



**A STUDY ON THE FACTORS THAT INFLUENCE THE
EFFECTIVENESS IN TRAINING AND DEVELOPMENT
PROGRAM AT JOHOR CORPORATION, PERSADA, JOHOR**

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ABSTRACT

Training and development refer to programs designed to help new employees adjust to the workplace successfully. In addition, they include the formal ongoing efforts of corporations and other organizations to improve the performance and self-fulfillment of their employees through a variety of methods and programs. This paper attempts to identify the significant determinants of training effectiveness. By constructing a hypothetical research model to investigate the effect of the instructor competence, trainee's traits and method of training (independent variable) towards training effectiveness (dependent variable), a survey questionnaire were distributed to employees in Johor Corporation who have attended training programs.

A Likert-type scale has been developed and tested in this study. The results of the research were obtained by using four methods of analysis which was reliability test, frequency distribution, pearson correlation and backward regression. The process of analyzing and interpreting of the data was presented through tables. The results of this study show that instructor competence is strongly affects on the effectiveness in training and development program. Therefore this research could help the organizations especially Johor Corporation in correctly identifying the training requirements and suitability of training method or program, for new and existing employees.

CHAPTER 1

INTRODUCTION

1.1 Background of Study

1.1.1 Background of the Research

This research study will focus on the topic of training in organizations, which is importance and the determinants that influence its effectiveness in organizations. The ability of any organization to channel its organizational talent and obtain the best from its resources is of paramount importance to its optimum performance and continued success. The extent of training required in organizations is base on various variables which are external and internal that exists in organizations. Therefore, in order to investigate how training could be effectively implement in organizations for their optimum benefit, the focus of this study will be an investigation of the factors that contribute to training effectiveness in organizations.

There are many factors that affect the training process, and it is beyond the scope of this study to evaluate every possible variable. It has been observe that different individuals in an organization will require different types of training based on their position, experience and the task requirement. These are but a few of the problems that organizations face when planning for staff training. With this in mind, this study intends to identify the possible determinants of training effectiveness, that could help organizations in correctly identifying the training requirements for new and existing employees, and determining