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RELATIONSHIP BETWEEN PERCEPTION ON TRAINING AND JOB
PERFORMANCE AMONG KPJ NURSES
SESSION : 2017/2018

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RELATIONSHIP BETWEEN PERCEPTION ON TRAINING AND
JOB PERFORMANCE AMONG KPJ NURSES

MUHAMMAD IZZAT BIN ROSLI

A project report is submitted in partial fulfilment of the requirements for
the award Bachelor of Degree in Technology Management (Hons)

Faculty of Technology Management and Business

JANUARY 2018

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I hereby declare that the work in this project report is in my own except for quotations and summaries which have been duly acknowledged.

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BINTI ABDULLAH
Specially dedicated to
father Rosli bin Madiron, and mother Normahani binti Rohani
ACKNOWLEDGEMENT

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ABSTRACT

Most employees faced some weaknesses in their workplace skills. Training gives employee a greater understanding of their responsibilities within their role, and in turn build their confidence. Previous studies have shown that training have significant implication towards job performance. The study attempts to determine perception on training and job performance among nurses. Research was conducted among 'Kumpulan Perubatan Johor (KPJ)' specialist hospital nurses in Johor Bahru and Seremban. Purposive sampling used, and a survey is done by distributed questionnaire to 302 nurses in KPJ specialist hospital, only 151 nurses responded to the survey. The data were analyzed using Statistical Package for the Social Science (SPSS). The results shown that there is a positive significant relationship between perception on training and job performance. This quantitative case study is important to help employer and academician in order to gain insight on the effect of knowledge conversion towards training and it impact on job performance.
ABSTRAK

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<td>N</td>
<td>Number of Respondents</td>
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<tr>
<td>%</td>
<td>Percentage</td>
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<tr>
<td>r</td>
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<td>&gt;</td>
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<td>p</td>
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<td>SPSS</td>
<td>Statistical Package for the Social Science</td>
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<td>KPJ</td>
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CHAPTER 1

1.0 Introduction

Generally, training is one of the way to improve employees’ work-related skills or knowledge. Training is considered successful or effective where their current level of skills and knowledge have been improved (Franklin Dang Kum, 2014). The number of training received will improve the employees’ competency in organizations towards their work-related during working (Hafeez & Akbar, 2015). Training programme is one of important aspect that will influence employees’ performance in organization. Performance of the organizations is depending on the employees' performance since employees are the key elements in the growth and the organizational performance (Khan, Khan, & Khan, 2011). It is also essential to increase employees’ productivity and to inspire and motivate the employee to be more competitive.

The changes of training to the employees nowadays growing faster with new techniques and approach to make sure employees can improve their level of performance in the organizations. In order to remain competitive, organizations need to maintain their continuous improvement and workplace education among employees in the organizations (Afshan Sultana, Sobia Irum, 2012). Thus, organizations should invest in providing interesting training programs and their future employees’ development in improving overall performance of organizations. The needs of strive in investment on training among organizations is to achieve the diversity of knowledge and skills in organization working environment. Shmaiilan (2016) discovered that the investments of giving training for the employee will be more benefits attained by organizations.
Job performance dealings with an individual against his or her goal, rely towards importance on whether results tie with the expected goal (McCloy, Campbell, & Cudeck, 1994). This means that the contextual performance is defined as individual efforts that are not directly related to their main roles. Job performance will refer to assessable behaviour and activities that workforce engages in and contribute to that are predictable to relate to an organization’s objectives, achieved or not. Job performance is one of the most important activities that reflect both the goals and the means necessary to achieve it and represents the specialist efficiency or reaching out the desired level of achievement.

The organization need to be able to understand the benefits of training that are recognized in the assessment that able to move away from viewing the training purpose as an operational function that lead towards the organization goal to be achieved. The knowledge and skills of employees in an organization's have increasingly become very essential to its performance, global competitiveness, and continuous development (Elnaga & Imran, 2013). Consistently, training characteristic that cover the workforce motivation was continually proven as the most important predictor to the training effectiveness, which can encourage people by providing the most suitable training programme that eventually affect the job performance.

1.1 Background of Research

KPJ Healthcare Berhad is engaged in investment holding and provision of management services to subsidiaries. The principal activities of the subsidiaries are the operation of specialist hospitals. The Company's segments include Malaysia, Indonesia, Australia and Others. The Malaysia segment consists of all healthcare activities, including the private hospitals, pathology and laboratory services, and distribution of pharmaceutical, medical and consumer healthcare products. The Indonesia segment includes private hospitals. The Australia segment provides retirement village and aged care facilities. The Others segment includes the operating segments involved in provision of hospital services in Thailand and Bangladesh, private university college of nursing and allied health, and sale of hospital merchandise
and other similar activities. It operates approximately 30 hospitals in Malaysia, over two in Indonesia, and one each in Bangladesh and Thailand.

