



**UNIVERSITI TEKNOLOGI MARA  
FACULTY OF ADMINISTRATIVE SCIENCE AND  
POLICY STUDIES**

**FACTORS INFLUENCING TRAINING EFFECTIVENESS  
TOWARDS JOB SATISFACTION AMONG NON- ACADEMIC  
EMPLOYEES IN UNIMAS**


**SARENA BINTI HAIDIR  
2013242674**

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## THE DECLARATION

I hereby declare that the work contained in this dissertation is original and my own except those duly identified and acknowledged. If I am later found to have committed plagiarism or acts of academic dishonesty, action can be taken in accordance with Universiti Teknologi MARA's rules and academic regulations.

Signed,



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**Sarena binti Haidir**  
**2013242676**

## **ABSTRACT**

This study investigated the training factors which were influencing the training effectiveness and job satisfaction among non-academic employees in University Malaysia Sarawak (UNIMAS). The target of study was the non-academic employees in UNIMAS. Two hundred and seventy nine respondents participated in the survey.

The questionnaire was designed to measure training factors, training effectiveness and job satisfaction. The results indicate that overall the respondents of UNIMAS were satisfied with their current employment and training conduct. The study determined that training factors played an important role and influencing the successful the training effectiveness.

The training factors included trainer, training contents, training support materials and transfer of learning. The study also revealed that the training factors have a significantly strong association with training effectiveness in UNIMAS. In this study also found that the level of training effectiveness and job satisfaction among non-academic employees at UNIMAS are significantly high.

Subsequently, recommendations were made that UNIMAS should proactive to make sure the employees training must be in line with organizational objectives and the job scope. In addition, the superiors and management of UNIMAS should be closely communicate with employees so they will know what the employees need especially in training contexts.

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# **CHAPTER I**

## **INTRODUCTION**

### **1.1 Chapter Structure**

This chapter is divided into eleven sections, which will give the reader a comprehensive overview of the study. The first section presents the chapter structure and followed by second sections which is introduce the subject matter by presenting the background of the study. In the background of study, the researcher will explained the motivation for undertake this study. Section three will present the problem that is the subject matter on this study, section four will indicate the key research question that are related to the problem described in the foregoing section and section five the research objective which are the key drivers of the study.

Section six, seven and eight will briefly explained on the significant, the scope and the limitation of the study. The significant explained on the benefited the findings of this study to other parties, the scope outlined the populations and sample of the study while the limitation stated the difficulties that researcher faced when carrying out the study. Meanwhile, section nine will explained the definition of each terms that used inside this study, section ten is the summaries of this chapter one and lastly, section eleven, briefly explain on the structure of the whole chapter on this study.

### **1.2 Background of Study**

The employees was the important assets for organizations besides others assets such as lands and capitals. The famous philosopher of the spring and autumn period of Chinese history namely Confucius saying “Give a person a fish and you feed him for a day. Teach a person how to fish and you feed him for a lifetime”. This quotation clearly explained the important for organization to give an adequate training to their employees and it seen as