

## **PENANDAARASAN KUALITI PENGAJARAN: KAJIAN KES TERHADAP PENYEDIA KHIDMAT LATIHAN TERPILIH DI LEMBAH KLANG**

(Benchmarking fqt Quality qh'Teaching: A Case Study on Selected Training Service  
Providers in Klang Valley)

KHAIRUL ANUAR MOHD ALI & NADIAH MAISARAH ABDUL GHANI

### *ABSTRAK*

Kajian ini dijalankan untuk mengkaji dan mengukur prestasi serta pencapaian tatakaedah pengajaran Perbadanan Produktiviti Malaysia (MPC) berbanding dengan rakan penandaarasan dalam kalangan penyedia latihan terpilih di Lembah Klang. Hasil kajian akan membolehkan pihak MPC mengenal pasti amalan terbaik dalam menjamin kualiti pengajaran dan jurang perbezaan antara rakan penandaarasan. Pihak MPC juga akan dapat mengenal pasti kehendak pelanggan yang inginkan kualiti dalam pengajaran mereka. Responden dalam kajian ini terdiri daripada peserta kursus yang menghadiri program yang dijalankan oleh penyedia latihan berkaitan dengan peningkatan kualiti dan produktiviti. Seramai 113 orang atau 52.3% peserta kursus adalah dari MPC, 61 orang atau 28.3% dari Syarikat A dan 42 orang atau 19.4% peserta dari Syarikat B. Analisis perihalan digunakan dalam kajian ini bagi melihat peratusan kepuasan dan persetujuan responden berkaitan dengan tatakaedah pengajaran yang diamalkan. Selain itu, ujian ANAVA turut digunakan untuk menguji kewujudan perbezaan signifikan antara kaedah pengajaran yang berbeza. Hasil kajian mendapati bahawa kebanyakan responden berpuas hati dengan tahap prestasi bagi kaedah pengajaran yang digunakan oleh MPC bagi kebanyakan faktor seperti penyampaian jurulatih, kesungguhan jurulatih, suasana dan tempat latihan, alat bantuan mengajar dan bahan, kandungan dan kesesuaian tempoh masa. Namun, penambahbaikan berterusan oleh pihak MPC adalah amat perlu bagi memastikan tahap ini dapat dikekalkan pada masa akan datang.

*Kata kunci:* Amalan terbaik; kaedah pengajaran; penandaarasan; penyedia khidmat latihan; prestasi

### *ABSTRACT*

This study aims to investigate and measure the training methodologies performance of Malaysia Productivity Corporation (MPC) as compared to benchmark partners among selected training providers in Klang Valley. The results of this study will provide information to MPC on the practices in training methodologies and any gap differences within benchmark partners. MPC also will be able to identify the needs of customers who want quality of their teaching. Respondents in this study are the participants who attended training programmes conducted by training providers which are related in the area of productivity and quality enhancement. There were 113 or 52.3% participants from MPC, 61 or 28.3% participants form Company A and 42 or 19.4% participants from Company B. Descriptive analysis was used in this study to identify the percentage of respondents' satisfaction and views of various training methodologies implemented. Besides, the ANOVA test also used to test the existence of significant differences between different types of teaching methods. Findings of this study indicates that, most of the respondents were satisfied with the performance level of training methods used by MPC such as trainers delivery, trainers ability, training environment and place, training aids, contents and suitability of time. However, further improvement for this existing performance level is vital for MPC to ensure its sustained achievement in the future.

*Keywords:* Best practice; teaching methodology; benchmarking; training service provider; performance

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*Pusat Pengajian Siswazah Perniagaan  
UKM-Graduate School of Business  
Universiti Kebangsaan Malaysia  
43600 UKM Bangi  
Selangor DE, MALAYSIA  
Mel-e: kabma@ukm.my\*, nadiahmaisarah@yahoo.com*