CHAPTER 1

INTRODUCTION

1.0 INTRODUCTION

This chapter is covered to describes about the background of the study, problem statement, research objective, research question, scope of the study, definition of keys concepts, and significant of the study. It is about the effect of training on employees performance of construction firms in Pahang.

Previously, many organizations described the training programme as an activity that does not bring a beneficial result to organization in the context of organization investment. It is considered as a waste in term of time, money, and manpower that supposedly can be used and invested towards whatever that can give more beneficial. There are also still considering training as something that needs to be done just to end the budget and annual allocation by ty the top management. It seem like the effectiveness of training do not measure by the result shown in employees after attending training, but subjected to how many training programme that suggestible. Then, the result is most organizations only allocate a small budget or nothing to develop training programs for his workers every year.

However, they should realize employees are a valuable asset to the company that play important roles in order to achieve the organization goals. Nowadays, work
environment requires employees to be skilled in performing complex task. Thus, employees need training as a performance improvement tools to ensure the successful of goals. Generally, training will be given by an expert or professional in related field or job. So, training of employees is not continuous, but it is periodical and given in specified time. The importance of training is to providing a required skill to the employees for doing the job effectively, skilfully and qualitatively. By implement the training, employees can use the needed skills that they have learnt in the training stage and process, which means by apply it in their task and job.

1.1 BACKGROUND OF STUDY

According to Oxford Advanced Learner’s Dictionary (2003), the term of training are divided into two definitions. Firstly, training as learning process skills that needed a person to perform the task. Secondly, training is defined as process of preparation to participate in a sport competition by making a physical preparation. In the context of the discussion of this research, the first definition will be used as training are implemented in an organization is to focused on learning process that establish to enhance the individual skills to facilitate the individual to perform his duties.

The ability of employees can be improved by changing their attitudes or add their skill and knowledge. That’s why training is very important for employees in doing their job and improves the performance or individual skills. This effort aim to improve the current and future performance of employees by improving the ability of employees to perform their duties so that the organizational objectives can be achieved.

According to Rozhan (2002), training are all effort carried out by organization to increase individual ability to perform the duties or play roles that have been assigned by organization. Training are focuses on proving workers specifically for the the task that have been given and more oriented. In the other hand, training refers to a planned intervention aimed at enhancing the elements of individual job performance (Chiaburu and Tekleab, 2005). Performance improvement means the existence of change that can be measured in knowledge, skill, attitude, and social behaviour. The definition
that are quite similar given by M.B Muda (2003) on training consist of a planned programme designed to improve individuals performance, teams, and organizations.

From a few definitions of training that was extracted from scholar in the field of management, especially in the field of management training in organization, we could create a holistic concept on training concept as following:

1) Training is a learning process that is systematic and planned for the employees in an organization
2) Training has it own implementation of procedures that aim to reduce the gap during the employees work performance with the performance of work that is expected by the organization.
3) Training aims to enhance and add value to knowledge reinforce skilled labour and change attitudes (KSAO’s – knowledge, skill, ability, and other character).

1.2 PROBLEM STATEMENT

This study begins with the realization about the effect of training on employees performance. Employees role actually influence the success of an organizations. No matter what the role of the worker whether project manager, site supervisor, labour, or subordinates all are contribute and play important role in developing organization and also increasing the organizational productivity. In general, the training seeks to improve the quality of the performance in their jobs. Training has been accepted as a factor that contributes to the achievement of organizational goals. Effective training programs helps employees to get acquaintance with the desired new technological advancement, also gaining full command on the competencies and skills required to perform at s particular job and to void on the job errors and mistakes (Robert, 2006).

Organizations are facing increased competition due to globalization, changes in technology, political and economic environments (Evans, Pucik & Barsoux, 2002) and therefore prompting these organizations to train their employees as one of the ways to prepare them to adjust to the increases above and thus enhance their performance. It is important to not ignore the prevailing evidence on growth of knowledge in the business