

**THE STUDY OF TRAINING AND DEVELOPMENT TOWARDS HOTEL EMPLOYEE  
JOB PERFORMANCE: A FOCUS ON 1 TO 5 STAR HOTELS IN PENANG**

**SITI ZALIPAH BINTI IBRAHIM  
2013362473**

**Submitted in Partial Fulfillment of the Requirement for the Bachelor of Science  
with Honours Hotel Management**

**FACULTY OF HOTEL AND TOURISM MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
PENANG**

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**BACHELOR OF SCIENCE WITH HONOURS HOTEL MANAGEMENT  
FACULTY OF HOTEL AND TOURISM MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
“DECLARATION OF ORIGINAL WORK”**

I, Siti Zalipah binti Ibrahim,

(840402025940)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

015 2015

## **LETTER OF SUBMISSION**

DECEMBER 2015

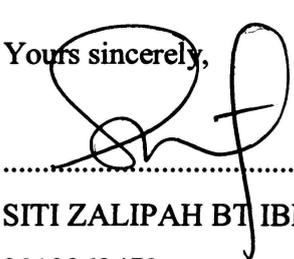
Bachelor of Science (Hons.) Hotel Management  
Faculty of Hotel and Tourism Management  
Universiti Teknologi MARA  
Pulau Pinang.

**Dear Sir,**

### **SUMISSION OF PROJECT PAPER**

Attached is the project paper titled 'The Study Of Training And Development Towards Hotel Employee Job Performance: A Focus On 1 To 5 Star Hotel In Penang' to fulfill the requirement as needed by the Faculty of Hotel and Tourism Management Universiti Teknologi MARA (Penang).

Yours sincerely,



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SITI ZALIPAH BT IBRAHIM

2013362473

Bachelor of Science (Hons.) Hotel Management

## **ABSTRACT**

This research is conducted to study the impact of the training and development toward hotel employee job performance. In this research, a total of 382 respondents was deployed and as a result, 194 responses were successfully collected, representing 51% of the total sample. The data were analyzed using descriptive statistic, reliability analysis to test the reliability of the variables, correlation analysis to test the strength and direction of the relationship. Factor analysis is used to know the significant of each questions and regressions analysis to test the contribution and impacts of the variables or to examine the relationship between training and development and job performance. The finding reveals that training and development does influence job performance.

**Keywords:** Training and development, job performance, hotel industry.

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