

## ABSTRACT

Training, like any other function in Bank Negara Malaysia requires time, effort and money. Therefore the Bank needs to know whether its investment in training is well spent and if it is worth the effort. In the human resource development (HRD) field, the current issues are evaluation, results-oriented training and bottomline contribution. Training programmes in the Bank can be highly effective but the real test is whether participants upon returning to their work place are able to implement the new knowledge and skills.

Bank Negara Malaysia is currently undergoing an organisational change that would require generally higher-level manpower skills. Training and retraining of its staff would be necessary as jobs are merged and the people have to be multi-skilled. Subsequently evaluation of training becomes equally important too.

This research paper attempts to measure the effectiveness of a selected training programme based on Kirkpatrick's Model of the four levels of training evaluation. The results of the study indicated that overall the training programme was effective in that there was some improvement in the behavioural change and job performance of the participants. Some recommendations based on research findings are suggested to improve in evaluation of training programmes in Bank Negara.