

UNIVERSITI TEKNOLOGI MARA

**THE LEVEL OF OPERATIONAL RISK
AWARENESS AMONG AR RAHNU
X'CHANGE STAFF: A CASE STUDY IN
BANK KERJASAMA RAKYAT
(BANK RAKYAT)**

NURUL NABIILAH BINTI JAFRI

Academy Writing submitted in partial fulfillment
of the requirements for the degree of
Bachelor in Muamalat

Academy of Contemporary Islamic Studies

January 2019

AUTHOR'S DECLARATION

I declare that the work in this academic writing was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and it is result of my own work unless otherwise indicated or acknowledged as referenced work. This academic writing has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Under Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.


Name of Student : Nurul Nabiihah Binti Jafri

Student I.D No. : 2015418056

Programme : Bachelor in Muamalat – IC 210

Faculty : Academy of Contemporary Islamic Studies

Academy Writing Title : The Level of Operational Risk Awareness Among Ar-Rahnu X'Change Staff: A Case Study in Bank Kerjasama Rakyat (Bank Rakyat)

Signature of Student :.....

Date : January 2019

ABSTARCT

Ar Rahnū scheme already part of the community culture. It helped Malaysian especially Muslim to do the pawn broking with the low safekeeping fee. Hence, in helping the community especially Muslim in Malaysia, Bank Rakyat has established the first franchise which is Ar Rahnū X'Change that provided Islamic pawnshops or ar-rahnu. Ar Rahnū X'Change was established to helping Muslim to get Islamic pawnshops and also to helping the poverty to gain their economic within give a loan to them start the business. Furthermore, every entrepreneur under Ar Rahnū X'Change would be given a skill to starting their business and also will monitor from time to time. However, Ar Rahnū X'Change as the first Shariah-compliant pawning franchise in Malaysia has to maintain the reputation from any factor that would be affecting the reputation. So, to maintain their reputation every staff have known their responsible to increasing reputation of Ar Rahnū X'Change. Also, the awareness of the staff is very important to avoid any risk to the Ar Rahnū X'Change Bank Rakyat. Hence, this study explains the awareness among staff at Ar Rahnū X'Change Bank Rakyat towards factor and effect of risk in their operational ar rahnū. This study analyse by using the quantitative method. Quantitative method is set of questionnaire that were distributes to the respondents. The questionnaires were distributed and were answered by 17 respondents. The finding will assist in Ar Rahnū X'Change Bank Rakyat branches in area Selangor only.

ACKNOWLEDGEMENT

Praise to ALLAH S.W.T the most exalted whose mercy and blessing have enabled me to complete this report. Peace and blessing of Allah be upon His Messenger, Prophet Muhammad S.A.W. I could have finished this project paper on time and fulfill overall of the requirement needed for this last subject paper of Bachelor in Muamalat (Hons.) I admit there is so much difficulty in finishing this final project paper but thanks to HIM that I could finish this on time.

First and foremost, I would like to take an opportunity to express big thanks to my respectable advisor Mr. Mohd Syahrul Deen Bin Ahmad Rosli, for encouraging and guiding me in preparing this final year project paper until it is completed.

Special gratitude towards my beloved family especially my parents, Jafri Bin Mispah @ Md Nuri and Fatimah Binti Mohd Ali for their unconditional love, support, high spirit and monetary support during finishing this final year project.

Special thanks to the staff at Ar Rahnu X'Change Bank Rakyat in Selangor as respondent for this report for their willingness to spend more precious time to complete my questionnaire. And also thanks to all people who have helped me directly or indirectly to completing this final year project.

May Allah bless all of you.

Thank you very much.

TABLE OF CONTENT

| | Page |
|---|---------|
| CONFIRMATION BY PANEL OF EXAMINERS | i |
| AUTHOR'S DECLARATING | ii |
| ABSTRSCT | iii |
| ACKNOWLEDGEMENT | iv |
| TABLE OF CONTENT | v – vii |
| LIST OF TABLES | viii |
| LIST OF FIGURES | ix |
| LIST OF ABBREVIATIONS/NOMENCLATURE | x |
| | |
| CHAPTER ONE: INTRODUCTION | |
| 1.1 Introduction | 1 |
| 1.2 Background Of The Research | 2 |
| 1.3 Problem Statement | 3 |
| 1.4 Objective Of Study | 4 |
| 1.5 Research Questions | 4 |
| 1.6 Significant Of Study | 5 |
| 1.7 Research Methodology | 6 |
| 1.8 Scope Of Study | 6 |
| 1.9 Limitation Of Study | 7-8 |
| 1.10 Definition Of Term | 8-9 |
| 1.11 Conclusion | 10 |