

**THE RELATIONSHIP BETWEEN IMPACT OF TRAINING AND
DEVELOPMENT TOWARDS EMPLOYEE'S JOB PERFORMANCE AT
ARKITEK HIF SDN BHD**

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ABSTRACT

This research investigates the relationship between impact of training and development towards employee's job performance at Arkitek Hif Sdn Bhd. The main aim of this investigation is to find a correlation between independent variables (employees' knowledge, skills and abilities, motivation and satisfaction) and its dependent variable (job performance). Information on these has been collected through questionnaires distributed for all the support staff. The data were analyzed using descriptive statistical analysis methods. The results obtained from the highest correlation coefficient indicate that better job performance is associated to higher satisfaction level. Employees will perform better if they feel more satisfied. Besides that, on the average, employees of Arkitek Hif Sdn. Bhd agreed employees' knowledge, skills and abilities, motivation and satisfaction contribute to job performance with the highest mean on employee satisfaction as well.

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CHAPTER 1

INTRODUCTION

This chapter explains the overall process of the research. This chapter includes background of the study, research objectives, research hypothesis, research questions, significance of study, and limitation of study and also definition of terms.

Background of the Study

In this 21st century, knowledge and skills are two important requirements in order to become successful organization. An employee is a vital role for organization to help achieve organization's goal and vision. This is why employees should have better skills and knowledge that can function effectively and also creative in solving a problem. In order to make sure the employees have better knowledge and skills, the organization should send their employees for training. Manager should identify the employees that need for training in order to help them performing well on their job. According to Olubukunola (2015), training and development is defined as a type of activity which is planned systematically and it results in enhanced level of skills, knowledge and competency that are necessary employees to perform their work effectively and efficiently. Imran (2013) also defined training as a program that provides workers with several benefits such as new information, new skills or professional development opportunities. If training and development programs are well conducted, employee can learn new knowledge and skills. These knowledge and skills will help companies to achieve their best performance through efficiency and