



**Faculty of Cognitive Sciences and Human Development**

**THE RELATIONSHIP BETWEEN HUMAN RESOURCES DEVELOPMENT  
PRACTICES AND EMPLOYEE PERFORMANCE**

**Nur Illya Haina Binti Haidi**

**Bachelor of Science with Honours  
(Human Resource Development)  
2020/2021**

UNIVERSITI MALAYSIA SAWARAK

Grade:   A  

Please tick (✓)

Final Year Project Report

Masters

PhD

**DECLARATION OF ORIGINAL WORK**

This declaration is made on the .....2nd.....day of.....July.....2021.

**Student's Declaration:**

I NUR ILLYA HAINA BINTI HAIDI, 67161, FACULTY OF SCIENCE COGNITIVE AND HUMAN DEVELOPMENT hereby declare that the work entitled, The Relationship Between Human Resource Development Practices And Employee Performance is my original work. I have not copied from any other students' work or from any other sources except where due reference or acknowledgement is made explicitly in the text, nor has any part been written for me by another person.



2 July 2021

Date submitted

\_\_\_\_\_  
Nur Illya Haina Binti Haidi (67161)

**Supervisor's Declaration:**

I DR HANA HAMIDI hereby certifies that the work entitled, THE RELATIONSHIP BETWEEN HUMAN RESOURCE DEVELOPMENT PRACTICES AND EMPLOYEE PERFORMANCE was prepared by the above named student, and was submitted to the "FACULTY" as a \* partial/full fulfillment for the conferment of BACHELOR OF SCIENCE WITH HONOURS (HUMAN RESOURCE DEVELOPMENT), and the aforementioned work, to the best of my knowledge, is the said student's work



Dr Hana Hamidi  
Deputy Dean (Undergraduate)  
Faculty of Cognitive Sciences and Human Development  
Universiti Malaysia Sarawak

Received for examination by: \_\_\_\_\_

(Dr Hana Hamidi)

Date: 9/8/2021

I declare this Project/Thesis is classified as (Please tick (√)):

- CONFIDENTIAL** (Contains confidential information under the Official Secret Act 1972)\*
- RESTRICTED** (Contains restricted information as specified by the organisation where research was done)\*
- OPEN ACCESS**

### Validation of Project/Thesis

I therefore duly affirmed with free consent and willingness declared that this said Project/Thesis shall be placed officially in the Centre for Academic Information Services with the abide interest and rights as follows:

- This Project/Thesis is the sole legal property of Universiti Malaysia Sarawak (UNIMAS).
- The Centre for Academic Information Services has the lawful right to make copies for the purpose of academic and research only and not for other purpose.
- The Centre for Academic Information Services has the lawful right to digitise the content to for the Local Content Database.
- The Centre for Academic Information Services has the lawful right to make copies of the Project/Thesis for academic exchange between Higher Learning Institute.
- No dispute or any claim shall arise from the student itself neither third party on this Project/Thesis once it becomes sole property of UNIMAS.
- This Project/Thesis or any material, data and information related to it shall not be distributed, published or disclosed to any party by the student except with UNIMAS permission.



Student's signature \_\_\_\_\_  
(2 July 2021)



Dr Hana Hamidi  
Deputy Dean (Undergraduate)  
Faculty of Cognitive Sciences and Human Development  
Universiti Malaysia Sarawak

Supervisor's signature: \_\_\_\_\_  
(2 July 2021)

Current Address: 416 Lorong Kedandi 4 Tabuan Jaya, 93350 Kuching, Sarawak

Notes: \* If the Project/Thesis is **CONFIDENTIAL** or **RESTRICTED**, please attach together as annexure a letter from the organisation with the period and reasons of confidentiality and restriction.

