



MEASURING STAFF TRAINING AND DEVELOPMENT AS A  
TOOL FOR HIGH EMPLOYEES PERFORMANCE IN INSTITUT  
PENDIDIKAN GURU KAMPUS PEREMPUAN MELAYU, MELAKA

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BACHELOR OF BUSINESS ADMINISTRATION  
WITH HONOURS (HUMAN RESOURCE MANAGEMENT)  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
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JULY 2018

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Submitted in Partial Fulfilment of the Requirement  
for the Bachelor of Business Administration with Honours  
(Human Resource Management)

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**DECLARATION OF ORIGINAL WORK**



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“DECLARATION OF ORIGINAL WORK”**

I, Shazwani Athirah Binti Shaharuddin, (I/C Number: 950606-06-5634)

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:

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Shazwani Athirah Binti Shaharuddin

## LETTER OF SUBMISSION

Mohamad Idham Bin Hj Md. Razak

Lecturer of UiTM Cawangan Melaka Kampus Jasin

Faculty of Business Management

Universiti Teknologi MARA

Kampus Jasin

77300 Merlimau, Melaka.

Dear Sir,

### **Submission of project paper (HRM 672)**

Enclosed here is the project paper entitled “**Measuring Staff Training and Development as a Tool for High Employees Performance in Institut Pendidikan Guru Kampus Perempuan Melayu, Melaka**” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA (UiTM).

Thank you.

Yours sincerely,

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**Shazwani Athirah Binti Shaharuddin**

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## **ABSTRACT**

All organizations would have the same objective which is to achieve standard of performance of their employees because it will help the organization to grow and success. Training and development one of the program designed to help the employees learn a new knowledge and skills to improve themselves. Effective training program will become one of the best way in order to increase employees' performance.

The purpose of this study is to identify the impact of staff training and development as a tool for high employee performance in Institut Pendidikan Guru Kampus Perempuan Melayu, Melaka and the most influential factors in training and development practices towards employees' performance in organization. This research study is a quantitative research because the researcher had distributed the questionnaire for data collection. 95% of the data was collected which is equal to 137 respondents out of 144 elements from the total population in this study. Then, evaluation of the data was conducted by using Statistical Package for the Social Science (SPSS) Version 20. There are several methods of analysis had tested using SPSS software which are reliability analysis, frequency distribution, descriptive analysis, Pearson's correlation analysis and multiple regression. Based on the results, its indicate that course contents, roles of coach and support form supervisor in training and development had influenced towards employees performance. The result showed that the most training and development practices that influencing employees' performance is support from supervisor.

Overall, the research objectives, research questions and hypothesis of this study has been truly answered by the researcher. At the end of the chapter, researcher also had gave some recommendations on how to improve the training and developments practices in order to improve employees performance from analysis had been done.

**KEYWORDS:** Training and Development, Employees Performance, Course Contents, Roles of Coach, Support from Supervisor.