



**TO STUDY THE E-BANKING ON EFFECTIVENESS AMONG SENAWANG
SPECIALIST HOSPITAL (SALAM) STAFF**

NAZIHAH BINTI OTHMAN

2011538251

SITI NURHAZIQA QADIRAH BINTI SHAIKH NORSHAM

2011438268

**BACHELOR OF BUSINESS ADMINISTRATION (HONS) FINANCE
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOMOGI MARA
MELAKA**

JUNE 2014



**BACHELOR OF BUSINESS ADMINISTRATION (HONS) FINANCE
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOMOGI MARA
“DECLARATION OF ORIGINAL WORK”**

We, Nazihah Binti Othman, (I/C Number: 900119-05-5302) and
Siti Nurhaziqah Qadirah Binti Shaikh Norsham, (I/C Number: 920831-05-5494)

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 source of my information have been specifically acknowledge.

Signature: _____
(NAZIHAH BINTI OTHMAN)

Date: _____

Signature: _____
(SITI NURHAZIQA QADIRAH SHAIKH NORSHAM)

Date: _____

LETTER OF SUBMISSION

27 Jun 2014

The Head of Program
Bachelor Of Business Administration (Hons) Finance
Faculty Of Business Management
Universiti Teknomogi Mara
Kampus Bandaraya Melaka
110 Off Jalan Hang Tuah
75300 Melaka

Dear Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper title **“TO STUDY THE E-BANKING ON EFFECTIVENESS AMONG SENAWANG SPECIALIST HOSPITAL (SALAM) STAFF”** to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi Mara.

Thank You

Your Sincerely,

.....
NAZIHAH BINTI OTHMAN
2011538251
Bachelor of Business Administration (Hons) Finance

.....
SITI NURHAZIQA QADIRAH SHAIKH NORSHAM
2011438268
Bachelor of Business Administration (Hons) Finance

TABLE OF CONTENTS

| | PAGE |
|--------------------------------|-------------|
| ACKNOWLEDGEMENT | i |
| TABLE OF CONTENTS | ii-iv |
| LIST OF TABLE | v-vii |
| LIST OF FIGURE | viii |
| ABSTRACT | ix |
| | |
| CHAPTER 1: INTRODUCTION | |
| 1.1 Introduction | 1 |
| 1.2 Background of Study | 1-2 |
| 1.3 Problem Statement | 2-3 |
| 1.4 Research Questions | 4 |
| 1.5 Research Objectives | 4 |
| 1.6 Significance of the Study | 4 |
| 1.6.1 The Banking Institution | 5 |
| 1.6.2 The Respondent | 5 |
| 1.6.3 The Researcher | 5 |
| 1.7 Scope of Study | 5 |
| 1.8 Limitation of study | 6 |
| 1.8.1 Time | 6 |
| 1.8.2 Data | 6 |
| 1.8.3 Cost | 6 |
| 1.9 Definitions of Terms | 6 |
| 1.9.1 Effectiveness | 6 |
| 1.9.2 Electronic Banking | 7 |
| 1.9.3 Customer | 7 |

ABSTRACT

This study designed to study the effectiveness of e-banking banking towards customer. The research consist of three factors in this study which is security of e-banking, acceptance of e-banking and service of e-banking. For this study, only 50 of respondents which are most of them are employees from private sectors at Senawang Specialist Hospital (SALAM). They were selected as respondents for this study. The objectives of this study aim to identify whether the electronic banking services are effective towards customers convenience and to evaluate whether the factor that influence customer satisfaction toward electronic banking. This study also take the consideration of the customers of ease of use the e-banking by depends on three factors involve. Besides, this study quantitative research whereby the findings of the study were analyzed by using Statistical Package for the Social Science (SPSS).