

RELATIONSHIP BETWEEN ON-THE-JOB
TRAINING AND WORK PERFORMANCE
AMONG ACADEMIC STAFF IN UNIVERSITI TEKNOLOGI
MARA, MACHANG CAMPUS, KELANTAN

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ABSTRACT

Research has found that the on – the – job training were partially successful in realizing the training goals and also in the immediate effect explanation training was satisfactory (Klink & Streumer, 2002). This study reports the relationship between on – the – job training and work performance among academic staff at Universiti Teknologi MARA, Machang Campus, Kelantan. Many organizations and learning institutions in Malaysia have implemented on – the – job training because of its effectiveness as a training approach. However, studies have shown that academic staffs are apprehensive about the types of training that relate to their work performance in their career. The theoretical framework for this study is based on conceptual framework. Two dimensions representing independent variables that contribute to the work performance which is on – the – job training. Data are gathered through surveys among the academic staffs in one of the Universiti Teknologi MARA branches in Kelantan which implemented on – the – job training. Among the dimension which influenced the level of effectiveness of on – the – job training are coaching and internship. Findings from this study provided insights on the attitude, academic staffs towards the level of effectiveness of on – the – job training. Its practical contribution includes other types of on – the – job training and psychological trainers which can be incorporated into the on – the – job training program to address the improvement of low effectiveness on – the – job training dimension which are coaching and internship.

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CHAPTER 1

INTRODUCTION

Chapter Overview

The Chapter One described two types of training, coaching and internship, statement of the problem and the research objectives, introduced the research question and the significant of the study, the study of limitation and defined terms used as the basis of this study.

Background of Study

Training and development play an important role in the effectiveness of organizations and to the experiences of people at work. Training generates benefits for the employee and organizations by positively influencing employee performance through the development of knowledge, skills, ability, competencies and behavior (April, 2010) (as cited by Sultana, 2012). Training is a company's planned effort to facilitate employees learning of job-related competencies (Noe, 2011). On-the-job training is task oriented training which training an individual to learn a job while working on it (Dessler, 2013). The goal of training is for employees to master the knowledge, skills and behaviors emphasized in training and apply them to their day-to-day activities. In this study, we will learn about two types of training which are coaching and internship. Most large organizations in the world today have coaching programs in place. The most important company asset is people. This fact must be