



**FACTORS INFLUENCE THE EFFECTIVENESS OF TRAINING
PROGRAMS**

NURSHAFIKA BINTI ABU BAKAR

2016572063

**BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (HUMAN RESOURCES MANAGEMENT)**

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA

KAMPUS BANDARAYA MELAKA

JANUARY 2019

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (HUMAN RESORCE MANAGEMENT)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
“DECLARATON OF ORIGINAL WORK”**

I, Nurshafika binti Abu Bakar, (IC Number: 961101045324)

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:

Nurshafika binti Abu Bakar

LETTER OF SUBMISSION

January, 2019

Madam Suraya Hamimi binti Mastor
Lecturer of Universiti Teknologi Mara (UiTM)
Campus of Malacca City
110, Off Jalan Hang Tuah,
75300, Malacca.

Dear Madam,

SUBMISSION OF PROJECT PAPER

Enclosed here is the project paper entitled **FACTORS INFLUENCE THE EFFECTIVENESS OF TRAINING PROGRAMS** to fulfil the requirement as needed by the Faculty of Business Management, Universiti Teknologi Mara (UiTM)

Thank you.

Sincerely,

Nurshafika binti Abu Bakar
BBA (Hons) Human Resource Management
2016572063

TABLE OF CONTENTS

TITLE PAGE		I
DECLARATION OF ORIGINAL WORK		II
LETTER OF SUBMISSION		III
ACKNOWLEDGEMENT		IX
TABLE OF CONTENTS		V
LIST OF FIGURES		VI
LIST OF TABLES		X
LIST OF ABBREVIATIONS		XI
ABSTRACT		XII
CHAPTER 1	INTRODUCTION	
	1.1 Introduction	1-2
	1.2 Background of study	3-4
	1.3 Problem statement	5-7
	1.4 Research questions	8
	1.5 Research objectives	9
	1.6 Scope of study	10
	1.7 Significance of study	
	1.7.1 To the Employer	11
	1.7.2 To the HR Specialist	11
	1.7.3 To the Future Researcher	11
	1.7.4 To the Organization	12
	1.8 Limitation of study	
	1.8.1 Limited number of respondents	13
	1.8.2 Time frame	14

ABSTRACT

Nowadays, a Training and development program has become one of the main requirements in many organizations. This is because of the result of the programs will directly affect the operation at the workplaces. For the management team to ensure that the training programs contribute to the efficiency of the organization, they must consider certain factors that may affect the effectiveness of the training programs. The purpose of this study is to identify the factors that influence the effectiveness of training programs among registered staff nurses in Putra Specialist Hospital, Malacca. In this study, the researcher has listed three independent variables; consist of trainee personal characteristics, managerial support, and types of training towards the effectiveness of training programs. Moreover, this study was conducted using simple random sampling method and through the distribution of questionnaires for data gathering. The questionnaire was distributed to 155 selected staff nurses in Putra Specialist Hospital. The researcher used Statistical Package for Social Science to acquire the findings and the analysis of study. The result found that only Trainee Personal Characteristics, and Managerial Support have significant relationship with the effectiveness of training programs. Nevertheless, the findings proved that managerial support has become the most influence factors towards the effectiveness of training programs in Putra Specialist Hospital, Malacca.