



اَوْنِيُوْزَسِيْتِي تِي كُونُوْ كِي مَبَارَا
UNIVERSITI
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MARA

**A STUDY ON “THE FACTORS INFLUENCING TRANSFER OF TRAINING AMONG
OPERATION CLERK IN PEJABAT SETIAUSAHA KERAJAAN (PSUK) NEGERI
SELANGOR**

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ABSTRACT

Transfer of training can be the one of the important elements in the training efficiency because it can enhance organization and employees performance level. Transfer of training can be influenced by many factors that can affect it from happening. The purpose of this study is to examine the trainee characteristic, training design and work environment which identified could influence the transfer of training among operation clerk. The primary data with sample size of 148 respondents have been collected through a set of questionnaires from operation clerk at Pejabat Setiausaha Kerajaan (PSUK) Negeri Selangor. The researcher also used secondary data that collected from Department of Human Resource Management at Pejabat Setiausaha Kerajaan Negeri Selangor and other web sources.

Based on the analysis, found that trainee characteristic and work environment have a moderate positive relationship with transfer of training. Meanwhile, training design has a low positive relationship with transfer of training. This study indicates factor contribute the most influence to transfer of training is trainee characteristic. Furthermore, this study provides finding result of the relationship between the factors that influence the transfer of training and the most factors that influence a transfer of training.