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**ASSESSING THE RELATIONSHIP BETWEEN TRAINING ENVIRONMENT
AND TRAINING EFFECTIVENESS IN INSTITUT KAJIAN DAN LATIHAN
INTEGRASI NASIONAL (IKLIN) DEPARTMENT OF NATIONAL UNITY AND
INTEGRATION (JPNIN) , PRIME MINISTER DEPARTMENT**

**A project paper submitted to the College of Business
in partial fulfillment of the requirements for the degree of
Master of Human Resource Management
Universiti Utara Malaysia**

By:

Ismail Bin Zakaria

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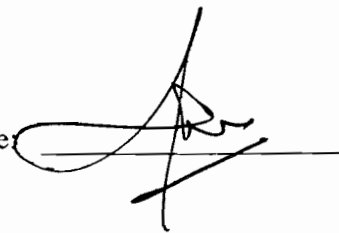
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ABSTRAK

Kajian ini bertujuan mengenalpasti keberkesanan Kemudahan Kursus yang disediakan oleh Institut Kajian Dan Latihan Integrasi Nasional (IKLIN) anjuran Jabatan Perpaduan Negara Dan Integrasi Nasional (JPNIN). Di mana kajian ini bertujuan mengenalpasti faktor-faktor persekitaran yang mempengaruhi keberkesanan kursus terhadap peserta. Faktor yang mempengaruhi kesan penyediaan kursus dan persekitaran dikaji berdasarkan hubungan kait di antara pembolehubah bebas (Persekitaran Kursus) dengan pembolehubah bersandar (keberkesanan kursus). Data bagi kajian ini diperolehi dengan menggunakan kaedah soal selidik yang dibangunkan oleh penyelidik berdasarkan kajian-kajian lepas. Daripada sejumlah 100 peserta kursus, 75 orang mengembalikan soal selidik menjadikan kadar respon sebanyak 75 peratus. Data kemudiannya diproses dan dianalisis dengan menggunakan perisian SPSS dengan melibatkan kaedah statistik deskriptif dan inferensi yang sesuai. Kajian mendapati peserta berpendapat persekitaran Kursus yang disediakan anjuran Institut Kajian Dan Latihan Integrasi Nasional (IKLIN) adalah sangat baik terutamanya dari segi keupayaan penglibatan dalam kursus tersebut. Kajian turut mendapati, persekitaran kursus mempunyai hubungan yang signifikan dengan keberkesanan kursus. Selain itu, persekitaran kursus turut mempengaruhi keberkesanan kursus dengan kuat. Cadangan-cadangan pembaikan untuk kajian pada masa hadapan dicadangkan pada akhir kajian ini.

ABSTRACT

This study attempt to evaluate the training effectiveness provided by Institut Kajian Dan Latihan Integrasi Nasional (IKLIN) organised by Jabatan Perpaduan Negara Dan Integrasi Nasional (JPNIN). This study also identify the influencing factors that effect the training affectiveness, that is training environment. Adopted Questionnaires were used for data Collection. Out of 100 participants, 75 respondents returned their questionnaire, making the respons rate of 75 percent. Data was processed and analyse using SPSS. Appropriate data analysis technique were used, both for descriptive and infrential analysis. Findings show that respondets perceived that training environment provided Institut Kajian Dan Latihan Integrasi Nasional (IKLIN) are good especially on their ability in task involvemet. Findings also revealed that training environment is significantly assosiated and influenced the training efectiveness. Suggestion for future research were made at the section of this study.

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CHAPTER 1

INTRODUCTION

1.1 Background of Study

In a rapidly changing global business environment in which innovation, speed, and efficiency are often necessary for success, organizations must constantly work to upgrade and enhance employees' skills (Ford, 1997). However, the role and perceived importance of training as a means to improved performance in organizations has grown over time. Training is also plays an important role to provide employees the knowledge and skill needed to do a particular task or job.

Training starts as soon as a new employee is hired for a particular post by an organization. The recruitment and selection process ensures that the employee hired fulfils the selection criteria, which means that the particular employee must have the qualifications, knowledge, skills and capabilities set by the organization. Therefore, the employee must be given training as soon as he joins the organization. Training typically involves providing employees the knowledge and skill needed to do a particular task or job, though attitude change may also be attempted.

Training has long been an issue for organizations that exist is the nonprofit sector. Time and expense are the main issues that consistently surface in any discussion of nonprofit training needs. And time and expense impact smaller agencies to a much greater degree than larger organizations. Many training programs fail to deliver the expected organizational benefits. Having a well-structured measuring system in place can help organization determine where the problem lies. On a positive note, being able to demonstrate a real and significant benefit to the

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