



A STUDY ON THE FACTORS THAT AFFECTING THE EFFECTIVENESS IN  
TRAINING AT SYARIKAT AIR NEGERI SEMBILAN SDN BHD

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## **DECLARATION OF ORIGINAL WORK**



**BACHELOR OF BUSINESS ADMINISTRATION  
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“DECLARATION OF ORIGINAL WORK”**

**I, FATIN NADIA BINTI AZIZ JAFFAR, (I/C Number: 950712-05-5368)**

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: \_\_\_\_\_

## **LETTER OF TRANSMITTAL**

The Head of Program  
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Dear Sir/Madam

### **SUBMISSION OF PROJECT PAPER**

Attached is the project paper titles 'A Study on the Factors Affecting the Effectiveness in Training at Syarikat Air Negeri Sembilan Sdn Bhd' to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA (UiTM).

Thank you.

Sincerely,

.....

(Fatin Nadia Binti Aziz Jaffar)

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## TABLE OF CONTENTS

	Pages
<b>TITLE PAGE</b>	ii
<b>DECLARATION OF ORIGINAL WORK</b>	iii
<b>LETTER OF TRANSMITTAL</b>	iv
<b>ACKNOWLEDGEMENT</b>	v
<b>TABLE OF CONTENTS</b>	vi
<b>LIST OF FIGURE</b>	x
<b>LIST OF TABLES</b>	xi
<b>LIST OF ABBREVIATIONS</b>	xii
<b>ABSTRACT</b>	xiii
<b>CHAPTER ONE: INTRODUCTION</b>	
1.1 Introduction	1
1.2 Background of Study	1
1.3 Background of the Company	3
1.4 Problem Statement	4
1.5 Research Question	5
1.6 Research Objective	6
1.7 Significant of Study	6
1.7.1 Organization	6
1.7.2 Researcher	7
1.7.3 Employee	7
1.8 Definitions of Term	7
1.8.1 Training	7
1.8.2 Effectiveness	7
1.8.3 Employee	8

## ABSTRACT

**INTRODUCTION:** Training in organizations is a strategic human resources function. Therefore, organization need to ensure that training in the organization is effective. The main objective of the research is to determine the most influence factors that affect the training in SAINS. The factors are trainer characteristic, training content and training environment. This study is aimed to test the relationship between trainer characteristic, training content and training environment with the effectiveness in training at Syarikat Air Negeri Sembilan Sdn Bhd. Researcher used questionnaires as a main instrumental in data collection method. The researcher was distributed 103 questionnaires to the respondents at SAINS. After data had been collected, data was analysed using SPSS version 22.

**Result:** The result indicated that there is a positive relationship between trainer characteristic, training content and training environment in SAINS. **Conclusion:** Overall, it can be concluded that the most factor that affect the effectiveness training in SAINS are training environment, training content and follow by trainer characteristic. The discussion of study implications and future research will be explained at the end of this study.

**Keywords:** *Trainer Characteristic, Training Content, Training Environment, Training Effectiveness*