

THE RELATIONSHIP BETWEEN ON-THE-JOB TRAINING
AND WORK PERFORMANCE AT UNIVERSITI SULTAN
ZAINAL ABIDIN, GONG BADAQ, TERENGGANU

NURUL AMILIN BINTI AHMAD ARIS

BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS)
UNIVERSITI TEKNOLOGI MARA

2014

ABSTRACT

This research was conducted to find out the relationship between on-the-job training and work performance in Faculty of Islamic Contemporary Studies at Universiti Sultan Zainal Abidin, Gong Badak, Terengganu. The objectives were identify the types of on-the-job training provided, to determine the level of effectiveness of on-the-job training on the work performance and to identify whether there is any relationship between on-the-job training and work performance among academic staff in Faculty of Islamic Contemporary Studies at Universiti Sultan Zainal Abidin, Gong Badak, Terengganu. Correlation research was used and questionnaire was used as research instrument. The sample population of 80 academic staffs was taken and the respondents were stratified based on five departments in the Faculty of Islamic Contemporary Studies at Universiti Sultan Zainal Abidin, Gong Badak, Terengganu. The result show the types of on-the-job training provided in Faculty of Islamic Contemporary Studies at Universiti Sultan Zainal Abidin, Gong Badak, Terengganu were coaching and internship. The level of effectiveness of on-the-job training on work performance shows they were satisfied with the training. The result shows there were strong relationship between on-the-job training and work performance among academic staff in Faculty of Islamic Contemporary Studies at Universiti Sultan Zainal Abidin, Gong Badak, Terengganu. The study concluded that on-the-job training can improved work performance by improved the quality of work and job knowledge. Several recommendation was suggested which is used needs assessment in determine the types of training and conduct training evaluation

AKNOWLEDGEMENT

I thanks to Allah SWT, because with His Mercy, I able to complete this research papers to fulfill the requirement at the Research Methods course. This project could not have been written without the guidance and assistance of Miss Noorazzila binti Shamsuddin who not only served as supervisor but also encourage and challenged me throughout the academic program. I am blessed to my both parents who give support and have been the source of inspiration. I thank them all from the bottom of my heart.

Nurul Amilin binti Ahmad Aris

July 2014

Faculty of Business Management

Universiti Teknologi MARA

TABLE OF CONTENTS

	Page
ABSTRACT.....	i
AKNOWLEDGEMENT.....	iii
LIST OF TABLES.....	iv
LIST OF FIGURES.....	v
CHAPTER 1	
INTRODUCTION	1
Background of the Study	1
Statement of the Problem	3
Research Objectives	5
Research Questions	6
Significance of the Study	6
Limitations of the Study	7
Definition of Terms	7
CHAPTER 2	
LITERATURE REVIEW	9
Training.....	9
On-the-job Training	10
Coaching.....	12
Internship.....	13
Work Performance.....	14
Job Knowledge.....	15
Quality of Work.....	16
Conceptual Framework.....	18
Independent Variable	19
Dependent Variable.....	19
CHAPTER 3	
METHODOLOGY.....	20
Research Design.....	20
Sampling Frame	21
Population	21
Sampling Technique.....	21
Sample Size	22
Unit of Analysis	23
Survey Instrument	23
Validity Instruments.....	24
Pilot Test.....	24
Data Collection Procedures	24
Plan of Data Analysis.....	25
CHAPTER 4	
DATA ANALYSIS.....	28
Survey Return Rate.....	28
Reliability Test.....	29

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 organization 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 recognized before management can begin to coach their employee's effectively