

THE EFFECTIVENESS TRAINING
PROGRAMS FOR STAFF MALAYSIA
AIRPORTS HOLDINGS (MAHB)

NURU AIN BINTI ABD MALIK
2008722967

Submitted in Partial Fulfillment of the
Requirement for
the Bachelor of Business Administration
(Hons) Human Resource

FACULTY OF BUSINESS
MANAGEMENT UNIVERSITI
TEKNOLOGI MARA KAMPUS
BANDARAYA MELAKA

OCTOBER 2010



BACHELOR OF BUSINESS ADMINISTRATION (HONS) HUMAN
RESOURCE

FACULTY OF BUSINESS MANAGEMENT UNIVERSITI TEKNOLOGI
MARA SHAH ALAM

“DECLARATION OF ORIGINAL WORK”

I, Nuru Ain Binti Abd Malik,

Identification Number:870810-03-5504

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 results of my independent work and investigation, except where otherwise stated.
- All the verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____

Date: _____

LETTER OF SUBMISSION

29/10/10

The Head of Program

Bachelor of Business Administration (Hons) Human Resource

Faculty of Business Management

Universiti Teknologi MARA

Kampus Bandaraya Melaka

110, OFF Jalan Hang Tuah

75300 Melaka

Dear Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled "**THE EFFECTIVENESS TRAINING PROGRAMS FOR STAFF MALAYSIA AIRPORTS HOLDINGS BERHAD (MAHB)**" to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA

Thank you.

Yours sincerely,

.....

Nuru Ain Abd Malik

2008722967

Bachelor of Business Administration (Hons) Human Resource

ABSTRACT

If we can see right now, many organization need to practice the training program in their organization no matter that company big or small. This is because, with training program, a lot of benefit that company and also their staff will get. For example, with the training program, it will increase the level of skill and gain more new knowledge. For this project paper tries to study on the effectiveness training program for staff Malaysia Airports Holdings Berhad (MAHB). This is an exploratory study that tries to identify the effectiveness among the staff after attending the training program. The study can also find which groups are strong and weak against the 4 independent variables. The 5 independent variables are the content evaluation, trainer evaluation, facilities evaluation, training support evaluation and also training effectiveness. Towards this weakness the study can suggest a better recommendation to overcome the weaknesses. After the analysis the research found that the respondent effectiveness of the training program is moderate among the respondent. Based on the finding the study gives appropriate recommendation to overcome the weakness towards the new process. For conclusion all the objective in this study has being met.

TABLE OF CONTENT

PAGE

ACKNOWLEDGEMENT.....i

ABSTRACTii

LIST OF TABLES.....iii

CHAPTER 1

INTRODUCTION

1.0 INTRODUCTION.....1

1.1 BACKGROUND OF STUDY.....1

1.2 BACKGROUND OF THE COMPANY.....2-4

1.3 PROBLEM STATEMENT.....5

1.4 RESEARCH QUESTION.....5

1.5 OBJECTIVE OF THE STUDY.....6

1.6 THEORETICAL FRAMEWORK.....6

1.7 HYPOTHESIS.....7

1.8 SIGNIFICANCE OF THE STUDY.....7

CHAPTER 2

LITERATURE REVIEW

2.0 INTRODUCTION.....8-12

2.1 TRAINING.....12

2.2 CONTENT CONTRIBUTION OF TRAINING13-15

2.3 OBJECTIVE15