

# UNIVERSITI TEKNOLOGI MARA CAWANGAN TERENGGANU KAMPUS DUNGUN

## FACULTY OF HOTEL & TOURISM MANAGEMENT

# THE CUSTOMERS' ACCEPTANCE LEVEL TOWARDS SMOKE-FREE POLICY IN KUALA TERENGGANU'S RESTAURANTS

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#### ABSTRACT

This study aims to examine the association between the customers' acceptance level and smoke-free policies in Kuala Terengganu's restaurants. The descriptive research design will be adopted for the purpose of this investigate. With that, the quantitative method by employing a self-administrated questionnaire will help to collect relevant data for this study. It is expected that 384 respondents will be participating in this study to share their interest and contribute relevant data. These data will then screened and analyzed using quantitative research, followed by descriptive research and cross-sectional study for determining the relationship between the implement of the smoke-free policies in the restaurants to the customers' acceptance level. This study hopes to contribute findings that could strengthen and support the existing knowledge on the customers' acceptance level towards smoke-free policies in the Kuala Terengganu's restaurants.

Keyword: Smoke-free policy, Second-hand smoke, Customers, Restaurants

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## **TABLE OF CONTENT**

CHAPTER	CONTENT	PAGES
	Author's Declaration	i
	Abstract	ii
	Acknowledgements	iii
	Table Of Content	iv
	List Of Tables	vii
	List Of Figures	viii
	List Of Appendices	ix
	List Of Acronyms	х
1	INTRODUCTION	
	1.1 Overview	1
	1.2 Background of the Study	1
	1.3 Problem Statement	3
	1.4 Research Objective	4
	1.5 Research Question/Hyphothese	4
	1.6 Significance of the Study	4
	1.7 Limitation of Study	5
	1.8 Definition of Key Terms	5
	1.9 Summary	6
2	LITERATURE REVIEW	

#### 2

#### LITERATURE REVIEW

2.1	Overview	7
2.2	Silent Killer for Second hand Smoke	7
2.3	Smoke-free policy in Restaurants	8
2.4	Socioeconomic Status towards Smoke-free policy	10
2.5	Summary	11

### **3 METHODOLOGY**

3.1	Overview	12
3.2	Research Design	12
3.3	Population and Sampling	13
	3.3.1 Target Sampling	14
	3.3.2 Sampling Method	14
	3.3.3 Sample Size	14
3.4	Instrument Development and Testing	15
3.5	Pilot Study	17
3.6	Data Collection Procedure	18
3.7	Plan for Data Analysis	19
3.8	Research Ethic Consideration	20
3.9	Timeframe	21
3.10	Summary	22

### 4 ANALYSIS AND RESULTS/ FINDINGS

4.1	Overview	23
4.2	Demographic Data: Frequency Results for	23
	Respondent Profiles	
	4.2.1 Partition of Respondents by Gender	25
	4.2.2 Age Group of the Respondents	25
	4.2.3 Race	26
	4.2.4 Income Range (RM)	27
	4.2.5 Smoking Status	27
4.3	Section D: Reliability Analysis	28
4.4	Section B: Descriptive Statistics on The	29
	Customers' Acceptance Level towards Smoke-	
	free Policy	
4.5	Summary	32

v