

# **TRAINING TRANSFER AND WORK IMPROVEMENT**

The Fire and Rescue Department's Perspective

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## Preface

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Fire and Rescue Department plays an important role in providing effective and efficient fire prevention and fire-fighting services, as well as enforcement of law related to fire safety, fire-fighting and humanitarian services. The department has been recognised as significant contributor to the wellbeing of community and country development. Nevertheless, Fire and Rescue Department, are facing many opportunities and challenges today and in the future in term of the scope and intensity of the tasks. The rapid advancements of new technology, new knowledge and new skills allow them to stay relevant yet adamant about the ever increasingly challenging works. These new knowledge, skills and technology are highly critical as it helps improve the services and at the same time better protect the firefighter. Consequently, investment in education and skills development of employees (the fire fighters) through trainings has never been more important.

This book is the product of Doctor of Business Administration thesis “Training Transfer Climate and Training Transfer: The Mediating Effect of Motivation to Improve Work Through Learning”. The presentation of this book is based on the scientific work focusing on the ability of employee to practice the knowledge and skills acquired from training to their workplace or what is known as training transfer. The topic is very relevant and at the same time critical in the workplace that involved life threatening incident such as the firefighting. Continuous training and retraining of fire fighter are imperative to ensure the firefighter is equipped with the new knowledge and new skills especially when new technology, processes, and rules and regulations are introduced. Therefore, this book looks into the insight of training transfer and propose a new framework to ensure effective training transfer especially for fire fighter. In doing so, this book emphasises on the two level of training transfer climate, namely organizational and individual levels. At organizational level there are three important supports: organizational support, supervisor support and peer support. At individual level the critical factor is employee self-efficacy. However, these variables of training transfer climate do not directly

influence the effectiveness of training transfer. Instead, the effect is fully mediated by motivation to improve work through learning or employee work motivation.

The book not only significantly contribute to the stock of knowledge in training transfer but also provide valuable propositions to industry especially the fire fighter department in term of improving the implementation of new knowledge and skills among the fire fighter as well as developing a more effective training program and modules. We believe the discussions and suggestions provided in this book also may benefits the policy makers about the important factors that significantly influence the effectiveness of knowledge and skills implementation. This will also help the Fire Fighter Department to better serve the community and at the same time reducing incidences and fatality among its staffs. The authors wish to acknowledge that this book is a part of a research project funded by the Research University Grant (GUP-2022-001) and FEP 1.

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