



**AN ANALYSIS THE TRAINING PROGRAMME
EFFECTIVENESS IN RANHILL BERSEKUTU SDN BHD BY
USING KIRKPATRICK MODEL**

NORDIANA BINTI MUSTAPA ALBAKRI 2011283818

SITI AISYAH BINTI MOHD FAUZI 2011284496

**BACHELOR OF BUSINESS ADMINISTRATION (HONS),
HUMAN RESOURCE MANAGEMENT
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
BANDARAYA MELAKA**

JULY 2013

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION
(HONS) HUMAN RESOURCE MANAGEMENT
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
BANDARAYA MELAKA**

“DECLARATION OF ORIGINAL WORK”

We, Nordiana Binti Mustapa Albakri, (I/C Number: 901012-14-6874)

Siti Aisyah Binti Mohd Fauzi (I/C Number: 900820-08-6510)

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: _____

Signature: _____

Date: _____

LETTER OF SUBMISSION

1st July 2013

Dr. Rozman B. HjMdYusof

Lecturer

Bachelor of Business Administration (Hons) Human Resource Management

Faculty of Business Management

Universiti Teknologi Mara

40450 Melaka

Dear Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled "An Analysis the Training Programme Effectiveness in Ranhil Bersekutu Sdn Bhd by Using Kirkpatrick Model" to fulfil the requirement as needed by the Faculty of Business Management, University Teknologi MARA.

Thank You.

Yours sincerely,

NORDIANA BINTI MUSTAPA ALBAKRI 2011283818

SITI AISYAH BINTI MOHD FAUZI 2011284496

Bachelor of Business Administration (Hons)

Human Resource Management

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ABSTRACT

AN ANALYSIS THE TRAINING PROGRAMME EFFECTIVENESS IN RANHILL BERSEKUTU SDN BHD BY USING KIRKPATRICK MODEL

BY:

NORDIANA BINTI MUSTAPA ALBAKRI

SITI AISYAH BINTI MOHD FAUZI

BBA (HONS) HUMAN RESOURCES MANAGEMENT

UNIVERSITI TEKNOLOGI MARA BANDAR RAYA MELAKA

In this term paper the researchers want to analyze the training programme effectiveness in the organization by using the Kirkpatrick model. This model or theory founded by Donald L Kirkpatrick from University of Wisconsin. Kirkpatrick Model had used four level or dimension for training evaluation which is reaction, learning, behaviour and result. Reaction is a first level in this model which is how the trainees felt about the training programme also their perception towards it. Followed by learning dimension which is in this level will measure the extent of trainees change attitude, improve knowledge and increase skills as a result of participating in the learning process. Third dimension is behaviour, this level is the extent of applied learning back in the job implementation. It can be performed formally or informally. The last dimension is result and this level the effect on the business environment by the trainee. In other words the impact of the training either is meeting the targeted goals and objective or not. Training should be evaluated carefully to determine their effects, and to decide whether the organization should improved or discontinued the training programmed. In this study, the researcher have decided to used as 60 non- technical employees in Ranhill Bersekutu Sdn Bhd as a respondents to answer the questionnaires in order to analyze the training effectiveness by using the Kirkpatrick model. They recommended to evaluated the questionnaires based on the latest training programmed that they are attended.