

AUTHOR'S DECLARATION

I declare that the work in this thesis was carried out in accordance with the regulations of Universiti Teknologi MARA Shah Alam. 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 Shah Alam, regulating the conduct of my study and research.

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ABSTRACT

Women have become more social-conscious, they have made progress on their status in family rights and their work life. Women's roles have enlarged to the point where most of them tend to involve in the workforce and hence, the status of women has increased substantially. In Malaysia banking industry, we can see that nowadays the involvement and the participation from the women are not only in clerical level, but they contribute themselves in the higher levels as well. Secured family life, attractive salary, favourable working conditions and the stability in work are some of the reasons that make this industry more preferable to women. But what actually factors that make them been denied for better career advancement in banking sector? So here, in this study, the focus are more on the relationship between barriers of career advancement among woman in banking sector, where the research study are conducted in Johor Bahru area. Quantitative approach has been used and the data collected throughout the questionnaires survey that has been distributed to the woman in banking industry. Through the finding, the independent variables such as Education Level, Family Consideration as well as Organizational Culture and Structure are significant and positively related to woman career advancement in banking sector compare to other independent variable which are the Work Life Balance and the Glass Ceiling effect. Last but not least, in order to overcome the issues on the barriers on the woman career advancement in banking sector, it is recommended that the government and employers can create a family-friendly environment for working women to overcome the barriers faced by them such as provide childcare support, provide skill training, implement flexible working arrangement, provide employees benefits for woman as well as implement diversity and inclusion policy.

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TABLE OF CONTENTS

	Page
EXAMINATION CERTIFICATE	ii
AUTHOR'S DECLARATION	iii
ABSTRACT	iv
ACKNOWLEDGEMENT	v
TABLE OF CONTENTS	vi
LIST OF TABLES	viii
CHAPTER ONE: INTRODUCTION	
1.1 Background of Study	1
1.2 Problem Statement	3
1.3 Research Questions	6
1.4 Research Objectives	7
1.5 Significance of the Study	7
1.6 Scope of the Study	9
1.7 The Limitation of Study	10
1.8 Definition of Key Terms	11
CHAPTER TWO: LITERATURE REVIEW AND CONCEPTUAL FRAMEWORK	
4.1 Introduction	15
4.2 Review of the Literature	15
4.3 Conceptual Framework	24
4.4 Hypothesis Development	24
2.5 Conclusion	34
CHAPTER THREE: RESEARCH METHODOLOGY	
3.1 Introduction	35
3.2 Research Design	35
3.3 Unit of Analysis	36
3.4 Sample Size	37
3.5 Sampling Technique	38

CHAPTER ONE

INTRODUCTION

1.1 Background of Study

There are study recently shows that Malaysia had experience 23% increase in output per capita if there is a gap among men and woman in the workforce especially in banking industry. This number can be increase and be achieved if there are huge numbers of women who are able to join in the workforce and became high executives or entrepreneurs. This is more important, as it will help to boost the number of woman in managerial level in the banking sector especially. Our country may able to transform into a high income with the increasing numbers of women participation in the workforce as stated to World Bank Country Director of Malaysia, Dixon (TalentCorp & ACCA, 2013). Therefore, it will help our country to reduce the gaps and bring into high income status with the huge number of the participation among the women with their knowledge, skills, credibility and leadership character to the workforce.

In previous decades, women were considered to be responsible as a full time house wife and as in all the religions, women are holding a venerable position. But women nowadays they play more active role with the changing world as they were given opportunities to develop themselves in their career life. Nowadays in our country, through the opportunity that has been given to the women in workforce, the men are no more the only breadwinner of family. According to Department of Statistic Malaysia (DOSM) report, the number of women labour force participation has been increase year by year from 52.6% in 2013 to 54.3% in 2016 (principal statistics of the labour force by sex, Malaysia, 1982-2016).

Women as we can see nowadays, they are more independent and able to manage their work and family matters. We can see as well that their confidence, their brave and sacrifices encourage their roles to the point where most of them tend to involve in the workforce and be more independent, and it shows that their status has increased substantially. Their patience, and commitment have made them as a favourable candidates in order to fulfil the vacancy post available from the lowest positions to the