

THE RELATIONSHIP BETWEEN IMPACTS OF TRAINING AND  
DEVELOPMENT TOWARDS EMPLOYEE'S JOB PERFORMANCE AT PUSAT  
PEMBANGUNAN KEMAHIRAN SARAWAK (PPKS)

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## **ABSTRACT**

Nischithaa (2014) stated that training is concerning the importation of specific skills for a purpose. Researcher also said that training is the process of learning a sequence of program behaviour and the act of increasing the skills of an employee for doing a particular job. Organizations are responsible to send their workers to go for training and development programme with a purpose to enhance their job performance.

The factors that used to examine the relationship between training and development programme towards employee's job performance are employee knowledge, employee skill and abilities, employee motivation and employee job satisfaction.

The aim of the study is to identify the level of agreement in training and development acquired by the organization and to analyse the relationship of training and development on employee job performance.

The place of study is at Pusat Pembangunan Kemahiran Sarawak (PPKS). Unit of analysis that was used are the employees from PPKS, especially support staff. The numbers of people involved in this study are 160 employees.

The methodology of data collection in this study is quantitative using questionnaires. The finding of this study revealed the data factors, which include employee knowledge, employee skill and abilities, employee motivation, employee job satisfaction after training and development programme that give a positive effect on job performance.

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Sincerely,

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## **CHAPTER ONE**

### **INTRODUCTION**

#### **Background of the Study**

In this 21<sup>st</sup> century, knowledge and skills are two important requirements in order to become successful organization. An employee plays a vital role for organization to help achieve organization's goal and vision. That is why employees should have a better skills and knowledge in dealing with problem solving. It will be hard to achieve the vision of the organization if the employees are lack of knowledge and skill. To make sure the employees have a better knowledge and skills, organization send their employees for training. Top administration of company will identify who needs training in purpose to help them to perform well in their job.

According to Olubukunola (2015), training and development is defined as a type of activity which is planned systematically and it results in enhanced level of skills, knowledge and competency that are necessary to employee in order to perform work effectively and also efficiently. Imran (2013) also defines training as a program that provides workers with several benefits such as new information, new skills or professional development opportunities.

Without training and development, employee's ability and skills cannot be improved. If training and development programs are well carried out, employee can learn new knowledge and skills. These knowledge and skills will help companies to achieve