

THE RELATIONSHIP BETWEEN ON-THE-JOB TRAINING AND JOB
PERFORMANCE AMONG OFFICE SUPPORT PERSONNELS: A CASE
STUDY OF TELEKOM MALAYSIA BERHAD IN KUCHING,
SARAWAK

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ABSTRACT

The purpose of this study was to identify the most significant types of on-the-job training given to the employees in order to increase their job performance and to identify the relationship between on-the-job training and job performance at Telekom Malaysia Berhad in Kuching. The methodology used for this study was the census sampling technique to select the sample size that consisted of employees at Telekom Malaysia Berhad in Kuching. The data was collected using the questionnaire. Out of 75 sets of questionnaires distributed, only 70 were returned with a response rate of 93% (n=70). The data was analyzed using SPSS Version 20.0

Based on the findings, it was found that there is a moderate and positive relationship between job rotation and job performance. On the other hand, there is a moderate and positive relationship between mentoring and job performance. It was also found that the most significant type of on-the-job training given to the employees at Telekom Malaysia Berhad in Kuching is job rotation.

Therefore, it is recommended that the organisation should provide training programmes to increase employees' job performance for development and success in their careers. The employees will be motivated to join the training programmes as they can enhance their job performance. For future researchers, they can conduct similar studies by using other methods such as interviews in the government sector.

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CHAPTER 1

INTRODUCTION

Background of the Study

According to Ghosh et. al (2011) training is one of the tools that help employees to improve their skills and competency in any particular job. Some organizations are not aware of the impact of their training programmes for different employees. In addition, there are employees who are not receptive to training as they claim that they know how to do their office work well.

This study was conducted to find out the training practices at Telekom Malaysia Berhad in Kuching, one of the branches that provides communication network to users. Telekom Malaysia Berhad in Kuching also provides services and communication devices such as broadband, data and fixed line.

Employee is the key success factors for the organization. In order to achieve the organization's mission and goals, employees must be competent in their work to improve their performance. Telekom Malaysia Berhad in Kuching has provided several types of training to raising employees' efficiency and productivity. However, Telekom Malaysia Berhad in Kuching found that not all training given is appropriate and suitable to increase employees' productivity.