[The instrument was duly prepared by The Centre for Academic Information Services]

**THE RELATIONSHIP BETWEEN HUMAN RESOURCES DEVELOPMENT PRACTICES AND  
EMPLOYEE PERFORMANCE**

NUR ILLYA HAINA BINTI HAIDI

This project is submitted  
in partial fulfilment of the requirements for a  
Bachelor of Science with Honours  
(Human Resource Development)

Faculty of Cognitive Sciences and Human Development  
UNIVERSITI MALAYSIA SARAWAK  
(2020)

The project entitled ‘The Relationship Between Human Resource Development Practices and Employee Performance’ was prepared by Nur Illya Haina Binti Haidi and submitted to the Faculty of Cognitive Sciences and Human Development in partial fulfillment of the requirements for a Bachelor of Science with Honours (*Human Resource Development*)

Received for examination by:



Dr Hana Hamidi  
Deputy Dean (Undergraduate)  
Faculty of Cognitive Sciences and Human Development  
Universiti Malaysia Sarawak

-----  
(DR. HANA HAMIDI)

Date:

9/8/2021  
-----

<b>Gred</b>
-------------

<b>A</b>
----------

# **CHAPTER 1**

## **INTRODUCTION**

### **1.1 INTRODUCTION**

This part of the study will summarize the overview of the research, the background of the study, and the research problem to help a better insight into the research.

### **1.2 BACKGROUND OF STUDY**

Employee performance is an important aspect for every organization as the positivity of it could lead to success and vice versa. Employee performance can be evaluated in numerous approaches such as productivity, absenteeism, and employee satisfaction (Khan, Abbasi, Waseem, Ayaz, & Ijaz, 2016). It is common to think that employee who is satisfied with their job or work environment will be able to perform better than those who are demotivated or unhappy with their job. An employee who could perform well can represent the organization which can create a good image.

Human Resource Development plays a critical role not only for the sake of employee's development on their skill and knowledge but also to conquer the organizational goals. It is undeniable that in today's era, employees are not eager to work with an organization where their knowledge and skills are not developed (Bhatia & Kaur, 2014). Employee's personal development is where the employees consciously and continuously look for an organization that can help to advance their knowledge and skills at the workplace. This type of development also fulfils the employee's need in Maslow's hierarchy. Allowing the employees in taking part in the training and development program will make them be able to perform better in their role and increase employee satisfaction. However, the Human Resource practitioner in the organization has to come up with the right training and development design and tools to be used in the program will help the employee to implement

what they have learned and trained into their working environment and improve their performance.

### **1.3 STATEMENT OF PROBLEM**

According to Asfaw, Argaw, and Bayissa (2015), improving and developing employee competencies for the organizations be able to maximize the quality of their human resources is known as the basic purpose of human resource development. Other than that, the key responsibility of Human Resource Development is providing training and development, organizational development, and career development chances to enhance organizations and their workforce to accomplish business objectives (Kareem & Hussein, 2019).

As stated by Kareem and Hussein (2019), there is still no consistent model to analyse how human resource development strategies can help in enhancing organizational inadequacy in the performance of employees. Hence, this study is carried out to discover the relationship between human resources development practices and employee performance in the public sector in Kuching, Sarawak.

In this study, two human resource development practices that will be included as the independent variable is training and development, and career development. The training and development program should be corresponding to employees' needs. An organization that can develop a good quality training design that is based on the needs of their employees and organization will gain an excellent result. Meanwhile, according to Napitupulu, Haryono, Riani, Sawitri, and Harsono (2017), an excellent working relationship directed by career development shows that an optimistic attitude of organizational commitment which is determined by the achievement of the organization in applying career development in enhancing employee performance.

This study will be conducted on the public sector employee in the customer service department. The quality of service provided by the public sector is very essential. This is due to advances in technology, expertise, work ethic, and honesty. In order to generate a high level of service for public sector employees, they must undergo training offered by the organization. (Hakim et al., 2016). This could help the organization where this study is taking place and also other organizations in this particular industry to utilize the study to improve employee performance. Thus, they are able to give the best service to the customers.

## **1.4 RESEARCH OBJECTIVES**

The research objectives can be divided into two:

### **1.4.1 General Objectives**

The main objective of this study is to determine the relationship between Human Resource Development practices and employee performance in public sector in Kuching, Sarawak.

### **1.4.2 Specific Objectives**

1. To investigate the relationship between on-the-job training and employee performance in public sector in Kuching, Sarawak.
2. To investigate the relationship between off-the-job training and employee performance in public sector in Kuching, Sarawak.
3. To investigate the relationship between job enrichment and employee performance in public sector in Kuching, Sarawak.
4. To investigate the relationship between job enlargement on employee performance in public sector in Kuching, Sarawak.



