FACTORS INFLUENCING TRAINING EFFECTIVENESS AT

PETRONAS LNG LTD.,

PETRONAS TWIN TOWERS, KUALA LUMPUR

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BACHELOR OF BUSINESS ADMINISTRATION (HONS.) HUMAN RESOURCE MANAGEMENT

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UNIVERSITY TEKNOLOGI MARA KAMPUS BANDARAYA MELAKA

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DECLARATION OF ORIGINAL WORK

BACHELOR OF BUSINESS ADMINISTRATION (HONS.) HUMAN RESOURCE MANAGEMENT FACULTY OF BUSINESS MANAGEMENT UNIVERSITY TEKNOLOGI MARA KAMPUS BANDARAYA MELAKA

I, SARAH LIYANA BINTI MOHD JOHARI , (I/C NUMBER: 950404-08-5100)

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 acknowledge

Signature: _____ Date: ___13/1/2020___

LETTER OF SUBMISSION

January 2020,

Dr. Idris Bin Osman

Lectureer of Universiti Teknologi MARA (UiTM)

Cawangan Melaka, Kampus Bandaraya Melaka,

110, Off Jalan Hang Tuah,

75300, Melaka.

Dear Madam,

SUBMISSION OF PROJECT PAPER

Enclosed herewith is the project paper entitled FACTORS INFLUENCING TRAINING EFFECTIVENESS AT PETRONAS LNG LTD., PETRONAS TWIN TOWERS, KUALA LUMPUR to fulfil the requirement as needed by the Faculty of Business Management Universiti Teknologi MARA (UiTM).

Thank You.

Sincerely,

Sarah Liyana Binti Mohd Johari

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ABSTRACT

The purpose of this study is to investigate the factors influencing training effectiveness by examining the trainee's characteristic, training design and work environment. To asses these factors towards training effectiveness, a quantitative approach using surveys from employees in PETRONAS LNG Ltd at PETRONAS Twin Tower was conducted. This study managed to obtain an 87.3% response rate. A total of data from 262 respondents represented by various departments had been analysed. The data collected were analysed by using Statistical Package for the Social Science (SPSS) Version 23 Software. The sampling used was convenience sampling. The research findings show that trainee's characteristic, training design and work environment has a significant relationship with training effectiveness. This study provides valuable insight on the organizational, individual and training related characteristic on the factors that influence training effectiveness in an Oil & Gas company. Therefore, it was recommended that carefully thought out training incentives and planning should be provided to all employees to enable them to enhance their skills and upgrade their knowledge from the training completed. Employees should also prepare their mindset to attend training as it has shown to have an influence on training. Finally, foreseeable future research can be conducted to cover other variables like perceived organizational support, organizational commitment, job embeddedness and type of training which might affect training effectiveness.

Keywords: training effectiveness, trainee's characteristic, training design, work environment