

TRAINING MANAGEMENT SYSTEM

MAZMALEK BIN MOHAMAD

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Untuk isteri dan anak-anak tersayang serta
sahabat yang banyak membantu

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ABSTRACT

The thesis studies and analyses the existing training practices in Jabatan Perkhidmatan Awam (JPA). Based on the study a Training Management System (T-Man-S) is proposed to serve as a one-stop center for training solution provider among JPA employee. The system will provide six functionalities toward creating knowledge government taskforce. Training Management System is a web-based information system that will be developed for JPA. The system is to assist the JPA employee to manage their training requirements more effectively. This system will be developed using Active Server Pages (ASP) and the methodology to be used is Structured System Development Methodology. Therefore, developing and implementing the training management system in the efficient manner will ensure every JPA employee can fulfill the seven days of training requirement each year. The system will be managed by the Human Resource Division and assist by division's training administrator.

ABSTRAK

Tesis ini dilaksanakan untuk mengkaji amalan pengurusan latihan di Jabatan Perkhidmatan Awam (JPA). Berdasarkan kepada kajian didapati satu sistem pengurusan latihan patut dibangunkan yang bertindak sebagai *one-stop center* untuk menguruskan keperluan latihan di kalangan kakitangan JPA. Sistem latihan ini menyediakan enam fungsi utama dalam memastikan ia berupaya membantu melahirkan kakitangan yang berilmu. Sistem Pengurusan Latihan (T-Man-S) ini merupakan aplikasi yang dibangunkan berasaskan web dan menggunakan bahasa atucara ASP serta menggunakan kaedah pembangunan sistem berstruktur. Hasrat kerajaan untuk memastikan setiap kakitangan untuk menghadiri kursus sekurang-kurangnya tujuh hari setahun mampu dicapai jika sistem latihan ini dilaksanakan dengan berkesan dan teratur. Untuk memberi impak yang lebih besar kepada pelaksanaan sistem ini, Bahagian Sumber Manusia, JPA akan bertindak sebagai pemilik proses dan dibantu oleh Pegawai Tadbir bahagian.

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LIST OF ABBREVIATIONS

ASP	Active Server Pages
BCP	Business Continuity Plan
CRI	Criterion Referenced Instruction
HR	Human Resource
HRDD	Human Resource Data Dictionary
ISD	Instructional Design
INTAN	Institut Tadbiran Awam Negara
IIS	Internet Information Services
JPA	Jabatan Perkhidmatan Awam
PBT	Performance Based Training
SADM	Structured and Analysis Design Methodology
SDLC	System Development Life Cycle
SISPEN	Sistem Pengurusan Personal
T-Man-S	Training Management System

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CHAPTER 1

PROJECT OVERVIEW

1.1. Introduction

Training is an important component of human resource development in an organization. Its main aims are in maintaining and improving the capability, capacity of the public sector workforce in delivering efficient and excellent services. Effective training in an organization like the Jabatan Perkhidmatan Awam (JPA) has to be aligned with the vision, mission and values of the organization. Training plays a central role in making quality happen. Training helps employee to understand how the organization and its business processes operate.

In a knowledge-based economy, the government places emphasis on its human resource, especially on its ability to create, innovate, generate and utilize new ideas in using information and communication technology. Since human resource is a key factor in generating a knowledge-based economy, an integrated effort is necessary to increase the supply of knowledgeable and highly skilled government workforce by increasing educational and training capacities. JPA as the central agency responsible for personnel has instituted a policy of training where all government employees are required to attend at least seven days of training each year.

