



**A STUDY ON THE FACTORS THAT INFLUENCE THE  
EFFECTIVENESS IN TRAINING AND DEVELOPMENT  
PROGRAM AT OFFICE OF STATE SECRETARY KEDAH (PSUK KEDAH)**

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**BACHELOR OF BUSINESS ADMINISTRATION  
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**JULY 2013**

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

**FACULTY OF BUSINESS MANAGEMENT  
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**JULY 2013**

## **TABLE OF CONTENTS**

### **ACKNOWLEDGEMENTS**

### **LIST OF TABLES**

### **LIST OF FIGURES**

### **ABSTRACT**

### **CHAPTER ONE: INTRODUCTION**

1.1	Background of Study	
	1.1.1 Background of the research	1-2
	1.1.2 Background of the company	3-5
1.2	Problem Statement	6-7
1.3	Research Questions	8
1.4	Research Objectives	8
1.5	Theoretical Frameworks	9
1.6	Hypothesis	10
1.7	Significance of Study	11
1.8	Scope of Study	11
1.9	Limitation of Study	12
1.10	Definition of Terms	13-14

### **CHAPTER TWO: LITERATURE REVIEW**

2.1	Introduction	15
2.2	Training and Development	16-18
2.3	Instructor Competence	18-19
2.4	Trainee's Trait	20-23
2.5	Method of Training	23-25
2.6	Conclusion	26

### **CHAPTER THREE: RESEARCH METHODOLOGY**

3.1	Introduction	27
3.2	Research Design	27
3.3	Population	28
3.4	Sampling Design	28
3.5	Data Collection Method	29-30
3.6	Data Analysis	29-30
3.7	Conclusions	31

### **CHAPTER FOUR: RESULT AND FINDINGS**

4.1	Introduction	32
4.2	Frequency Analysis	32-42
4.3	Reliability Testing	42-46
4.4	Pearson Correlation	47-53
4.5	Regression Analysis	54-55

### **CHAPTER FIVE: RESULT AND FINDINGS**

5.1	Introduction	56
5.2	Conclusion	56-57
5.3	Recommendation	58-62

### **BIBLIOGRAPHY**

### **APPENDICES**

Appendix I: Questionnaire

Appendix II: SPSS Output

## **ABSTRACT**

Training and development refer to programs designed to help new employees adjust to the workplace successfully. In addition, they include the formal ongoing efforts of corporations and other organizations to improve the performance and self-fulfillment of their employees through a variety of methods and programs. This paper attempts to identify the significant determinants of training effectiveness. By constructing a hypothetical research model to investigate the effect of the instructor competence, trainee's traits and method of training (independent variable) towards training effectiveness (dependent variable), a survey questionnaire were distributed to employees in Office of State Secretary (PSUK Kedah) who have attended training programs.

A Likert-type scale has been developed and tested in this study. The results of the research were obtained by using four methods of analysis which was reliability test, frequency distribution, Pearson correlation and backward regression. The process of analyzing and interpreting of the data was presented through tables. The results of this study show that instructor competence is strongly affects on the effectiveness in training and development program. Therefore this research could help the organizations especially PSUK Kedah in correctly identifying the training requirements and suitability of training method or program, for new and existing employees.