

**FACTOR AFFECTING TO THE
EFFECTIVENESS OF TRAINING THAT
PROVIDED AT TENAGA NASIONAL
BERHAD BANDA KABA, MELAKA**

NUR FATHANAH BTE MOHD SOM

**BACHELOR IN
OFFICE SYSTEMS MANAGEMENT (HONS.)
UNIVERSITI TEKNOLOGI MARA**

2014

ABSTRACT

Training program is very important and take serious concern by human resource and top management in every business field from small and midsize business to global organization, including private and government sector. Many employers believe that training program is very important because it may lead to the low absenteeism, enhance the productivity, as well as motivation for the employee job performance. Organizations make a big amount of investment in implementing every session of training program and they hope employees will change and improve their performance after attended the training program. Because of not all training program is effective and successful implement, so that this study was to examine the factors affecting effectiveness and its implication towards job performance. To examine the study a literature review has been done on different aspects of training. The findings of this study suggest many factors which affect training effectiveness such as Work environment (manager support, peer support and technological support), Trainee's characteristic, and training environment. The importance of training effectiveness is also discussed in this study.

ACKNOWLEDGEMENT

In The Name Of Allah S.W.T Most Gracious, Most Merciful

First and foremost all praise to Allah the Almighty and the Benevolent and Alhamdulillah, thanks to Allah that bless me and the other friends to complete our project paper to fulfil the requirements of the Research Methods course.

First of all, I would like to express my love and gratitude to my family especially to both my beloved father and mother. Without their support, I cannot complete my study and research. They also always besides me when I trough the hardest time while completed this research.

I would like to express my gratitude to Madam Siti Fahazarina Bt Hazuddin whose expertise, understanding, and patience, added considerably to my graduate experience. I appreciate her vast knowledge and skill in many areas. She is the one supervisor who truly made a difference in my life. She provides me with direction, technical support and became more of a mentor than a supervisor. Without her motivation and encouragement i would not have considered completed this research study. I must also acknowledge her for her suggestions for, and provision of the font materials evaluated in this study to ensure us within the correct path.

I would also like friends in this group for the support they provided us through my entire life and in particular.

Nur Fathanah Bte Mohd Som

December, 11

Faculty of Business Management

Universiti Teknologi MARA

TABLE OF CONTENT

	Page
LIST OF TABLE.....	i
LIST OF FIGURES.....	ii
CHAPTER 1	
Background of the study.....	1
Statement of problem.....	4
Research objectives.....	5
Research questions.....	5
Significant of study.....	6
Scope of research.....	8
Limitation of study.....	9
Definition of terms.....	10
CHAPTER 2	
LITERATURE REVIEW	
Introduction.....	11
Independent variables.....	12
Dependent variables.....	15
Hypothesis.....	18
CHAPTER 3	
METHODOLOGY	
Introduction.....	19
Research design.....	20
Sampling frame.....	21
Population.....	21
Sampling technique.....	22
Sample size.....	23
Unit of analysis.....	23
Instrument.....	23
Validity of instrument.....	24
Plan of analysis.....	25
CHAPTER 4	
Introduction.....	29
Section A.....	30
Section B.....	40
Section C.....	41
Section D.....	43
Section E.....	44
Research question 1.....	45
Research question 2.....	46
Research question 3.....	47
Research question 4.....	48
Research Question 5.....	49
Reliability analysis.....	52
Hypothesis results.....	55

TABLE OF CONTENT

CHAPTER 5

CONCLUSION AND RECOMMENDATIONS

Conclusion.....56

Recommendation.....59

REFERENCES.....60

APPENDICES

Cover letter.....A1

Agreement form.....A2

Sample of questionnaire..... A3