

THE RELATIONSHIP BETWEEN TRAINING AND DEVELOPMENT
WITH ORGANIZATIONAL PERFORMANCE AMONG NON-
EXECUTIVE EMPLOYEES IN UNIVERSITI MALAYSIA
SARAWAK (UNIMAS)

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ABSTRACT

This study was carried out to find out the relationship between Training Design, On the Job and Delivery Style with Organizational Performance at Development Office in Universiti Malaysia Sarawak (UNIMAS). The major objective of this study is to study the relationship between training and development with organizational performance. This study involved 128 staffs of Development Office Department in UNIMAS as respondents of the survey. Method for primary data collection was done using questionnaires. After data collection done, it was clean and analyzed using SPSS version 22. Besides, the Pearson correlation was conducted in order to investigate the association between training design, on the job training and delivery style with organizational performance. Based on the findings, all those three variables have a strong correlation on organizational performance. Further recommendations were suggested for this study.

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CHAPTER 1

BACKGROUND OF THE STUDY

Introduction

Training is the activity that involves two parties which are trainer and trainees. Davidson, Chinman, Kloos, Weingarten, Stayner & Tebes (2010) stated that providing employees with specific skills or helping them connect deficiencies in their performance are the process of training. Training and development is conducted within a specific period of time depending on what the training is about. It includes the module that is customized based on what their needs. Besides, it can also improve the trainee's knowledge and polishing their skills. With training and development, employees will find their individual abilities and prepare them for current and future job so that they know the level of their abilities and improved them after a certain period of time. According to Ghafoor Khan, Furqan Ahmed Khan & Dr. Muhammad Aslam Khan (2011), training is important to enhance the capabilities of employees. Effective training and development not only can contribute to the productivity of the organization but also lead to higher turnover and better assets in the organization.

Raza (2014) stated that the behaviour or attitude that have been measured as organization performance showed the method and skills of the management especially the line management that helps them to use the resources successfully and professionally with proficiency. However, organizational performance can only be successful with the help of training and development. Therefore, it is crucial for