



**FACTORS THAT AFFECT EMPLOYEE'S PRODUCTIVITY IN
PUSAT PUNGUTAN ZAKAT WILAYAH PERSEKUTAN
(PPZ-MAIWP)**

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LETTER OF SUBMISSION

January 2013

The Head of Program

Bachelor of Business Administration (Hons) Finance

Faculty of Business Administration

Universiti Teknologi Mara

Bandaraya Melaka

Dear Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled “**Factors that affect employee’s productivity in Pusat Pungutan Zakat Wilayah Persekutuan Kuala Lumpur (PPZ-MAIWP)**” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA, Bandaraya Melaka.

Thank You.

Your Sincerely,

.....
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DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION (HONS) FINANCE
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“DECLARE OF ORIGINAL WORK”

I, Nurul Izyan binti Zainal Rashid (I/C Number: 890425145916)

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: _____

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ABSTRACT

The exploratory study focused on the factors that affect employee's productivity in Pusat Pungutan Zakat Wilayah Persekutuan Kuala Lumpur (PPZ-MAIWP). These studies focus on ineffective of zakat collection centers. Purpose of this research is to investigate factor (stress, employee satisfaction, financial behavior and health condition) that contribute towards employee productivity and to ascertain the best predictor that influence productivity. The research involved 102 workers which randomly chosen in Pusat Pungutan Zakat Wilayah Persekutuan Kuala Lumpur (PPZ-MAIWP) as a sample. The findings and analysis based on data obtained from questionnaire responses. SPSS 16.0 are used to analyzing data and method used is Cronbach's Alpha to measure the reliability of data and descriptive statistic that consist of frequency distributions and hypothesis testing which consist of Pearson Correlation Matrix. From the finding, it can be concluded that financial behavior problems, employee satisfaction and health condition among employee lead to unproductive. While employee stress is not factor affect employee productivity in Pusat Pungutan Zakat Wilayah Persekutuan (PPZ-MAIWP).