

THE RELATIONSHIP BETWEEN ON-THE-JOB  
TRAINING AND WORK PERFORMANCE AT MMC OIL  
AND GAS ENGINEERING SDN BHD (MMCOG)  
JALAN TUN RAZAK, KUALA LUMPUR

SITI AISAH BINTI HASHIM

BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS)  
UNIVERSITI TEKNOLOGI MARA

2014

## 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 M. & Streumer J., 2002). This study reports the relationship between on – the – job training and work performance among employees at MMC Oil and Gas Engineering Sdn Bhd (MMCOG) Jalan Tun Razak Kuala Lumpur. 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 employees 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 employees in the MMCOG 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, employees 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.

## ACKNOWLEDGEMENT

First of all I would like to give a big thank to the MMC Oil and Gas Engineering Sdn Bhd for giving me an offered and opportunity for being part of their company team for 16 weeks. It has been a great experienced and exposure for me. I have earned more than just what I expected. Secondly a big thank to my supervisor Cik Kamaria binti Kassim and my co-team worker for guiding me in doing my work task and being such a great friends during my interns. It such a great pleasure to work with them in admin department. Also big thanks to my colleague for sharing a lot of knowledge about work and provide a lot of information that help me finally finish my research report, and to my advisor, Miss Noorazzila binti Shamsuddin, lecturer from Bachelor in Office System Management for being my reference went I need an information. Lastly, I am so grateful and thank to Allah S.W.T for blessing me during my internship program that finally lead to the successful in finish my report. I'm so grateful and thank you to everyone that have help me in accomplish my goal. It is such a great experience and I love to work with all of them, they are such a great people and fun to work with them. Thank you very much.

Siti Aisah binti Hashim

July 2014

Faculty of Business Management

Universiti Teknologi Mara

## TABLE OF CONTENTS

	Page
ABSTRACT.....	i
ACKNOWLEDGMENT.....	ii
LIST OF TABLES.....	iii
LIST OF FIGURES.....	iv
LIST OF ABBREVIATION.....	v
CHAPTER 1	
INTRODUCTION.....	vi
Background of the Study.....	1
Statement of the Problem.....	1
Research Objectives.....	3
Research Questions.....	6
Significance of the Study.....	7
Limitations of the Study.....	7
Definition of Terms.....	8
CHAPTER 2	
LITERATURE REVIEW.....	8
Training.....	10
On-the-job training.....	10
Coaching.....	12
Internship.....	13
Work Performance.....	14
Job Knowledge.....	16
Quality of work.....	17
Conceptual Framework.....	17
Independent Variable.....	19
Dependent Variable.....	20
CHAPTER 3	
METHODOLOGY.....	20
Research Design.....	21
Sampling Frame.....	22
Population.....	22
Sampling Technique.....	22
Sample Size.....	23
Unit of Analysis.....	23
Survey Instrument.....	24
Validity and Reliability test.....	25
Pilot test.....	25
Data Collection Procedures.....	26
Plan of Data Analysis.....	27
CHAPTER 4	
FINDINGS.....	29
Survey return Rate.....	30
Reliability Test.....	30
Normality Test.....	31
Categorical Variables.....	32

# 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.