



**THE FACTORS INFLUENCING TRAINING EFFECTIVENESS  
AT JABATAN KETUA MENTERI MELAKA**

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

**FACULTY OF BUSINESS MANAGEMENT  
UITM, MELAKA CITY CAMPUS**

**JANUARY 2012**



**BACHELOR OF BUSINESS ADMINISTRATION (HONS) HUMAN RESOURCE**  
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**“DECLARATION OF ORIGINAL WORK”**

“I, Hazilah Binti Uzir, (880522-04-5176)

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: \_\_\_\_\_

Date: \_\_\_\_\_

5 January 2012

The Head of Program

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Faculty of Business Management

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Dear Sir,

**SUBMISSION OF PROJECT PAPER**

Attached is the project paper titled: **“THE FACTORS INFLUENCING TRAINING EFFECTIVENESS”** to fulfill the requirement as needed by the Faculty of Business Management, University Technology MARA.

Thank you

Yours sincerely

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## ABSTRACT

**Background:** Training play an important role in increasing employee knowledge, skills and performance. Training will be effective when the employees understand clearly what they learn in the training program and can apply the learning at the workplace. The purpose of this study was to identify the factors influencing the training effectiveness which are whether or not commitment management, trainer's capability and training content can affect the effectiveness of training program. This paper also investigate the main factors can effect the effectiveness of training program.

**Method:** The primary data has been collected from employees of Jabatan Ketua Menteri Melaka using the questionnaire. To test the hypothesis, SPSS 17.0 has been adopted for basic analysis purposes

**Result:** Result showed all the factors which are commitment by management, trainer's capability and training content have the relationship with the effectiveness of training program. The result shows also the main factors influencing training effectiveness is trainer's capability.