



THE MAIN FACTOR THAT INFLUENCES THE EFFECT OF JOB ROTATION IN MAYBANK ISLAMIC  
BANGSAR

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## ABSTRACT

Job rotation involves an employee changing positions within the same organization and eventually returning to the original position. It can refer to different types of rotations. Maybank Islamic had adopted a job rotation program to help solve skills acquisition and performance problems of their employees. The problem this thesis attempted to investigate was that in addition to economic objective that every employee requires from his employer, when employee are allowed to perform the same transactional duties over many years, they feel bored and unsatisfied by doing the same kind of work over time. This development may affect job satisfaction and ultimately productivity.

To achieve the objectives of the research, an exploratory and descriptive design were adopted aimed at assessing the main factor that influence the effect of job rotation. Thus, this study aims to identify the main factor that influences the effects of job rotation in Maybank Islamic Bangsar. Survey methodology was used for this research. A total of 86 questionnaires were returned and used to measure the three independent variables which are personnel development, Islamic Banking knowledge and motivation that can gives effect towards job rotation. Based on the result, personnel development is the main factor that influence job rotation.

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## CHAPTER 1

### INTRODUCTION

#### 1.1 INTRODUCTION

This first chapter is an overview of the research study that discussed the study structure. In the study structure included the several sub topic, which are overview, background of the study, problem statement, objective of the study, significant of study, hypothesis, and limitations of the study and definition of the terms. Overview is a survey or a broad, comprehensive view of something. A summary or an evaluation of something.

Besides, background of the studies identifies and describes the history and nature of a well-defined research problem with reference to the existing literature. The background of the study should indicate the root of the problem being studied, its scope, and the extent to which previous studies have successfully investigated the problem, noting, in particular, where gaps exist that your study attempts to address. Introductory background information differs from a literature review in that it places the research problem in proper context rather than provide a thorough examining pertinent literature.

Next, according to (Sekaran & Bougie 2003), problem statement is a brief description of the issues that need to be addressed by a problem solving team and should be presented to them before they try to solve the problem. Objective of the study, to identify the relationship between dependent and independent variables.