Faculty of Administrative Science & Policy Studies

THE EFFECTIVENESS OF HUMAN RESOURCE TRAINING PROGRAMME AT THE NATIONAL POPULATION AND FAMILY DEVELOPMENT BOARD

ADZHAR BIN ISMAIL
(2008261066)

10 DECEMBER 2012
CHAPTER 1

INTRODUCTION

1.1 Introduction

Training can be introduced as a process to assist a person for enhancing efficiency and skills to a particular work area by obtaining more knowledge and practices. Training is also important to establish specific skills, attitude and knowledge to an employee. Pepper (1984) defines training as the organized process concern with the acquisition of capability, or the maintenance of capability. Werner and DeSimone (2006) defines training typically involves providing employees the knowledge and skills needed to do a particular task or job, though attitude change may also be attempted. Buckley and Caple (2004) defines training as a planned and systematic effort to modify or develop knowledge/skills/attitude through learning experience, to achieve affective performance in an activity or range of activities. Based on the definitions given above, training is about to develop or enhance employee’s knowledge, skill, attitude and capability to perform adequately a given job.

For an organization, training is important as well as organizational growth, because having a talented and skillful work force is one of the important factor to the organization in order to achieve it vision and mission. A talented and skills employee and also with a best practices will enable the organization to deliver the best services to the customers.
In today business, customer satisfaction is an important element to fulfill by the organization because it will gained loyalty and trust from them. Customer satisfaction is related to quality service delivery. Kasper, Halsdingen, and Gabbot (2006) stated that quality is one of the main drivers of customer satisfaction. Therefore quality is a natural pursuit for any organization seeking a source of competitive advantage. Hence, to provide quality services delivery, the organization must ensure that the employee are well trained and skillful.

A rapid development of information communication technology today has change the life style of society. Society has become more informative and high expectation because the information around the world are easier and faster to access and to obtain through internet and other modern technology gargets.

The world summit in Geneva (2003) on information society, by civil society declaration stated that information society refers to societies in which everyone can freely create, access, utilize, share and disseminate information and knowledge, so that individuals, communities, and peoples are empowered to improve their quality of life and to achieve their full potential.” Burch, S.,(2006), stated that, the notion “knowledge society” (“sociedad del conocimiento”) emerged toward the end of the 90s and is particularly used as an alternative by some in academic circles to the “information society”. The world become borderless and the society change into knowledge society. Therefore an expectation for quality service by the customer is highly increase. Blanchard and Thacker (1999) stated that, business that
are able to develop strategies that match their internal strengths to meet the demand of the external environment will find themselves at the competitive advantage. Therefore the option to manage the change are organization development and training.

With globalization, Malaysia is also not excluded from the knowledge society. In the context of service delivery by civil servants, the government has to prepare to handle the demand for quality and fast service delivery from the knowledge society or publics. Therefore the civil servant must be trained and ready as a knowledge and skills worker to balance the public demands.

The Malaysian government through Public Service Department (PSD) has formulated new human resource policy and strategy emphasizing strategic planning, best practice and human resource management and development model to ensure quality and efficient service delivery by the civil servants. The human resource management plays an important role to provide a competitive workforce in facing the changing and challenging environment especially from the knowledge society.

One of the policy that has been formulated by PSD was Human Resource Training Policy in Public Sector in 2005. It is one of the efforts taken by the Malaysian government through PSD to provide quality and efficient civil servants. The purpose of implementing this policy is to encourage self development through continuous learning.
With the knowledge in their respective areas, the civil servants will enhance their ability and performance while carrying out their duties.

The objectives of Human Resource Training Policy in Public Sector as stated in Service Circular No. 6 Year 2005 are as follows:

1.1 to provide a qualified, talented and competent employee;
1.2 to achieve a quality output / high quality;
1.3 to enhance quality and productivity;
1.4 to create noble values and positive attitude;
1.5 to create a value creation and value added in public sector; and
1.6 to provide the road map for career development.