



**FACTORS THAT INFLUENCE SERVICE QUALITY AT TECHNOLOGY
PARK MALAYSIA**

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BACHELOR OF BUSINESS ADMINISTRATION (HONS) HUMAN RESOURCE

FACULTY OF BUSINESS AND MANAGEMENT

UNIVERSITI TEKNOLOGI MARA KAMPUS BANDARAYA MELAKA

JUNE 2016

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MALAYSIA**

SITI KHADIJAH BINTI ABDUL RASHAD

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

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA

MALACCA CITY CAMPUS

JUNE 2016

DECLARATION OF ORIGINAL WORK



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

We, SITI KHADIJAH BINTI ABDUL RASHAD, (I/C Number: 940613-14-5924) and
MOHD SHAZWAN NIZAM B ABDUL LATIF, (I/C Number: 940327-06-5253)

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 any 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: June 2016

LETTER OF SUBMISSION

JUNE 2016

The Head of Program

Bachelor of Business Administration (Hons) Human Resource Management

Faculty of Business Management

Universiti Teknologi MARA Kampus Bandaraya Melaka

110 Off Jalan Hang Tuah

75300 Melaka

Dear Sir / Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper title “FACTORS THAT INFLUENCE SERVICE QUALITY AT TECHNOLOGY PARK MALAYSIA” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours sincerely,

.....

SITI KHADIJAH BINTI ABDUL RASHAD

(2013494004)

.....

MOHD SHAZWAN NIZAM B ABDUL
LATIF

(2013888494)

ABSTRACT

The service quality is a continuous problem or issues that always be a major issue of the employee in company. All staff in Technology Park Malaysia Corporation need to fulfill 32 hours training hours per year and does not state that in one month how much training hours that they must have. This research has been conducted to examining the relationship between training, perceived organizational support and transfer of training towards service quality at Technology Park Malaysia Corporation. It is important to employee to give a high level of service quality to help the organization achieve an objective goals successfully. The data collected through questionnaires among 70 respondents. The questionnaires were distributed to test the hypotheses proposed. The questionnaires designed based on three independent variables, one dependent variable. Training, perceived organizational support and transfer of training becomes are independent variable and service quality as a dependent variable. As a result, all there is a relationship between independent variable and dependent variable.