



THE EFFECTIVENESS OF TRAINING AND DEVELOPMENT  
AT SURUHANJAYA SYARIKAT MALAYSIA (SSM) HEADQUARTERS

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Submitted in Partial Fulfilment of the  
Requirement for the  
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**FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA(UTM)  
MELAKA,CITY CAMPUS**

**JANUARY 2019**

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**DECLARATION OF ORIGINAL WORK**



**BACHELOR OF BUSINESS ADMINISTRATION  
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UNIVERSITI TEKNOLOGI MARA  
“DECLARATION OF ORIGINAL WORK”**

**I, NUR HASHIMA BINTI ZAHARI (I/C NUMBER) : 960517065252**

Hereby, declare that :

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

Signature \_\_\_\_\_

Date \_\_\_\_\_

## **LETTER OF SUBMISSION**

Faculty of Business and Management

Universiti Teknologi Mara

110 Off Jalan Hang Tuah

75300 Melaka

### **SUBMISSION OF PROJECT PAPER (IBM672)**

Dear Madam,

With reference to the subject matter, I hereby submit this project title “The effectiveness of Training and Development at Suruhanjaya Syarikat Malaysia(SSM) Headquarters” as to fulfill the partial requirement as needed by the Faculty of Business and Management Universiti Teknologi Mara

Thank You.

Your Sincerely,

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NUR HASHIMA BINTI ZAHARI

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# **THE EFFECTIVENESS OF TRAINING AND DEVELOPMENT AT SURUHANJAYA SYARIKAT MALAYSIA (SSM) HEADQUARTERS**

## **ABSTRACT**

Every organization wants to achieve their goals and the most important things are their organizational performances .The organizational performances will affect whether the organization achieve their aim or not. Every organization will do the training and development to ensure their employees increase their performances before to achieve the good organizational performances. In this research it will shown on how effective the training and development academy at Suruhanjaya Syarikat Malaysia (SSM) Headquaters .The independent variable is Training and development with the component (Training design ,delivery style and On- The job training ) . The dependent variable is organizational performances. The objective of this study is to know the effectiveness of training and development at Suruhanjaya Syarikat Malaysia (SSM).A quantitative research had been done that been adopted using multiple choice question and Likert-scale questionnaire. The questionnaire been distribute to the employees of Suruhanjaya Syarikat Malaysia (SSM) Headquarters at Menara SSM@Sentral . The data collection was collected by this research and analyzed by SPSS. The result analyzed the frequency output, realibility analysis, pearson correlation analysis and multiple regression. From the result, it shows that there is a relationship between the independent variables and the dependent variable.