

THE RELATIONSHIP BETWEEN TRANSFERS OF TRAINING  
AND JOB PERFORMANCE AMONG SUPPORT STAFF AT  
CHANCELLERY BUILDING, UNIMAS

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JULY 2019

## **AUTHOR'S DECLARATION**



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Hereby, declare that:

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## **ABSTARCT**

Every public sector organizations are entitled to a policy that requires employees to attend training at least seven days a year with various training method. Successful training programme will benefit the organization as well as employees. This study focuses on the effects of transfer of training towards job performance. It has been acknowledged that transfers of training factors can enhance job performance. Thus the purpose of this study is to investigate the relationship between transfers of training towards job performance among support staff at Chancellery Building, UNIMAS. The sample size included a total of 103 employees. Correlational research design is adopted in this study. Simple random sampling was used in selecting the participants for this study. The foundation of the variables used for this study was assessed by using validated questionnaires. Data collected in this study were analyzed by using descriptive statistics involving frequencies, mean score, percentage and standard deviation. Besides, observation was also used in collecting data for better understanding about the training programme provided. The results indicated training design as the most influencing factor that affect job performance among employee. It was proven that even though employees are motivated and surrounded with supportive working environment, training design does affect their ability to transfer what they have learned from the training. These findings showed that the work efficiency of staff can be improved with the skills and understanding acquired from efficient layout of instruction. In addition, the organization's benefits and appreciation are seen as one of the prominent variables that can motivate employees to transfer learning and help them set objectives for improved work results.

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## **CHAPTER 1**

### **INTRODUCTION**

This chapter discusses the background of study, problem statement and background of the variables chosen for this study. The research objective and research questions have also been further discussed and stated clearly in this chapter.

#### **Background of the Study**

According to Babkina (2014), training is an important aspect for any organization that aimed for a competitive advantage in the contemporary business management. Through training, organizations are able to cope with challenges and technological changes and efficiently implement new rules in the business context.

Training can be defined as a planned process to modify employees' attitude, knowledge or skill behaviour to achieve effective performance in any activities in the organization through learning experience. In work situation, training is used to develop the abilities of the individual and to satisfy the organization's current and future manpower needs (Williams, 1982). In the year 2011, according to Towler, Watson and Surface (2014), The American Society of Training and Development had estimated that