



FACTORS THAT CONTRIBUTED TO THE EFFECTIVENESS OF TRAINING  
IN DEVELOPING EMPLOYEES PERFORMANCE AND  
LEVEL OF COMPETENCY:  
A STUDY ON THE SABAH ELECTRICITY SDN. BHD. (SESB)

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## **ABSTRACT**

The competencies are important in performing the job to produce better service. The employees' performance and competency levels can be accelerated by providing and implementing training programs within the organization. This study aims to identify the factors that contribute to the effectiveness of training programs in SESB. Apart from identifying the factors, this study also analyzes the flow of the training process on how the SESB conducts and evaluate the training programs. Face-to-face interview was used to collect of data in which some employees in SESB were interviewed, including executives and non-executive. In addition, other data are also collected from the company intranet, company records, project papers, journals and internet. The findings of this study are revealed that commitment and work environment are factors that negatively affect the effectiveness of training programs.

**Keywords:** Competency, Performance, Training Evaluation, Training Effectiveness