



UNIVERSITI TEKNIKAL MALAYSIA MELAKA

A Study of Technician Perception on Training Attended with Work Performance

Report submitted in accordance with the requirements of the Universiti Teknikal
Malaysia Melaka for the Bachelor's Degree in Manufacturing Engineering
(Manufacturing Management)

By

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I hereby, declared this report entitled “A Study of Technician Perception on Training Attended with Work Performance” is the result of my own research except as cited in references.


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Author’s Name : **Mohd Asyraf Bin Samsudin**

Date :

APPROVAL

This PSM submitted to the senate of Universiti Teknikal Malaysia Melaka (UTeM) and has been as partial fulfillment of the requirements for the degree of Bachelor of Manufacturing Engineering (Manufacturing Management). The member of the supervisory committee is as follow:

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ABSTRACT

This research is carried out among technician of Telekom Malaysia Batu Pahat, Johor. The objective of this research is to find out the efficiency of the training programs attended by the technician of Telekom Malaysia Batu Pahat in aspect of knowledge, skill and attitude with work performance. Besides, this research also uses to get the feedback on the training programs attended. The data for this study collected through questionnaires. Sets of questionnaires are prepared of which are given to the 80 respondents of technicians of different categories of post. The questionnaire is divided into 4 parts which is consist of question that are related to the respondent's background, the aspect of the training programs attended, view on their perception of the training programs attended and view on the training programs to increase knowledge, skill, and attitude towards their work performance. The data obtained will be processed using software "Statistical Package for Social Science (SPSS) Version 13". Then, the data are analysis using frequency distribution, percentage, bar graph, and scattered diagram.

ABSTRAK

Kajian ini merupakan satu kajian tinjauan terhadap juruteknik yang bertugas di Telekom Malaysia Batu Pahat, Johor. Objektif kajian ini ialah untuk mengenal pasti keberkesanan program latihan yang dihadiri oleh juruteknik Telekom Malaysia Batu Pahat, Johor dalam aspek pengetahuan, kemahiran dan sikap terhadap prestasi kerja. Pengkaji juga ingin mendapatkan maklum balas daripada juruteknik terhadap program latihan yang dihadiri. Pengumpulan data dilakukan dengan menggunakan kaedah soal selidik. Set soal selidik disediakan untuk diberikan kepada responden yang terdiri daripada 80 orang juruteknik dari pelbagai kategori jawatan. Soal selidik dibahagikan kepada empat bahagian yang mana mengandungi soalan-soalan berkaitan dengan latar belakang responden, aspek-aspek tentang program-program latihan yang dihadiri oleh responden, tanggapan responden terhadap program-program latihan yang dihadiri dan tanggapan responden terhadap latihan dalam meningkatkan pengetahuan, kemahiran dan sikap terhadap prestasi kerja. Data-data yang diperolehi akan diproses dengan menggunakan software "Statistical Package for Social Science (SPSS) Versi 13". Kemudian data-data itu akan dianalisis dengan menggunakan kaedah taburan kekerapan dan peratusan, graf bar dan taburan scatter.

DEDICATION

For my beloved parents:

Samsudin Bin Ayip

Noraini Binti Sahak

And for my adored brother and sisters:

Mohd Farriz Bin Samsudin

Lily Airin Binti Samsudin

Nurlyanna Binti Samsudin

Nurul Aqilah Binti Samsudin

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LIST OF ABBREVIATIONS, SYMBOLS, SPECIALIZED NOMENCLATURE

| | |
|--------------|---|
| HRD | - Human Resource Development |
| HRDF | - Human Resource Development Fund |
| GMI | - German Malaysian Institute |
| MFI | - Malaysia France Institute |
| RMT | - Malaysia Seventh Development Plan |
| ITI | - Industrial Training Institutes |
| ADTEC | - Advanced Technology Training Centre |
| CIAST | - Centre for Instructor and Advanced Skill Training |
| JMTI | - Japan-Malaysia Technical Institute |
| TMB | - Telekom Malaysia Berhad |
| MSC | - Multimedia Super Corridor |
| NTT | - Nippon Telegraph and Telephone Corporation |
| MIMOS | - Institute of Microelectronic Systems |
| CNO | - Customer Support & Network Department |
| SOMA | - Switching Operation and Maintenance Department |
| TOMA | - Transmission Operation and Management Department |
| CAN | - Customer's Assess Network Department |
| EEO | - Equal Employment Opportunity |
| MMU | - Multimedia Malaysia University |
| UTM | - Universiti Teknologi Malaysia |
| UTeM | - Universiti Teknikal Malaysia |
| UM | - Universiti Malaya |
| UKM | - Universiti Kebangsaan Malaysia |
| INTAN | - Perpustakaan Institut Pentadbiran Awam Negara |

