

A RELATIONSHIP BETWEEN ON-THE-JOB TRAINING AND  
JOB PERFORMANCE AMONG OFFICE SUPPORT  
PERSONNELS: A CASE OF PELITA HOLDING SDN BHD,  
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**“DECLARATION OF ORIGINAL WORK”**

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Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
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## **ABSTRACT**

This study was aimed to examine the significant type of training given to the employees in order to increase their job performance and to identify the relationship between training and employees' performance at Pelita Holdings Sdn Bhd.

This research was conducted using the correlation method. The population of the study consisted of all the office support personnel at Pelita Holdings Sdn Bhd. Census sampling from the population of the study was done. Questionnaires were distributed to all the respondents who were the office support personnel from the nine divisions at Pelita Holdings Sdn Bhd. The researcher distributed 80 questionnaires and 64 were returned. The return rate was 80%. Data was analyzed using the SPSS version 23.

The study concluded that there was no relationship between mentoring and job performance. However, there was a weak relationship between job rotation and job performance.

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## **CHAPTER 1**

### **Introduction**

#### **Background of the Study**

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

This study sets out to examine the types of training used by Pelita Holdings Sdn Bhd in order to increase their employees' performance. It also attempts to analyse the relationship between training and job performance among the office support personnel at Pelita Holdings Sdn Bhd.

There are two types of training: on-the-job training and off-the-job training. On-the-job training methods are mentoring and job rotation and off-the-job training methods are case study and role play. However, for the purpose of this study, only on-the-job training methods, namely, mentoring and job rotation are studied. It also attempts to investigate whether these training methods increase employees' performance.

According to Puan Azleen Khaziyanti Aziz, Pelita Holdings Sdn Bhd employs two types of training methods, which are on-the-job training and off-the-job training. Studies have shown that only on-the-job training method improves employees'