

**UNIVERSITI TEKNOLOGI MARA**

**JOB SATISFACTION AMONG THE BANKERS:  
AN INVESTIGATION ON MAYBANK ISLAMIC  
IN PAHANG**

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2015106305**

**BBA (Hons) Business Administration  
Islamic Banking**

**June 2018**

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Final Year Project Paper submitted in fulfillment  
of the requirements for the degree of  
**Bachelor of Business Administration  
(Islamic Banking)**

**Faculty of Business and Management**

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## AUTHOR'S DECLARATION

I declare that the work in this final year project paper was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This thesis has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Undergraduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

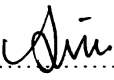
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## **ABSTRACT**

Banking industry is one of the major industries for country's economic development. The purpose of this research paper is to examine the factors that influencing job satisfaction among the bankers where it expected to lead toward better quality work performance and higher commitment from workers. This study was conducted to investigate the most significant relationship between the factors that lead to job satisfaction among the bankers in Maybank Islamic Berhad. This study has focused on individual who are worked at Maybank Islamic which is focus to four branches at Triang, Temerloh, Mentakab and Jengka in Pahang. A structured questionnaire survey was collected by using convenience sampling technique. The researcher has been distributed about 100 of questionnaires to the employees of Maybank Islamic Berhad within the period of one month. The research method that had been used in this study is frequencies analysis, descriptive analysis, correlation analysis, regression analysis and reliability analysis that which has been analysed by using a statistical package for social science (SPSS) 22. The researcher have also conducted pilot test for preliminary test on these factors. The factor consists of five main items which are remuneration, organisation behaviour, working environment, recognition and job security. The results obtained from analysis of data revealed that organisation behaviour, working environment and job security have more influenced than the factors of remuneration and recognition in determining job satisfaction of Maybank Islamic bankers. There are some suggestions for further research and improvement for getting better result.

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