



**THE IMPORTANT OF TRAINING TOWARDS THE
IMPROVEMENT OF STAFF PERFORMANCE AT TNB
KUANTAN**

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DECLARATION OF ORIGINAL WORK



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“DECLARATION OF ORIGINAL WORK”

I, NURJANNAH MOHD SAUFI

Hereby, declare that;

- This work has not previously been accepted in substance for any degree, locally or overseas and not being concurrently submitted for this degree or any other degrees.
- This project paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature:

Date: April 2010

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ABSTRACT

Training is a learning process that involves the acquisition of knowledge, sharpening of skills, concepts, rules, or changing of attitudes and behaviors to enhance the performance of employees. Training refers to the activities designed to facilitate the learning and development of new and existing skills, and to improve the performance of specific tasks or roles. There are two types of training which is cognitive and behavior methods. . Cognitive methods are more of giving theoretical training to the trainees. The various methods under Cognitive approach provide the rules for how to do something, written or verbal information, demonstrate relationships among concepts, etc. These methods are associated with changes in knowledge and attitude by stimulating learning. Behavioral methods are more of giving practical training to the trainees. The various methods under Behavioral approach allow the trainee to behavior in a real fashion. These methods are best used for skill development. There are three objective in order to do the research which is to determining the perception of staffs towards the important of training. Then is to measure the benefits of training towards staffs' performance. And lastly is to identify whether training is a good investment to the company.

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