



UNIVERSITI TEKNOLOGI MARA  
MELAKA CITY CAMPUS

**INDUSTRIAL TRAINING REPORT  
HRM 622**

**A REPORT ON:**

**A STUDY OF EFFECTIVENESS OF TRAINING AND  
DEVELOPMENT TOWARD EMPLOYEES IN SAPURA  
INDUSTRIAL BERHAD**

**PREPARED FOR:  
ENCIK ZA'ABAH BIN MOHAMAD**

**BY:**

**NORMAZURA BINTI MOHD ZAINY  
2008305429**

**MAY 2011**



**BACHELOR OF BUSINESS ADMINISTRATION  
(HONS) HUMAN RESOURCE  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITY TEKNOLOGY MARA  
MALACCA CITY CAMPUS**

**“DECLARATION OF ORIGINAL WORK”**

**I, NORMAZURA BT MOHD ZAINY, (I/C NUMBER 850804-03-6246)**

Hereby, declare that,

- This work has not previously been accepted in substances 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 distinguish by quotation marks and sources of my information have been specifically acknowledged

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

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

# **LETTER OF SUBMISSION**

16 May 2011

The Head of Program  
Bachelor of Business Administration (Hons) (Human Resource)  
Faculty of Business Management  
University Technology Mara,  
Malacca City Campus,  
Malacca.

Dear Sir,

## **SUBMISSION OF PROJECT PAPER**

Attach is the project paper titled “A Study of Effectiveness of Training and Development toward Employees in Sapura Industrial Berhad” to fulfill the requirement as needed by the Faculty of Business Management, University Technology Mara

Thank you

Yours sincerely

**NORMAZURA BT MOHD ZAINY**

2008305429

Bachelor of Business Administration (Hons) (Human Resource)

<b>TABLE OF CONTENTS</b>	<b>PAGE</b>
<b>ACKNOWLEDGEMENT</b>	<b>iv</b>
<b>LIST OF TABLES</b>	<b>x</b>
<b>LIST OF FIGURES</b>	<b>xii</b>
<b>ABSTRACT</b>	<b>xiii</b>
 <b>CHAPTER ONE: INTRODUCTION</b>	
<b>1.1</b> Background of study	1
<b>1.1.1</b> Need for Training & Development	3
<b>1.1.2</b> Objective of Training & Development	4
<b>1.1.3</b> Nature of Training & Development	4
<b>1.1.4</b> Importance of Training & Development	5
<b>1.1.5</b> Advantages of Training & Development	6
<b>1.2</b> Background of Company	7
<b>1.3</b> Problem Statement	10
<b>1.4</b> Research Questions	11
<b>1.5</b> Research Objectives	11
<b>1.6</b> Scope of Study	12
<b>1.7</b> Significance of Study	13
<b>1.8</b> Limitation of Study	14
<b>1.9</b> Definition of Terms	15

## **ABSTRACT**

This thesis presents a study, which has sought to the effectiveness of training and development toward employees in Sapura Industrial Berhad and at the same time identifies the purpose of training and development toward employees. Besides that, this thesis is about to identifying the factors which is organizational support, employee's attitude and transfer of training that contribute to the effectiveness of training and development toward employees. Training and development are most important role in enhancing and increasing the developmental and performance of employees. Through training and development, employees can learn new thing and improved their work performance better. It is noteworthy to investigate how the factors contribute to the effectiveness of training and development toward employees.

A survey was conducted through distribution of questionnaires to the employees from different background profile of Sapura Industrial Berhad. A total of 40 respondents self administered questionnaire were distribute and collected simultaneously, which have resulted 100% response rate. Using Statistical Package for Social Science (SPSS), the data was computed and analyzes based on the effectiveness of training and development. The result is in the form of reliability test, frequency and correlation.

The result indicate that there are significance relationship between all the factor which is organizational support, employee's attitude and transfer of training with the effectiveness of training and development toward employees in Sapura Industrial Berhad.