Some objectives of KPJ Healthcare Berhad are;

1. Provide a full range of specialist, clinical and support services.
2. Emphasize on work ethics and confidentiality.
3. Provide a safe, secure and conducive environment.
4. Ensure that patients are cared for and serviced by well trained and competent professionals.
5. Motivate staff by ensuring staff satisfaction, their well-being and enhancing career development through education and training.

1.2 Problem Statement

The globalization trend, technology changes also development and new business practices continuously influence organization in Malaysia. Normally workforce will be more satisfied when they feel are rewarded fairly for the work they have done. Many organization currently are facing exhaustive challenge in improving the workforce of job performance to make the organization objective reach successfully. Hence, the workforce also more committed to the organization, have higher preservation rates and tend to have higher productivity.

The unresponsive organization toward changes in their external environment will face a lower productivity. In 2015, labour productivity has increase by 3.3% at RM75,538 from RM73,091 in 2014 recorded by Malaysia. Moreover, in terms of the productivity level, Malaysia has recorded a lower productivity level compared to Singapore, China, Korea and Taiwan during a year 2000 to 2015. Due to the situation, Malaysia aims to achieve the growth of level productivity in 2016 between 2.5% and 3.5% that focus on strong private domestic demand and further external trade improvements. Thus, Malaysia also aspire to be a develop nation with high income levels in over the last 10 years (Malaysia Productivity Report, 2016). The level of productivity can be improved through the performance of the labour. The importance
of improving job performance in organization is to make sure that they will always aligned with the objective, to be more successful, profitability and have a higher productivity in the organization. Moreover, by referring to immediate improvements in the knowledge, skills and abilities to carry out job related to work, and through training will promote employee performance and achieve more employee commitment towards the organizational goals cited by (Huselid, 1995; Ichniowski et al., 1997) from (A. Elnaga, A. Imran, 2013).

**Figure 1.1:** Labour Productivity Ranking of Selected Economies

In addition, the rapidity of changes in service industry requires time that employee need to adapt with latest upcoming changes (Ashar, Ghafoor, Munir, & Hafeez, 2013). Organization that are not providing a quality training to the employee will face with the reduction of the employee and will affect the productivity of the organization. There will reduce a lot of the competency, wastage of time and effort, which can contribute into the high rate of turnover in the organization. The higher turnover of talented employees will generate a knowledge gap in the organization, there will also be a remarkable loss such as reduction performance in organization (Hassan, Razi, Qamar, Jaffir, & Suhair, 2013). Increasing the rate of turnover will cost the organization to hire new employees which can leads to lower down the
organization profitability. A quality training program provide by the organization will develops employee knowledge and skills in favour of gaining competitive advantage (A. Elnaga, A. Imran, 2013).

Afshan et al. (2012) define performance as the achievement of specific tasks measured against predetermined or identified standards of accuracy, wholeness, cost and speed. Employee performance can be established in improvement in production, easiness in using the new technology, highly motivated workers. As is evident that employees are a crucial resource, it is important to optimize the role of workforce to the organization in aims and goals as a means of supporting actual performance. This growth has not only been brought about by improvements in technology nor a combination of factors of production but increased efforts towards development of organizational human resources. Therefore, in every organizations responsibility to enhance the job performance.

Purpose of human resource is to produce a talent that would be fit in the needs of the organization and be appropriate to the human knowledge in their position. The idea of having the right people in the right position is not impossible through the integration of training and development. Employees feel secured if their organizations do not have a record of laying workers off. In contrast, employees may feel more social unrest or fear if their organization reduces workforce periodically (Sukti D., 2010). Most of the times, layoffs are to momentary cut costs during economic downturn or in dealing with economic problems. Meanwhile, it is important that organizations also need to be aware of the value of experienced workforce even to consider and plan for the less apparent effects on the future of the organization. (Nadarajah, Kadiresan, Kumar, Nurul Nissa Ahmad Kamil, & Yusliza Mohd. Yusoff, 2012) suggested that job security is the security of being employed in a job, or occupation that justifies a worker’s qualifications and skills.

According (Aguinis & Kraiger, 2009) research demonstrates the impact of training on outcomes other than job performance or on variables that serve as antecedents to job performance. These additional benefits of training are not necessarily unrelated to job performance. In fact, in many cases they are indirectly
related to performance and, in others, they may be related to individual and team well-being, variables arguably also indirectly related to job performance. Advanced training programs measure training effect at some level of organizational effectiveness.

