



**THE EFFECT OF TRAINING TO JOB PERFORMANCE AND
PRODUCTIVITY AT JABATAN KESIHATAN NEGERI (JKN) PERAK
AND TENAGA NASIONAL BERHAD (TNB) KEDAH**

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ABSTRACT

The purpose for this study are to find out the competences in Jabatan Kesihatan Negeri (JKN) Perak and Tenaga Nasional Berhad (TNB) Kedah, determine whether training is effectives to JKN Perak and TNB Kedah employees for their specific Knowledge, Skill and Abilities (KSA) and to determine the Job Performance of trainees in JKN Perak and TNB Kedah. This research uses the descriptive design. The population of workers at JKN Perak is 500 and TNB Kedah also has 500 employees. For this research, we use only 100 samples at JKN Perak and 100 at TNB Kedah. We use the 200 elements in the population at JKN Perak and TNB Kedah, and we need 50 as a sample. In this research, we use 25% from 200 samples. We distribute 60 questionnaires at JKN Perak and TNB Kedah. The feedback that we get from the respondents is 23 from JKN Perak and 27 from TNB Kedah. However, the 10 of respondents did do not return their feedback. The technique that we used to analyze data obtained from the questionnaire is Statistical Package in Social Science (SPSS) software version 13.0. The SPSS use to conduct and analyze the data after entire the questionnaire. In the data analysis, we were getting a feel for the data. We obtained the percentage (%) and frequency distribution of the nominal and interval variables of the interest.

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CHAPTER 1

INTRODUCTION

1.1 Background of the Study

The research examines the effect of training to job performance and productivity at Jabatan Kesihatan Negeri (JKN) Perak and Tenaga Nasional Berhad (TNB) Kedah. Training refers to a planned effort by a company to facilitate employees learning of job related competencies. This competency includes knowledge, skills or behavior that are critical for successful job performance. The goal of training is for employees to master the knowledge, skills and behavioral emphasized in training programs and to apply them to their day-to-day activities. For a company to gain a competitive advantage, its training has to involve more than just basic skill development.

Pejabat Pengarah Jabatan Kesihatan Negeri Perak is the headquarters for Jabatan Kesihatan Negeri Perak Darul Ridzuan that located at Jalan Panglima Bukit Gantang Wahab, 30590 Ipoh, Perak Darul Ridzuan. The building was a big house (mansion) that was owned by a Chinese businessman who called as a Foo Family, and was built in 1910. In early 1938 (during British Colonization) British government had take over the building and used it as a clinic for a doctor, for the