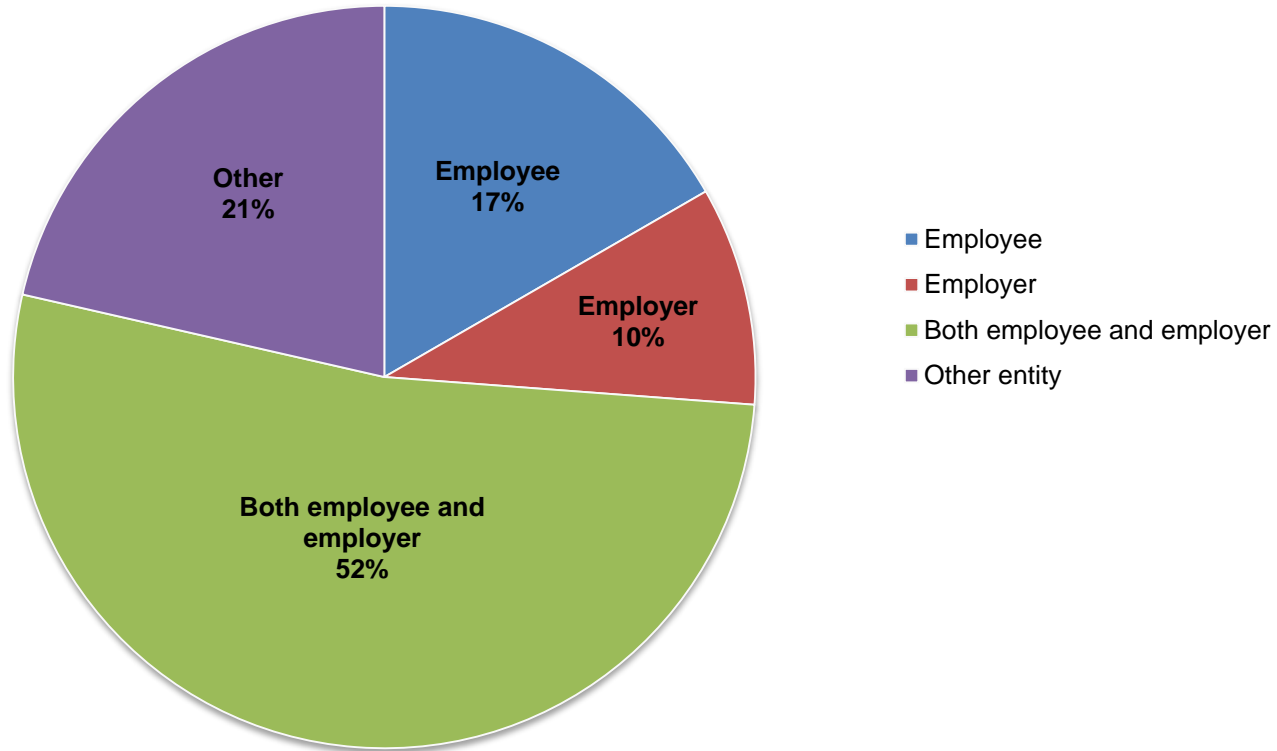
Statistics – Age distribution



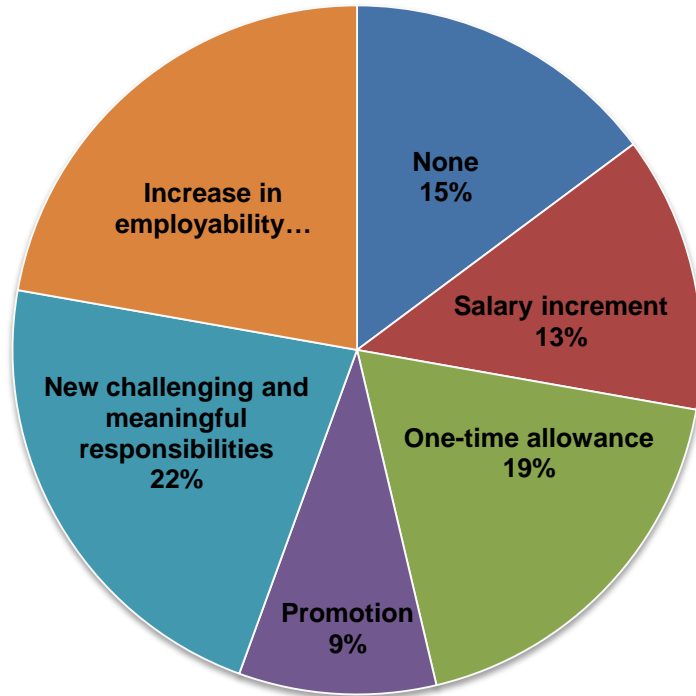
Statistics – Area of work



