

**FACTORS INFLUENCING EMPLOYEES' PERFORMANCE IN ISLAMIC BANK: CASE
STUDY AT BANK ISLAM MALAYSIA BERHAD (BIMB) AND BANK MUAMALAT IN
PERAK**

JABARIAH BINTI ISHAK

2012603918

NUR SYAMIMI BINTI ABD AZIZ

2012814562

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UNIVERSITI TEKNOLOGI MARA
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LETTER OF DECLARATION



BACHELOR OF BUSINESS ADMINISTRATION (HONS)
ISLAMIC BANKING
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
KAMPUS KOTA BHARU, KELANTAN.

“DECLARATION OF ORIGINAL WORK”

We, **JABARIAH BT ISHAK**, (I/C Number: 911026 -08-5426), **NUR SYAMIMI BT ABD AZIZ**, (I/C Number: 911011-07-5196)

Hereby, declare that,

- This work has not previously been accepted in substance for any degree, locally or overseas and it not being concurrently submitted for this degree or any other degrees.
- This project paper is the result of our 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.

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ABSTRACT

Employee is a backbone for any organization and the success or failure of the organization depends on the employee performance. So, management should play a vital role to implement strategies to improve their employees' performance. The purpose of this study is to find out the factors influencing employees' performance in Islamic bank. The sample of the study is 226 employees of BIMB and Bank Muamalat at Perak have been chosen using stratified random sampling. Reliability analysis, correlation analysis and regression analysis were applied to gather the result. The results found that better education, work environment, communication skills and motivational factors has significant relationship with employees' performance. The recommendations for future research also have been discussed.

Keyword – Employee Performance, Better education, Work environment, Communication skills, Motivational factors.

Paper type: Research Paper.