| | |
|--------------|--|
| LKIM | - Lembaga Kemajuan Ikan Malaysia |
| SPSS | - Statistical Package for Social Science |
| PMR | - Penilaian Menengah Rendah |
| SPM | - Sijil Pelajaran Malaysia |
| STPM | - Sijil Tinggi Pelajaran Malaysia |
| QCC | - Quest Cap Corp |
| ADSL | - Asymmetric Digital Subscriber Line |
| DSL | - Digital Subscriber Line |
| DSLAM | - Digital Subscriber Line Access Multiplexer |
| ATM | - Asynchronous Transfer Mode |
| GPRS | - General Packet Radio Service |
| GSM | - Global System for Mobile |
| CDMA | - Code-Division Multiple Access |
| WCDMA | - Wideband Code Division Multiple Access |
| VSAT | - Very Small Aperture Terminal |
| DWDM | - Dense Wavelength Division Multiplexing |
| SDH | - Synchronous Digital Hierarchy |
| MSB | - Mesabi Trust Ctf Bi |

CHAPTER 1

INTRODUCTION

1.1 Introduction

Economic and social development, in the past, has been the result of investments in social overhead projects including utilities and infrastructure and in Human Resource Development (HRD) and skill development. With right combination of these two thrusts, economic growth gains extra mileage.

The quality of Malaysia's workforce is critical to the success of the nation's industrialization programmed for the economic growth. In order to provide the manufacturing sector's with expanding demand for technically-trained workers and technological trend, the Malaysian government has taken measures to increase the number of engineers, technicians and other skilled personnel graduating each year from local as well as foreign universities, colleges, and technical and industrial training institutions. At the same time, it is also essential to foster a work culture that focuses on producing quality goods and services.

Implication from these changes is the development on every manpower interns of training programs so that they are intact on information knowledge and latest skill. In addition, training is not only to improve knowledge and skill, moreover it can produce committed and good quality worker (Dessler, 2000).

That is why in Malaysia Seventh Development Plan (RMT), private sectors are encourage straightening their training activities by using Human Resource Development Fund (HRDF) and involve in skill development centers establish in every state (RMT, 1996-2000).

The responses as well as support from the government on training needs for manpower is shown in the plan to develop new training institution with some of them are joint ventured with Multinational Corporation. In the meantime the government has also established two high level training centers which are German Malaysian Institute (GMI) focusing on manufacturing and electronic industry as well as production technology and Malaysia France Institute(MFI) which is focus on assembling electrical equipments.

Besides, the Manpower Department under the Ministry of Human Resources is one of the government agencies which conduct training programmed in order to produce a competitive and skilled industrial workforce. Currently, it operates 27 Skill Training Institutes which comprise 21 Industrial Training Institutes (ITI), 4 Advanced Technology Training Centre (ADTEC), Centre for Instructor and Advanced Skill Training (CIAST) and Japan-Malaysia Technical Institute (JMTI).

In conjunction with the statement above it is hoped that more employers will turn up to prepare training programs for their workers. The failure of this company to do so causes Malaysian companies to have less competitive edge in the global market. This is because the vast development of information technology will flood Malaysia economy in the coming edges. If Malaysian companies do not take chances that knock at their doors, they will be left behind. That is why training and development of manpower has to be looked as important component to achieve and build competitive edges (Milkovich & Boudreau, 2001).

Telekom Malaysia involves in telecommunication system in the country is directly engages to prepare infrastructure and in the same time producing products and services that will become the pulse in development of digital economy.

Realizing this fact, Telekom Malaysia has organized training programs so that the company can blend in the rapid development and changes there is taking place.

1.2 Problem Background

Telekom Malaysia Berhad (TMB) or in short called Telekom Malaysia are a big organization that supply communication technology in Malaysia. Begin with government department as known as Telekom Department; it develops to private with a lot of success in 1 January 1987. Until 31 December 1995, its customer had reached almost 3.3 million (Telekom Media, 1996).

