

ABSTRACT

The research was conducted due to decreased learning and development training opportunities scores in the Employee Engagement Survey, which showed worker dissatisfaction with Learning and Development opportunities in 2021 at MUFG Bank (Europe) NV. This study aimed to determine the most suitable strategies for MUFG Bank (Europe) NV to increase the favourable score of learning and development training opportunities in the following employee engagement survey. To achieve the objective of this research, the writer needs comprehensive information using quantitative methods. The author collected data in this study, consisting of interviews with company business executives, company internal data, the Internet, and journals from previous research.

The analysis results show that MUFG Bank (Europe) NV needs to add learning and development staff to maximize their learning and development opportunities. Furthermore, MUFG Bank (Europe) NV also needs to change its Learning and Development payback policy as the policy has a negative effect on employee training willingness.

Key Words: Learning and Development, Strategy, Payback