## 1.5 RESEARCH HYPOTHESIS

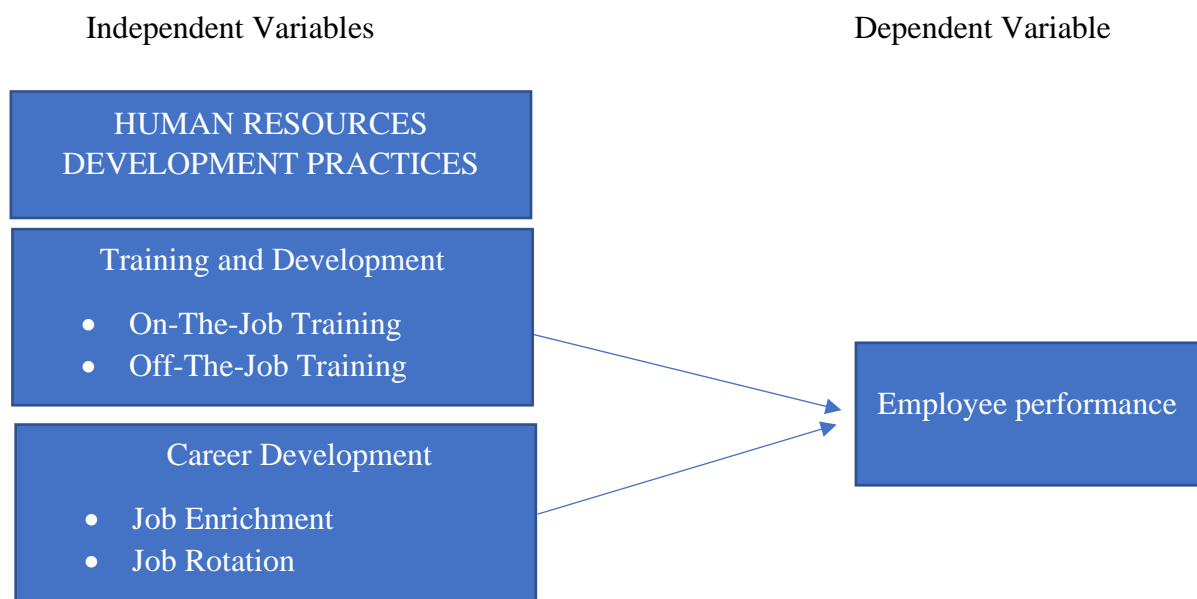
Ha1: There is a significant relationship between on-the-job training and employee performance.

Ha2: There is a significant relationship between off-the-job training and employee performance.

Ha3: There is a significant relationship between job enlargement and employee performance.

Ha4: There is a significant relationship between job rotation and employee performance.

## 1.6 CONCEPTUAL FRAMEWORK



*Figure 1 Proposed conceptual framework*

Figure 1 depicts the conceptual framework that demonstrates the connection between independent variables which is human resources development practices and the dependent variable which is employee performance. The human resource development practices are divided into two which include training and development as well as career development. The programs used to determine the relationship between Human Resource Development

practices are on-the-job training and off-the-job training. Meanwhile, the program for career development is job enrichment and job rotation.

## **1.7 SIGNIFICANT OF STUDY**

This part of the study contains the beneficiaries of the research. There are a few parties that will be able to gain the benefits from this research.

Firstly, the organization that this study has chosen to conduct will receive the most benefits. The organization will be able to use the findings of this study as their future reference in applying human resource development practices in their organization. It can help in improving employee performance and help in achieving organizational goals.

Other than that, the findings of this study will allow the organization to save their cost in conducting future training and development programs, and career development programs and highlight the importance of employee motivation level in increasing employee performance.

Last but not least, it is hoped that this study can be beneficial to future researchers or scholars who will be conducting a study within this area of study where they are able to use this study as their reference. This study may also inspire others to develop more critical thinking and deeper research on this topic.

