



**A STUDY ON
FACTOR AFFECTING THE EFFECTIVENESS OF TRAINING PROVIDED TO
STAFFS OF OFFICE OF REGISTRARS
IN UNIVERSITI TEKNOLOGI MALAYSIA, JOHOR BAHRU**

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“DECLARATION OF ORIGINAL WORK”

I, NOR AMIRA SYAIRAH BINTI ZULKARNAINI, (I/C Number: 901207-01-5874)

Hereby, declare that:

- This work has not previously been accepted in substance of any degree, locally or overseas, and not is 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 specially acknowledged.

Signature: _____

Date: _____

LETTER OF SUBMISSION

3 January 2013

Mrs. Siti Rohana Binti Daud

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Dear Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper title “A Study on Factor affecting the effectiveness of training provided to staffs of Office Of Registrars in Universiti Teknologi Malaysia, Johor Bahru” to fulfil the requirement as needed by the Faculty of the Business Management, Universiti Teknologi MARA.

Thank you.

Yours sincerely,

.....

NOR AMIRA SYAIRAH BINTI ZULKARNAINI

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Bachelor of Business Administration (Hons) Human Resource Management

TITLE OF PAGE	i
DECLARATION OF ORIGINAL WORK	ii
LETTER OF TRANSMITTAL	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENT	v
LIST OF FIGURE	vi
LIST OF TABLE	vii
LIST OF ABBREVIATIONS	viii
ABSTRACT	ix
CHAPTER ONE: INTRODUCTION	
1.0 INTRODUCTION	1
1.1 BACKGROUND OF STUDY	2
1.2 BACKGROUND OF COMPANY	3
1.3 PROBLEM STATEMENT	4
1.4 RESEARCH QUESTION	5
1.5 OBJECTIVE OF STUDY	6
1.6 THEORETICAL FRAMEWORK	7
1.6.1 DEPENDENT VARIABLE	8
1.6.2 INDEPENDENT VARIABLE	8

ABSTRACT

This study attempted to identify the factors that affecting the effectiveness of training provided to staffs of Office of Registrars in UTM in order to improve the job performance. The implication for the study is the organization to focus on consistently sustaining the organizational learning culture with the required superior support and the application of skill and knowledge to improve training effectiveness. The purpose of this study is to examine the factors that influencing the training effectiveness in terms of employee of Office of Registrars in Universiti Teknologi Malaysia. Sixty employees from Office of Registrars in UTM were involved in this study. Questionnaires were distributed among the respondents.

Keywords: *Training Effectiveness, Self-Efficacy, Organizational Continuous Learning Culture and Superior Support.*