

**A STUDY ON FACTORS AFFECTING TO THE
EFFECTIVENESS OF TRAINING THAT PROVIDED TO
MAJLIS AMANAH RAKYAT NEGERI SEMBILAN.**

NUR NATASHA BT. ABD. GANI

**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 (motivation and attitude), 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.

I would like to express our gratitude to Madam Siti Fahazarina Bt Hazuddin and Dr. Hjh. Mas Anom Bt. Abd. Rashid whose expertise, understanding, and patience, added considerably to our graduate experience. I appreciate her vast knowledge and skill in many areas. She is the one supervisor who truly made a difference in our life. She provides us with direction, technical support and became more of a mentor than a supervisor. Without her motivation and encouragement we 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 to thank our family and friends in this group for the support they provided us through our entire life and in particular.

Nur Natasha Bt. Abd. Gani

January, 10

Faculty of Business Management

Universiti Teknologi MARA

TABLE OF CONTENTS

	Page
LIST OF TABLE	i
LIST OF FIGURE	ii
CHAPTER 1	
Background of the Study.....	1
Statement if the Problem.....	4
Research Objective.....	5
Research Question.....	5
Significant of Study.....	6
Scope of the Research.....	8
Limitation of the Study.....	9
Definition of Terms.....	10
CHAPTER 2	
Introduction of Literature Review.....	11
Independent Variable.....	12
Dependent Variable.....	15
Conceptual Framework.....	17
Hypothesis.....	18
CHAPTER 3	
Introduction of Methodology.....	19
Research Design.....	20

Sampling Frame.....	21
Population.....	22
Sampling Technique.....	22
Sample Size.....	22
Unit of Analysis.....	22
Instrument.....	23
Validity of Instrument.....	24
Plan of Analysis.....	24
Plan of Data Analysis.....	26
Work Scheduling Process.....	27

CHAPTER 4

Introduction of Findings.....	28
Reliability Analysis.....	29
Descriptive Analysis.....	33
Section A: Demographic.....	33
Section B: Work Environment.....	36
Section C: Training Environment.....	40
Section D: Trainee Characteristic.....	42
Section E: Training Effectiveness.....	44
Pearson Correlation Coefficient.....	46
Percentage of Variable.....	52

CHAPTER 5

Conclusion and Recommendation.....	58
Recommendation for Future Research.....	60