

**THE INFLUENCE OF TRAINING DIMENSIONS ON EMPLOYEE'S WORK
PERFORMANCE AT KUCHING REGIONAL OFFICE OF SARAWAK ENERGY
BERHAD**

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ABSTRACT

The quality of human resource is an asset to any organization. Therefore, every organization must see to improve the quality of its workforce through training. The importance of training can only be appreciated with a clear understanding of its impact on employee's performance. Thus, this study is aimed to determine the most important dimension of training and to investigate the influence of four dimensions of training on the employee's work performance. The data was derived through questionnaires distributed to several departments in Kuching Regional Office of Sarawak Energy Berhad.

The findings of this research found that training needs assessment is the most important dimension as compared to the other training dimensions. This is because training needs assessment has the highest mean from overall mean for training dimensions. From the result, most of the respondents agreed that training assessment is able to clarify what are the goals in training and it should determine what are the skills and knowledge that need to be included in training.

Furthermore, this study indicates that the early hypothesis is supported in which there is a relationship between each of the training dimensions and employee's work performance. Among those correlation results, employee's work performance is highly correlated with training commitment. This is due to the highest result of coefficient statistic. Hence, it can be concluded that, training commitment is the most influence training dimensions toward employee's work performance.

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CHAPTER 1

INTRODUCTION

Background of the Study

Training plays the most important part in human resource management and development, be it in any organization in the world. According to Singh (2011), training is a learning process that involves the acquisition of knowledge, sharpening of skills, concepts, rules, or changing of attitudes and behaviors in order to increase the performance of employees. The goal of training is for the employees to master the knowledge, skill, and behaviors emphasized in training programs and to apply them in their day-to-day activities (Noe, 2010). Businesses with a culture of training are seen as a sustained organization because they can provide quality training for their employees. Basically, all key skills must be possessed by employees in every level of an organization to ensure the efficiency of its management.

However, one of an impairment that organizations may suffer from this is due to incompatibility of skills possessed by employee to the skills required to operate, most employees do not enjoy their work. The damage however, is present in terms of poor performance and management. One of the reasons for the employees to stay on the job is because they are well-matched to the job and enjoy the work (Abu Safian, 2004). Dessler (2011) stated that carefully selection of employees do not guarantee that they will perform their task effectively if they do not know what to do or how to do it.