



**THE FACTORS THAT INFLUENCE TO THE
EFFECTIVENESS OF TRAINING PROGRAM AT
TM SME, TM BERHAD**

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KAMPUS BANDARAYA MELAKA**

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

**FACULTY OF BUSINESS MANAGEMENT
UITM, KAMPUS BANDARAYA MELAKA**

2011



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“DECLARATION OF ORIGINAL WORK”

I, WAN FARZANA BT WAN MUSA, (I/C NUMBER 870304-11-5704)

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: 9 May 2011

LETTER OF SUBMISSION

9 May 2011

Rosmi Yuhasni Mohamed Yusuf
The Head of Program
Bachelor of Business Administration (Hons) (Human Resource)
Faculty of Business Management
Universiti Teknologi Mara,
Kampus Bandaraya Melaka,
Melaka.

Dear Sir,

SUBMISSION OF PROJECT PAPER

Attach is the project paper titled “The factors that influence to the effectiveness of training program at TM SME, TM Berhad” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi Mara

Thank you

Yours sincerely

WAN FARZANA BT WAN MUSA
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Bachelor of Business Administration (Hons) (Human Resource)

ABSTRACT

Training program is designed to help new and existing resellers adjust to work with successfully. In addition, they include the formal ongoing efforts of organizations to improve the performance of their employees through a variety of methods and programs. This paper attempts to identify the significant factors that influence training effectiveness. Four objectives was constructed which are first, identify what is the level of effectiveness of training conducted by TM SME, second is to identify what are the factors influence to the effectiveness of training conducted by TM SME, third is to determine most influence factors towards the effectiveness of training conducted by TM SME and fourth is to suggest the ways TM SME can increase and maintain its effective in the training conducted.

The respondents of this study are the partners who came for training conducted by TM SME. 66 questionnaires were distributed in order to complete the purpose of study. The researcher used probability sampling, while telephone interview and personal interview were used as the method of collecting data. At the end of the research, the researcher found the level of training to be positive, which each of the factors mentioned as the independent variables having positive results toward the effectiveness of training conducted by TM SME.