



**FACTORS THAT AFFECT TRAINING EFFECTIVENESS OF NON-EXECUTIVE
LEVEL EMPLOYEES AT TRANSMISSION OPERATIONS DIVISION, SEGAMAT
OPERATION CENTRE, PETRONAS GAS BERHAD**

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JUNE 2010

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION (HONS) IN HUMAN RESOURCE
MANAGEMENT
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
MELAKA CITY CAMPUS**

“DECLARATION OF ORIGINAL WORK”

I, SITI NUR AISYAH BINTI BAHARUN, (I/C Number: 870507-01-5260)

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 verbatim extracts have been distinguished by quotations marks and sources of my information have been specifically acknowledged.

Signature: _____ Date: _____

LETTER OF TRANSMITTAL

Date: Oktober 29, 2010

Siti Nur Aisyah Binti Baharun (2008399473),

Faculty of Business Management,

Universiti Teknologi MARA City Campus,

110 Off Jalan Hang Tuah, MELAKA.

Oktober, 2010

The Project Advisor,

Madam Siti Hawa Binti Kasim,

Universiti Teknologi MARA, Melaka City Campus, Melaka

Dear Sir/Madam,

SUBMISSION OF PROJECT PAPER (HRM 662)

Attached is the project title “**FACTORS THAT AFFECT TRAINING EFFECTIVENESS OF NON-EXECUTIVE LEVEL EMPLOYEES AT TRANSMISSION OPERATIONS DIVISION, SEGAMAT OPERATION CENTRE, PETRONAS GAS BERHAD**”, to fulfill the requirement as needed by the Faculty of Business Management, University Technology MARA.

Thank you,

Yours sincerely,

SITI NUR AISYAH BINTI BAHARUN

2008399473

Bachelor of Business Administration (Hons) in Human Resource Management

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ABSTRACT

Siti Nur Aisyah Binti Baharun

Pn Siti Hawa Binti Kasim

Factors That Affect Training Effectiveness of Non-Executive Level Employees at Transmission Operations Division, Segamat Operation Centre, PETRONAS Gas Berhad

Training is a planned process to modify attitude, knowledge, skill, behavior through learning to acquire effective performance in an activity on range of activities. Effectiveness means producing an intended result. The HR manager must really outline the required training programs that focus to the outcomes as well as measure the effectiveness of the training. The effectiveness of training is very important factor. Factors that contribute to the training effectiveness must be put into serious consideration so that the amount invested into training is benefited. Lack of interest and were forced to attend training program are some of the problems that the company faced. The past researcher shows that there are many factors that affect training effectiveness. Present research study on three factors that could be the factors that affect training effectiveness which are working environment, training methods and trainee's characteristics. This study has been conducted within Transmission Operations Division (TOD), Segamat Operation Centre (SOC), PETRONAS Gas Berhad (PGB) and it involved 44 respondents in different department. Results of the present study showed that the most influential factors that affect training effectiveness at TOD, SOC, PGB are working environment and trainee's characteristics. It also shows that working environment and trainee's characteristics have positive correlation relationship with training effectiveness within TOD, SOC, PGB. Recommendations for future research are also have been discussed.