



LEVEL OF SATISFACTION TOWARDS FACTORS THAT  
INFLUENCE THE TRAINING PROGRAM BASED ON  
EMPLOYEES' PERCEPTION: A STUDY AT PUTRA  
SPECIALIST HOSPITAL (MELAKA) SDN.BHD

SITI NURBAYA BINTI KHAIRUDDIN

2007281752

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

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**“DELCLARATION OF ORIGINAL WORK”**

**I, SITI NURBAYA BINTI KHAIRUDDIN, (I/C Number: 860929-33-5548)**

Hereby,

- 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: \_\_\_\_\_

## LETTER OF SUBMISSION

27<sup>th</sup> March 2009

Mr. Ahmad Fadly bin Hj.Arham

Bachelor of Business Administration (Hons) Human Resource Management

Faculty of Business Management

Universiti Teknologi MARA

75200 Melaka

MELAKA

Dear Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled "LEVEL OF SATISFACTION TOWARDS ELEMENTS OF TRAINING PROGRAM BASED ON EMPLOYEES'PERCEPTION: A STUDY AT PUTRA SPECIALIST HOSPITAL (MELAKA) SDN.BHD" to fulfill the requirement as needed by the Faculty of Business Management, Unversiti Teknologi MARA.

Thank you

Yours sincerely

SITI NURBAYA BINTI KHAIRUDDIN

2007281752

Bachelor of Business Administration (Hons) Human Resource Management

## 1.2 BACKGROUND OF THE STUDY

As part of the university requirement, a research will be conducted to identify the matter regarding Human Resource in training. This research was conducted at Putra Specialist Hospital (PSHM) during practical training within five months. This study was directly giving the opportunities in understanding the training conducted at PSHM.

Generally, training refers to a planned effort by a company to facilitate employees' learning of job-related competencies. These competencies include knowledge, skills, or behaviors that are critical for successful job performance. In PSHM the internal training will be conducted twice every week. It is divided into three categories which are Continuing Employee Education (CEE), Continuing Medical Education (CME), and Continuing Nursing Education (CNE). According to Raymond A. Noe (2008) continuous learning requires employees to understand the entire work system including the relationship among their jobs, their work units, and the company.

Internal training at PSHM is usually held at the meeting room at eleventh floor of PSHM building. It will be held every Tuesday and Thursday at 2.30p.m to 3.30p.m. Trainee satisfaction towards the program provided can be measured throughout four factors; course content, trainer, venue and also the accommodation (foods). This research is a valuable tool that helps collect the information needed to understand, evaluate, and enhance the training program provided by PSHM's management. The satisfaction from the participants toward this program is very important in order to measure whether this program is worth to conduct or not.

This research is only investigate the internal training that conducted by PSHM excluded the external training. It is due to the limited time and lack of external training information.