Telekom Malaysia growing fast in property industry and along with our country's economy. KL Tower, Alor Setar Tower and Telekom Tower had become a proud for Telekom Malaysia because of communication facilities in those 3 towers need a lot of strategic planning to build it (Telekom Media, 1995). Telekom Malaysia also had been appointed as the only one telecommunication infrastructure supplier for Multimedia Super Corridor (MSC) and for telecommunication infrastructure official supplier in Commonwealth Games XVI 1998. Telekom Malaysia also had been appointed as second internet service supplier in Malaysia on 3 July 1996 after MIMOS (Telekom Bulletin, 1996).

Telekom Malaysia also had done a joint venture with Nippon Telegraph and Telephone Corporation (NTT) in order to built Cyberjaya as a smart city. Beside, active in city sector, Telekom Malaysia also not forget to obligate in the foreign country (Telekom Media, 1996).

Telekom Malaysia also had done corporation in order to prepare telecommunication facilities in foreign country which are India, Sri Lanka, Malawi, South Africa and currently is try to improve in continent of Africa.

The main objective of Telekom Malaysia is not for profit only but to become a model and also to stay as a leader in telecommunication industry in Malaysia. Commitment, teamwork and hard work are important to create a quality worker in Telekom Malaysia by leading others in communication technology along with modern world and increase the quality improvement towards total customer satisfaction. This is same with Telekom Malaysia mission which is to achieve customer satisfaction in whole while improve to be a world class telecommunication organization.

This mission will be achieving through human resource, product supplier and by giving a quality service to the customer. Through this, all of the workers in Telekom Malaysia include technician have important responsibility in order to achieve organization mission that is to be a leader in telecommunication industry through quality service to their customer. Telekom Malaysia had prepared a training program and their own human resource by built a Telekom Training College and Multimedia Malaysia University (MMU).

Technician performance related with their own knowledge, skill and attitude. That's why Telekom Malaysia had planned a training program that included computer equipments, marketing, quality, self development and technical aspect. Each of workers including technician were compulsory to attend training in certain aspect according to department need at least 40 hours a year. Beside that each of head department were given freedom to choose a training program that will be held for their own department, trainer participants and place to held.

Even though for technical training usually was held in any Telekom Malaysia College according to suitability of the training program.

A big financial also had been allocate for this purpose. All this that been done purposely to prepare a skill, excellent and commitment workers in order to achieve organization mission by being a head in telecommunication industry. So that the researcher are attract to study on training that had been attend by technician of Telekom Malaysia Batu Pahat and to get their own perception on the training program whether it can be related with their work performance and improve company performance.

1.3 Problem Statement

Nowadays, training is one of the subject that getting attention from the employers, because of training can provide an opportunity to workers to achieve the work standard that been decided by the employer. Training also made for the workers to improve skills to fulfill not only the current requirements but also for the future task. In many organization the workers that been hired have to show the continuous good performance. All this can happen if the workers had been given a continuous training (Karnik, 2000).

Because of that, an organization should proceed with good systematic training to improve the workers performance so that it can be used productively (Karnik: 1984). Realizing this, hence now there are many peoples from top management which committed to launch the training and development. For example, Hawlet-Parkard had spent about 5% from it income or US250 million to train 80000 of it workers (Casio, 2001).

In Malaysia, with the encouragement that our government gives, a lot of business organization is prepared resources to build a training program among workers in order they will not drop away from the current technology.

As an dynamic organization, Telekom Malaysia also had prepare to overcome any changes that happen and will happen in their business with the right way by built a

Telekom Training College and Multimedia Malaysia University. It was built in a purpose to prepare all kind of training program for their technical workers so that they will develop a good performance as well as increase the skill and competitiveness. Telekom Malaysia put human resource as an important priority to their company (Telekom Media, 1995).

Because of the training program for the workers are expensive, researcher has to know whether training attended by the technician really benefit them in knowledge and skill aspect as well as building a positive attitude in the way they perform their work. Researcher also needs to know whether the program attended by the technician is efficient to them in aspect of knowledge, skill and attitude with work performance. Even though the training cannot make someone be productive but it can be a chance for somebody to be more productive (Sibthorpe, 2002).

1.4 Research Objectives

- a. To identify the training programs required by the technician of Telekom Malaysia Batu Pahat.
- b. To identify the perception of the technician of Telekom Malaysia Batu Pahat on the training programs attended.
- c. To identify the efficiency of the training programs attended by the technician of Telekom Malaysia Batu Pahat in term of knowledge, skill and attitude with work performance.

