

## **Abstract**

It is widely believed that the impact of credit control management can create a strong cash flow for a company. The purpose of this study is to determine the factors to influence an effective and efficiency credit control management for Engtex Group Berhad. It will further explain about the reasons of how some of the firms can achieve the higher performance and obtained higher profit, while others failed to achieve the higher performance/profit. Data were collected from 91 employees from Engtex Group Berhad. There are four independent variables 1. Standard credit control policy and procedures, 2. Employee development and motivation, 3. An intelligence collection system and 4. A comprehensive collection report to be tested in this study. We have used SPSS system to test all the independent variables in order to determine whether all these variables are supported and significant to the effective and efficiency of credit control management. Result from the survey of 91 employees showed that all independent variables were showed that the positive relationship between independent variables and dependent variable. This study also proposes several important suggestions in order to improve and enhance the credit control management of Engtex Group Berhad.