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

DECEMBER 2015
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: 15 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,

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.
TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>CONTENT</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Declaration</td>
<td>ii</td>
</tr>
<tr>
<td>Acknowledgement</td>
<td>iv</td>
</tr>
<tr>
<td>Table of Contents</td>
<td>v</td>
</tr>
<tr>
<td>List of Tables</td>
<td>ix</td>
</tr>
<tr>
<td>List of Figures</td>
<td>x</td>
</tr>
<tr>
<td>List of Diagrams</td>
<td>x</td>
</tr>
<tr>
<td>List of Abbreviation</td>
<td>x</td>
</tr>
<tr>
<td>Abstract</td>
<td>xi</td>
</tr>
</tbody>
</table>

CHAPTER ONE: INTRODUCTION

1.0 Background of study       1
1.1 Research Problem          2
1.2 Research Objectives       3
1.3 Research Questions        3
1.4 Research Hypothesis       3
1.5 Significant of Study      3
1.5.1 Practical Aspect        3
1.5.2 Academic Aspect         4
1.6 Definition of Key Terms   4
1.6.1 Training                4
1.6.2 Development             4
1.6.3 Job Performance         4
1.7 Framework                 5
1.8 Summary                   5