



**FACTORS THAT CONTRIBUTE TO THE
ORGANIZATION PERFORMANCE IN BANK
KERJASAMA RAKYAT MALAYSIA BERHAD**

NAME: NIK NURUL IDAYU BINTI NIK YAHYA

NO MATRIX: 2008280222

**BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (HUMAN RESOURCE)**

UNIVERSITI TEKNOLOGI MARA

MELAKA CITY CAMPUS

APRIL 2010

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS
(HUMAN RESOURCE)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
“DECLARATION OF ORIGINAL WORK”**

I, NIK NURUL IDAYU BINTI NIK YAHYA, (I/C Number: 871101-14-5852)

Hereby, declared that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or other degrees.
- This project paper is result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____ Date: _____

LETTER OF SUBMISSION

Date:

The Head of Program

Bachelor of Business Administration with Honours (Human Resource)

Faculty of Business Management

Universiti Teknologi MARA

75300 Melaka.

Dear Sir/Madam,

SUBMISSION OF PROJECT PAPER (HRM 661)

Attached is the project title “**FACTORS THAT CONTRIBUTE TO THE ORGANIZATION PERFORMANCE IN BANK KERJASAMA RAKYAT MALAYSIA BERHAD**” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you,

Yours sincerely,

NIK NURUL BINTI NIK YAHYA

2008280222

Bachelor of Business Administration with Honours (Human Resource)

(iii)

TABLE OF CONTENTS

Title Page	i
Declaration of Original Work	ii
Letter of Submission	iii
Acknowledgement	iv
List of Abbreviations	v
List of Definition of Terms	vi & vii
Abstract	viii
CHAPTER 1	
1.0 Introduction	1
1.1 Background of Study	2
1.1.1 Overview of Banking Sector in Malaysia	3
1.1.2 Overview of Islamic Banking System in Malaysia	4
1.1.3 Background of the Study	6
1.2 Problem Statement	8
1.3 Objectives of the Study	10
1.4 Theoretical Framework	11

ABSTRACT

The main purpose the establishment of bank is to provide a safety place to safe deposits by customer. It provides more security and customer will gaining more benefit with bank relationship. In this study, the focuses on factors that contribute to the Bank Kerjasama Rakyat Malaysia Berhad with the selected variables were examined. The sample banks that choose are Bank Kerjasama Rakyat Malaysia Berhad headquarters and selected branches. This paper presents an alternative perspective on the relationship of organization performance and knowledge acquisition, knowledge sharing, learning environment, meeting learning and development needs and applying learning at the workplace. The dependent variable is organization performance and independent variables would be knowledge acquisition, knowledge sharing, learning environment, identifying learning and development needs, meeting learning and development needs and applying learning at the workplace. By using SPSS software (version 16.0), Multiple Regression, Regression Coefficient, Coefficient of Determination (R^2), Alpha Cronbach's , and Pearson Correlation were analyzed and interpreted from data collected. By using Analyze and choose Scale for Realibility tested, knowledge acquisition, knowledge sharing, learning environment and applying learning at the workplace are significant for Bank Rakyat Kerjasama Malaysia Berhad. Meeting learning and development needs have acceptable result.