

" THE EFFICIENCY OF AMANAH IKHTIAR MALAYSIA (AIM) TOWARDS SERVICE QUALITY AND SCHEME"

NURUL AZIMAH ABDUL HALIM
2000135912

BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS (ISLAMIC BANKING)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
TERENGGANU

OCTOBER 2003

TABLE OF CONTENTS

	PAGE
ACKNOWLEDGMENTS	iv
TABLE OF CONTENTS	v-viii
LIST OF TABLES	ix-x
LIST OF FIGURES	xi
LIST OF ABBREVIATIONS	xii
ABSTRACT	xiii

CHAPTERS

1. INTRODUCTION

1.1	Background and Scope of Study	1
1.2	Problem Statement	1
1.3	Objective of Study	2
1.4	Significant of Study	2
1.5	Limitations	3
1.6	Definitions of Terms	4
1.6.1	Amanah Ikhtiar Malaysia (AIM)	4
1.6.2	Scheme	4
1.6.3	Service Quality	5

2. LITERATURE REVIEW

2.1	Review of Relevant Literature	6
2.2	Introduction	6
2.2.1	Background of AIM	6
2.2.2	Micro Financing Objective	8
2.2.3	Services Provided	8
2.3	Scheme	
2.3.1	Introduction	9

2.4 Service Quality 11
2.4.1 Introduction 11
2.4.2 Perception of Service Quality 14
2.4.3 Organizing and Implementing Service Quality 16
2.5 Efficiency
2.5.1 Introduction 17
2.6 Challenges of AIM
2.6.1 Introduction 19
2.6.2 Objective of AIM 19
2.6.3 Problems 20
2.6.3.1 Arrears From Sahabat 20
2.6.3.2 Sahabat Draw-Out 21
2.6.3.3 System Problem 22

3. RESEARCH METHODOLOGY

3.1 Introduction 23
3.2 The Conceptual Framework 23
3.3 Hypothesis 24
3.4 The Data Collection 25
3.4.1 Primary Data 25
3.4.1.1 Survey Instruments 25
3.4.2 Secondary Data 27
3.5 Sampling Technique 28
3.5.1 The Population 28
3.5.2 Sample Size 28
3.6 Procedures For Analysis Data 29

4. ANALYSIS AND FINDINGS

4.1 Introduction 30
4.2 Questions section A (profile)
4.2.1 Respondent profile (sahabat) 30
4.2.1(a) Age 30

ACKNOWLEDGEMENT

By the name of Allah the compassionate and the Almighty.

First of all, I would like to express my deepest gratitude to Allah S.W.T for helping me through through the completion of this paper. A also would like to acknowledge the encouragement and guidance rendered by Dr. Hasan Bahrom. I am indebted to him for his advice and inspiration throughout the completion of this project. My deepest gratitude goes to Ustazah Fatimah Bt. Sulaiman as my second examiner for being helpful support and invaluable guidance.

My special thanks also goes to lecturer that are always give me full support and encouragement and for Branch Manager En. Zulkipli and all AIM's staff who are involved and give a good cooperation in gathering information at AIM Besut area.

Special mention must also be made to my lovely families, all my friends for their support and commitment especially in giving guidance throughout the accomplishment of the project paper.

I hope this project paper will benefits to all.

Thank you.

ABSTRACT

Amanah Ikhtiar Malaysia (AIM) was established on 17 September 1987 specifically to provide small loans to poor households as capital to start a business and to generate more income for themselves. Besides the establishment of AIM in Malaysia where the method used was introduced by Professor David S. Gibbons and associate Professor Sukor Kasim both of whom were academicians at Universiti Sains Malaysia (USM). The method introduced by them has give benefit to the public in terms of their socio economic. Furthermore, AIM was a pioneer Non Government Organization (NGO) that applied micro credit system with no collateral requirement or guarantor. From the beginning of AIM until now, there has been no research that focused on Service Quality and Scheme provided by AIM. So, the researcher has taken this initiative to investigate. This project paper focused on the efficiency of Amanah Ikhtiar Malaysia (AIM) towards service quality and scheme.