



**CHALLENGES FACED BY PETRONAS PENAPISAN MELAKA SDN BHD IN
CONDUCTING CAPABILITY MANAGEMENT TRAININGS**

SITI SORAYA BINTI ABD. RAZAK

2009519631

BACHELOR OF BUSINESS ADMINISTRATION

(HONS) INTERNATIONAL BUSINESS

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA

BANDARAYA MELAKA

JANUARY 2012

**CHALLENGES FACED BY PETRONAS PENAPISAN MELAKA
SDN BHD IN CONDUCTING CAPABILITY MANAGEMENT
TRAININGS**

**SITI SORAYA BINTI ABD. RAZAK
2009519631**

**Submitted in Partial Fulfillment
of the Requirement for the
Bachelor of Business Administration
(Hons) International Business**

**FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
BANDARAYA MELAKA**

JANUARY 2012

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION
(HONS) INTERNATIONAL BUSINESS
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITY TEKNOLOGI MARA
KAMPUS BANDAR MELAKA**

“DECLARATION OF ORIGINAL WORK”

I, SITI SORAYA BINTI ABD. RAZAK, (I/C NUMBER: 870125-04-5042)

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 extract have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____

Date: _____



LETTER OF SUBMISSION

January 2012

Project Advisors,
Faculty of Business Management
UiTM Kampus Bandaraya Melaka
110 Off Jalan Hang Tuah
75300 Melaka

Attn : Puan Nur Melissa Bt Mohammad Faisal Wee

Dear Madam / Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled “CHALLENGES FACED BY PETRONAS PENAPISAN MELAKA SDN BHD IN CONDUCTING CAPABILITY MANAGEMENT TRAININGS” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you,

Yours sincerely,

SITI SORAYA BINTI ABD. RAZAK
2009519631
Bachelor of Business Administration (Hons) International Business

ABSTRACT

This study identifies the “Challenges Faced By PETRONAS PENAPISAN MELAKA SDN BHD, (PP(M)SB) In Having Capability Management Trainings” which can improve staffs’ ability in producing productivity staffs. Besides that, it will be proven by types of training provided by PP(M)SB in order to support this study. The trainings are very essential to PP(M)SB because PP(M)SB has been known as ‘The Best Refinery In Asia Pacific’. In order to conduct this study, the researcher uses both sources of data which are primary data and secondary data. Through this study the researcher has identified three main challenges faced by PP(M)SB when conducting Capability Management trainings which are employees’ interest, technology capabilities and also strategic Human Resource Management.