

**UNIVERSITI TEKNOLOGI MARA  
FACULTY OF ADMINISTRATIVE SCIENCE & POLICY  
STUDIES**



**THE PERCEIVED EFFECTIVENESS OF JOB TRAINING  
AMONG UITM CAMPUS SAMARAHAN SARAWAK STAFF**

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## **ABSTRACT**

The purpose of the study was to examine the effectiveness of job training on the employee performance of the staff of UiTM Campus Samarahan Sarawak. The study was carried out between March 2023 and January 2024. This study employed stratified sampling techniques in collecting the survey data. The result of the study revealed two important findings. First, the majority of the respondents agreed that the factors of job training such as behaviour, learning, design and evaluation do affect employee performance. Second, there is a weak relationship between the effectiveness of job training programs and the impact on employee performance and there is a significant relationship between factors of job training programs and the impact on employee performance.

Keywords: Job training programs, Employee performance, UiTM Staff

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# CHAPTER 1

## INTRODUCTION

### **1.0 Introduction**

Regarding this subject, a variety of topics will be covered. The background of the study is presented first, then the problem statement, the research questions, the research objective, the scope of the study, the significance of the proposed study, and finally the definition and concepts of the study. We will study the effectiveness of job training on employee performance in public institutions in UiTM Campus Samarahan Sarawak.

Firstly, job performance relates to how an individual performs their duties. In addition, job performance can be influenced by workplace factors. It is also an important part of workplace productivity and safety. An effective performance management system requires commitment and dedication from everyone. Some important factors are advancement opportunities, earning potential, and career development.

Secondly, effective training can be referred to as how well the training supports learning and learning transfer. Having any training lesson has a direct impact on your organization's productivity and performance. Besides that, training and development can help the employee perform better as they have the skills and knowledge about their job. They can complete their work quicker and always on time. It can also increase their work quality.

Next, the key performance index (KPI) or performance measurement development is a discipline that involves articulating what an organization is trying to accomplish and then identifying the most meaningful and useful indicators of success. The KPIs are a key part of any strategic management system as they are critical in assessing the effectiveness of strategy implementation.

## CHAPTER 2

### LITERATURE REVIEW & CONCEPTUAL FRAMEWORK

#### 2.0 Literature Review

Job training is the process of obtaining specialized information, skills, and abilities required to effectively execute a certain profession or career. It is intended to empower employees with the tools and competencies they need to excel in their positions and contribute to an organization's success. Depending on the nature of the work and the organization delivering the training, job training can take numerous forms. Some examples of frequent forms of job training are first is On-the-job training. This sort of training takes place in the workplace and involves learning while executing job activities and responsibilities. It may entail observing more experienced personnel, receiving coaching and criticism, and progressively taking on more responsibility as competency is developed.

Next is classroom training. Structured courses and teaching are often given in a classroom environment as part of classroom-based training. It could involve talks, slideshows, debates, and hands-on activities. Internal trainers or outside specialists may lead classroom instruction. Furthermore, online or e-learning. The popularity of online training has grown as technology has advanced. It involves distributing training materials through interactive modules, webinars, online classes, and digital platforms. With e-learning, you can learn at your own speed and access training materials from any location with an internet connection. Besides, simulations and role-playing. Trainees can practice interactions and activities related to their jobs in a controlled setting through simulations and role-playing exercises. They can be especially helpful for enhancing abilities in leadership, conflict resolution, and other fields where having practical experience is essential. Other than that, mentoring and coaching. In mentoring and coaching, a less experienced person (mentee) is paired with a more seasoned person (mentor or coach), who offers direction, support, and feedback. Individualized learning and knowledge transfer are made possible by this type of training.

Lastly, workshops and seminars. Workshops and seminars are interactive meetings where attendees participate in debates, case studies, team-building exercises, and other activities about certain work skills or subject matter. These training sessions frequently include outside instructors or subject-matter experts. Depending on the work's intricacy and the organization's