PERFORMANCE STUDY OF THE TRAINING THE TRAINERS PROGRAMME

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ABSTRACT

Performance measurement is a regular process involving the systematic collection, analysis and reporting of data that tracks resources used, work produced and whether specific outcomes were achieved. A particular reason for measuring training performance is that telecentre community needs a more competitive approach to sustain the training techniques used.

In this paper, we are going to discuss on our training methodology that has been used in several telecentres (e.g., e-Lamai, Sarawak, and e-Buayan, Sabah), present the training metrics conducted at the telecentres, evaluate our training approaches based on training output, and finally suggest improvement to the training approaches.

Keywords: performance measurement, methodology, training, remote community, telecentre.

1. INTRODUCTION

In the effort to eliminate digital divide between rural and urban area in Malaysia, several remote telecentres had been established by the Centre of Excellence for Rural Informatics (CoERI), Universiti Malaysia Sarawak. The telecentres aim to provide basic ICT infrastructure such as computer facilities and Internet services to the rural area. Under the same project, training-the-trainer programme has been introduced to the local champion as part of the effort to promote ICT for the rural communities. This programme includes delivering various ICT knowledge and skills to a selected group as the local trainers. These local trainers will then transfer the ICT knowledge and skills to the rest of the community.

To ensure the quality of the training delivered by the local trainers to the local community, we have adopted the Performance Prism as a performance measurement and management framework in designing and delivering the training programme to the rural communities. The framework consists of the training process, training strategies and training capabilities.

The Performance Prism is a framework developed by the Centre for Business Performance at Cranfield University. This framework emphasis on the stakeholder in a group before determining on the other components, which are the strategies, process, capabilities, and the satisfaction and contribution of the stakeholders.[1] Differs with other existing performance management framework, such as Balance Scorecard[2] and Team Performance Management (TPM)[3], emphasis on process and evaluation, or Key Performance Indicators[4], which emphasis on the outcome. Performance Prism looks into the performance from the perspective of a