

DECLARATION OF ORIGINAL WORK

**A STUDY ON TRAINEES SATISFACTION LEVEL OF TM
TRAINING CENTRE (TMTC)**

BACHELOR OF BUSINESS ADMINISTRATION
(HONS) MARKETING
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
KOTA KINABALU

"DECLARATION OF ORIGINAL WORK"

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ABSTRACT

The purpose of this study is to measure trainee's satisfaction level of TM Training Centre. The study was conducted among 50 respondents and selected randomly in TM Training Centre 6th Floor, Karamuning Kompleks, Kota Kinabalu Sabah. This study involves internal sources. A descriptive research approach has been chosen in this study. This research approach was used as it would explain an accurate description of the variables in the research questions that would be extremely supported by later findings and analysis.

The study revealed that, most of the trainees satisfied by training services provided by TM Training Centre. There are some recommendations given by the trainees and TM Training Centre can consider these recommendations in order to improve the TM Training Centre services.