

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

By:

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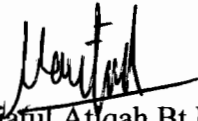
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ABSTRACT

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 di institusi akademik. Data telah dikutip dari 97 pekerja dengan menggunakan kaedah persampelan secara mudah dan sampel telah diambil dikalangan 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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TABLE OF CONTENT

TITLE	PAGES
DECLARATION	i
PERMISSION TO USE	ii
ABSTRACT	iii
ABSTRAK	iv
ACKNOWLEDGEMENT	v
LIST OF TABLES	viii
LIST OF FIGURES	ix

CHAPTER 1 : INTRODUCTION

1.0 Introduction	1
1.1 Background of Study	1
1.2 Problem Statement	4
1.3 Research Question.	8
1.4 Research Objective.	9
1.5 Scope of the Study	9
1.6 Significant of the Study	9
1.7 Operational Definition	10
1.8 Organization of the Report.	12

CHAPTER 2: LITERATURE REVIEW

2.0 Introduction	13
2.1 Objective of Training Program	13
2.2 Training Effectiveness	15
2.3 Motivation.	21
2.4 The Relationship between Motivation and Training Effectiveness	27
2.5 Supervisor Support	29
2.6 The Relationship between Supervisor Support and Training Effectiveness	31
2.7 Model for Effectiveness Training and Improving Performance of Staff	33
2.8 Theoretical Framework.	34

CHAPTER 3: RESEARCH METODOLOGY

3.1 Introduction	36
3.2 Research Design	36
3.3 Data Collection Procedure	37
3.4 Population	37
3.5 Sample	38
3.6. Research Instrument	39
3.7 Questionnaires Design	40
3.8 Pilot Test	42
3.9 Reliability Test.	42
3.10 Data Statistical analysis	43
3.11 Conclusion	44

CHAPTER 4: FINDINGS

4.0 Introduction	45
4.1 Survey responses	45
4.2 Profile of Respondent.	46
4.3 Reliability Measurement	47
4.4 Hypotheses Testing	49
4.5 Summary of the Result	51
4.6 Conclusion	52

CHAPTER 5: DISCUSSION, RECOMMENDATION AND CONCLUSION

5.0 Introduction	53
5.1 Discussion of Findings	53
5.2 Limitation	56
5.3 Recommendation	57
5.4 Conclusion	58

6.0 REFERENCES	60
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7.0 APPENDIX	69
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LIST OF TABLES

	PAGES
Table 1.0:	7
Table 3.0:	38
Table 3.1:	43
Table 4.0:	45
Table 4.1:	46
Table 4.2:	48
Table 4.3:	48
Table 4.4:	49
Table 4.5:	50
Table 4.6:	51

LIST OF FIGURES

	PAGES
Figure 1:	15
Figure 2:	27
Figure 3:	33

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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