1.3 Research Questions

There are three research questions:

1.3.1 What is the perception of KPJ nurse on training?
1.3.2 What is the level of job performance among KPJ nurse?
1.3.3 What is the relationship between perception on training and level of job performance among KPJ nurses?

1.4 Purpose of Research

The aim of this study was to examine the perception of training among nurses at KPJ specialist hospitals in Johor Bahru and Seremban, and this study was conducted to study the performance of nurses in specialist hospitals in Johor Bahru and Seremban also to identify the relationship between perception on training and work performance among nurses at KPJ specialist hospitals in Johor Bahru and Seremban.

1.5 Research Objectives

The study is to fulfil the following objectives:

1.5.1 To identify perception on training in KPJ nurse
1.5.2 To identify level of job performance in KPJ nurse.
1.5.3 To determine the relationship between perception on training and the level of job performance among nurses in KPJ.
1.6 Research Hypothesis

The study was conducted to achieve the hypothesis as below:

H1: There is a significant relationship between perception on training and job performance.

1.7 Significance of Research

The significance of the study can contribute to the organization, employees, scientific resources as well as the future researchers.

1.7.1 Organization

This research is important to the organization, particularly focus on employers and top management as a guide and reference by the management of the organization to review of the elements in training and it effect towards the employee's and organizations performance at service industry. The conclusions and recommendations in perception towards training can be studied and evaluated and can be used as a guide to address the problem in improving job performance of employee and the organization.

1.7.2 Future Researchers

It will also serve as future reference researchers for human resources subject and corporate companies. And importantly, this research will educate the clients in determining on whether an industry like business industry is really fulfilling its responsibility to their workforce and invest more in training programme to have a better result in job performance.
1.8 Limitation of Research

This study was conducted in KPJ specialist hospital in Johor Bahru and Seremban. A few of respondents from employees working in service based organization will only answered the questionnaires. Accuracy of data given by respondents through questionnaires is dependent on honesty and their understanding.

1.9 Conclusion

Job performance in the organization is one of the important aspect to be take care and service organization need to put a lot of effort in maintaining their performance. The researcher believes that the perception on training of the employee and organization will directly affects the organization performance. The researcher also explained the three objectives to be achieved based on the conceptual framework that includes in identifying perception on training in service based organization, identify the level of job performance in service based organization, and the relationship between perception on training and level of job performance in service based organization.
CHAPTER 2

LITERATURE REVIEW

2.0 Introduction

Based on previous chapter, the researcher discusses about the perception on training on the job performance. The past researcher has described that there is positive effect between perception on training in improving employee performance in the organization. This is because, performance in organization is the main aspect to determine whether the employee and organization is working aligning with their objectives. The researcher will conduct a quantitative research method and analyse the data from questionnaires given to the respondents.

On the second chapter of this research, the research study focusses on issues and understanding of the researcher through literature review. The literature review can be defined as a systematic and critical process of conducting the references or resources using all the documents that consists of ideas, information, and method to gain information that related to the research topics (Chua, 2006). The researcher will use reference materials such as articles, reference books, journal, previous thesis that related to research topics, and other resources that can be found in websites.
2.1 Definition of Perception

According to Panimalar & Kannan (2013), Employee perception is a process by which individuals organize and interpret their sensory impressions in order to give meaning to their environment. Perception is not necessarily based on reality, but is merely a perspective from an individual view of a situation. In dealing with the concept of organizational behaviour, perception becomes important because people behaviour is based on their perception of what reality is, not on reality itself; the world as it is perceived is the world that is behaviourally important. Human nature can be very simple, yet very complex too. An understanding and appreciation of this is no prerequisite to effective employee perception in the workplace and therefore effective management and leadership. there is a known fact that without perception, nothing can be done in an organization and for doing any task we need a perception which is accepted by all the employees in an organization.

2.2 Definition of Training

Training can be defined as type of activity which is planned, systematic and it will result to improve the level of knowledge, skill, and competency of the employee that necessary in organizing their work effectively (Gordon, 1992). Training is not only improving competencies of individual, but it improves employees understanding of connectedness to their work and the team members (Morhman’s, 2003).

Efficiency and the effectiveness is one of the ingredients improving performance to be more productive and competitive, thus, training is an approach in increasing employee performance (Afshan Sultana, Sobia Irum, 2012). Training also will help the organization in improving the way people work using effective approach. This situation will increase the employees’ performance thoroughly.

Moreover, training will develop more benefits for the employee that will positively influence employee performance through the development of the behaviour, knowledge, skills, ability and competencies of employees (April, 2010). Training will provide the impression of care and importance of employees, then the employees will be loyal to the organization (Ashar, Ghafoor, Munir, & Hafeez, 2013).