



**FACTORS THAT INFLUENCING THE MEMBER'S  
INTENTION TO CONTINUE USING THE i-AKAUN  
(EPF)**

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**BACHELOR OF BUSINESS ADMINISTRATION  
WITH HONORS**

**(INTERNATIONAL BUSINESS)**

**FACULTY OF BUSINESS MANAGEMENT**

**UNIVERSITI TEKNOLOGI MARA**

**BANDARAYA MELAKA**

**JANUARY 2018**

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**2015149165**

**Submitted in partial Fulfilment of the  
Requirement for the  
Bachelor of Business Administration (Hons) International Business**

**FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
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**“DECLARATION OF ORIGINAL WORK”**

I, SITI NUR NAZMIN BINTI ABDUL RAHIM, (I/C Number: 950302045132)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## LETTER OF SUBMISSION

January 2018

Siti Nur Nazmin binti Abdul Rahim (2015149465),  
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The Head of Program,  
BBA Hons International Business,  
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Melaka.

Dear Sir/Madam,

### **SUBMISSION OF PROJECT PAPER**

Attached is the project paper titled “**FACTORS THAT INFLUENCING THE MEMBER'S INTENTION TO CONTINUE USING THE i-AKAUN**” to fulfil the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours sincerely,

SITI NUR NAZMIN BINTI ABDUL RAHIM  
2015149465

Bachelor of Business Administration (Hons)  
International Business

## **ABSTRACT**

The present research was conducted at Employees' Provident Fund (EPF) Alor Gajah. This research and study was conducted to know the factors that influencing the member's intention to continue using the i-Akaun in Alor Gajah. EPF i-Akaun allows the members to check their statements and to carry out certain withdrawals such as education and housing loan. However, the problem faced by the organization is that many members that already registered for the i-Akaun but do not use it. Therefore, this research will discover factors or reasons for members for not using it. Then, based on the factors determined, this study will identify which factors really influence the member's intention to continue using the system. Lastly, to find the alternatives or ways to encourage the members to continue using the i-Akaun. The data were taken from 160 respondents using convenience sampling and the results results were analyzed and interpretations of relationships were made. The findings shows that only three has significant relationship with the dependent variable, which are trust, usability and quality of i-Akaun.