ISLAMIC WORK ETHICS IN BUSINESS PERFORMANCE AND ORGANIZATIONAL COMMITMENT AS A MEANS OF DA’WAH: PRACTICES AND IMPACTS ON SMALL-MEDIUM ENTERPRISES (SME) IN SELANGOR

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UNIVERSITI SAINS ISLAM MALAYSIA
ISLAMIC WORK ETHICS AS A MEANS OF *DA‘WAH*: PRACTICES AND IMPACTS ON SMALL-MEDIUM ENTERPRISES (SME) IN SELANGOR

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DOCTOR OF PHILOSOPHY

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OCTOBER 2019
AUTHOR DECLARATION

I hereby declare that the work in this thesis is my own except for quotations and summaries which have been duly acknowledged

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By the name of Allah, the Most Gracious and the Most Merciful

First, I would like to express my appreciation to Allah, the Most Merciful and, the Most Compassionate who has granted me the ability and willing to start and complete this study. I do pray for His Greatness to inspire and enable me to continue the work for the benefits of humanity.

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Lastly, and most importantly, I wish to thank my parents. They bore me, raised me, supported me, taught me, and loved me. To them I dedicate this thesis.
ABSTRAK


ABSTRACT

The study proposed to explore the principles of Islamic Working Ethics (IWE) that had been implemented by Small Medium Enterprises in Selangor. It is important for SME industry to have positive management style and business ethics that can link to the religion. Islam stresses the link between business and religion. It projects a perfect way of life and consider as Ibadah. IWE meet this purpose. Therefore, this study analyse the impact of Islamic Working Ethics towards the business performance and organizational commitment. It will also evaluate how IWE contribute to the development of da’wah in SME. In Malaysia, IWE are greatly valued and underlie practised in many organisations. The Malaysia government initiated the implementation of Islamic selected work ethics in public organisation in the early 1980s which were later adapted by the many private sectors. In spirit of their growing importance in the management of current Malaysia organisations, there has been bring little extensive study being conducted among SME’s generally on IWE’s impact particularly in Selangor. SME’s generally are not aware about the important of IWE, and also not recognize the advantages of implementing IWE in their organizations. It is because the influence of IWE in driving SME has been overshadowed by other near trends for managing employees and SMEs business performance. The study approach is focusing on IWEs by using three pillars which are Piety (Taqwa), Moral (Akhlak) and Quality (Itqan) as a foundation of IWE. Also emphasized IWEs as a perspective of da’wah in creating SMEs entrepreneur perform the duty as vicegerent of Allah and carry positive impacts to their business growth. In fact, lacking of good practices in SME’s business activities will do harm to the consumers, employees and SME’s organisation itself as many cases occurred itself like cheating or scam, contract dispute, bankruptcy, bad debts, fraud of documents, bribery and others. These happened due to separation between IWE and business which has a negative impact on not only to SMEs industry but also on human lives. A mixed method design was chosen consisting on a qualitative, followed by quantitative. The qualitative research included interpretative content analysis and interview of informant from SME’s management levels and academicians. Quantitative research included correlation analysis from SPSS version 20 from 386 respondents of SME’s in Selangor. In general, the finding of this thesis indicates the significant positive impact on SMEs business performance and job organisational when IWEs being implemented in their organisation. Piety (Taqwa), Moral (Akhlak), and Quality (Itqan) is the high fundamentals in developing IWE criteria. The fearing Allah’s factor in daily SMEs activities and in the process of setting up SMEs business goal, are able to elevate SMEs towards a better performance. Religion, spirituality journey are a mission of why da’wah is needed. They are closely related to business performance and cannot be isolated in order to gear SME businesses to be more pertinent and drive for success.
ملخص البحث

تهدف هذه الدراسة إلى تحديد ماهية أخلاقيات العمل الإسلامية وبحث أثر تطبيقها في الشركات المتوسطة والصغيرة في سيلانغور، وتؤكد الإسلام على الرابطة بين العمل والدين، حيث أنها تقدم طريقة مثالية للحياة والعبادة. في ماليزيا، تعتبر أخلاقيات العمل الإسلامية ضرورية لقطاع الشركات المتوسطة والصغيرة، وهي تقدم طريقة مثالية للحياة والعبادة.

وفي ماليزيا، تعتبر أخلاقيات العمل الإسلامية موضع تقدير كبير وتطبيقها العديد من المنظمات، ويؤكد الإسلام على الرابطة بين العمل والدين، حيث أنها تقدم طريقة مثالية للحياة والعبادة. لا يوجد تطبيق أخلاقيات العمل الإسلامية بشكل خاص ولاهما في سيلانغور، لكن إسلامية هذه الشركات تكون من خلال فهمها ودعمها لأولويات العمل، حيث أنها تكون من خلال فهمها ودعمها لأولويات العمل.

والصغيرة يقومون بأعمالهم باعتبارهم خلفاء الله في الأرض وتآثر ذلك الإلهام على ذو أعمالهم، بما في ذلك اتجاهات جديدة أخرى قد طغت عليها في مجالات أخرى. تشير هذه الدراسة إلى تأثير أخلاقيات العمل الإسلامية في نشاطات الشركات الصغيرة والمتوسطة، وهي تقدم طريقة مثالية للحياة والعبادة.

وفي ختام، فإن إعمال تلك الأخلاقيات في نشاطات الشركات الصغيرة والمتوسطة، وهي تقدم طريقة مثالية للحياة والعبادة، وهي تقدم طريقة مثالية للحياة والعبادة. وبشكل عام، تشير نتائج هذه الدراسة إلى وجود دور إيجابي ووجهي بين أداء الشركات الصغيرة والمتوسطة، وتفهم العمل في الشركات، وتقوية أخلاقيات العمل الإسلامية، كما تشير إلى أن الفشل والأخلاقيات والإلتزام هي المبادئ الأولى التي يشترط وجودها لتفريق أخلاقيات العمل الإسلامية، ويمكن أن يكون الفشل من الله سبحانه وتعالى في نشاطات العمل اليومية للمؤسسات الصغيرة والمتوسطة، كما أن الدين والروحانيات والأخلاق لها علاقة وثيقة بالآراء ولا يمكن عزلها وثيقة الصلاة بأعمال هذه الشركات من أجل تحقيق النجاح.
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<td>Muslim Youth Movement of Malaysia</td>
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<td>AOC</td>
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<td>BSC</td>
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<td>CEO</td>
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<td>CPI</td>
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