



**THE INFLUENCES OF CORPORATE CULTURE
TOWARD EMPLOYEES' JOB PERFORMANCE IN
WHOLESALE BANKING DEPARTMENT IN SCOPE
INTERNATIONAL (M) SDN. BHD**

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**BACHELOR OF BUSINESS ADMINISTRATION
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“DECLARATION OF ORIGINAL WORK”

I, Norita Binti Bachok, (I/C No: 870206-23-5948)

Hereby, declare 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 any other degrees
- This project paper is the 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

April, 2010

Coordinator Program
Bachelor of Business Administration (Hons) International Business
Faculty of Business Management
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Dear Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled **“A STUDY ON INFLUENCES CORPORATE CULTURE TOWARDS EMPLOYEES’ JOB PERFORMANCE IN WHOLESALE BANKING DEPARTMENT OF SCOPE INTERNATIONAL (M) SDN. BHD.”** to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank You

Yours sincerely,

NORITA BINTI BACHOK
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ABSTRACT

This study is conducted at Scope International (M) Sdn. Bhd. and this research is entitled as “the Influence of Corporate Culture on Employees’ Job Performance in Wholesale Banking Department in Scope International (M) Sdn. Bhd.” The main objective of this project paper is identifying the main factor that contributes to corporate culture issues towards employees’ performance in this organization. The researcher has adopted the descriptive research on the issue. Then the researcher’s sampling design is the probability sampling which is stratified sampling method and 60 questionnaires were distributed to employees at this organization.

The theoretical framework of this study consists of dependent variable and independent variables. The dependent variable is employees’ job performance while the independent variables are teamwork, organization communication, reward and recognition, also training and development. Data collected and evidences are being processed by using Statistical Package for Social Science (SPSS) program. The analysis includes the reliability, frequency distribution, descriptive analysis, and correlation.

Based on the findings, there were hypothesized that are positive relationship exist between these variables. Result of the correlation indicates that the highest reward and recognition scores are associated with the employees’ performance. These correlations also strengthen the ranking of the independent variables. Reward and recognition is the main factor of employees’ job performance. The output also confirms the result that a significant positive relationship exists between other independent.