## **1.8 LIMITATION OF STUDY**

Although this study is prepared, the researcher is still aware of its limitations and weakness. First, the study does not reflect the general opinion of the employees of the public sector in Kuching, Sarawak. The scope of this study is limited for the employee of the customer service department who are currently working in the public sector in Kuching, Sarawak.

Besides that, another limitation in conducting this study is that this study is being carried out during a pandemic of Coronavirus COVID-19. Since March 2020, Malaysia has been under a Movement Control Order because of the pandemic and still ongoing due to the increase of cases number. Due to this reason, the researcher has very limited resources and time. Therefore, the researcher can only carry out the study on Human Resource Development practices under the area of training and development and career development as the independent variables.

## 1.9 DEFINITION OF TERMS

The following terms are defined in the context of this research for a better understanding of this study.

*Table 1 Conceptual and operational definition of terms*

<b>Terms</b>	<b>Conceptual Definition</b>	<b>Operational Definition</b>
Employee Performance	Employee performance includes factors like quality, quantity and effectiveness of work which include employees' behaviour in the workplace (Donohoe, 2019).	Employee performance is a compounded behaviour of the employee and the results of the job must be completed by using a specific capability where the outcome can be evaluated by several instruments.
Human Resource Development	Human Resource Development is the utilisation of training and development, organisational development, and career development in parallel to improve individual, group, and organizational effectiveness. (Arubayi, Eromafuru and Egbule, 2020).	Human Resource Development is a process to improve employee's competencies in doing their task by using tools such as training and development and career development.

Career Development	Career development concept is generally defined a collection of job experience based on individual and organizational objectives, either under his or her supervision or under the control of others. (Napitupulu et al., 2017).	Career development is basically a career growth program for the employee which is being supported by the organization.
Training and Development	Training and development can be defined as a method used in order to enhance the employee's skills and knowledge while building their abilities by providing them new information and technique in completing their job more efficiently (Mozael, 2015).	Training and development is an instrument that can be used to develop the employee's knowledge, skills and ability.
On-the-Job Training	On-the-job training is a teaching procedure an employee the skills, information, and competences required to do a specific activity within the working environment by using the hands-on technique. It uses the existing equipment at the workplace so that the employees can adapt to the learning process immediately (Heathfield, 2020).	Basically, on-the-job training program offers a training program that is located at the employee's actual workplace. Through this type of training program, it would allow the employees to work on the tools they already have without creating any confusion to them.
Off-The-Job Training	Off-the job training is an organized and structured training that takes place away from the original working environment to be trained for a specific amount of time (Engetou, 2017).	Off-the job training is conducted at a designated location which consist of a specific work setting assigned for the training purpose. This will allow the employees to give full concentration on the training program without worrying about their job at the workplace.

Job Enrichment	Job enrichments take place under development and intensification where the employer assigned extra amount of task on employees with the intention of making it more interesting, meaningful and to increase job challenge and responsibility (Nzewi, Chiekezie, Ekene, Raphael & Ebuka, 2018).	Job enrichment involves the extension of the job content of the nature job which is not the same or similar level of skill but also include a high level of skill.
Job Rotation	Job rotation is a lateral transfer of employees between different positions in the same organisation, without a shift in the hierarchical rank or wage rank. (Kampkötter, Harbring and Sliwka, 2016).	Job rotation occurs when an employee is being transferred into a different department with different job scope but still in the same organization with the same level and salary.

## 1.10 SUMMARY

This chapter focused on an element relevant to the study subject matter. The background of the study, the statement of the problem of the study, the objectives and the hypotheses of the study, the conceptual framework of the research, the significance of the study, the limitation of the study, and the definitions of terms employed were explained within this chapter. The following chapter will describe a review of literature related to this study.

## **CHAPTER 2**

### **LITERATURE REVIEW**

#### **2.1 INTRODUCTION**

This chapter provides a literature review related to the relationship between human resource development practices and employee performance. This chapter will present the discussion of variables related to the study, the theory that will explain the study as well as previous research studies that will support the hypothesis of this research study.

