



UNIVERSITI TEKNOLOGI MARA

**DETERMINANTS OF EMPLOYEE'S WORKING
PERFORMANCE IN ISLAMIC BANKING
SECTOR: A CASE STUDY IN ULU KELANG,
SELANGOR**

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ABSTRACT

The study of determinants that affecting working performance in Islamic banking sector is important since an employee's working performance is a critical factor that contribute to an organizational success whether in government or private sector. In the current challenging of Islamic banking environment, the working performances of an employees is still increasing causing a high expectation of growth in the Islamic Banking industries. For the past few years, Islamic banking sector in Malaysia has an impressive growth in its one based bank and the bank has highly regarded management in place and a clear strategic vision in the sharia financing and investment arena. Therefore, this study aims to determine the factors that triggers an employee's working performance in Islamic banking sector specifically at Islamic banking branches around Ulu Kelang which is located in Selangor where a set of questionnaires will be distribute to the respondents that is selected using simple random sampling technique. The data will be analyse using regression analysis in order to determine the relationship between dependent variable which is employee's working performance and its independent variables which are manager's attitude, financial rewards and knowledge and skills. Findings from this research would be beneficial to relevant individual that want to carry out the same research or any Islamic banking industries that want to investigate about a factors that can trigger employee's working performance in Islamic banking sector or industries.

Keywords: Banking sector, employee working performance, manager's attitude, financial rewards, knowledge and skills.

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