1.5 Theory Framework

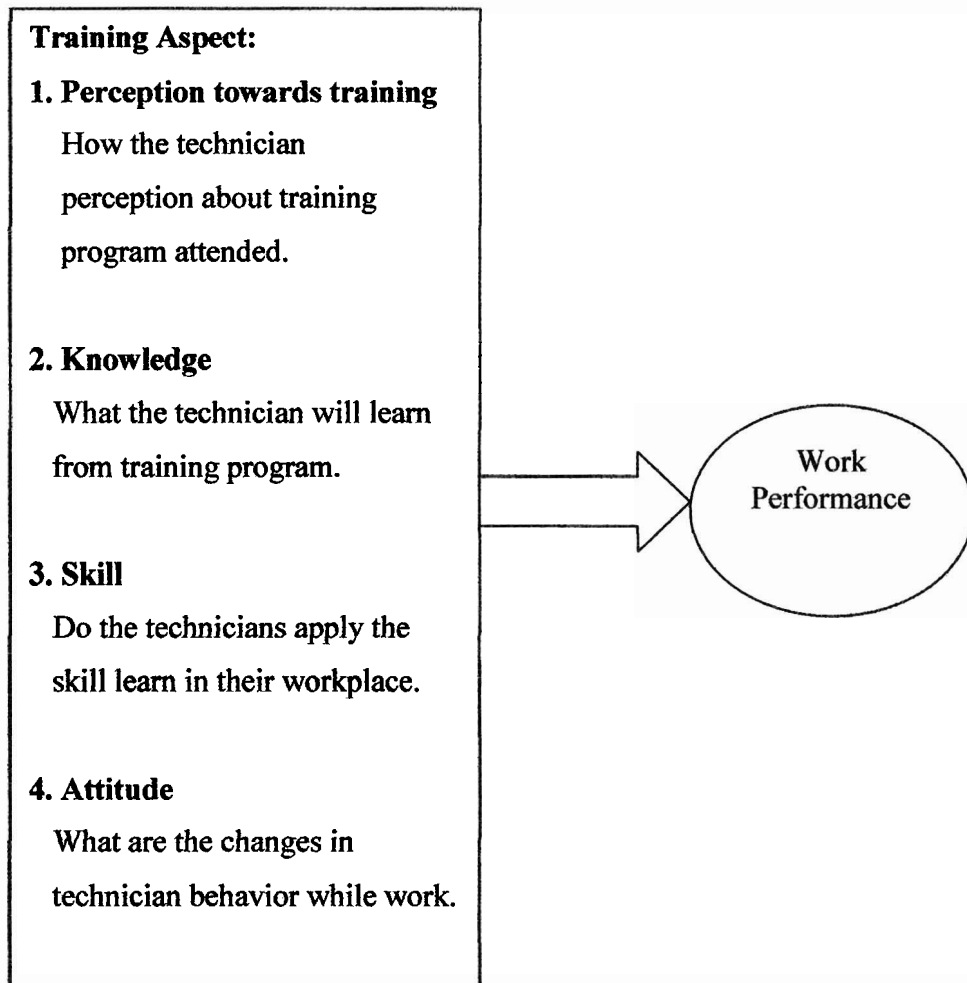


Figure 1.5: Theory Framework

This framework shows 4 elements that will be seen from training aspect which is perception towards training, knowledge, skill and attitude. Model explain that training that been create give more concentration on this element in an organization. The purpose is to come out with quality performance and high capability of technician therefore increase work performance.

1.6 Research Scope

This research will be held among the technician on duty with Telekom Malaysia Batu Pahat, Johor. This research will be conducted by examining 80 technicians from Customer Support & Network Department (CNO). Others department such as Switching Operation and Maintenance Department(SOMA), Transmission Operation and Management Department(TOMA), Customer's Assess Network Department(CAN), and the Department of PAYPHONE will not be involved in this research because of their small number that make them hard to be reached. All of 80 technicians are from different background, level age, married status, race, education, social-economy, previous experience in work field and others. The research will be done through questionnaire as research instrument.

This research is only limited to technician perception towards training aspects in which their way to carry out the training program, in aspect of knowledge, skills and attitude that can improve the work performance of the technician in Telekom Malaysia Batu Pahat, Johor.

1.7 Importance of Research

Hoping that the results or the outcomes of this research can give the positive feedback to Telekom Malaysia Batu Pahat, Johor about the training programs which attended by technician. This research also can help Telekom Malaysia Batu Pahat to improve the training programs among technician in the organization in the future in order to support the mission and vision of Telekom Malaysia to remain as the leader in communication industry in Malaysia.

With this research it can also be a reference not only to Telekom Malaysia Batu Pahat but also to others who interested to carry out advance research in related field.