#### **2.2 DISCUSSION OF ISSUES RELATED TO THE STUDY**

##### **2.2.1 The Concept of Public Sector Employee and Employee Performance**

As stated by Shamim and Okeyo (2018), the quality of customer service in organizations are often influenced by poor staff efficiency, lack of staff training on the skills needed. The quality of the service is a key dimension to the performance of the public service. This is because public services are not profitable but serve to provide high-quality services to the people and ensure they are satisfied with the services provided (Azmi, Ismail & Basir, 2019). Civil servants who did not undergo a sufficient amount of human resource development practice to perform the service quality as an everyday task will eventually cause an issue in achieving the goals of the Government in each policy adopted by the Government (Azmi, Ismail & Basir, 2019).

The concept of public service delivery needs to be immediately changed to meet the increasingly complex challenges in tandem with developments. However, Al-Mughairi (2018) stated that the public sector faces some challenges in applying human resource

development practices due to the lack of support especially financially and some management levels are unable to adapt to organizational changes.

### **2.2.2 Human Resource Development Practices**

As stated by Morsy, Ali, and Khalifa (2016), human resource development refers to a structured procedure of enhancing the performance of the organization via training and development, organizational development, and career development. Kareem (2017) stated that the term human resource development was developed by Leonard Nadler in 2012 where he described it as a series of connected behavioral change processes. The organization has been using human resource development as a crucial tactical goal to encourage positive behavior in the employees and the influence of knowledge, skills, and attitudes. According to Abdullahi, Gwadabe, and Ibrahim (2018), nowadays, every organization started to prioritize human resource development in their management. This is because the organizations are facing fierce competition and improvement in a professional setting (Kareem, 2017). As a result, human resource development has been one of the fastest-growing fields for management development in recent years.

Organizations can develop and enhance their employee's value by providing them with effective training and development practices. Training and development are essential techniques in human resource development that help in improving employee's skills, knowledge, and competency of enhancing employee's ability to perform more proficiently (Abdullahi, Gwadabe, & Ibrahim, 2018). Thus, training and development should not only be seen as a growth opportunity, but also as an investment that produces investment return and benefits for the organization.

The other important practice in human resource development is career development. Kareem and Hussein (2019) indicated that career development is an ongoing work-life

integration process that allows the organization to train and place personnel in a position that is aligned with their employee's career aspirations, needs, and goals. Since the mid of 1970s, the number of organizations that started to practice career development has consistently increased as an organization are trying to meet their employee's needs (Younas, Farooq, Rehman, & Zreen, 2019).

### **2.2.2 Employee Performance**

Based on Hamid, Surbaini, Hadi, and Zaaba (2018), Employee performance refers to the skills, abilities, experience, and others that are required to carry out the tasks assigned to the employee's superior efficiently and to minimize job inefficiency at the workplace. Employees are an essential yet pricy supply, in order to keep economic growth going and successful efficiency, it is necessary to elevate employee contributions to the priorities and objectives of the corporations (Morsy, Ali, & Khalifa, 2016). Every employee needs to show their best attitude, better performance, and able to work well to achieve organization objectives by managing their performance.

Although employee performance is based on individual factors, there a variety of ways that organizations can help to boost their employee's performance. The management who aims for optimum performance achievement in the organization needs to take into account the aspects that influence employee performance such as career development (Manggis, Yuesti, & Sapta, 2018).

## **2.3 DISCUSSION OF THEORY OR MODEL**

One of the theories that can be used to relate to the overall of this study is the Human Capital theory. According to Mania (2019), The theory of human capital was introduced in 1961 by Schultz, before it was developed by Becker in 1964. According to Becker and



Mincer, the human resources department which was known as human capital management before has been handling the affairs of human capital. According to Wuttaphan (2017), the value of a human capital theory is generally understood in order to maximize organizational efficiency, which relies on the performance of the employees, such as their skills, knowledge, and capability as a key concept of value development.

Human capital is crucial because it is seen as an element to improve performance and thus profitability. As a result, the more the organization invests in its employees in education and training, the more efficient and successful it will be. (Kenton, 2020). This is equivalent to the basic goal of Human Resource Development is improving and developing the employee competencies can help to maximize the performance of the employees (Asfaw, Argaw, & Bayissa, 2015). As indicated by Potnuru and Sahoo (2016), in order to carry out this purpose, the organization needs to implement a variety of human resource development practices to develop the employee's skills that could help the effectiveness of the employee and organization.

