

**UNIVERSITI TEKNOLOGI MARA**

**ASSESSING THE FACTORS OF  
TRAINING AND DEVELOPMENT  
THAT EFFECT STAFF  
PERFORMANCE  
AT PRIVATE HOSPITAL  
(NORMAH MEDICAL SPECIALIST  
CENTRE)  
KUCHING, SARAWAK.**

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Dissertation submitted in fulfillment  
of the requirements for the degree of  
**Executive Master Of Administrative Science**

**Faculty Of Administrative Science And Policy  
Studies**

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I certify that a Panel of Examiners has met on 25<sup>th</sup> May 2019 to conduct the final examination of Noor Syaffariza Binti Ossen in her **Executive Master Of Administrative Science** thesis entitled “Assessing The Factors Of Training And Development That Effect Staff Performance At Private Hospital (Normah Medical Specialist Centre) Kuching, Sarawak” in accordance with Universiti Teknologi MARA Act 1976 (Akta 173). The Panel of Examiner recommends that the student be awarded the relevant degree. The Panel of Examiners was as follows:

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## AUTHOR'S DECLARATION

I declare that the work in this dissertation was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This thesis has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

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## ABSTRACT

The major assets in the organization is the staff, they have a role to play towards a business success. Well trained and highly developed staffs are considered as corner stone for such success. Hence the purpose of the study was to assess the factors of training and development that effect staff performance in selected Private Hospital which are Normah Medical Specialist Centre located in the Northern region of Kuching. The questionnaire was formed based on the empirical literature. This research engaged simple random sampling technique for selecting the respondents. The independent variable that has been use in this research is policies and procedure, managerial support, validity of training and works environment. The dependent variable has been use in this research is staff performance. A quantitative research approach of the data collection was adopted using a Likert – Scale questionnaire including 35 questions was formed and the number of respondents is 266 staffs at Normah Medical Specialist Centre. The research employed descriptive analysis, correlation analysis and regression analysis. This data was collected by this research and was analysed by SPSS 20.0. The result shows that all independent variables have an insignificant impact on staff performance. Future researchers are recommended to add on other training and development factors.