



THE EFFECTIVENESS OF TRAINING PROGRAMS TOWARDS THE  
EMPLOYEES PERFORMANCE IN JABATAN PERUNDANGAN DAN  
PENGUATKUASAAN, MAJLIS PERBANDARAN TEMERLOH, TEMERLOH  
PAHANG

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# CHAPTER 1

## INTRODUCTION

### 1.1 Background of the Study

Training refers to a planned effort by a company to facilitate employee's learning of job related competencies (Raymond A. Noe). These competencies include knowledge, skills, or behaviors that are critical for successful job performance. The goal of training is for the employees to master the knowledge, skill and behaviors emphasized in training programs and to apply them to their day to day activities.

Training can be divided into two categories which is training as on-the-job or off-the-job. On-the-job training takes place in a normal working situation, using the actual tools, equipment, documents or materials that trainees will use when fully trained. On-the-job training has a general reputation as most effective for vocational work while off-the-job training takes place away from normal work situations, implying that the employee does not count as a directly productive worker while such training takes place.

There are several types of training's technique such as lecture, demonstration, seminar, conference, panel, role playing, case study, simulation, projects and mentoring. A suitable technique were make the employee's who go to training session more understand about topic discuss. Therefore, these studies were be conducted to study the effectiveness of training in Jabatan Perundangan dan Penguatkuasaan, Majlis Perbandaran Temerloh, Pahang.