

THE RELATIONSHIP BETWEEN TRAINING AND DEVELOPMENT
WITH ORGANIZATIONAL PERFORMANCE AMONG NON-
EXECUTIVE EMPLOYEES AT MINISTRY OF TOURISM
SARAWAK

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“AUTHOR’S DECLARATION”

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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.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

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ABSTRACT

This research is being conducted with the purpose to measure the relationship of Training and Development towards Organizational Performance at Ministry of Tourism Sarawak. There are two objectives in this study, which were to identify the level of agreeableness on the factors of Training and Development towards Organizational Performance and to study the relationship between Training and Development with Organizational Performance. Questionnaire was used as research instrument. Meanwhile, the sample size will be 70 non-executive employees. Based on this finding, the results obtained indicate that Training and Development has a positive relationship on Organizational Performance. Recommendation and conclusion form the last part of this paper.

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CHAPTER 1

INTRODUCTION

Background of the Study

Training is the activity that involves two parties which are trainer and trainees. Davidson et.al (2010) stated that providing employees with specific skills or helping them connect deficiencies in their performance are the process of training. Training and development is conducted within a specific period of time depending on what the training is about. Training and development includes the module that is customized based on what their needs. It can also improve the trainee's knowledge and polishing their skills. With training and development, employees will find their individual abilities and prepare them for current and future job so that they know the level of their abilities and improved them after a certain period of time. According to Khan et.al (2011), training is important to enhance the capabilities of employees. When training and development is effective, it does not only contribute to the productivity of the organization but also lead to higher profit and investment in the organization.

According to Raza (2014), the behavior or attitude that have been measured as organization performance showed the method and skills of the management especially Line management that helps them to use the resources successfully and professionally with proficiency. However, organizational performance can only be successful with the help of training and development. Therefore, it is crucial for organizations to ensure that training and development is carried out in an effective manner so that the e