THE RELATIONSHIP BETWEEN SUPPORT STAFF'S TRAINING STRATEGIES AND PREFERRED TRAINING NEEDS OF PEJABAT DAERAH DAN TANAH LARUT MATANG, TAIPING, PERAK

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ABSRACT

A research was conducted on support staff's training strategies and preferred training needs in Pejabat Daerah dan Tanah Larut Matang, Taiping, Perak (PDTLM). This study's objective was to identify the relationship between support staff's (N17) training strategies and their preferred training needs in government sector. The study was a non experimental nature because it described the relationships between variables. Support staff's in PDTLM Taiping, Perak had been given the questionnaires to be completed, where the research design for this study was a correlation between two variables. The overall results show that there is a relationship between preferred training needs and support staff's training strategies. Based on the research conducted, the researcher found that many sources of training strategies were found. The support staff's need self training which can improve their job performance and job skill when they attend training. Various suggestions were also made to improve the support staff's training strategies and training needs in government sector.

Keywords: Training strategies, training needs, training needs analysis.

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CHAPTER 1

INTRODUCTION

1.1 Background of the Study

Training is the process where people acquire capabilities to perform jobs. It also provides employees with specific, identifiable knowledge and skills for use in their present jobs. Organizational usage of training may include "hard" skill and "soft" skill, but "soft" are critical in many instances and can be taught as well. "Hard" skills include as teaching sales representatives how to use intranet resources or branch managers how to review an income statement. While, in "soft" skill, it may include communicating, mentoring, managing a meeting, and working as part of a team (Jackson, Lim & Mathis, 2010). According to Geoff Anderson (1994), while training continues to teach people things they do not know, it must also be about building on what it is already known.

In fact, Stavrou. E., Brewster. C. & Charalambous. C. (2004), reported that one of the main challenges human resource (HR) managers faced in the 1990s involved issues of training and development. The main goal of training is to provide, obtain and improve the necessary skills in order to help organizations achieve their goals and create competitive advantage by adding value to their key resources such as employees. As