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A RESEARCH ON PUBLIC ORGANIZATION PERCEPTION
TOWARD THE FACTOR THAT AFFECTING TRAINING
PROGRAM: A STUDY CONDUCTED
AT INTAN SABAH

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CHAPTER ONE

INTRODUCTION

1.1 DEFINITION

Training is a method which helps to boost the performance and efficiency of its workforce to carry out work today and to train them for meeting's tomorrow goals as well as to impart knowledge of a system or process to someone new to that process. Individuals may have worked on something similar previously, so will have an idea, or at least a starting point, on which to build. However, most training programs must start with the basics and a zero-knowledge baseline. With the help get from the training, whether the on-job-training, new-hire training, web-based training or other type of training, this will help the worker to improve their level of efficiency as well as their level of effectiveness in delivering their service to the customers.

No doubt, that with training we can know the views from the customer on how the performance are, such as whether they make the improvement or just remain the same. Even though the training successful is hard to measures, this is because identifying whether or not a training initiative is effective depends on how well learners are able to apply what they learned to improve job performance still the training programs are held in many time. Furthermore, without a significant and observable return on investment, training is seen as a waste of time and valuable resources, this is because with training we hope for the changes make by the learner or the public servants itself, which through their improvement of working skills, their credibility, their merits and many more.