FACTORS AFFECTING EMPLOYEES SATISFACTION ON

TRAINING IN UNIVERSITI MALAYSIA PERLIS

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ABSTRACT

This study conducted Factors Affecting Employees Satisfaction Employees Satisfaction On Training In Universiti Malaysia Perlis. The training program refers to training that been conducted by training unit in UniMAP to non-academic staffs. Factors affecting employees satisfaction on training measured through relationship between independent variables (management commitment, expectation, training module and trainee motivation) and the dependent variable (employees satisfaction on training). There are 150 questionnaires were distributed to staffs at a few departments that have been recognized and the response obtained was 100 percent. The data obtained from the study was analyzed using descriptive statistics. Descriptive statistics was conducted to determine response rate, and the profile of the respondents. Additional information such as minimum, maximum, means, range and standard deviation were also obtained from this analysis. Pearson correlation analysis was conducted to examine the relationship between management commitment, expectation, training module, and trainee motivation and factors affecting employees satisfaction on training. Multiple regression was use to shows that trainee motivation having the most influence on the employees satisfaction among the other three dimensions of independent variables. All the four independent variables also shows that there is exist a significant and positive relationship between management commitment, expectation, training module, and trainee motivation on factors affecting employees satisfaction on training. There are some recommendations for consideration in order to improve employees satisfaction on training.

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INTRODUCTION

1.1   Background to the Study

Nowadays, training of public services for professionals and support staff is a major task. Tasks become more complicated, and yet more essential due to increased application of computer technology in public services functions. The knowledge, skills and abilities needed by public services staffs are important and also depends on the organizational goals and objectives (Gherman & Painter, 1990)

As concerned about workers skills' has raised, so has interest in the role that public sectors sponsored employment and public programme might play in addressing workforce crisis. The hope is that, public expenditure on the public programmes will enhance participants' productive skills and in turn increase their future earnings (Lalonde, 1995). In addition, Ahmad (1987) stressed about the needs of high spirit, struggle and positive thinking in order to gain customers respective and confidence through the training programme that have been conducted. Sarji (1995) stated that planning and training play a big role in order to create civil servants which are productive, efficient and of high quality. This is very important in order to prepare the officers to face the challenges due to political, economic and social changes.

Abdullah (2003) keeps on reminding that continuous effort should be taken in order to create world class public services and focus should be given to the five agenda which

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