



**PERCEPTION OF EMPLOYEES ON TRANSFER OF KNOWLEDGE  
FROM TRAINING PROGRAMS  
AT CEVA FREIGHT HOLDINGS (M) SDN BHD**

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## **ABSTRACT**

The study was undertaken at CEVA Freight Holdings (M) Sdn Bhd on the topic “Perception of Employees on Transfer of Knowledge from Training Programs at CEVA Freight Holdings (M) Sdn Bhd”.

The purpose of this study was to determine the most influencing factors which affect the perception of employees on transfer of knowledge from training programs and to recommend some measures in enhancing the perception of employees on transfer of knowledge from training programs with CEVA Freight Holdings (M) Sdn Bhd as a case study. Primary data was collected from a sample of hundred (100) employees. Self-administered questionnaire was used in the collection of data for analysis. The study revealed that there were organizational issues such as lack of employer support on transfer of knowledge from training programs in employees work field. It was also found that employee competencies are the main role to achieve the effectiveness on transfer of knowledge from training programs in CEVA. The study recommended that in order for CEVA Freight Holdings (M) Sdn Bhd to be successful in the transfer of knowledge from training programs, employer should focus on performance of employees and encourage the flow of knowledge in their work field to achieve the performance standard in an organization.

## **CHAPTER 1**

### **INTRODUCTION**

#### **1.1 Background of Study**

Training is a process of transferring information, knowledge, skills and experience from the trainer towards the trainee. It is further explained that to achieve successful transfer of knowledge from training programs, TNA (Training Need Analysis) has to be done before any training programs take place (Yaakob, 2014). The analysis of organization, people in the organization and the rivals to the organization are the reason why training needs to be done. The purpose is to find out the effectiveness on transfer of knowledge from the training programs requirements to cater different employees from different departments in the organization. It is also known that different people content different needs and desire to achieve different goals and objectives in life. Therefore, different impact on transfer of knowledge from training program towards every employee who attended for the same training.

On the other hand, learning plays a part in teaching the employees to learn and adapt to new information. Successful transfer of knowledge process takes place when employees are practicing and applying the knowledge rightfully in their daily life, hence, increases their performance and productivity.

The need for successful transfer of knowledge from training programs is equivalently strong for both employees and employers so that both may achieve the desired outcome. With the skills and knowledge acquired through training, the involved parties will benefit by being supervisor in performance delivery.

According to Denby (2010), transfer of knowledge from training programs can help to increase the scope of available skills within the workforce as well as improve on existing expertise, all with the goal of improving the business's efficiency and effectiveness. In fact, training is an ongoing learning process for employees since they are one of the important assets in the organization which are required to do crucial tasks and to be an expert in their related field of work. Training must be organized from the start till the end to be certain of the effectiveness on transfer of knowledge. Eventually, employers have to match the need of the training, able to find suitability of the training with the need of the right employees and the training