

**THE RELATIONSHIP BETWEEN JOB
TRAINING AND SME CORPORATION
PERFORMANCE IN KUANTAN, PAHANG**

NURLIYANA BINTI NASIR

PC12099

SPINE LABEL:

ITM – NURLIYANA NASIR

BACHELOR OF INDUSTRIAL TECHNOLOGY MANAGEMENT WITH HONOURS

UNIVERSITI MALAYSIA PAHANG

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NURLIYANA BT NASIR

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award of the degree of Bachelor of Industrial Technology with Honors**

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UNIVERSITY MALAYSIA PAHANG
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We certify that the thesis entitle “The Relationship between Job Training and SME Corporation Performance in Kuantan, Pahang” is written by Nurliyana Bt Nasir. We have examined the final copy of this thesis and in our opinion; it is fully adequate in terms of scope and quality for the award of the degree of Bachelor of Industrial Technology Management with Honors.

Name of Internal Examiner

Signature

Institution:

Name of External Examiner

Signature

Institution

SUPERVISOR'S DECLARATION

I hereby declare that I have checked this study and in my opinion this study is adequate in terms of scope and quality for the award of the degree of Bachelor of Industrial Technology Management with Honors.

Signature

Name of Supervisor: Wan Muhammad Noor Sarbani B Mat Daud

Position: Lecturer

Date: November 2015

STUDENT'S DECLARATION

I hereby declare that the work in this thesis is my own except for quotations and summaries which have been duly acknowledged. The thesis has not been accepted for any degree and is not concurrently submitted for award of other degree.

Signature

Name: Nurliyana Binti Nasir

Id Number: PC12099

Date: November 2015

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ABSTRACT

Job training is an important element for any organization to maintain their performance to measure their performance is higher and can compete with a big company n success of company. Many important and benefit can be obtained by any organization when the employee can be achieved when implementing a training in work place. This research is carried out to find The Relationship between Job Training and SME Corporation Performance in Kuantan, Pahang. The objective of this research is to identify the job training variables and company performance variables and to find the relationship between job training and company performance. Some of company SMEs located in Kuantan, Pahang was selected as a scope for this study. Participant randomly selected and the manager, assistance manager or supervisor of SMEs company are the respondent to answer the questionnaire in this study. Two instruments were used to collect data which is survey questionnaire which consist of open-ended and closed-ended questions. The participants are 100 randomly selected managers, assistance manager and supervisor from different age, gender, race and so on. The result showed that ability (independent variable) and company performance (dependent variable) is the effects that influence the job training and company performance. The correlation showed that ability and company performance have a strong relationship.

ABSTRAK

Latihan kerja adalah elemen penting untuk mana-mana organisasi untuk mengekalkan prestasi syarikat mereka. Banyak kepentingan dan faedah boleh diperolehi oleh mana-mana organisasi apabila memberikan latihan kepada pekerja mereka dan dapat melahirkan pekerja yang cekap dan berdisiplin tinggi. Kajian ini dijalankan untuk mengkaji hubungan antara latihan kerja dan prestasi syarikat PKS di Kuantan, Pahang. Objektif kajian ini adalah untuk mengenalpasti pemboleh ubah latihan kerja dan pemboleh ubah prestasi syarikat. Objektif kedua adalah untuk mencari hubungan diantara latihan kerja dengan prestasi syarikat. Beberapa syarikat PKS dipilih secara rawak dan pengurus, penolong pengurus dan penyelia adalah responden untuk menjawab soal selidik dalam kajian ini. Dua kaedah telah digunakan untuk mengumpulkan data soal selidik yang terdiri daripada soalan-soalan terbuka dan tertutup. Responden terdiri daripada 100 orang pelanggan dan dipilih secara rawak daripada umur, jantina, bangsa dan sebagainya yang berbeza. Hasilnya menunjukkan keupayaan/kebolehan (IV) yang ada pada pekerja dan prestasi syarikat (DV) adalah factor-faktor yang mempengaruhi prestasi syarikat. Kolerasi menunjukkan keupayaan/kebolehan mempunyai hubungan yang kuat dengan prestasi syarikat.

CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION

At the time of the rapid development of the times accompanied by advances in various fields, especially in the field of technology which is expanding rapidly, every industry racing to provide or make something great in their organizations use the facilities there now. Within a company or organization working skills are very important in ensuring a good quality of work. One of the important elements in the organization where the work is the training to train staff to provide quality contribution to the organization. Many of these companies do or make job-training programs for their employees in order to ensure they are intact in the market and compete with international company.

Employee training is important for the organization's activities influence on worker productivity. The primary purpose of the exercise is to ensure that the organization is able to achieve a satisfactory return on their investments, particularly from the source of the most important (and most expensive) of their employees. Therefore, the main objective of the training is to achieve any changes in knowledge, skills, experience, attitudes, or behavior which boost the capacity of an employee. Barry, (1994).

Job training as orientation and training to help new employees to become productive workers in the organization and experienced employees can accept the changes and requirements of the job. Development program gives employees the opportunity to grow and advance their careers, whether in or outside the organization. Implementation assessment tasks carried out for new employees and experienced in identifying additional training and development. The overall of a process improving the quality of human resources of the organization, where it meets the requirements of employees that thus contribute towards the smooth running of the organization. (Ricks et.al,1995). However, there are also many organizations can exist in the market without having a job training program for its employees. More unfortunately, some organizations consider that this program is a waste. Training is very important to the performance of the company or organization to ensure that the companies they hold in the market and can compete with foreign companies. In short, the training program can create and shape the competitiveness of an organization. Zafir Mohd & Fazilah Mohamad Hasun, (2003)

1.2 BACKGROUND OF STUDY

According to Poon,(1994) training is referring to all organizations organized effort to facilitate the learning behavior of a particular work. This effort is aimed at improving the performance of current and future performance of employees by improving the ability of employees to perform their duties in order to achieve organizational objectives. The ability of employees can be improved by changing their attitudes or add their skills and knowledge. Meanwhile, according to Truelove,(1995) training is the effort / endeavors to enhance the knowledge, skills and behaviors that are required in the execution of a work-related matter. The motive was to improve employee performance in a specific way. For (Ricks, and Ginn, et.al,1995) argues that the training is referring to the activities and experiences designed to develop the skills, knowledge, and behavior on the direction of the organization. Training is often associated with specific tasks or work-related and it is designed to teach new skills or improve existing skills. Training also included in the preparation of workers to perform new tasks.

This training program is very useful for improving the performance of employees at present and in the future. It is also a process of developing and enhancing the skills of an employee related to job performance, Blum and Naylor,(1968). In implementing a training program, the organization had provided financial aid to high and many organizations do so specifically to provide job training to employees in achieving the desired objectives.

For example, in 1995, the organization in the United States have spent nearly US\$51 thousand million for the purpose of formal training in the workplace compared to only US\$42 thousand million in 1994. Carey(1995).In addition, the Government of Malaysia, in the Seventh Malaysia Plan has allocated RM1.66 billion for the purposes of industrial training, commercial training and management training This is clearly