

**PERCEPTION OF EMPLOYEES TOWARDS TRAINING PROGRAM: A  
CASE STUDY OF SYABAS HEADQUARTERS (HQ)**

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## ABSTRACT

*The purpose of this research was to find out the information about the perception of employees towards training program in SYABAS HQ, the researcher were concerned about the employees reactions towards training program and also satisfaction level of employees towards contents of a training program in SYABAS HQ. The objective of this study were to determine reaction of employees towards Training Program in SYABAS HQ, to identify numbers of participant and non-participant of Training Program in SYABAS HQ and to examine the levels satisfaction of employees toward contents of Training Program in SYABAS HQ. The scope of this study comprised employees at Syarikat Bekalan Air Selangor( SYABAS HQ). Two hundreds and three (203) questionnaires were distributed to all the respondents; they are employees in SYABAS HQ. The findings were analyzed by using (SPSS), the researcher were using Cronbac'h Alpha to measure the reliability and Frequency distribution of the demographic variables and other variables, which it was very important to answered on the research questions. In conclusion most reaction of the respondents were agree towards training program in SYABAS HQ and based on the findings also most of the employees were felt satisfied towards a contents of training program in SYABAS HQ. However, it is recommended for SYABAS to improve training program by making improvement, like every division in SYABAS should have their own training program, it is important to make sure that all employees can to be as a participant in the training program, this is because majority of the respondents were no participate in training program, because of the several factors such as, they are not been listed and busy, So based on the findings it is important for training unit in SYABAS to find a best solution on it. The researcher believed that the findings of this study were give a benefit for employees and organizations in various ways and thus reflects the good identity of an organization as a whole.*

# CHAPTER 1

## INTRODUCTION

This chapter would address the profile of Syarikat Bekalan Air Selangor (SYABAS), background of the study, problem statement, research question, and research objective, significance of the study, scope and coverage and also the definition of terms.

### 1.1 Company Background

Syarikat Bekalan Air Selangor Sdn Bhd (SYABAS) was incorporated on 8th July 1996 under the Malaysian Companies Act, 1965 to undertake the privatization of water supply services in the State of Selangor and the Federal Territories of Kuala Lumpur and Putrajaya ('the Privatization'). SYABAS is a subsidiary of Puncak Niaga Holding Sdn Bhd. Headquarters of SYABAS was located in Jalan Pantai Baharu, Kuala Lumpur, it also have about ten districts, which is located around Kuala Lumpur and Selangor. While in SYABAS HQ, it comprises about 17 divisions.

The shareholders of SYABAS are Puncak Niaga Holdings Berhad ("PNHB") holding 70% of the total equity shareholding in SYABAS whilst the remaining 30% equity shareholding is held by Kumpulan Darul Ehsan Berhad ("KDEB"). Pursuant to the Concession Agreement dated 15th December 2004 between SYABAS, the State Government of Selangor Darul Ehsan, and the Government, SYABAS was granted a concession for a period of thirty (30) years, commencing on 1st January 2005 ('the