1.2. Background of Problem

The as-is training processes have created problems in achieving training goal among JPA employees. Even though JPA have accomplished ISO 9001:2000 standard in training management quality procedure but most of the training processes and activities are still done manually. Based on the current training practices there are several disadvantages that can be observed:

- No proper system pertaining to training and human capital development. Most of the training activities are done manually.
- The training administrator face difficulties in tracking and monitoring JPA employee who has attended training or not
- Knowledge gained from attending training is not shared among JPA employee.
- Training offered by Human Resource Division is not well informed among JPA employee.
- Last minute cancellation from employee will affect the training schedule.
- The training administrator has some problems in producing training reports for management meeting. Information regarding training has to be collected from *Pegawai Tadbir Bahagian*.
- The employee didn't have any specific channel such as one stop training system to apply training courses.
- Awareness about the important of training among JPA employee still low.
- The human resource division is facing problem in decision-making process if training information are kept in hard copy.

1.3. Statement of Problem

The important of training in line with the efforts to promote a learning organization culture and to foster knowledge workers in civil service will give great impact to Human Resources Division, JPA. Managing training will be a great challenge for training administrator especially to ensure every JPA employee fulfills 7 days training per year. Training activities which are done manually contribute to the problem for human resource division JPA to achieve the Public Sector Training Policy requirements and objectives. Base on the latest training achievement status report dated 12 September 2006 - 17% of JPA employees have not attended any courses, 39% have attended course less than 7 days and only 44% have achieved 7 days training requirements.

1.4. Project Objectives

The following is the list of project objectives for the proposed system- Training Management System (T-Man-S);

- To analyze the current training practices in JPA
- To design and develop internal training system for Human Resource Division JPA
- To promote knowledge sharing by encouraging JPA employee to update their training outcomes in the system
- To formulate policy and strategies to ensure every JPA employee using the training system

1.5. Project Scope

The project scope is as below:

- The study will be conducted mainly at the Human Resource Division and other division in JPA, Putrajaya including all INTAN campus and Pension Division in Kucing, Sarawak and Kota Kinabalu, Sabah.
- For the purposes of this project, the working definition of training (and development) is adapted from that proposed by the OECD (1997): *"all the various processes by which an individual develops the competencies required for current and future employment-related tasks"*. This definition is broad enough to allow for a wide range of training and development activities to be included.
- The major functionality of T-Man-S is to serve as a platform to facilitate the training administrator and JPA employee to manage internal training function;
 - Registration of employee service and personnel details
 - Application of training courses
 - Tracking training progress
 - Generating training reports
 - Sharing Knowledge
 - Evaluation of training
 - Updating training outcomes
 - Monitoring of training and
 - System Administration

- Technology requirements used for the system will include;
 - Software requirements needed are Active Server Pages (ASP), Internet Information Server, Microsoft SQL Server, Dream Weaver, Seagate Crystal Report, Microsoft Project 2000 and Rational Rose Enterprise Edition.
 - Hardware requirements will include desktop or notebook; Pentium based server or equivalent, hub or switches, Network Interface card (NIC) and Unified Twisted pair (UTP) cable.
 - System will be operated on Window 98 platform and above
 - Structured Analysis and Design Methodology (SADM) will be used for analysis and design stage
 - Data Flow Diagram will be used as a process modeling technique.
 - The training system will feature a web base application and operates on the client-server architecture.
 - System testing will cover unit testing, system testing, stress test and user acceptance.

1.6. Importance of the Project

By developing T-Man-S, it will give positive impact in term of:

- Provide one stop center system for managing training for JPA personnel.
- Will encourage and make it easier for JPA employee to participate in JPA training programs
- All information regarding training will be utilized for decision-making.

- Towards a paperless training environment.

1.7. Chapter Summary

Managing training will be a great challenge for Human Resource Division especially in monitoring JPA workforce to implement government-training policy that requires all personnel to attend at least seven days of training per year. Effective training system is important to ensure all the training programs have to be aligned with the vision, mission and values of the organization.

Advanced and sophisticated ICT infrastructure available in Putrajaya will be an enabler to make the system implementation more smoothly. The training system will be able to fulfill major training requirements and functionalities for JPA. Some business process improvement in training practices will be incorporated in the system.

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