

UNIVERSITI TEKNOLOGI MARA

**TRANSFER OF TRAINING
DIMENSIONS AND ITS EFFECT ON
JOB PERFORMANCE AT
IMMIGRATION DEPARTMENT,
KUCHING**

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Thesis submitted in partial fulfillment
of the requirements for the degree of
Executive Master of Administrative Science

Faculty of Social Science and Policy Studies

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I declare that the work in this thesis was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This thesis has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

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ABSTRACT

Transfer of training has become a main issue in training as it symbolises the effectiveness of the job performance and the return on the organisation's investment. A deep understanding on the factors affect transfer of training will be valuable for organisations in managing training programmes. This research is to study the relationship of transfer of training towards the employee's job performance in Immigration Department, Kuching. The research focuses on the employees, reviewing transfer of training in the workplace and its relationship to the performance of the employees in the Immigration Department, Kuching. Resources obtained are processes and it helps in improving the effectiveness of training in Immigration Department, Kuching. Thus, the researcher has analyzed theoretically the transfer of training dimensions and provides a summary in accordance findings from the perspective of both western and Malaysian. Based on the literature review, the dimensions of transfer of training can be divided to three main factors; trainee characteristics, training design and work environment. The wide range of potential transfer of training dimensions will categorize under this three dimensions based on its' definitions and functions. This paper also provides a discussion in terms of the significant of this study to the body knowledge and practical. In addition, the identification of these factors in enhancing job performance associated with human capital theory in economics.

Keywords: Transfer of Training, Job Performance.