



**DETERMINANTS OF EFFECTIVENESS OF  
ISLAMIC FINANCIAL SERVICES TRAINING**

**NURUL HANIS BINTI MALEK**

**2012489418**

**BACHELOR OF ADMINISTRARTION  
(HONS) ISLAMIC BANKING  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITY OF TEKNOLOGI MARA  
JOHOR**

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## **ABSTRACT**

The purpose of this study is to identify the main factor that influence the effectiveness of Islamic financial services training and to identify the relationship between (independent variables) which were employees' behavior, training program, social support and effectiveness of Islamic financial services training (dependent variable). For this study, 100 copies of self-administered questionnaires were distributed to the staff of Bank Muamalat Malaysia Berhad who had joined training program which organized by their human resources department. IBM SPSS Statistics 17 was used to analyze and interpret the data collected. The questionnaires were analyzed by using reliability test, descriptive analysis, Multiple Linear Regression and Pearson Correlation. The results showed that training program is the main factor that influences effectiveness of Islamic financial services training and there is positive relationship between the three independent variables and dependent variable. However, there were some limitations and recommendations for this study and were discussed in last chapter.

# CHAPTER 1

## INTRODUCTION

### 1.1 Introduction

In Vision 2020, Malaysian government has targeted the achievement of a fully developed Malaysian nation by the year 2020. This including making Malaysia as international hub for Islamic financial and banking institution around the world.

In order to achieve this vision, a lot of effort has been made through various ways. One of it is Malaysian government has introduced International Council Islamic Financial Educator (ICIFE) as professional body that give training about Islamic financial and banking industry. As mentioned in Utusan Melayu (M) Bhd, the president of ICIFE which is Prof Dr. Khaliq Ahmad, said that ICIFE is one of the platform to train and increase knowledge for graduate and employees especially about Islamic financial and banking institution. Utusan Melayu (M) Bhd also reported, according to Tan Sri Muhyiddin Yassin, government would always cooperate with higher institutions to educate students about Islamic finance and provide wide job market for them. This shows that learning has become increasingly important with no limitations of distance or time.