

A Study on the Key TTQS Factors Influencing Training Effectiveness

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Abstract:

This study explores the prioritization of PDDRO indicators in the Taiwan Talent Quality-Management System (TTQS) in relation to training performance, and examines differences in key training factors across Taiwan's three major industries—manufacturing, service, and technology. Five TTQS experts (instructors, consultants, and evaluators) assessed 18 indicators via the Delphi method, resulting a consensus-based set for the AHP model. The AHP questionnaire was then distributed to 10 senior HRD experts with extensive training experience. The results of this study indicate industry-specific preferences: in the “Plan” dimension, manufacturing and technology emphasize “alignment of plans and objectives,” whereas service values “clarity of training objectives.” In the “Design” dimension, manufacturing prioritizes “competency analysis and application,” service emphasizes “alignment with goals,” and technology focuses on “program design.” For the “Do” dimension, manufacturing and service value “training course relevance,” whereas technology stresses “support for learning transfer.” In the “Review” dimension, all industries highlight “follow-up on post-training improvement.” Finally, in the “Outcome” dimension, the key factor across all three industries is “senior management support and endorsement.” The findings of this study provide more effective guidance for enterprises in designing training programs.

Keywords:

TTQS, Training performance, Delphi Method, Key factors.