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