

**THE RELATIONSHIP BETWEEN PRETEST, POSTTEST  
AND COURSE EVALUATION IN THE TRAINING  
COURSES OF ERICSSON MALAYSIA**

BY

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## **ABSTRACT**

### **The Relationship between Pretest, Posttest and Course Evaluation in the Training Courses of Ericsson Malaysia**

This research explores the relationship between pretest, posttest and course evaluation in different groups of training in Ericsson. Ericsson Education has many training programs. Some courses are attended by Ericsson staff only. Some courses are attended by customers' (non-Ericsson) staff only. Some courses are mixed group. Customers of Ericsson are mostly telecommunication operators. Some trainees are from Malaysia and some trainees are from other countries especially from Asia Pacific region. Some courses are conducted in Ericsson Malaysia. Some courses are conducted in customer site whether in Malaysia or overseas. This research revealed the relationship between the tests for different groups with the customers' satisfaction (course evaluation). From the study, 3 outcomes were revealed. First, there was no significant difference in terms of test scores between courses of Ericsson employees only, customers only and mixed group. Secondly, there was no significant difference between the 3 types of groups with customers' satisfaction. Thirdly, there was no significant difference between test scores with customers' satisfaction. This study should help to improve Ericsson quality of service.

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