



اَوْنِيُوْرَسِيْتِي تِيكْنُوْلُوْجِي مَارَا

UNIVERSITI TEKNOLOGI MARA
KAMPUS KOTA BHARU, KELANTAN

HAS CORPORATE SOCIAL RESPONSIBILITIES OF
ISLAMIC BANKING ACHIEVED MAQASID SYARIAH?
FROM CUSTOMER PERSPECTIVE

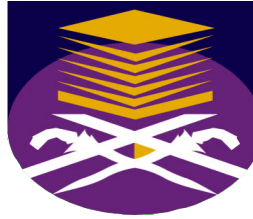
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DECLARATION OF ORIGINAL WORK



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DECLARATION OF ORIGINAL WORK

I, Norhafizah Hilmi (I/C Number : 881115-03-5928),

Hereby, declare that;

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

Signature:.....

Date:

ACKNOWLEDGEMENT

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ABSTRACT

This research is conducted to identify has Corporate Social Responsibilities of Islamic Banking achieved Maqasid Shariah? From customers perspective. The objectives of this study are to identify the element of Corporate Social Responsibilities among Islamic Financial Services. Besides that, researcher also wants to identify any significant relationship between Corporate Social Responsibilities's elements and Maqasid Shariah. Researcher also wants to investigate the most significant and the least significant elements contributing to the Maqasid Shariah. In order to achieve these objectives, 200 sets of questionnaire have been distributed among Islamic banking customers at Kelantan. Convenience sampling method has been used by choose the most easily accessible members as a subjects due to time and cost constraints and difficulty to access the Islamic banking customers. Researcher used AMOS and SPSS in order to analyze all the data collected. AMOS used to test the reliability of the variable using Confirmatory Factor Analysis (CFA) and the significant level of each variable; (Maqasid Shariah, Qard Hasan, Mudharabah, Ijarah, Training, and Safety & Security), while SPSS is used to test the Cronbach's Alpha, T-Test, F-Test, R, R², and Durbin Watson. After collecting the data and analyze it, researcher found that, only Qard Hasan has no significant relationship towards Maqasid Shariah. Another four independent variable, (Mudharabah, Ijarah, Training, Safety&Security) has significant relationship with dependent variable, (Maqasid Shariah). For overall result, customer agreed that Corporate Social Responsibilities of Islamic Banking has achieved Maqasid Shariah. As a conclusion, researcher has achieved the objectives which are able to identify that the elements of CSR are Qard Hasan, Mudharabah, Ijarah, Training, Safety&Security. The most significant element contributing to Maqasid Shariah is Ijarah and the least element contributing to Maqasid Shariah is Training. The researcher also recommends that Islamic banking should improve the CSR by being close with the community through increasing charity activity. Customer also recommend to aware with the current information about Islamic banking.