Statistics – BIAD Enrollment Decision

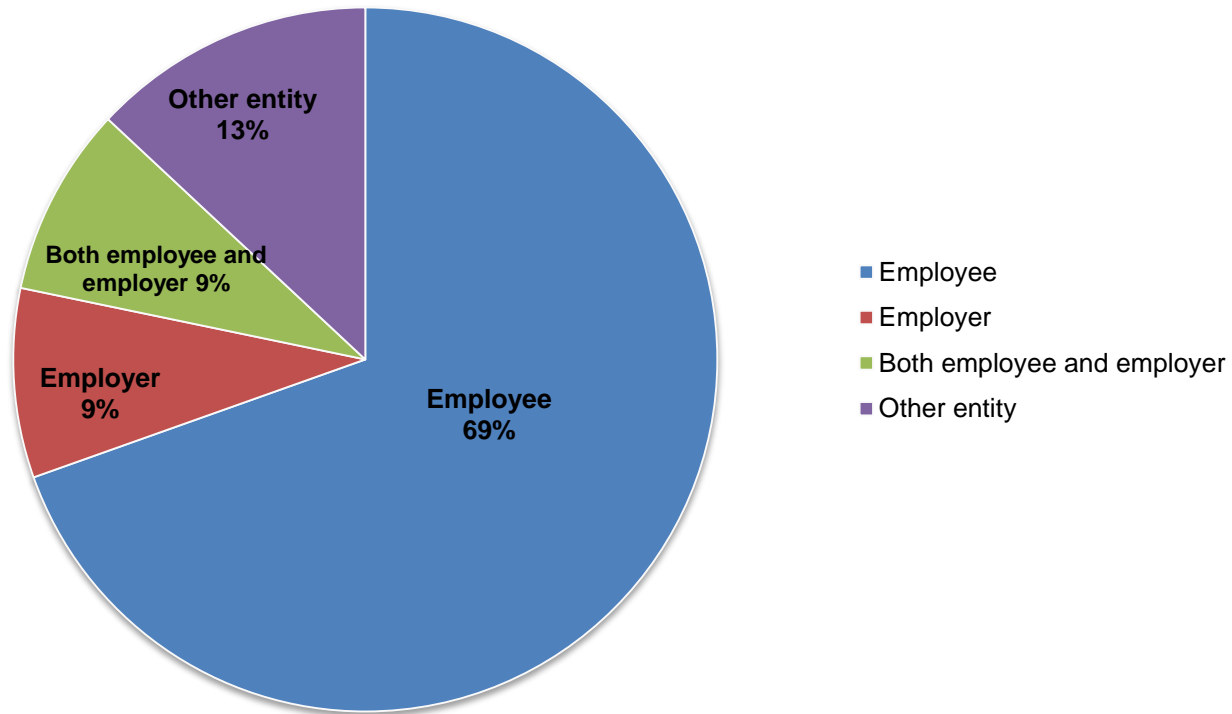


Statistics – Career Advancement (BAID)

