TABLE OF CONTENTS

Contents Acknowledgement Abstract		Page i ii			
			Chapter One	Introduction	
				1.1 Objectives of the Study	1
	1.2 Significance of the Study	2			
	1.3 Scope of the Study	3			
	1.4 Research Methodology	4			
	1.5 Assumption	4			
	1.6 Sampling Design	4			
	1.7 Limitations of the Study	4			
	1.8 Summary of Chapters	5			
Chapter Two	Literature Review				
	2.1 Evaluation and the Training				
	Cycle	6			
	2.2 Identifying Training Needs	9			
	2.3 Developing Learning Objectives	14			
	2.4 Designing and Developing				
	Programmes	16			
	2.5 Delivering Training	17			
	2.6 Evaluation of Training	18			
Chapter Three	The Kirkpatrick's Model				
	3.1 Framework and Concepts	24			
	Level 1: Evaluating Reaction	25			
	Level 2: Evaluating Learning	26			
	Level 3: Evaluating Behavior	29			
	Level 4: Evaluating Results	31			

	Contents	Page
Chapter Four	Training in Bank Negara Malaysia	
Chapter Four	4.1 Organisation of the Bank	32
	4.2 Mission, Vision and Core Values	33
	4.3 The Staff Training Centre	35
	4.4 Development Needs Analysis (DNA)	38
Chapter Five	Evaluating the Clerical Development Programme	
	5.1 The Training Programme	42
	5.2 Characteristics of Participants	44
	5.3 Research Results	45
	5.4 Comments	49
Chapter Six	Recommendations and Conclusion	
	6.1 Recommendations	50
	6.2 Conclusion	54
Bibliography		55
Appendices		
Appendix 1	Reaction Sheet	56
Appendix 2	Rogen Workshop Evaluation Form	57
Appendix 3	ASTD Evaluation Form	58
Appendix 4	Bank Negara Malaysia Evaluation Form	59
Appendix 5	Sample Items From Confirmation	
	Programme	60
Appendix 6	Organisation Chart Of Bank Negara	61
Annendix 7	Feedback Form	62