

**THE EMPLOYEES' PERCEPTION ON THE
EFFECTIVENESS OF INFORMATION
TECHNOLOGY TRAINING PROGRAMS
IN SABAH DEVELOPMENT BANK
BERHAD AND ITS GROUP
OF COMPANIES**

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ABSTRACT

Each employee perceived differently on the effectiveness of training program. Thus, this study is undertaken to examine the employee's perception on the effectiveness of Information Technology Training Programs in Sabah Development Bank Berhad and its group of companies (SDB). A survey questionnaire was conducted randomly and distributed to the employees. It was found that the majority of the employee perceived that the Information Technology Training Programs is effective.

In order to keep up with the ever changing working environment where new and better work techniques/procedures are put into practice, it is imperative for Management to ensure that its employees are constantly exposed to such changes to better equip themselves in carrying out their work responsibilities. One standard avenue for Management is by sending its employees for training (i.e. to attend courses, seminars, etc).

Based on the researcher's findings and as shown in the data collected through the study, it is necessary to conclude here that training and development do play an important role in developing and nurturing an employee. The quality and/or effectiveness of Information Technology Training Programs at SDB should be constantly reviewed to ensure that it is perceived by the staff as motivators to promote productivity. Employees' perception on the effectiveness of Information Technology Training Programs should not be taken lightly as employees are the determinant of the success and failure of the organization.