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THE RELATIONSHIP BETWEEN TRANSFER OF  
TRAINING ON JOB PERFORMANCE AMONG  
SUPPORT STAFF AT INTAN SARAWAK

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## ABSTRACT

First and foremost, there is ambiguity in previous research that factor of transfer of training such as trainee characteristics, training design and work environment are associated with job performance. In this quantitative research a total of 59 support staff were taken from INTAN Sarawak as a sample and has found that most of the respondents are female and the respondents are mostly at the age ranging from 26-35, married and have a bachelor's degree and most of them have working experience about 5-10 years. Normality analysis conducted verified that 59 data used were valid. Cronbach Alpha's for training design variable which is the highest at 0.780 shows that the variable is acceptable as according to Salkind (2013) if the value of Cronbach Alpha's above 0.7 it is considered as acceptable. This shows that training design is the most reliable variable in this study. The lowest Cronbach Alpha's value is for work environment which is only 0.602 as it is still acceptable and reliable variable among trainee characteristics and training design. Training design is the most impactful towards their job performance. (mean=3.99, SD=0.36). The mean value of training design is very close to 4.00 as this proves that training design is the most superior variables compared with trainees characteristics and work environment. The highest value obtained by training design ( $r=.502, p>0.01$ ) while work environment once again is the least factor of all variables ( $r=.237, p<0.01$ ) and this value shows that work environment is not correlate and does not have any influence in transfer of training towards job performance.

**Key Words:** Transfer of training, trainee characteristics, training design, work environment, job performance.

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## **CHAPTER 1**

### **INTRODUCTION**

This chapter explains the context of the variables selected for this study. Background of the study and problem statement is discussed in this chapter together with research objective and research questions.

#### **Background of Study**

According to Karia, Omari, Mwanaogoro, and Kimori (2016), training is important for any organization that aimed for a competitive advantage in the contemporary business management. Organizations will be able to cope with challenges and technological changes and efficiently adopting new rules in business context through training.

Training can be defined as a planned process to modify employees' attitude, knowledge or skill behaviour through a learning experience to achieve effective performance in any activity or range of activities in the organisation. Its purpose, in the work situation, is to develop the abilities of the individual and to satisfy current and future manpower needs of the organization (Manpower Services Commission, 1981). In the year 2011, according to Towler, Watson and Surface (2014), The American Society of Training and Development had estimated that organizations had invested approximately \$156.2 billion in training. Even though the government has spent on