Human Capital theory implies that education or training promotes the performance of an employee by passing on useful information and abilities, as a result raising employee's upcoming (Maina, 2019).

Wuttaphan (2017) also stated that a more educated, well-trained employee is proficient in providing a huge quantity of useful productive effort than one with a lack of education and training.

As stated by Abdullahi, Gwadabe, and Ibrahim (2018), Schultz claimed the competent human resource was able to learn certain skills as an outcome of employee development courses or investment in established human resources through sufficient on-the-job training and off-the-job training. The Human Capital Theory also stated that employees ought to take

part in terms of specialized training and additional initiative for further promotional prospects to improve job opportunities for employees, such as career development.

## **2.4 DISCUSSION OF PAST SIMILAR FINDINGS**

### **2.4.1 Human Resources Development Practices and Employee Performance**

In a previous study by Mehmood (2017), the findings stated that appears to be a significant impact of human resource development practices on the performance of employees in selected textile companies.

According to the study carried out by Kareem and Hussein (2019), the findings also indicate that Human Resource Development practices have a significant impact on employee performance. The researcher also believed that human resources development practices are vital to expanding employee competencies. This is because the success of service of any organization depends on the quality of its employee. The study also suggests that the management should come up with particular and focused human resources development practices to enhance employees' skills, knowledge, and ability.

Kareem and Cecilia (2018) stated that in their research that human resource development has an impact on employee performance which also improving organizational effectiveness. In the same study, the finding has shown that human resource development has positively correlated and has a significant relationship with employee performance and effectiveness.

According to Arubayi, Eromafuru, and Egbule (2020), human resource development has a positive significant relationship with employee performance. Human resource development is critical in the success of employees in selected companies in Nigeria. The

study suggests that management concentrate on enhancing human resource planning activities such as organizational development, training and development, and career development in order to improve their absorption ability and eventually enhance the performance of employees.

## **CHAPTER 3**

### **RESEARCH METHODOLOGY**

#### **3.1 INTRODUCTION**

This chapter will go through the methods. that will be used by the researcher to carry out this investigation. Research design, the population of the study, sample and sampling method used, instrumentation, pilot study, validity and reliability of the instruments, ethics of a study, and data collection procedure is going to be discussed within this chapter. This chapter will also provide a data analysis technique to test the study's findings.

#### **3.2 RESEARCH DESIGN**

The study's design is intended to provide an appropriate framework for research (Sileyew, 2019). A quantitative research approach was used in this research for gathering, analyzing, and summarizing the data obtained. According to Bhatia (2018), quantitative research is a process for the collection of numerical data using established methods and the application of statistical methods to provide insights from it afterward. Quantitative research aims to collect numerical data from several individuals and then generalize the result to a wider group of individuals in order to illustrate the phenomenon.

This study is correlational research. A correlation refers reference to a connection between two factors (Swaim, 2020). Hence, this study is to determine the relationship between two variables which are human resource development practices as the independent variable and employee performance as the dependent variables.

The data to determine the relationship between the two variables was collected by using a set of questionnaires. The questionnaire was distributed to the employee who was still working in the public sector in Kuching, Sarawak. Then, the information gathered was

calculated and examined mathematically using the Statistical Package for Social Sciences (SPSS) to investigate the relationship between the variables defined by the researcher.

### **3.3 POPULATION, SAMPLE AND SAMPLING PROCEDURE**

This study has been involving an employee who is currently working in the public sector. Population refers to a comprehensive community of people, organizations, artifacts, and so on with a common characteristic that is in the researcher's interest (Rafeedalie, 2018). The common feature of the groups separates them from others, organizations, objects, and so on.

This study's population is only focused on the employee who is currently working in the public sector in Kuching, Sarawak. However, as the time and resources given to collect the data are limited, the researcher only can reach out to a total of individuals in this population. The researcher has selected and approached a representative group of individuals who fall within the specific population to obtain the data required for the group. (Rafeedalie, 2018). This is known as a research sample.

