



**INVESTIGATION OF FACTORS THAT AFFECTING JOB PERFORMANCE IN  
BANKING SECTOR**

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**FACULTY OF BUSINESS MANAGEMENT UNIVERSITY TEKNOLOGI MARA  
MALACCA CITY CAMPUS**

**JULY 2014**

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**Submitted in Partial Fulfillment of the  
Requirement for the  
Bachelor of Business Administration with Honours (International Business)**

**FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITY TECHNOLOGY MARA  
KAMPUS BANDARAYA MELAKA**

**JULY 2014**



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**(INTERNATIONAL BUSINESS)**

**FACULTY OF BUSINESS MANAGEMNET UNIVERSITY TEKNOLOGI MARA**

**MALACCA CITY CAMPUS**

**“DECLARATION OF ORIGINAL WORK”**

WE, SAIDATUL AQMAR BINTI MOHD NAZRI (I/C NUMBER: 911026055294)

ELWANA BINTI ADNAN (I/C NUMBER: 920717146202)

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 our independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of our information have been specifically acknowledged.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**LETTER OF SUBMISSION**

July 2014

The Head of Program

Bachelor of Business Administration (Hons) International Business

Faculty of Business Administration

University Technology Mara

Malacca City Campus

Dear Sir/Madam,

**SUBMISSION OF PROJECT PAPER**

Attached is the project paper title “Investigation of Factors That Affecting Job Performance in Banking Sector” to fulfill the requirement as needed by Faculty of Business Administration University Technology Mara.

Thank You,

Your Sincerely,

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SAIDATUL AQMAR BINTI MOHD NAZRI

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## **ABSTRACT**

The study purpose is to determine job performance in banking sector. It is useful to know what are the most factors that affect job performance in banking sector. For this research, researcher analyze three influence factor that affecting job performance in banking sector which are rewards, motivation, recognition and stress. 150 respondents from iCIMB Bank and Al-Rajhi Bank were chosen and questionnaires were distributed to both banks. The result shows that motivation is the strongest influence on job performance, followed by recognition, reward and stress. However, for stress has weak effect on job performance. The researchers recommended to the organizations to set realistic performance goals, improve reward system, and creating a friendly work environment to improve the job performance.