



TRAINING FACTORS AND ITS IMPACT ON TRAINING EFFECTIVENESS IN
PETRONAS CARIGALI SDN. BHD. MIRI, SARAWAK (PCSB SK OIL)

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BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (HUMAN RESOURCE MANAGEMENT)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
BANDARAYA MELAKA

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Submitted In Partial Fulfilment Of The
Requirement For The
Bachelor Of Business Administration With Honours (Human Resource Management)

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA

BANDARAYA MELAKA

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DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION
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“DECLARATION OF ORIGINAL WORK”**

I, Shazlinda Binti Sulaiman Ng (I/C Number: 941122-13-6374)

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

Signature: Shazlinda Date: 12/1/2018

JANUARY 2018

The Head of Program

Bachelor of Business Administration (Hons.) Human Resources Management

Faculty of Business Management

Universiti Teknologi Mara

Kampus Bandaraya Melaka

110 Off Jalan Hang Tuah

75300 Melaka

Dear Sir/Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper title “Training Factors and Its Impact on Training Effectiveness in Petronas Carigali Sdn. Bhd. Miri, Sarawak (PCSB SK Oil)” to fulfill the requirement as needed by The Faculty Of Business Management, Universiti Teknologi Mara.

Thank You.

Yours Sincerely,

.....*Shazlinda*.....

(SHAZLINDA BINTI SULAIMAN NG)

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Bachelor of Business Administration (Hons.) Human Resources Management

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ABSTRACT

In Malaysia so many enterprise implement various training to enhance their employees by working performance. But as overall view, the training environment still exist shortages in enterprise today, for instance, lack of knowledge of training, resources, trainer and others. Employee training has been a matter of concern and attention by many business fields nowadays. Organizations realize that employee training is an essential element to increase efficiency in job performance and keep their business running, as competition are getting more intense. Training is the process of providing employees with specific skills or helping them to correct deficiencies in their performance (David, 2010). This study, combining theoretical and empirical research trying to find factors that affect employee training and impact in acting human resource practices thereby laying the theoretical foundation for the future research about survey on the employee training, also provide a good reference. Therefore, the problem addressed in this study is to determine the level of training effectiveness in Petronas Carigali Sdn. Bhd. Miri, Sarawak. This research also determine the factors affect training effectiveness (training participant characteristics, training environment and work environment) in the stated company and also the most critical factor that influence training effectiveness. Management is committed to human resource development as well as its social responsibilities through various programs. Training and development program are offered by the PCSB SK Oil that training program also adapted to the latest technology advances.