## EFFECTIVENESS TRAINING TOWARDS JOB SATISFACTION AMONG EMPLOYEES AT PADIBERAS NASIONAL BERHAD (BERNAS)

NURUL NADIAH BINTI JAHARI

BACHELOR IN OFFICE SYSTEMS MANAGEMENT(HONS.) UNIVERSITI TEKNOLOGI MARA(UiTM) 2015

## TABLE OF CONTENTS

	Pages
ABSTRACT	i
ACKNOWLEDGEMENT	ii
LIST OF TABLES	iii
LIST OF FIGURES	iv
CHAPTER 1	
INTRODUCTION	1
Background of the Study	1 - 2
Statement of the Problems	3 - 4
Research Objectives	5
Research Questions	5
Significance of the Study	6
Limitations of the Study	7
Definition of Terms.	8
CHAPTER 2	0
LITERATURE REVIEW	9
Definition	9 - 13
Research Hypothesis.	14
CHAPTER 3	14
	15
Methodology	15
Research Design	15
Sampling Frame	
Population	16
Sampling Technique	16
Unit of Analysis	16
Data Collection Procedures	17
Instrument	17
Validity of Instruments	17
CHAPTER 4	
FINDINGS	20
Profile of Respondents	21 - 26
CHAPTER 5	
CONCLUSIONS AND RECOMMENDATIONS	36
Conclusion.	36 - 38
Recommendation	38 - 39
Recommendation for Future Research	40
REFERENCES	41 - 43
APPENDICES	
A Cover Letter	44
B Questionnaire	45 - 49
C Follow-Up Letter	50 - 53

## **ABSTRACT**

This research consists of the empirical analysis on the effectiveness of training towards job satisfaction among employees at PadiBeras Nasional Berhad (BERNAS). Personality traits influence occupational choice and are valid predictors of managerial success. This primary objective of this study was to investigate whether a relationship exists between effectiveness of training towards job satisfaction.

Stratified random sampling technique was employed and a measuring instrument distributed to the respondents, in which 70 questionnaire were returned. An exploratory factor analysis was undertaken and Cronbach Alpha coefficients calculated to assess the validity and reliability of the measuring instrument. Correlation analysis was undertaken to establish relationship between the independent variable (effectiveness of training and position level) and the dependent variable is job satisfaction. The findings of this study show that individual who attend the training give impact on their job satisfaction.

**ACKNOWLEDGEMENT** 

First and foremost, I am very thankful to Almighty Allah who always helps me, gives

me courage, guide me and blessed me in every field of life. I wish to express my sincere

thanks to my supervisor from Universiti Teknologi MARA (UiTM) Pahang, Puan Roslina

binti Ali for the valuable guidance and advices for this report. I take this opportunity to

record my sincere thanks to all my friends for their help and encouragement. I also thanks to

my parents for their unceasing encouragements and supports. Last but not least, my senses of

gratitude to one and all who directly and indirectly have lent their helping hand in this

venture.

Nurul Nadiah binti Jahari

June 29, 2015

Faculty of Office Management and Technology

Universiti Teknologi Mara

ii

## LIST OF TABLES

Table		Pages
3.1	Reliability for Pilot Test	17
3.2	Plan for Data Analysis	19
4.1	Survey Return Rate	20
4.2.1	Respondent's Gender	21
4.2.2	Respondent's Race	22
4.2.3	Respondent's Age	22
4.2.4	Respondent's Marital Status	23
4.2.5	Respondent's Education Level	24
4.2.6	Respondent's Work Experience	25
4.2.7	Respondent's Position Level	26
4.3	Reliability Analysis	27
4.4.1	Rules of Thumb about Correlation Coefficient	28
4.4.2	Correlation Analysis	28
4.4.3	Correlation Analysis of Senior Manager	29
4.4.4	Correlation Analysis of Manager	30
4.4.5	Correlation Analysis of Assistant Manager	31
4.4.6	Correlation Analysis of Executive	32
4.4.7	Correlation Analysis of Officer	33
4.4.8	Correlation Analysis of Clerical	34
4.4.9	Correlation Analysis of Others	35