

A Research of Employee Educational Training Activities — Utilizing Kano's Model and Training Quality as Frameworks

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ABSTRACT

At present, various in-service training program has been implemented for many years, with the exception of Labor job training grants, the recent years also begun to encourage the general business education and training organizations, and the actual provision of financial assistance to improve the quality of the manpower to enhance the overall competitiveness.

This article is by the Council of Labor Affairs VTC planning over the years, and now also has developed training on the quality of Taiwan's scorecard (Taiwan Train Quality Scorecard, TTQS), attempted to look into the various units in the process of education and training activities, the emphasis items. And take advantage of the quality of two-dimensional model of Kano, in view of the industry have been involved in enterprise education and training activities organized by various sectors of workers, a sample survey conducted in order to understand the quality of education and training elements of the impact of activities to explore and summarize the quality of education and training elements of the attributes.

Research from this study and the results of the survey statistics, the quality of the elements of each attribute, depending on the quality of two-dimensional model of Kano so classified and divided into the charm of quality and, if necessary, quality, unified quality and no difference in quality attributes such as quality, in view of the results of research the recommendations put forward as a business education and training of the units or personnel activities in the future when planning education and training of reference.

Keywords : Kano two-dimensional model、 education and training、 TTQS、 dual important correlation analysis

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