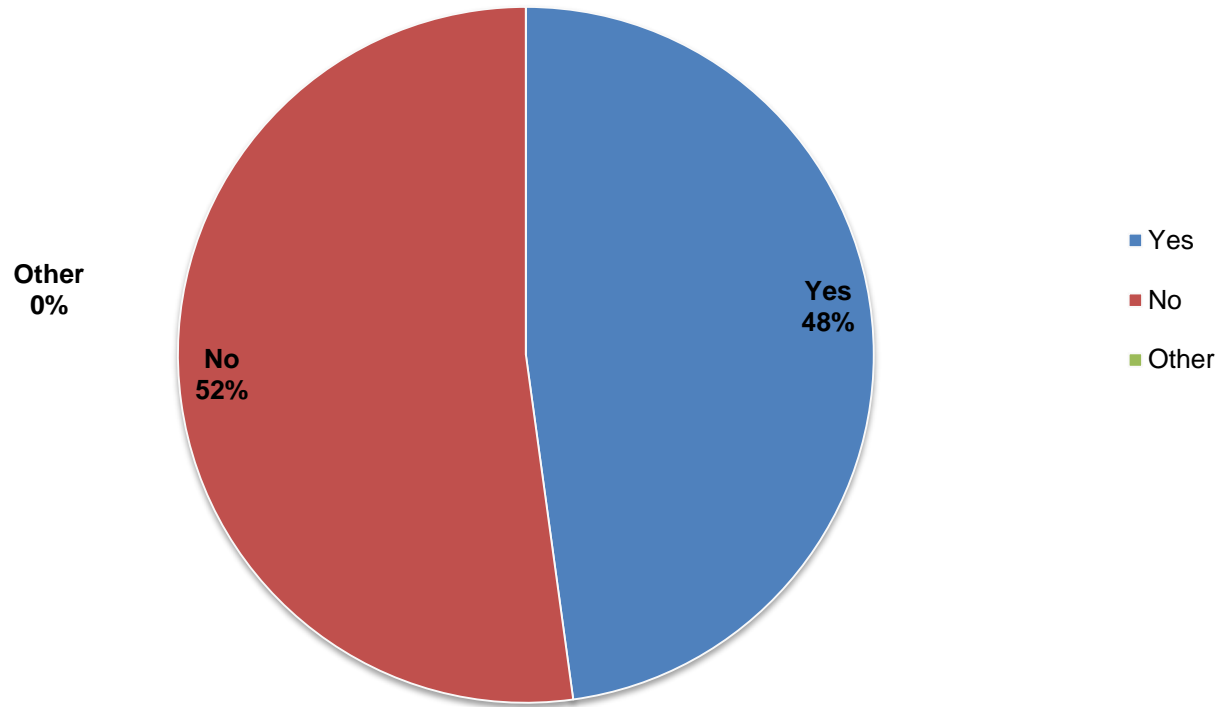


- None
- Salary increment
- One-time allowance
- Promotion
- New challenging and meaningful responsibilities
- Increase in employability

