

**JOB SATISFACTION AMONG BANKERS: A CASE
STUDY OF BANK ISLAM MALAYSIA BERHAD,
EASTERN CORRIDOR REGIONAL OFFICE AND ALL
BRANCHES IN EAST COAST OF PENINSULAR
MALAYSIA**

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ABSTRACT

Abstract: A survey was conducted to determine the relationship between job satisfaction, demographic factors, motivational factors, reward system, supervision and leadership, working environment and competition against employees in a leading banking institution in Malaysia. The study objective is to determine the factors influencing the employees' satisfaction to their job. 236 subjects were interviewed with a set of questionnaire with Likert scale. This study presented a number of practical implications to the banking sector's human resource management in order to increase the employees' job satisfaction and ultimately, retain potential staffs. The findings analysis indicate that motivational factors, working environments.

The objective in this study To investigate the relationship between the identified independent variables such as motivational factors, reward systems, supervision and leadership, working environment, and competition with job satisfaction level and to determine the most influential factor towards job satisfaction among the employees.

The factors identified for positive job satisfaction can be used by the management as a guide towards implementing changes especially in retaining valuable employees.

Finding of this study that most of variables investigate significantly contribute towards enhancing job satisfaction level of the staff in this Islamic Institutions.

Keywords: Job satisfaction, human resource management, Islamic banking