



TRAINING CHALLENGES FACE BY EMPLOYEE IN PUBLIC SECTORS AT THE
AGE OF GLOBALIZATION: A STUDY CONDUCTED ON LIKAS HOSPITAL AND
IMMIGRATION DEPARTMENT

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ABSTRACT

The purpose of this study is to know the challenges that face by employees in the public sector in term of training needs. Not just that, this study also been done because the researcher wants to identify and investigate whether training challenges that face by employees in facing the globalization were connected between each other. Further discussion has been made in this research where the objective of this study has been achieved. Apart from that, this research is generally conducted in public sector where there are two organizations that have been chosen by researcher in order to investigate more about this research.

TABLE OF CONTENT

LIST OF TABLES	i
LIST OF ABBREVIATION	ii
LIST OF APPENDICES	iii
ABSTRACT	

CHAPTER 1: INTRODUCTION

1.1 Overview	9
1.2 Problem Statement	12
1.3 Research Objectives	13
1.4 Scope of the study	13
1.5 Significance of study	13
1.6 Definitions of Terms or Concept	14

CHAPTER 2: LITERATURE REVIEW & CONCEPTUAL FRAMEWORK

2.1 Literature Review	
2.1.1 Introduction	16
2.1.2 Training Challenges	16
2.1.3 Employee Performance	19
2.1.4 Public Sector	20
2.1.5 Globalization	21
2.1.6 Technology Change	22
2.2 Conceptual Framework	24
2.2.1 Independent Variables	25
2.2.1.1 Globalization	25
2.2.1.2 Employee Performance	26

CHAPTER 1

INTRODUCTION

1.1 Overview

Over the last two decades, there has been a growing concern and increased awareness of the need for management training and development, particularly for employees in a developing country such as Malaysia.

Trainings need not to be expensive or last several days in order to be worthwhile. Workshops, classes and cross-training in other departments within the company can be as stimulating as expensive courses and conferences. Encouraging employees to learn all they can about the company will not just the department where they work but it is one way to approach training. Providing individuals with information about accounting, production, marketing, or other aspects of the business can give them a good overall understanding of how all the pieces work together to contribute to the whole, as well as how their individual jobs or department fits into the whole, big picture. This is important for employee in a both sector since every employee that work must be send to the training.

The coming of the 21 century poses on effective and quality training provided by the manager towards their employee. Not just in the public but also in private sector. Every organization wants their employee efficient in every work or task given by them since employee is the one who will help the organization to run the business well. Thus, the employee should have better performance on every job that they do. As we know

globalization is here, the training provided will become tougher and challenging since every organization will improve their employee performance from time to time so that they can compete with other organization as well.

Sending employees to training opportunities, or bringing opportunities into the company, actually give a business with new ideas and creative ways of solving old problems. But learning new skills and interacting with new and different people has a direct impact on the productivity and development of the work environment. Globalization is not a new factor in the world but it is very important for all countries which were more involved in this process not far ago.

Globalization symbolizes the structural making of the world characterized by the free flow of technology and human resources across national boundaries presenting an ever-changing and competitive business environment. A vital aspect of globalization is the way diverse challenges are being faced by nations in an increasingly inter dependent world. No country can meaningfully progress today without efficiently responding to demands and pressures generated by international organizations and processes.