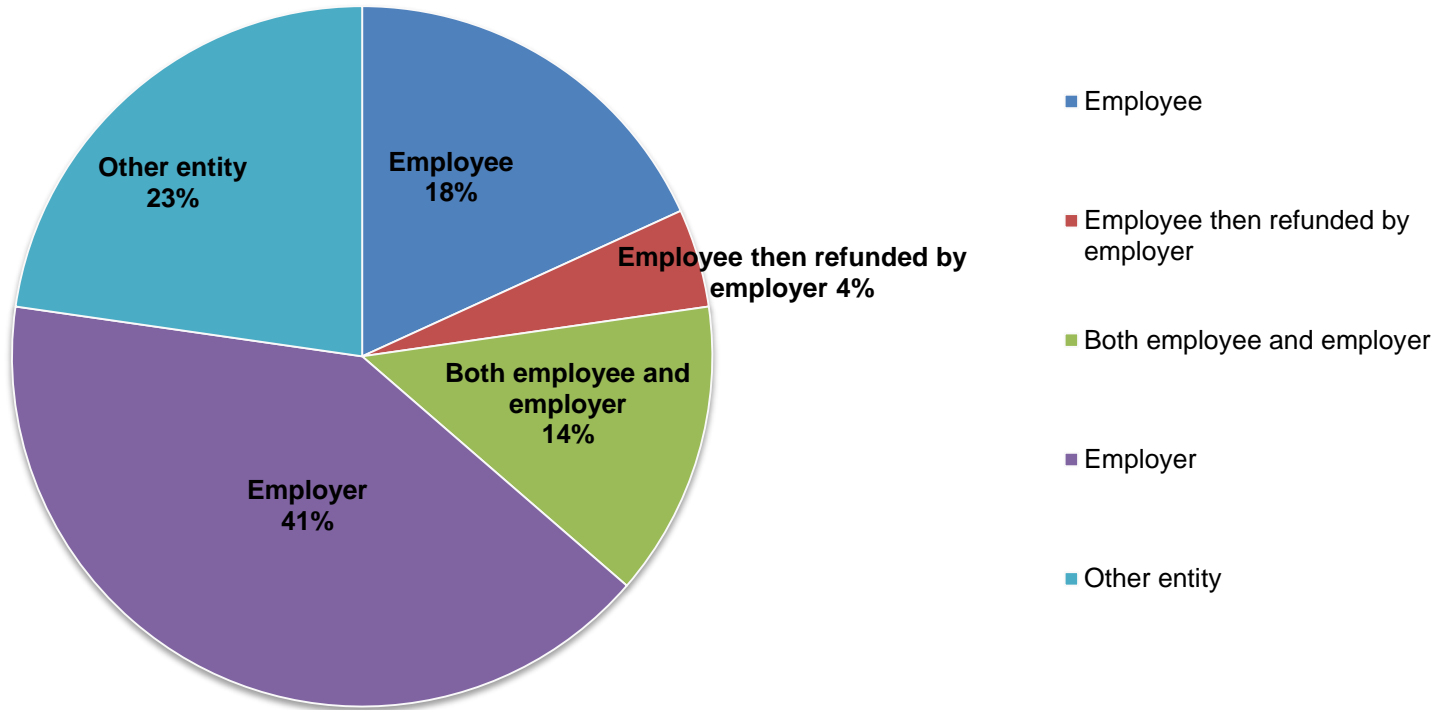
Statistics – ACII Enrollment Decision



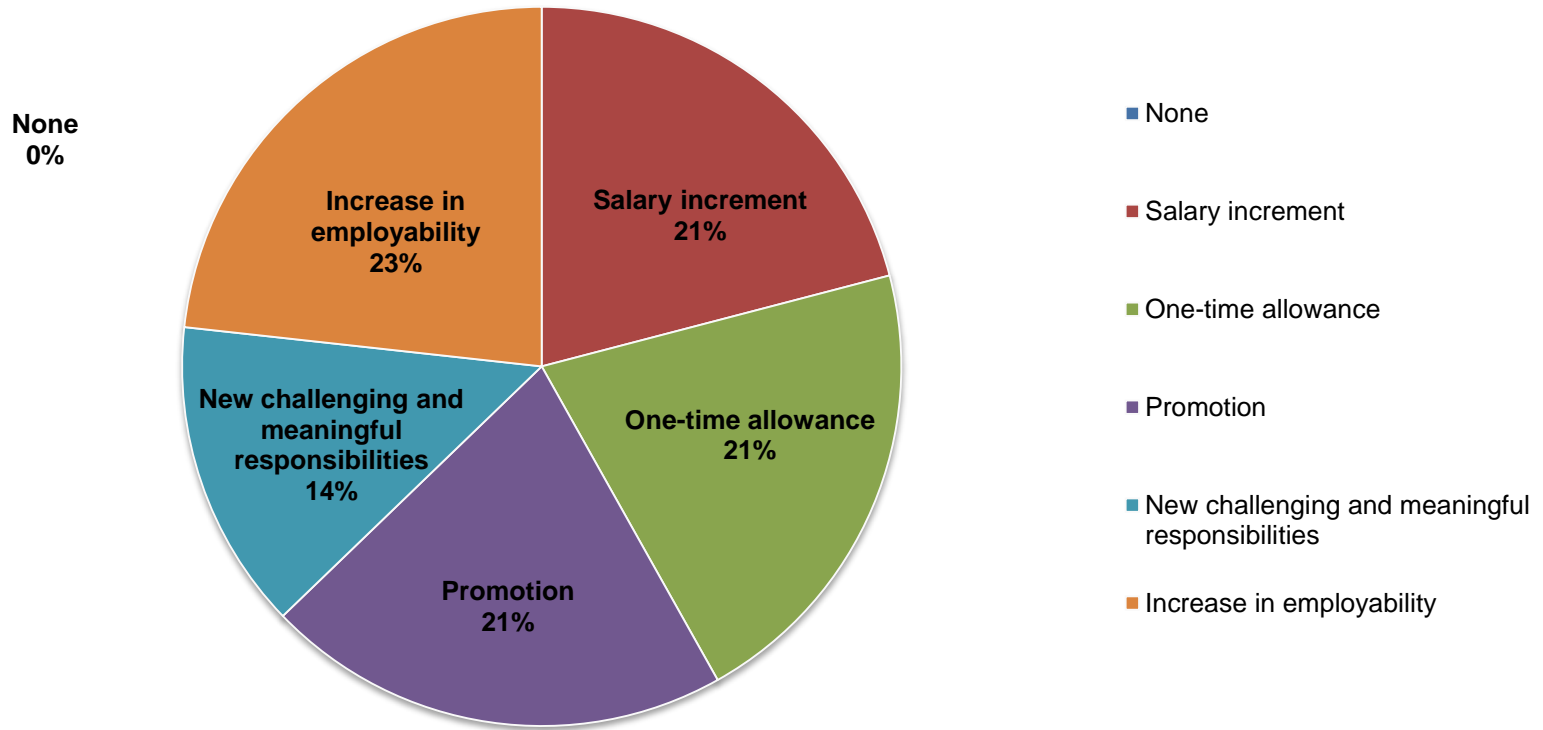
Statistics – Inclusion of ACII attainment in performance appraisal



Statistics – ACII Fees



Statistics - Career Advancement (ACII)





Thank You

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