The sampling technique was applied to decrease the number of instances. The sampling technique can be divided into two types which are non-probability sampling and probability sampling. In this study, the researcher will be using one of the non-probability sampling techniques which is convenience sampling. Convenience sampling is a compilation of participants since they are typically readily and conveniently available (Taherdoost, 2016). This type of sampling technique is usually being favoured by the researcher as it is reasonable and easy compared to other options.

### 3.4 RESEARCH INSTRUMENT

In collecting data, the research instrument that was used in this research is a questionnaire. A questionnaire is a research tool that consists of a series of questions designed to collect data to obtain the info needed from the respondents (McLeod, 2018). It can be carried out face to face and online. It offers an inexpensive, faster, and more efficient method of acquiring a huge quantity of data from a large sample of people. The questionnaire is generated by the adaptation and modification of the questionnaire to the previous study. The questionnaire has been transformed into an online platform which is known as Google Form. The link to the Google Form has been distributed to the sample group.

At the beginning of the questionnaire, on the cover page, a simple introduction and objective of this research were included in order to inform the purpose of the study. The questionnaire then followed by section six-section n as shown in the table below:

*Table 2 Questionnaire Items*

Sections	Item
A	Demographic Information
B	On-the-job training
C	Off-the-job training
D	Job Enrichment
E	Job Rotation
F	Employee Performance

The questionnaire has used a 5-point Likert scale for section B until section F. Liedke (2020) stated that the Likert scale is a type of rating system which often found on a survey form that measures people's feelings about the issue. The points in the Likert scale indicated as following:

*Table 3 Likert Scale used in the questionnaire*

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

### **3.5 PILOT STUDY**

A pilot study is a type of test in which the technique and processes to be implemented on a wider scale. It has been carried out before a broad survey is performed and the result will be used as a guideline for a wider sample. The test is carried out to distinguish insignificant and significant faults in the questionnaire, as well as to test the validity and reliability of the questionnaire's questions. The pilot study was conducted on employees who are working in the private sector, which is also located in Kuching, Sarawak. The researcher was able to distribute 30 questionnaires to the employees who are working in private sector organizations. In order to test the validity of the questionnaire, the researcher used Cronbach's Alpha to analyse the internal reliability of the pilot test. The table below illustrates the value of Cronbach Alpha for the pilot study.

*Table 4 The Results of the Reliability for Pilot Test*

Variables	Total Items	Cronbach Alpha
On-The-Job Training	<b>5</b>	<b>.888</b>
Off-The-Job Training	<b>5</b>	<b>.950</b>
Job Enrichment	<b>5</b>	<b>.882</b>
Job Rotation	<b>5</b>	<b>.897</b>
Employee Performance	<b>7</b>	<b>.924</b>
Overall Statement	<b>58</b>	<b>.957</b>

### 3.5.1 Validity and Reliability

Reliability can be defined as the consistency of the method used to measure something (Middleton, 2020). The measurement can be considered reliable when the result achieved is consistently the same by using the same method under the same circumstances. Meanwhile, the term "validity" relates to the accuracy of the tool used to measure what is supposed to be calculated. If the study has high validity, this indicates that it produces results that can be applied to particular assets, characteristics, and differences in a physical or social setting. One indicator of measurement validity is high reliability. It is most likely not acceptable if the technique is not reliable.

In this study, the reliability test has been conducted to determine the reliability, accuracy, and consistency of the outcome of the questionnaire, researcher has used Cronbach's alpha. The instruments' internal consistency is being examined to see how well the collection of objects is linked as a group. The Cronbach alpha value is between 0 and 1, and a score greater than 0.7 is considered an acceptable reliability value because a higher alpha value indicates that the items have reasonably good internal accuracy and are deemed acceptable in a study situation that allows the researcher to conduct the analyses.

*Table 5 Adapted from Gliem and Gliem (2003): The Cronbach's Alpha Coefficient Value*

<b>Cronbach's Alpha Coefficients</b>	<b>Interpretation</b>
$\geq 0.9$	Excellent
$\geq 0.8$	Good
$\geq 0.7$	Acceptable
$\geq 0.6$	Questionable
$\geq 0.5$	Poor
$\leq 0.5$	Unacceptable