A STUDY ON THE IMPACT OF TRAINING DESIGN AND DELIVERY ON THE TRAINING EFFECTIVENESS IN THE CONTEXT OF TECHNOLOGY PARK MALAYSIA

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ABSTRACT

This research conducted on The Impact of Training Design and Delivery on the Training Effectiveness in the Context of Technology Park Malaysia. The training program refers to training that been conducted and organized by Technology Park Malaysia to the staff. The purpose of this study is to measure the relationship between training design and delivery on the training effectiveness among Technology Park Malaysia staff. Data were collected from 130 employees in Technology Park Malaysia and gathered through questionnaires. The result was being analyzed by using Statistical Package for Social Science (SPSS) version 17.

Based on the data analysis it was found that independent variables such as training design and delivery have positive correlations with the training effectiveness. The R value for Training Objectives is .719, Training Content is .732, Trainer's Characteristics is .626 and Training Methodology is .712.

Recommendations for future research were also discussed.

ABSTRAK

Kajian ini adalah berdasarkan kepada "Kesan Rekabentuk Latihan Serta Penyampaian di dalam Keberkesanan Latihan di dalam konteks Technology Park Malaysia". Program latihan adalah merujuk kepada program latihan yang dijalankan di Technology Park Malaysia kepada staf. Tujuan kajian ini adalah untuk mengukur hubungan diantara rekabentuk latihan dan penyampaian di dalam keberkesanan Technology Park Malaysia. Data dikumpul daripada 130 staf Technology Park Malaysia melalui soalan kaji selidik. Data telah di perolehi melalui soalan dan telah di analisa menggunakan Statistical Package for Social Science (SPSS) versi 17.

Hasil daripada analisa data, pemboleh ubah tidak bersandar iaitu rekabentuk latihan dan penyampaian masing-masing mempunyai petunjuk yang positif dengan keberkesanan latihan. Nilai R untuk Tujuan Latihan adalah sebanyak .719, Kandungan Latihan .adalah sebanyak .732, Ciri Jurulatih adalah sebanyak .626 dan Kaedah Latihan adalah sebanyak .712.

Cadangan untuk kajian lanjut juga dibincangkan.

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TABLE OF CONTENT

Page

CHAPTER 1: INTRODUCTION

CHAPTER 2: LITERATURE REVIEW

LIST OF TABLES

Page

LIST OF FIGURES

Page

CHAPTER 1

INTRODUCTION

1.1 Background of the Study

Nowadays, staff training is an investment for the company. The job tasks and responsibilities become more challenging and staff have to face the challenging work style by preparing themselves with good knowledge, skills and abilities. Employees are considered as an "asset" to the companies and need to be trained in order to become more productive. Training will become more effectively if it can produced good outcomes and can have a positive impact towards the organization. On the other hand, the success of a company also depends on its staff's performance. Therefore, the Human Resources Department has to start looking for the best method to enhance the performance and efficiency of the staff to carry out the work today and to train them to meet tomorrow's goals. Training and development practices in companies should boost the performance and develop the skills, knowledge and abilities of the employees. The objective of the training is to build up the right ability and capability in the labor force so that employees can perform to meet the standards and the needs of the company and the good returns expected by the employer. In Technology Park Malaysia (TPM), the training department is under the Human Capital Division and is responsible for conducting training to all staff. Some of the

The contents of the thesis is for internal user only

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