



**THE FACTORS THAT AFFECT TRANSFER OF TRAINING AMONG  
SUPPORTING UNIT STAFF IN HUMAN RESOURCE DEPARTMENT  
AT MAJLIS AMANAH RAKYAT (MARA) KUALA LUMPUR.**

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**APRIL 2011**

## LETTER OF DECLARATION



**BACHELOR OF BUSINESS ADMINISTRATION (HONS)  
HUMAN RESOURCE MANAGEMENT  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
KAMPUS BANDARAYA MELAKA**

**“DECLARATION OF ORIGINAL WORK”**

I, **NOOR ZAKIAH BINTI KHAIRUZZAMAN**, (I/C Number: **870119-56-5172**)

Hereby, declare that,

- This work has not previously been accepted in substance for any degree, locally or overseas and it 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: \_\_\_\_\_

## **LETTER OF SUBMISSION**

MEI 2011

Rosmi Yuhasni Bin Mohamed Yusuf  
The Coordinator of Program  
Bachelor of Business Administration (Hons) Human Resource Management  
Faculty of Business Management  
Universiti Teknologi MARA  
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Melaka

Dear Sir,

### **SUBMISSION OF PROJECT PAPER**

Attached is the project paper titled “THE FACTORS THAT AFFECT TRANSFER OF TRAINING AMONG SUPPORTING UNIT STAFFS IN HUMAN RESOURCE DEPARTMENT AT MAJLIS AMANAH RAKYAT, KUALA LUMPUR” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA

Thank you

Yours sincerely

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Bachelor of Business Administration (Hons) Human Resource Management

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## ABSTRACT

### **The factors that affect transfer of training among supporting unit staffs in Human Resource Department Majlis Amanah Rakyat, Kuala Lumpur**

The aim of this study is to examine the factors that affect transfer of training among supporting unit staff. Quantitative method through questionnaire survey was used for data collection in which questionnaires were distributed to 76 respondents in the Department of Human Resource, Majlis Amanah Rakyat, Kuala Lumpur. In the last part, this research will determine whether factors that affect transfer of training such as Training Design, Trainee's Characteristics and Work Environment will affect transfer of training or not.

By using all of the 76 Questionnaires, the findings highlighted on the three factors that affect transfer of training as mentioned. Therefore, in order to determine the relationship between transfer of training and factors that affect transfer of training, a Likert-type scale has been developed and tested. Therefore in this research, the researcher tries to identify the most influential factor and the relationship between dependant and independent variables.

Information obtained could be practical when management decides to analyze the transfer of training elements that has been addressed in this study as to get management support and to create conducive environment to apply related skill and knowledge on the job.

**Keyword** – Transfer of Training

**Research type** – Mode B