

BRAND LOYALTY TOWARDS INTERNATIONAL SPORT BRANDS AMONG UITM SABAH'S STUDENTS

SITI SHAZWANA BTE AJAK 2013200018

BACHELOR OF BUSINESS ADMINISTRATION WITH HONS (MARKETING)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
KOTA KINABALU, SABAH.

DECEMBER 2016

ACKNOWLEDGEMENTS

First of all, I would like to express my gratitude towards Allah s.w.t for His blessing and also my parents who never stop supporting me from the beginning until the completion of my research paper which needed to be fulfil for the graduation requirement of Bachelor of Business Administration (Hons) Marketing.

I also would like to express my deepest appreciation to my advisors Dr. Imelda Albert Gisip for all the guidance, advices and encouragement with patient along this journey. Without her guidance and knowledge, I might not have the capabilities to complete this research paper. I would like to say thank you to my second advisors Mdm. Faridah Mohd Shah for all her guidance and advices during this research conducted.

Last but not least, I would to thank to my friends who always shared and give support throughout my study. With all the guidance, knowledge and supported from them, I managed to complete this study and thank you for all the consent.

TABLE OF CONTENTS

		Page
TITLE PAGE	i	
DECLARATION OF ORIGINAL WORK		ii
LETTER OF TI	iii	
ACKNOWLED	iv	
TABLE OF CO	v-viii	
LIST OF FIGU	ix	
LIST OF TABLES		X
LIST OF ABBREVIATIONS		xi
ABSTRACT		xii
CHAPTER 1	INTRODUCTION	
	1.1 Background of Study	1-2
	1.2 Statement of Problem	3
	1.3 Research Question	4
	1.4 Research Objective	4
	1.5 Scope of Study	5
	1.6 Significance of Study	5
	1.7 Definition of Terms	6-7

CHAPTER 2 LITERATURE REVIEW

	2.1 Literature Review	8
	2.1.1 Brand Reputation	9-10
	2.1.2 Brand Competence	11-12
	2.1.3 Brand Experience	13-14
	2.2 Proposed Research Framework	15
	2.2.1 Effect of Brand Reputation towards	
	Brand Loyalty	16
	2.2.2 Effect of Brand Competence towards	
	Brand Loyalty	16
	2.2.3 Effect of Brand Experience towards	
	Brand Loyalty	17
	2.3 Proposed Research Hypothesis	18
CHAPTER 3	METHODOLOGY	
	3, 1 Source of Data	19
	3.2 Research Design	19
	3.2.1 Descriptive	20
	3.3 Research Instrument	20
	3.3.1 Questionnaires	20
	3.4 Sampling Technique	21

ABSTRACT

Brands are important in the customer market. They are the interface between consumers and the company, and consumers may develop loyalty to brands. This study proposes that trust in a brand is important and is a key factor in the development of brand loyalty. Factor hypothesized to influence trust in a brand include brand reputation, brand competence and brand experience. Respondents representing students in UiTM Sabah were surveyed. This research implements numerous statistical procedures, including reliability, correlation, univariate analysis and multiple regression analysis. This study was a quantitative research and involved 350 samples of questionnaire was distribute among the students and there are 249 of samples valid and usable as data collection in this study. The findings reveal that brand experience is relatively more influence consumer's loyalty in a brand. The results also show experience is positively related to the brand loyalty. Marketers should take careful consideration of brand factors in the development of trust in brand.