#### UNIVERSITI TEKNOLOGI MARA

### FACTOR THAT INFLUENCE LOAN REPAYMENT DEFAULT AMONG NATIONAL HIGHER EDUCATION FUND CORPORATION (NHEFC) BORROWER: CASE STUDY AMONG UITM SEGAMAT GRADUATES INTAKE SEPTEMBER 2013

#### NUR ATHIKAH BINTI MOHAMAD DZAHIR 2015137031

Final Year Project Paper submitted in fulfillment of the requirements for the degree of Bachelor of Business Administration (Islamic Banking)

**Faculty of Business and Management** 

**June 2018** 

#### **AUTHOR'S DECLARATION**

I declare that the work in this final year project paper was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This final year project paper has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Undergraduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

Name of Student

Nur Athikah Binti Mohamad Dzahir

Student I.D. No.

2015137031

Programme

Bachelor of Business and Administration (Hons) Islamic

Banking

Faculty

**Business and Management** 

Thesis

Factor that influence loan repayment default among National Higher Education Fund Corporation (NHEFC)

borrower: Case study among UiTM Segamat graduates

intake September 2013.

Signature of Student

Miles

Date

June 2018

#### **ABSTRACT**

Government has introduced National Higher Education Fund Corporation (NHEFC) established in 1997 and had given study loans to 2.6 million students. Furthermore, almost half a million National Higher Education Fund Corporation (NHEFC) borrowers have not paid a single cent of RM 2.79 billion and caused NHEFC lack of money to provide loan to new student. Malaysia graduate failed to secure opportunities for job because of attitude and proved one in four fresh graduates in Malaysia remains unemployed within six month after graduates. The study conducted purpose to investigate whether age, attitude, knowledge, and intention to pay loan will affect the loan repayment default among UiTM Segamat graduates. The research design for this study employ quantitative method of systematic sampling and questionnaire that developed by referring detailed relevant literature. The dependent variable is loan repayment default and independent variable are age, attitude, knowledge and intention to pay. The sample used in this study is UiTM Segamat intake September 2013 graduates by distribute 150 questionnaires. Then, data collected will be analyzed using SPSS to generate Descriptive Analysis, Reliability Analysis, Factor Analysis, Correlation Analysis and Regression Analysis to test effect of (age, attitude, knowledge and intention to pay) towards loan repayment default. The finding of this study will be useful insight of NHEFC, UiTM and NHEFC borrower. Finding from research conducted indicate there is high correlation between age, attitude, knowledge and intention toward loan repayment default. However only age, knowledge and intention are significant at ( $\rho = 0.001$ ) ( $\rho = 0.000$ ) and ( $\rho = 0.054$ ) respectively meanwhile, attitude is not significant.

#### **ACKNOWLEDGEMENT**

## IN THE NAME OF ALLAH S.W.T, THE MOST COMPASSIONATE AND THE MOST MERCIFUL

Firstly, I would like to thanked Allah S.W.T for providing with good mental and physical to complete this challenging journey successfully my final year project entitle factor that influence loan repayment default among NHEFC borrower: Case study UiTM Segamat graduates intake September 2013. Special gratitude and thanks to my main advisor Prof Dr Haji Omar Samat for his guidance, opinion, supervision and support. Comment and suggestion plays a crucial and greatly assist in completion final ear project paper.

My appreciation goes Madam Zuraidah Binti Sipon for guidance and advice towards completion of final project. Thank you for provided notes and session for SPSS Software. Special thanks to my colleagues and friends for helping me with this project.

Finally, I would like to extend my appreciation to each and every respondent who willing to sacrifice their time answering my questionnaire and also thank you to Madam Mardziyana Mohamad Malom and Mr Kaini Hailani for their cooperation in helping me to get the personal detail for student UiTM Segamat intake September 2013. Last but not least, I am also thankful and feel blessed towards my family they have supported me a lot especially mental and emotion in preparing this research paper.

Thank you.

# TABLE OF CONTENTS

AUT	HOR'S DECLARATION					IJ
ABS	ΓRACT				I	
ACK	NOWLEDGEMENT				· · · · · · · · · · · · · · · · · · ·	V
		, Taa Hollad E				
TAB	LE OF CONTENTS			: : : : : : : : : : : : : : : : : : :		V
LIST	OF TABLES				VII	<b>I</b>
LIST	OF FIGURES				: 	X
LIST	OF SYMBOLS					X
						_
LIST	OF ABBREVIATIONS				X	T
						_
СНА	PTER 1 INTRODUCTION					1
1.1	Introduction					1
1.2	Background of Study				· :	2
1.3	Problem statement					5
1.4	Research Question					7
1.5	Research Objectives					7
1.6	Significance of Study					8
1.7	Scope of study					9
1.8	Limitation of Study	That H. C. E.				9
1.9	Definition of terms		i Talant			0
1.10	Summary				1	1