

## **Training, Job Satisfaction, POS and Service Quality: The Case of Malaysia**

Abdul Rahim Zumrah\*

*This study is conducted to examine the role of job satisfaction and perceived organizational support as a mediator in the relationship between training and service quality. The data of this study has been collected from 222 public sector employees in Malaysia and their supervisor through survey. The results from data analysis shows that both predictions were not supported by the analysis. However, this study found a significant relationship between training and job satisfaction, and between training and perceived organizational support. Although the main objectives of this study was not supported, however, this study provides empirical evidence of the direct effect of training on perceived organizational support and job satisfaction, particularly in the Malaysian public sector context. The results support the importance of training in producing positive work attitude and behavior found in previous studies, and demonstrates the applicability of this management concept to non-Western settings (Malaysia), and to the public sector more generally.*

**Field of Research:** Training, job satisfaction, perceived organizational support, service quality, Malaysian public sector.