

ACKNOWLEDGEMENT

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ABSTRACT

The purpose of this study is to assess the satisfaction level towards *Kursus Pengurusan Rekod* from the viewpoint of the course participants themselves. Thus course assessment is essential to be implemented after a particular course program had been conducted, as it provides the organization feedback and participants' reaction in terms of how well facilitator presented the material, learning which is the application of acquired knowledge and skills to the job, changes in participant's behavior, and result where the organization can identify whether the investment that they have made on course program is worth or not.

Kursus Pengurusan Rekod is provided by Jabatan Arkib Negeri Sabah (Sabah State Archives Department). The researcher decided to conduct a research entitled "A Study on Civil Servants' Satisfaction Level towards *Kursus Pengurusan Rekod* Conducted by Jabatan Arkib Negeri Sabah" regarding the effectiveness of this course. The main purpose of this research is to identify civil servants' level of satisfaction towards this course based on course program setting, facilitator's performance, participant's perception towards the course program, and whether the knowledge and skills acquired are applicable to the job. The study discovered that the assessment on the level of participant's satisfaction, should be given high attention and more focus. By identifying satisfaction level of civil servants (participants), then it is assumed that high satisfaction level lead to high motivation which in turn increases job productivity or performance. Recommendations given by the respondents should be taken into consideration in order to improve the implementation of this course in the future, thus to increase the level of satisfaction, knowledge and skills among the civil servants (participants).