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A STUDY ON FACTORS ASSOCIATED WITH
COMMUNICATION TECHNICAL TRAINING
EFFECTIVENESS AT MAKTAB TEKNIK PDRM,
BAKRI, MUAR, JOHOR.

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THE ABSTRACT

The training is one of the key of the success of any organization. It plays the big role as to keep the employee functioning according to the objective of the organization. The government organizations are part of it. Although the government organization not based on the profit oriented, but still there is a need to improve the productivity in terms of service. It is the way how the government the relationship with the citizens. The employee at *Workshop Komunikasi* is the place where they perform the training they received from training centre. The study conducted to study on factors associated with communication technical training effectiveness: a case study on the technician who had attended the communication technical training and currently working at the field. The objectives of this study were to identify the communication technical training effectiveness based on their perception. And to determined factor of content, delivery, trainers and training design associated with the training effectiveness. The population of 25 technicians had been given the questionnaire. The questionnaires content of the information regarding the training. This is the primary information for the study. Data was analysed through descriptive statistics and inferential statistics. The technician perception upon the communication technical training is high and factors associated such content, delivery, trainers and training design were significant correlation to the training effectiveness. Finally, the communication technical training held at the training centre was very effective.