CHALLENGES FACED BY PETRONAS PENAPISAN MELAKA SDN BHD IN CONDUCTING CAPABILITY MANAGEMENT TRAININGS

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UNIVERSITI TEKNOLOGI MARA

BANDARAYA MELAKA

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

FACULTY OF BUSINESS MANAGEMENT UNIVERISITI TEKNOLOGI MARA BANDARAYA MELAKA

JANUARY 2012
I, SITI SORAYA BINTI ABD. RAZAK, (I/C NUMBER: 870125-04-5042)

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 extract have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: ___________          Date: _______________
LETTER OF SUBMISSION

January 2012

Project Advisors,
Faculty of Business Management
UiTM Kampus Bandaraya Melaka
110 Off Jalan Hang Tuah
75300 Melaka

Attn : Puan Nur Melissa  Bt Mohammad Faisal Wee

Dear Madam / Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled “CHALLENGES FACED BY PETRONAS PENAPISAN MELAKA SDN BHD IN CONDUCTING CAPABILITY MANAGEMENT TRAININGS” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you,

Yours sincerely,

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2009519631
Bachelor of Business Administration (Hons) International Business
ABSTRACT

This study identifies the “Challenges Faced By PETRONAS PENAPISAN MELAKA SDN BHD, (PP(M)SB) In Having Capability Management Trainings” which can improve staffs’ ability in producing productivity staffs. Besides that, it will be proven by types of training provided by PP(M)SB in order to support this study. The trainings are very essential to PP(M)SB because PP(M)SB has been known as ‘The Best Refinery In Asia Pacific’. In order to conduct this study, the researcher uses both sources of data which are primary data and secondary data. Through this study the researcher has identified three main challenges faced by PP(M)SB when conducting Capability Management trainings which are employees’ interest, technology capabilities and also strategic Human Resource Management.