

**INVESTIGATING FACTORS CONTRIBUTING TO
TRAINING EFFECTIVENESS AT THE LEMBAGA HASIL
DALAM NEGERI (LHDN), KUANTAN**

**SAKRI IBERAHIM
ZOKREE ABDUL KARIM
ABDUL KADIR OTHMAN**

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EXECUTIVE SUMMARY

A rapid development in technology and increasing public demands require workforce to be competent and flexible to adapt to the continuous changes. These phenomena present a challenge to organizations to equip their workforce with new knowledge, skills and attitudes to meet the current needs. Every author agrees that training and development play an important role in molding employees to meet the requirements of current and future job performance. However, most of the time, the employees fail to apply what they have learned on their jobs. Companies lose millions of dollars because of this phenomenon. Therefore, the study is intended to develop a cohesive framework of training effectiveness based on the data collected from the employees at LHDN, Kuantan branch. The findings indicate that training effectiveness is influenced by employees' organizational commitment, task constraints/job requirements, educational qualification, gender, income level, job position and training design. Each factor is thoroughly discussed and relevant suggestions and recommendations are forwarded.

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