FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA

Bachelor of Science Library & Information Management
(Hons)

RESEARCH PROJECT (IML690)

Academic Writing:

The effectiveness of training and competency development of
library staffs in improving the quality of work and motivation in the PTDI

Prepared by:

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Prepared for:

FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
CAMPUS PUNCAK PERDANA

JULY 2014

ACADEMIC WRITING:
THE EFFECTIVENESS OF TRAINING AND COMPETENCY DEVELOPMENT OF
LIBRARY STAFFS IN IMPROVING THE QUALITY OF WORK AND
MOTIVATION IN THE PTDI

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JULY 2014

AUTHOR'S DECLARATION.

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ABSTRACT

The purpose of this research is to study the effectiveness of training and development competency of library staffs in improving the quality of work and motivation in the Tun Dr. Ismail Library, UiTM Johor campus Segamat and to identify the satisfaction levels of library staffs about training programs.

Questionnaire and interview methods were used for the study. A sample size of 28 library staff from the Tun Dr. Ismail Library, UiTM campus Johor (PT DI) was selected through simple random sampling.

A questionnaire was used to collect data. The analysis of the data exposed high levels of the effectiveness of training programs in the Tun Dr. Ismail Library, UiTM Johor campus Segamat and to identify the satisfaction levels of library staffs about training programs among respondents. The respondents also showed a positive attitude towards the topic.

Suggestions aimed at to improving the Tun Dr. Ismail Library,UiTM campus Johor (PT DI) training and competency development were also provided.

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Wassalam.....