



اُنْدِيْفُوْ مَرْسِيْتِيْ اِتَدِيْكُوْ لُوْ كُنِيْ فَا مَرْا
UNIVERSITI
TEKNOLOGI
MARA

**“A STUDY ON THE FACTORS THAT AFFECTS
THE TRANSFER OF TRAINING AMONG
SUPPORT STAFF IN RBSB”**

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BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS HUMAN RESOURCES MANAGEMENT
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DECLARATION OF ORIGINAL WORK

I, (TUN MURSYIDATUL HUSNA SALIM), I/C NUMBER: (900801-06-6282)

Hereby declared that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for these 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 distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____

Date: _____

LETTER OF SUBMISSION

Date: 31st December 2013

Program Coordinator

Bachelor of Business Administration (Hons.) HRM

Faculty of Business Management

Universiti Teknologi Mara

Kampus Bandaraya Melaka

Dear Sir/Madam,

SUBMISSION OF PROJECT PAPER (HRM 662)

Enclosed here is the research entitled “A STUDY ON THE FACTORS THAT AFFECT THE TRANSFER OF TRAINING AMONG SUPPORT STAFF IN RBSB” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi Mara.

I hope this report will fulfill the requirement of Bachelor of Business Administration with Honors and also achieved the objectives of this study.

Thank you.

Yours faithfully

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ABSTRACT

This study conducted to identify the factors that affects the transfer of training among support staff in RBSB. The researcher have chosen Ranhill Bersekutu Sdn. Bhd (RBSB), to represent this study. Researcher have listed three variables which are trainee's motivation, training design and work environment as the independent variables and transfer of training as the dependent variable. The researcher distributed 40 sets of questionnaires to respondents which are the staff from support departments of RBSB. This study discussed the factors that affects the transfer of training among support staff in RBSB and those factors will be the outcomes of this study.

The finding and analysis were made based on Statistical Package for Social Science (SPSS) version 20.0 to analyze the data. The finding of this study proves that the trainee's motivation, training design and work environment affects positively to the transfer of training. Trainee's motivation appear to be the most influenced factor towards the transfer of training among support staff in RBSB.

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