The consequences of transfer of training for service quality and job satisfaction: An empirical study in the Malaysian public sector

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The significance of transfer of training to organizations has been acknowledged by many studies. However, the consequences of transfer of training, particularly for employees, have still not been adequately explored. The present study was conducted to address this gap. Specifically, it explores the relationship among transfer of training, service quality and job satisfaction. Data for this study were collected through surveys of employees, their supervisors and their colleagues. Data were analysed using structural equation modeling. The findings reveal that transfer of training is positively and significantly associated with both service quality and job satisfaction. © 2013 John Wiley & Sons Ltd.