

**THE RELATIONSHIP OF KIRKPATRICK TRAINING
EVALUATION MODEL TOWARDS THE SUCCESSFUL OF
TRAINING AMONG MIDDLE LEVEL MANAGEMENT AT
DEWAN BANDARAYA KUCHING UTARA (DBKU)**

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ABSTRACT

This study was conducted to determine the relationship of KirkPatrick training evaluation model towards the successful of training among middle level management at Dewan Bandaraya Kuching Utara (DBKU). Additionally, the study was attempted to determine which element of KirkPatrick training evaluation model towards that contribute the most towards successful of training among the middle level management at Dewan Bandaraya Kuching Utara (DBKU).

The scope of the study was the middle level management at Dewan Bandaraya Kuching Utara (DBKU). The populations of this research were all the employees who work in Dewan Bandaraya Kuching Utara which consists of ten departments. It was identified that currently there were 54 of middle staff management employees around Dewan Bandaraya Kuching Utara (DBKU).

The main instruments used for this study is the questionnaire and it was distributed to the middle level management individually. The questionnaire was tested for face and content validity. For face validity, it was checked by Miss Nur Diyana bt Ramli, supervisor for the research project and also Professor Halimatun bt Khalid, a lecturer of Research subject, both are from Faculty Business Management from UiTM Samarahan. Meanwhile, for content validity was checked by Mr. Holis from Human Resource department at DBKU and Miss Suryana bt Mohd Shawaluddin, English Teacher from Pusat Tuisyen Intelligensia, Kuala Lumpur.

The questionnaires were personally distributed to all the respondents in ten departments in DBKU and specific time was given for them to answer the questionnaire. The return rate of the questionnaire is 49 or 91%.

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CHAPTER 1

INTRODUCTION

This chapter presented the background of the study, statement of the problem, research objectives, research questions, significance of the study, limitations of the study and the definition of terms for each of the elements in this study.

Background of the Study

Nowadays, training is very crucial for an organization. The purpose of the training is to train employees for doing job or increase their knowledge, skills and behaviors. According to Salvi (2009), the training is known as an educational process. People can learn new information, re-learn and reinforce existing knowledge and skills, and the most important is have time to think and consider what new options to improve their effectiveness at work. According to Steensma (2009), training defined as the systematic combination of skills, rules, concepts or attitudes that can improve the performance of the trainees.

Training is an important ways and necessary to improve the effectiveness of the employees and it also gives employees several benefits. The benefit of the training is to improve the job or career in the future. Moreover, the behaviors