

**MOTIVATION, SUPERVISOR SUPPORT AND TRAINING
EFFECTIVENESS AT UNIVERSITI UTARA MALAYSIA**

By:

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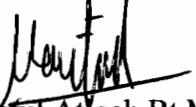
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ABSTRACT

The main purpose of this study is to determine the relation between motivation, supervisor support and training effectiveness among employee in academic institution. Data were collected from 97 employees by using simple random sampling and the sample taken from Bursars Department, Academic Affair Department, Registrar's Department and Library Department in Universiti Utara Malaysia. A questionnaire consisting 21 questions was administrative to the respondents. The study showed that the employees do display that the motivation and supervisor support has relationship with training effectiveness.

ABSTRAK

Objektif kajian ini adalah untuk mengenalpasti hubungan antara motivasi, sokongan penyelia dan keberkesanan latihan di antara pekerja si institusi akademik. Data telah dikutip dari 97 pekerja dengan menggunakan kaedah persampelan secara mudah dan sampel telah diambil di kalangan pekerja yang bekerja di Jabatan Bendahari, Jabatan Hal Ehwal Akademik, Jabatan Pendaftar dan Perpustakaan di Universiti Utara Malaysia. Sebanyak 21 soalan di aturkan untuk responden. Keputusan kajian ini menunjukkan bahawa terdapat hubungan diantara motivasi dan sokongan penyelia terhadap keberkesanan latihan.

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CHAPTER 1

INTRODUCTION

1.0 INTRODUCTION

This chapter explains about the background of the study, problem statements, research objectives and research questions. The significance and scope of the study are also presented.

1.1 BACKGROUND OF STUDY

Nowadays, organization needs to learn and adapt the new dynamic of global competition growth, corporate re-structuring and economy downturn. Karbach and Kray (2009) stated that rapid changes in business environment and competitive market conditions require many organizations to maintain their competitiveness through employee's development by training program. Without any doubt, training and development are vital to a successful business (Zenger, Folkman & Sherwin, 2005). When it comes to current condition of speedily accelerating technological, globalization, economic downturn, social and political amend, organization

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