



A STUDY ON FACTORS INFLUENCING THE EFFECTIVENESS OF TRAINING AT
PETRONAS LEADERSHIP CENTRE, BANGLI.

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UNIVERSITI TEKNOLOGI MARA

MELAKA CITY CAMPUS

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Submitted in Partial Fulfilment of the

Requirement for the

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FACULTY OF BUSINESS MANAGEMENT

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MELAKA CITY CAMPUS

July 2018

DECLARATION OF ORIGINAL WORK



BACHELOR OF BUSINESS ADMINISTRATION
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“DECLARATION OF ORIGINAL WORK”

I, Yusafika binti Mohd Yusof , (I/C Number : 961001-14-6670)

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

Signature: _____ Date: 6th July 2018

(Yusafika Binti Mohd Yusof)

LETTER OF SUBMISSION

6th July 2018

The Head of Program

Bachelor of Business Administration (Hons) International Business

Faculty of Business Management

Universiti Teknologi MARA

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Dear Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper title “A STUDY ON FACTORS INFLUENCING THE EFFECTIVENESS OF TRAINING AT PETRONAS LEADERSHIP CENTRE, BANGI” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Your Sincerely,

Yusafika Binti Mohd Yusof

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Bachelor of Business Administration (Hons) International Business

ABSTRACT

The effectiveness of a training program must be assessed as it is a critical aspect in ensuring investment is made to improve the knowledge, skills, and positive attitude of employees towards their work in order to bring positive results to the organization, particularly government organizations that provide service to the community and country. The primary objective of this research is to analyze the environmental factors (superior support, opportunity to perform, and organizational learning culture) that affect the effectiveness of training in the context of training center in PETRONAS Leadership Centre (PLC), Bangi. Therefore, this study was conducted on 108 of staff from PLC. The results from this study indicated that only two work environment elements which are superior support and opportunity to perform positively contributed to the effectiveness of training. However, the element of organizational learning culture does not have any unique contribution on training effectiveness as it does not significant.

Keywords: Training Effectiveness, Superior Support, Opportunity to Perform & Organizational Learning Culture