



**THE INFLUENCE OF WORK ENVIRONMENT ON  
TRAINING EFFECTIVENESS: THE CASE OF  
PERPUSTAKAAN NEGARA MALAYSIA**

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**JANUARY 2013**

## **DECLARATION OF ORIGINAL WORK**



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

**“DECLARATION OF ORIGINAL WORK”**

I, Nur Ashikin Binti Mohamed Ismail, (I/C Number: 890707-14-6124)

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: 4<sup>th</sup> January 2013

## LETTER OF SUBMISSION

4<sup>th</sup> January 2013

The Head of Program  
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Faculty of Business Management  
Universiti Teknologi MARA  
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Dear Sir/Madam,

### **SUBMISSION OF PROJECT PAPER**

Attached is the project paper titled “**THE INFLUENCE OF WORK ENVIRONMENT ON TRAINING EFFECTIVENESS: THE CASE OF PERPUSTAKAAN NEGARA MALAYSIA**” to fulfil the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours sincerely,

.....

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Bachelor of Business Administration (Hons.) Human Resource Management

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# **CHAPTER 1:**

## **INTRODUCTION**

### **1.0 BACKGROUND OF THE STUDY**

Training is widely understood as communication directed at a defined population for the purpose of developing skills, modifying behavior, and increasing competence. Generally, training focuses exclusively on what need to be known. In contrast to informal training which is embedded in most instances of human exchange, formal training have stated goals, content, and strategies for instruction.

In order to identify whether or not a training initiative is effective, depends on how well learner are able to apply what they learned to improve job performance. Furthermore without a significant and observable return on investment, training is seen as a waste of time and valuable resources. However, whether or not a learner is able to successfully transfer their knowledge to the workplace it is wholly dependent upon the learner. Instead there are many different types of influential factor that effect job training, and in fact, most of them do not depend on the learner. Nurhazani, M.S et all (2012)

Perpustakaan Negara Malaysia also always provide training to their employees as a strategies to achieve performance. In Perpustakaan Negara Malaysia it is becoming more essential to manage competent employees as the most valuable resource of organization, because the need for effective and efficient delivery of service to the public by Perpustakaan Negara Malaysia.