An Empirical Study of the Training Evaluation Decision-Making Model to Measure Training Outcome

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Abstract
In terms of training evaluation, most human resource development (HRD) or training professionals as program suppliers are usually limited to course-level trainee satisfaction. The training evaluation practice framework can be originally linked to Kirkpatrick (1959). The purpose in this study was to explore the key important factors that affect the relationship between HRD professionals and training evaluation by establishing a decision-making model of training evaluation practices using fuzzy concept (Van Laarhoven & Pedrycz, 1983) and grey relation analysis (Deng, 1982), that is, a quantitative method. This could guide HRD or training professionals when making the decisions about which evaluation level can be viewed as the priority to be implemented by looking at their own organizational characteristics.

Key words: DECISION MAKING; FUZZY CONCEPT; GREY RELATIONAL ANALYSIS; TRAINING EVALUATION; QUANTITATIVE METHOD