

A STUDY OF THE EFFECTIVENESS OF TRAINING PROGRAM IN BANK
KERJASAMA RAKYAT MALAYSIA BERHAD BASED ON EMPLOYEES'
PERCEPTIONS

Prepared for:
ENCIK MOHD AZIZUL BIN SULAIMAN

Prepared by:
INTAN NUR HAFIZAH BINTI MAT NAWI
BACHELOR IN OFFICE SYSTEM MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (UiTM)
FACULTY OF BUSINESS MANAGEMENT

JANUARY 2016

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ABSTRACT

The purpose of this study is to identify the effectiveness of training program in Bank Kerjasama Rakyat Malaysia Berhad. This study investigates the most use of training techniques either of information distribution technique, simulation technique or on-the-job training technique. The questionnaires had been distributed randomly to the employees in Bank Kerjasama Rakyat Malaysia Berhad . The population for this study was 110, and sample size that being used based on Krejcie & Morgan table from a given population was 86 respondents. After collected the questionnaires from the respondents, the data had been analyzed by using Statistical Packages for the Social Sciences (SPSS) version 20 to get the results. Based on the findings, most of respondents choose on-the-job training technique as the mostly training program practiced in Bank Kerjasama Rakyat Malaysia Berhad. The findings also show that the level of the effectiveness of training program is good. The researcher suggested that simulation training technique also should be used to train employees by using advance technology besides it can improve the employees' skills and knowledge.

ACKNOWLEDGEMENT

Assalamualaikum,

First and foremost, I would like to praise to Allah Almighty for His blessing and willing that I have completed the report for this subject, Academic Project (ASM 662) titled as A Study On The Effectiveness of Training Program Conducted By Bank Kerjasama Rakyat Malaysia Berhad. Based On the Employees Perceptions.

First of all, I would like to give my thanks to my supervisor, Encik Mohd Azizul bin Sulaiman for the valuable guidance and advice. His willingness to motivate me contributed tremendously to this study. Without his support and commitment to guide me, this study will not be complete on time.

I also would like to take this opportunity to thank to my supervisor at my internship place, Madam Noor Afidza A Bakar for giving the related information. She also has helping me to get the permission for distributing the questionnaires from the top management.

My thanks also goes to all staffs in Bank Kerjasama Rakyat Malaysia Berhad who keep give support and become my respondents for answering the questionnaires.

Besides that, I would like to take this opportunity to thank to the group members who work hard to complete the research. Not to forget, my families and friends who give a lot of support and motivation.

Thank you.

Intan Nur Hafizah Mat Nawi

January 04, 2016
Faculty of Business Management
Universiti Teknologi MARA