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***IDENTIFY TRAINING NEEDS:  
A CASE STUDY OF SYARIKAT SESCO BERHAD***

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## **ABSTRACT**

The research objective is to identify the training needs of employees of Syarikat SESCO Berhad. How effective training can improve employee job performance? To study other factors that can be consider by the organization to motivate and encourage job performance among employees. The main research objective is to identify and study training need of different type of department, working experience, education background and nature of job, and to study how they perceive the training provided by the Competency Development Division.

The employees of Syarikat SESCO Berhad from four divisions namely: Inventory Division, AP&S Division, Meter Division and Transport Division were selected as the respondents for this research. Out of 150 questionnaires distributed to the four divisions, only 112 sets of questionnaires were successfully collected and valid to be analyzed.

As a whole, the result from the analysis indicated that overall of employees were satisfied with the training provided by the organization and the training provided were suitable with their current job and responsibilities. However, from the finding it shows that most of the employees were rarely attended the internal training. Apart from that, the researcher do find out that there are other part that the Company should consider in order to provide better and qualities training that can accommodate everybody from different type of education background, department and working experience. Finding shows that majority of respondents agreed training as an important tool to improve their skill and job performance. As such, these study also to determine factors and training environment preferred by the employees.

## **1.0 INTRODUCTION**

### **1.1 Background of Study**

The main role of SESCO Competency Development Division is to identify training needs in order to keep employees skill, knowledge and competencies level high. To coordinate and review the training program and also recommend the feasibility of and requirements for training and learning opportunities to meet current and future work requirements.

The main objective of this research is to identify training needs for employees of Syarikat SESCO Berhad and how they perceive training provided by Competency Development Division. Respondents selected for the research comprised of four Divisions namely: Inventory Management Division, AP&S Division, Meter Division and Transport Division. The research will analyze the employee training needs and expectation of the training provided by the Competency Development Division.

### **1.2 Background of Syarikat SESCO Berhad**

Syarikat SESCO Berhad formerly known as Sarawak Electricity Supply Corporation (SESCo) is wholly own by Sarawak Energy Berhad formerly known as Sarawak Enterprise Corporation Berhad. Syarikat SESCO Berhad under the Sarawak Electricity Supply Corporation Ordinance, 1962 and is responsible for generation, transmission and distribution of electricity throughout the State of Sarawak.

The Company vision:

To become a world class utility which is acknowledged as: excellence-driven, result oriented, customer and community sensitive.

The Company mission:

To supply reliable electric power and at the lowest possible cost; development of the state, and contribute to the improvement of quality of life of the people of Sarawak.

## **2.0 LITERATURE REVIEW**

### **2.1 Introduction**

Training can help employees better understand the information they are given and can encourage them to play a fuller part in the way the organisation conducts its affairs. Training courses in particular can be a useful way of giving employees factual information about their employment because they necessarily include a substantial element of explanation and provide opportunities for questions to be answered.

### **2.2 Definition of Training**

According to Mike Wills, 'training is the transfer of defined and measurable knowledge or skill'.

Training is the process of acquiring specific skills to perform a job better (Jucious, 1963). It helps people to become qualified and proficient in doing some jobs (Dahama, 1979). Usually an organization facilitates the employees' learning through training so that their modified behaviour contributes to the attainment of the organization's goals and objectives. Van Dersal (1962) defined training as the process of teaching, informing, or educating people so that (1) they may become as well qualified as possible to do their job, and (2) they become qualified to perform in positions of greater difficulty and responsibility.

Flippo (1961) differentiated between education and training, locating these at the two ends of a continuum of personnel development ranging from a general education to specific training. While training is concerned with those activities which are designed to improve human performance on the job that employees are at present doing or are being hired to do, education is concerned with increasing general knowledge and understanding of the total environment. Education is the development of the human mind, and it increases the powers