

ABSTRACT

This study focuses on the training need of employees in claim, underwrite and marketing departments in a non-life insurance company. The survey is conducted to identify what is their training need. The questionnaire is used as a research tool with 59 employees who are the employees in claim, underwrite and marketing departments in a non-life insurance company. The data analysis is done by using calculation in evaluating the result in term of percentage. The result shows that there is relationship between background characteristic and level of training need. The researcher will develop the training course for the employees in each department match the economic situation now. It will bring the benefits to individual and organization successfully.

