



**A STUDY ON THE FACTORS INFLUENCING EMPLOYEES' COMPETENCY
THROUGH ORGANIZATIONAL LEARNING: A CASE OF MALAYSIAN ISLAMIC
INSURANCE COMPANY**

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UNIVERSITI TEKNOLOGI MARA

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Submitted in Partial Fulfilment of the Requirement for the
Bachelor of Business Administration (Hons) Islamic Banking

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“DECLARATION OF ORIGINAL WORK”

I, SITI NADZIRAH BINTI SAMINGIN (I/C Number: 921105-01-5476)

Hereby, declare that,

- This work has not previously been accepted in substance for any degree, locally of overseas and is 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 mark and sources of my information have been specifically acknowledged.

Signature:

Date:

SITI NADZIRAH BINTI SAMINGIN

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LETTER OF SUBMISSION

21st JUNE 2015

The Program Coordinator,
Bachelor of Business Administration (Hons) Islamic Banking,
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85000 SEGAMAT,
JOHOR DARUL TAKZIM.

Dear Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled “A STUDY ON THE FACTORS INFLUENCING EMPLOYEES’ COMPETENCY THROUGH ORGANIZATIONAL LEARNING: A CASE OF MALAYSIAN ISLAMIC INSURANCE COMPANY” to fulfil the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours sincerely,

SITI NADZIRAH BINTI SAMINGIN

2013211426

Bachelor of Business Administration (Hons) Islamic Banking

ABSTRACT

This paper investigates aimed at broadening the understanding of organizational learning can influence towards employees' competency in managing a Malaysian Islamic Insurance Company. Focusing on the three main offices at Southern branch of Prudential BSN Takaful Berhad, a total of 150 respondents from a staff were selected to participate in this study. With the assumption that organizational learning is all about organizational actions through better learning concepts, interesting activities prepared and full knowledge or as the outcome of such processes in order to make their employees more competitive, efficient and high competency in their tasks. Based on the earlier studies, the researcher suggested that there are eleven (11) dimensions (features) were necessarily in measuring to what extent the organization is actively pursuing the concept of organizational learning. However, this paper only discovered and focuses to only five (5) features of organizational learning that are able to demonstrate its usefulness towards influencing employees' competency at the selected company. In this research, Internal exchange, reward flexibility, learning climate, informing and learning approaches and participative policy making are five variables that are used as the pre-determined factors in measuring employees' competency through organizational learning. It is expected that the findings of this study will assist the organization to be more concerned about the activity to enhance the competency of its employees, improve organizational effectiveness, thus maintaining the competitive advantage in the industry.