



A STUDY ON TRAINEES PERCEPTION TOWARDS
TELEKOM MALAYSIA TRAINING CENTRE (TMTC)
AFTER RESTRUCTURED

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ABSTRACT

This study was conducted to identify trainee's perception on TMTC on the training after restructured in terms of programmed offered, trainer performance, facilities and duration. Based on the result of perceptions, the organization can refer it as guidance in their managing skills in having better services for their customers. The research design used is descriptive study and both primary and secondary data regarding the study were gathered. The research will be conducted focus on an internal trainee which is Telekom staff. The questionnaires were distributed to 42 respondents; the respondents were selected through judgment sampling. In analyzing the data, frequency distribution, percentage, and cross tabulation were used.

The findings of this study revealed that a study on trainees perception towards Telekom Malaysia Training Centre (TMTC) were at high level. Finding and conclusion finally discussed. Towards the end of this study, a comprehensive suggestion and recommendations have been drawn to improve the company services in the future.