

**THE RELATIONSHIP BETWEEN TRANSFER OF
TRAINING AND JOB PERFORMANCE AMONG SUPPORT
STAFF AT RADIO TELEVISION MALAYSIA (RTM) IN
KUCHING, SARAWAK.**

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Contents

Acknowledgment.....	iii
List of Tables.....	iv
List of Figures.....	v
List of Appendix.....	vi
CHAPTER 1.....	1
Background of the Study.....	1
Statement of the Problem.....	1
Research Objective.....	2
Research Questions.....	2
Significance of the Study.....	3
Limitations of the Study.....	3
Definition of terms.....	4
CHAPTER 2.....	6
LITERATURE REVIEW.....	6
Introduction.....	6
Transfer of Training.....	6
Trainee Characteristics.....	7
Training Design.....	8
Work Environment.....	9

CHAPTER 1

INTRODUCTION

This chapter discuss the background of the study, statement of the problem, research objectives, research questions, significance of the study, limitations of the study, and definitions of terms is also provide.

Background of the Study

According to Smalley and Saks (2014), training is important not only because it is necessary for building and maintaining a productive workforce, but also because it drives corporate well-being and provides organizations with competitive advantages. On the other hand, training is to give organizations' with a competitive advantage and improve firm performance, which trainees must apply and transfer what they learn in training on-the-job. This will help them to face challenges, technological changes, and adapt to new rules in organizations.

Transfer of training can be defined as the degree to which trainees apply to their job the knowledge, skills, behaviors, and attitudes they gain in training (Kodwani, 2017). Baldwin and Ford (1988) stated that there are three variables include in the transfer of training, which are trainee characteristics, training design, and work environment. Trainee characteristics include skills, motivation, and personality factors. Training design focuses on principles of learning, sequencing and training content which must be learned and retained. Work environment related to the factor of supervisor support, peer support and opportunity to learn the behavior that must be generalized in the job context and consistently remained over a period of time on the job. Besides, job performance refers to the outcome of actions that achieve by

the skills employee who perform in some situations that was adapted by Erdhiem, Wang, and Zickar (20016). The important transfer of training helps the individual to interpret their competencies and gives beneficial for employees and companies (Zumrah & Boyle, 2015).

Based on the conceptual framework, it is possible to say that transfer of training and job performance are very important for organization to reach desire objectives. The aim of the study is to determine the relationship between transfer of training and job performance.

Statement of the Problem

According to Salleh, Amin, and Mamat (2016) stated that the cost allocate for training is very huge and every year billions of dollars will be invest in training. The American organization has been reported spending over 135 billion dollar annually on training and 1 billion dollar being projected by the government of Great Britain for “train to gain” scheme which the cost is equal to 0.06% of gross domestic product in the period of 2010 to 2011 that was stated by (Salleh et al., 2016). Almannie (2015) indicated that training organizations rarely incorporate activities that deal with transferring principle of training into practice, and when they do, they are most likely to occur during, rather than before or after, training.

A research done by Saad and Mansori (2017) stated that the organization’s success and failure depend on the employee’s job performance. Therefore, it will lead to a poor effectiveness of transfer of training itself and might also give some negative impacts to the employees, and the organizations as it will contribute to low productivity, poor performance, systematic error, and feeling of being demotivated (Hamzah & Hassim, 2017). Most of the training and development programs that have been carried out by the organization is wasted because the training is not effective and