INFLUENCE OF TRAINING AND DEVELOPMENT, EMPLOYEE PERFORMANCE ON JOB SATISFACTION AMONG STAFF IN SCHOOL OF TECHNOLOGY MANAGEMENT AND LOGISTICS (STML, UUM)

By

LIZA OTHMAN

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ABSTRACT

This paper explored on the influence of training and development, employee performance on job satisfaction among staff of School of Technology Management and Logistics (STML). The purpose of this research paper is to identify the influence of training & development program and employee performance on job satisfaction among university academic and administrative staff in STML. Quantitative research method of primary source was utilized to collect the data from 69 academic and administrative respondents. The context of this study is on Universiti Utara Malaysia, Sintok, Kedah (UUM) in the northern region of Malaysia. Seven Likert scale was used to measure the degree of training & development and employee performance on job satisfaction. Progression analysis was used to analyse and test the hypothesis. The result found that training & development and employee performance positively influence on job satisfaction, and there is a significant relationship between training & development, employee performance and job satisfaction. It also established that training & development and employee performance is an effective and supportive key factor to organization and employee success. This paper presents significant theoretical contribution for academic knowledge purpose and practical contributions for practitioners.

ABSTRAK


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LIST OF ABRIVATIONS

HRM Human Resource Management
HRP Human Resource Practices
T&D Training & Development
EP Employee Performance
JS Job Satisfaction
STML School of Technology Management and Logistics
UUM Universiti Utara Malaysia
CHAPTER ONE
INTRODUCTION

1.1 Research overview

In past years, there have been serious deliberations about the part of human resource management (HRM) as a key resource in today's organization (Theriou & Chatzoglou, 2014). HRM also has developed in its variety to extend where it has turned into an industry, instead of only a basic occupation (Davoudi & Fartash, 2012). The impact of HRM noticeably known as human resource practices (HRP) on selecting the best execution and developing worker mindsets have been a primary zone of investigation for the past years (Delaney & Huselid, 1996; Huselid, 1995; Katou & Budhwar, 2007; Petrescu & Simmons, 2008).

In any case, shockingly to a great number of studies have been coordinated on HRP, in the connection of making HRM of the countries to gain a better productive place and job satisfaction (Budhwar & Debrah, 2001, Singh, 2004, Yeganeh & Su, 2008). This study should also be extent to the HRM of Malaysia in particular (Mahmood, 2004). This study has been set to fill the present investigation gap and to search on the influence of HRP and job satisfaction in the setting of School of Technology Management and Logistics (STML), UUM. This study would extend the contemporary research and routine of HRM. In general, there are four HRP which are selection, performance appraisal, rewards, and development (Collins & Devanna 1992). It is exciting to reminder that
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