



**FACTORS AFFECTING MUSLIM EMPLOYEES' MOTIVATION IN ISLAMIC  
FUND MANAGEMENT COMPANY: A CASE STUDY OF TABUNG HAJI HEAD  
QUARTER**

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## **ABSTRACT**

The purpose of this research was to identify the factor affecting Muslim employees' motivation in Islamic Fund Management Company. Besides that, the main factor that influenced the Muslim employees' motivation was also being studied between reward and recognition, administrative policies, employee's knowledge sharing, and Islamic values factor. Significant difference between the Muslim employees' motivation was also identified. Respondents in this research comprised of 100 employees in Tabung Haji Head Quarter. The questionnaire used to measure the level of motivation and the possible factors that influenced the respondents' motivation was designed based on the previous research. The Cronbach Alpha obtained from the pretest was 0.6330 and about 100 set of questionnaire forms were distributed to the Tabung Haji employees and the response rate was 100%. The answers were analyzed by several statistical test methods using Statistical Package for Social Science (SPSS) version 17.0. The overall mean scores Muslim employees' motivation resulted from descriptive statistics were positive and moderate with the Muslim employees' motivation. Based on Multiple Regression analysis, it was identified that administrative policies factor is the main factor that influenced the Muslim employees' motivation. The findings analyzed by ANOVA table also showed that this research have a fit of model as the result of the overall research show that it is below the level of significant of 0.05 which the result is 0.00. The implication and limitation of this research also were discussed. Suggestion and recommendation for the management of Tabung Haji, future researchers, and government were also given.

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# **CHAPTER 1**

## **INTRODUCTION**

### **1.1 EXECUTIVE SUMMARY**

In this introduction chapter, nine main areas of interest will be discussed. The first section will be an explanation of the background of the study. The second section will enlighten about the problem statement. The third part will be the research objectives and the next, research questions will be presented. The fifth section will present the scope of the study will be discussed in the following section. The sixth section is about the significance of the study whereas the seventh section will discuss about assumption. The eighth section is about limitation of study and the final section is the definition of terms in this research will be further discussed.

### **1.2 BACKGROUND OF STUDY**

This research focuses on the factors that are affecting employee's motivation in Tabung Haji. Basically, employee motivation is the main factor that contributes to business profit and productivity. In other words, understanding employees' motivation to work at their optimal levels can be a critical issue for business and society (Morris, 2009). Even with the best strategy in place and appropriate organizational architecture, an organization will be effective only if its members are motivated to perform at a high level (Ayam, Kusi-Appiah, Nyamekye Tiwaa, Kyei-Addae, & Amoah, 2012). Within an organization, the best performance is feasible with most committed