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

**By**

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**UUM**  
**Universiti Utara Malaysia**

**Thesis Submitted to  
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Master of Human Resource Management (MHRM)**



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AMONG STAFF IN SCHOOL OF TECHNOLOGY MANAGEMENT AND LOGISTICS (STML-UUM COB)**

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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.

**Keyword:** Human Resource Management, Training & Development, Employee Performance, Job Satisfaction.

## ABSTRAK

Kertas kerja ini mengkaji pengaruh latihan & pembangunan dan prestasi pekerja terhadap tahap kepuasan bekerja di kalangan kakitangan Pusat Pengajian Pengurusan Teknologi dan Logistik (STML). Tujuan kertas kajian ini adalah untuk mengenalpasti pengaruh latihan & program pembangunan dan prestasi pekerja terhadap kepuasan bekerja di kalangan kakitangan akademik dan kakitangan pentadbiran di STML. Kaedah penyelidikan kuantitatif berdasarkan sumber utama telah digunakan untuk mengumpul data dari 69 responden di kalangan kakitangan akademik dan pentadbiran. Konteks kajian ini adalah di Universiti Utara Malaysia, Sintok Kedah (UUM) yang terletak di bahagian Utara Malaysia. Tujuh skala Likert telah digunakan untuk mengukur tahap latihan & pembangunan dan prestasi pekerja terhadap kepuasan bekerja. Analisis regresi digunakan untuk menganalisis hipotesis. Hasil kajian yang diperolehi menunjukkan bahawa latihan & pembangunan dan prestasi pekerja adalah positif dan mempengaruhi tahap kepuasan bekerja, dan terdapat hubungan yang signifikan antara latihan & pembangunan, prestasi pekerja dan kepuasan bekerja. Ia juga menetapkan bahawa latihan & pembangunan dan prestasi pekerja adalah faktor utama yang berkesan dan memberi sokongan kepada organisasi dan kejayaan pekerja. Kajian ini menyumbang kepada teori yang penting untuk peningkatan pengetahuan akademik dan penambahbaikan kepada pengetahuan praktikal untuk pelaksana di industri.

**Kata kunci:** Pengurusan Sumber Manusia, Latihan & Pembangunan, Prestasi Pekerja, Kepuasan Bekerja.

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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



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# 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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