

THE EFFECT OF TRAINING AND REWARD TO EMPLOYEE PERFORMANCE AT TERMINAL BERSEPADU SELATAN (TBS).

ROSLI BIN JIMAT 2011428572

Faculty of Business Management
Bachelor of Business Administration (Hons) Human Resource Management
Universiti Teknologi MARA Kampus Bandaraya Melaka, Melaka

JANUARY 2014

TABLE OF CONTENT

CONTENT	PAGE		
Acknowledgement			
Table of Contents			
List of Tables			
List of Figures			
Abstract			
CHAPTER 1: INTRODUCTION			
1.0 Introduction			
1.1 Background of Study	3		
1.2 Problem Statement	4		
1.3 Research Questions	5		
1.4 Research Objectives	5		
1.5 Conceptual Framework	6		
1.6 Research Hypothesis	6		
1.7 Limitation of Study	6		
1.8 Scope of Study	8		
1.9 Definition of Terms	10		
i. Employee Performance	10		
ii. Training	10		
iii. Reward	11		
1.10 Conclusion	11		
CHAPTER 2 : LITERATURE REVIEW			
2.0 Introduction	12		
2.1 Employees Performance (Dependent Variable)	12		
2.2 Training (Independent Variable)	14		
2.3 Reward (Independent Variable)	15		
2.4 Conclusion	18		
CHAPTER 3: RESEARCH METHODOLOGY			
3.0 Introduction	19		
3.1 Research Design			
3.2 Population			
3.3 Sampling Design	20		
3.3.1 Sample Size	20		
3.3.2 Sampling Technique	22		

3.4 Data Collection Method	22		
3.4.1 Primary data	22		
3.4.2 Secondary data	23		
3.5 Pilot Test	24		
3.6 Data Analysis	25		
3.6.1 Pearson's Correlation Analysis	25		
3.7Conclusion	26		
CHAPTER 4 : DATA ANALYSIS AND INTERPRETATION			
4.0 Introduction	27		
4.1 Reliability Test	28		
4.2 Demographic Analysis	30		
4.3 Dependent Variable Analysis	36		
4.4 Independent Variables Analysis	37		
4.5 Hypothesis Analysis	40		
4.6 Regression Analysis	43		
4.7 Conclusion	44		
CHAPTER 5 : CONCLUSION AND RECOMMENDA TION			
5.0 Introduction	45		
5.1 Conclusion.	45		
5.2 Recommendation	47		
REFERENCES	49		
APPENDICES	52		
Appendix A: Questionnaire			
Appendix B: SPSS Output			
Appendix C: Project Paper Advising Record			

LIS	LIST OF TABLE		
1.	Table 3.0:	Sample Size of Correspondents	21
2.	Table 3.1:	Krejcie and Morgan Sampling Size Table	21
3.	Table 3.2:	Employee Performance (Pilot Test)	24
4.	Table 3.3:	Training (Pilot Test)	24
5.	Table 3.4:	Reward (Pilot Test)	25
6.	Table 3.5:	Pearson's Correlation (Collis, 2009)	26
7.	Table 4.0:	Rule of Thumb of Cronbach's Alpha in Reliability Test	28
8.	Table 4.1:	Employee Performance	29
9.	Table 4.2:	Training	29
10.	Table 4.3:	Reward	29
11.	Table 4.4:	Demographic Background	30
12.	Table 4.5:	Employee Performance Result	36
13.	Table 4.6:	Training Result	37
14.	Table 4.7:	Reward Recognition in Organization Result	38
15.	Table 4.8:	Reward Scale	39
16.	Table 4.9:	Correlations for Training and Reward in the Organization with	
		Employee Performance	41
17.	Table 4.10:	Regression	43

ABSTRACT

This study is an attempt to address the relationship between Training, Reward and Employee Performance in organization. The researcher was use 85 respondents that different in their demographic background in Terminal Bersepadu Selatan (TBS). The respondents that took part in this study are among the non – executive staff. The researcher has chosen 70 respondents out of 85 for the results of findings that have been analyzed by using SPSS software. In this research, the researcher has use a questionnaire as the main data collection method. Pearson Correlation Coefficient test has been analyzed to reveal the result of direction and strength of correlation between the elements of both independent and dependent variables. The researcher has found the result that showed there is significant relationship between the training in the organization and employee performance, and also the relationship between reward in the organization and employee performance. The analysis also stated that the reward and training have a positive relationship with employee performance. However, Pearson Correlation Coefficient test was result that both of independent variables (Training and Reward) which is factor that affected employee performance in the organization. The researcher also has suggested some recommendations in order to improve the way of organization handling their training and reward in order to increase employee performance in their organization.