



**FACTORS THAT INFLUENCING EMPLOYEE ENGAGEMENT
AMONG GROUP RISK DEPARTMENT
MALAYAN BANKING BERHAD**

FARRA NADIA BINTI RAZALI

2016631626

**BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (HUMAN RESOURCE MANAGEMENT)
FACULTY OF BUSINESS ADMINISTRATION
UNIVERSITI TEKNOLOGI MARA (UITM)
MELAKA**

JULY 2019

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (HUMAN RESOURCE MANAGEMENT)
FACULTY OF BUSINESS ADMINISTRATION
UNIVERSITI TEKNOLOGI MARA (UTM)
“DECLARATION OF ORIGINAL WORK”**

I, FARRA NADIA BINTI RAZALI, (I/C Number: 951216-14-5430)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____ Date: _____

LETTER OF TRANSMITTAL

The Head of Program
Bachelor of Business Administrations (Hons) Human Resource Management
Faculty of Business Management
Universiti Teknologi MARA (UiTM)
Cawangan Melaka Kampus Bandaraya Melaka
Off Jalan Hang Tuah
75300 Melaka.

Dear Sir/Madam

SUBMISSION OF PROJECT PAPER

Attached is the project paper titles “A Study on the Factors Affecting Employee Engagement Among Group Risk Department at Malayan Banking Berhad” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA (UiTM).

Thank you.

Sincerely,

.....

(Farra Nadia Binti Razali)

2016631626

TABLE OF CONTENTS

	PAGE
TITLE PAGE	i
DECLARATION OF ORIGINAL WORK	v
LETTER OF TRANSMITTAL	v
ACKNOWLEDGEMENT	iv
TABLE OF CONTENT	v-viii
LIST OF FIGURES	ix
LIST OF TABLE	x
ABSTRACT	xi
 CHAPTER ONE: INTRODUCTION	
1.1 Introduction	1
1.2 Background of Study	2-4
1.3 Company Background	4
1.4 Problem Statement	5-7
1.5 Research Question	7
1.6 Research Objective	8
1.7 Significance of Study	9
1.7.1 Employer	9
1.7.2 Employee	9
1.7.3 Researcher	9
1.8 Scope of Study	10
1.9 Definition of Terms	10
1.9.1 Employee Engagement	10

ABSTRACT

Due to fast growing in business industry forced many company continuously adapting to changes in order to fit the differences need of workforce. Hence employee engagement has been one of the crucial issue faced by employer in this country. The reason is when there is high involvement of employee towards their job, it will lead to produce excellent performance in their job. Therefore, Employee engagement is key for the success of a business growth and productivity. Furthermore, the purpose of this research is to investigate the factor that influencing employee engagement at Group Risk, Malayan Banking Berhad. This study used convenience sampling techniques and online questionnaire as an instrument to collect data. The data from 72% out of 130 employees are collected then evaluated by using statistical package for the Social Science (SPSS) version 23 software. The result from Multiple Regression analysis indicates that all the elements in predict employee engagement which is work environment, leadership and team and co-worker relationship have positive and significant relationship with employee engagement. Moreover, work environment found to be the most influential variables towards employee engagement at Group Risk Malayan Banking Berhad.