

**UNIVERSITI TEKNOLOGI MARA**

**DISASTER RECOVERY PLAN (DRP)  
AWARENESS IN FINANCIAL  
INSTITUTION**

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## ABSTRACT

Disaster Recovery Plan (DRP) Awareness in Financial Institution is become more important and crucial in the current competitive working environment; in fact it has also become a tool for the competitive advantage especially for business survival, customer service, compliance and regulatory requirement. The identified problem statement for this research on DRP which many organizations have either inadequate DRP awareness in place or none at all. The issue will jeopardize the DRP readiness which possibility for great damage or loss to given entity. In order to overcome the said issue, the Financial Institution must have a proper and adequate DRP Awareness program for the staff in the organization. There are three main objectives of the research, (1) To study the demographic of the staff in a financial institution in Klang valley, (2) To measure the DRP awareness index in the financial institution and (3) To propose the solutions for improvement on DRP awareness in financial institution. Research significance includes research benefits or its impacts on others in part or whole. This research would benefit two groups of people which are employers and employees. This research is significant to developing a body of knowledge on the subject being studied. As for employees and employers as well, this study would help them to increase awareness level about DRP in the organization of financial institution. The findings will be useful for future reference as the knowledge base. This research adopted modified TPB (Theory of Planned Behaviour) as the research model. Research was conducted by distributing on-line questionnaires via email and whatsapp as a communication medium or tools to employees in one of the financial institution's head office located in Klang valley (Kuala Lumpur). This research study would give a result of the findings that will enable the research to provide employers and employees to be more informed about DRP Awareness in Financial Institution with a strong support from higher Management and therefore able to decide on suitable continuous improvement program such as systematic training and Business Impact Analysis (BIA) for business function with the critical application requirement as an annual event. The results of this study should send the right message to employers and employees alike to treat that DRP Awareness in Financial Institution organization as the tool for the competitive advantage to survive in the competitive environment, to meet the legal or regulatory requirement (government such as Central Bank of Malaysia requirement), to enhance customer service and improve the reputation from business and customer perspective. For future research in continuing from the current work can be suggested to investigate more organizations with wider respondents' base of financial institutions and look into more details of organization performance impact for financial institution in Malaysia. To broaden the scope, future research could also look into Disaster Recovery Plan (DRP) and Business Continuity Plan (BCP) under the umbrella of Business Continuity Management (BCM) best practices, financial performance, non-financial performance and many more. Also of interesting initiative is to investigate the extent of BCM influence to organization performance as a whole. Hence, this research would benefit two groups of people; employers and employees in the organization of financial institution which this study would help them to increase awareness level about DRP in the organization with more efficient and effective ways.

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# **CHAPTER ONE**

## **INTRODUCTION**

### **1.1 Introduction**

Chapter one provides the introduction of background for this research. It discusses the problems that led to this research including the research background, the problem statement, research questions, the objectives of this research, the scopes of this research, the research design and also the significance of this research. As overall, this chapter is about the understanding on what this research is all about which the information in this chapter will describe briefly about the Disaster Recovery Plan (DRP) Awareness in Financial Institution as overview of the research study.

### **1.2 Research Background**

Disaster Recovery Plan (DRP) is part of Business Continuity Management (BCM). Disaster Recovery Plan (DRP) and Business Continuity Plan (BCP) are under the umbrella of Business Continuity Management (BCM) best practices, financial performance, non-financial performance and many more. DRP is the process of developing advance arrangement and procedures which will enable an organization to respond to an event in such manner that the critical business functions continue without interruption or essential change.

Use of DRP in organizations especially in Financial Institution has become more and more important as one of the trends in the use of BCM for business survivals. In other words, DRP includes the overall impact in terms of design, planning, execution and post-mortem of the DRP activities in reducing the business risks, meeting the organizations needs and satisfying regulations on the Financial Institution.

The main motivation to the DRP Awareness in Financial Institution is to measure the awareness index. This research study will measure the DRP Awareness index in Financial Institution. The expected findings will be many organizations have either inadequate DRPs awareness in place or none at all.