

THE PERCEPTION OF THE PUBLIC TOWARD THE ROLE OF THE STATE GOVERNMENT ON IMPROVING STANDARD OF LIVING OF PEOPLE IN KELANTAN: CASE STUDY IN KOTA BHARU

SITI NURSAFINAH BINTI AWANG 2010804546

BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS (BUSINESS ECONOMICS) FACULTY OF BUSINESS MANAGEMENT UNIVERSITI TEKNOLOGI MARA KOTA BHARU

JULY 2013

ACKNOWLEDGEMENT

Bismillahirahmanirahim.

In The Name Of Allah, The Merciful, The Beneficent.

Thanks to Allah and may His peace and blessings be upon all his prophets for granting me the chance and the ability to successfully complete this thesis.

I would like to show my greatest appreciation to my respected advisor Madam Masnah Mohd Zain for her nonstop advices, comment, ideas, general supervision and encouragement in preparing this thesis. I feel motivated and encouraged every time I'm attended her meeting. It would have been impossible without her assistance and guidance. Thank you also to my respected second examiner, Madam. Azmahani Bt Yaacob @ Othman.

I also want to show my appreciation to my supervisor at the Unit Perancang Ekonomi Negeri Kelantan (UPEN) which being understanding and allowed me to go to UiTM in progressing this thesis. Besides, thank you to the UPEN staffs that teach and help me to learn something new here.

Besides that, I would like to show my deepest appreciation to my family for their advices and motivation for me while preparing this thesis until this thesis completely done.

Not forgetting to all respondent that give their cooperation to fill my survey form and also all of friends that help me during distribution of questionnaire to the public respondent. I would like to take this opportunity to express my gratitude to the people who have been instrumental in the successful completion of this project. Success of any project depends largely on the encouragement and guidelines of many others.

TABLES OF CONTENTS

ACKNOWLEDGEMENT	iv
TABLE OF CONTENTS	v
LIST OF TABLES LIST OF FIGURES	viii
	x
ABSTRACT	xi
1.0 INTRODUCTION	1
1.1 Introduction	1
1.2 Background Of Study	1
1.3 Problem Statement	5
1.4 Objective Of Study	8
1.5 Research Question	10
1.6 Research Hypothesis	11
1.7 Theoretical Framework	12
1.8 Significant Of Study	14
1.9 Scope of Study	15
1.10 Limitation Of Study	16
1.10.1 Difficulty to find literature	16
1.10.2 Respondents' cooperation	16
1.11 Definition Of Term	17
1.11.1 Standard of Living	17
1.11.2 Law Enforcement	17
1.11.3 Economic Sector	17
1.11.4 Infrastructure	17
1.11.5 Social services	18
2.0 LITERATURE REVIEW	19
2.1 Introduction	19
2.2 Standard of Living	19
2.3 Law of Enforcement	23
2.4 Economic Sector	24
2.5 Infrastructure	25

2.6 Social services	28
3.0 RESEARCH METHODOLOGY	31
3.1 Introduction	31
3.2 Research Design	31
3.2.1 Exploratory study	31
3.2.2 Descriptive study	32
3.2.3 Hypothesis testing	32
3.3 Population and Sampling	32
3.4 Data Collection Method	32
3.4.1 Primary data	32
3.4.1.1 Questionnaire	32
3.4.2 Secondary data	34
3.5 Data Analysis	34
3.5.1 Descriptive Analysis	34
3.5.1.1 Frequency Distribution	35
3.5.2 Reliability Analysis	35
3.5.3 Regression Analysis	36
3.5.3.1 Single Linear Regression Model	36
3.5.3.2 Multiple Linear Regression Model	36
3.5.4 Coefficient of correlation (R)	37
3.5.5 Coefficient of determination (R ²)	38
3.6 Hypothesis Testing	38
3.6.1 T- Test	38
3.6.2 F-Test	39
3.7 Application of SPSS	39
4.0 FINDING AND ANALYSIS	40
4.1 Introduction	40
4.2 Frequency Analysis	41
4.2.1 Demographic profile	41
4.3 Reliability Analysis	49
4.4 Descriptive Analysis	53
4.5 Regression Analysis	55
4.5.1 Multiple regression	55
4.5.2 Coefficient of correlation (R)	57

ABSTRACT

The purpose of this research is to determine the role of state government on improving standard of living of people in Kelantan: Case study in Kota Bharu. Researcher had distributes the questionnaire to 100 of publics respondents at area in Kota Bharu. The respondents a randomly selected to take part in this survey.

Researcher study the model in term of law enforcement, economic sector, infrastructure and social services on the role of state government on improving standard of living of people in Kelantan. Researcher analyzes the data by using frequency distribution analysis, reliability analysis, descriptive statistic and regression analysis. The data was analyzed to know the reliability of the question, whether the variables are significant or insignificant and the relationship between dependent variables and independent variable. From the equation, dependent variable is standard of living while dependent variables are law enforcement, economic sector, infrastructure and social services. From the finding, two variables are significant which are law enforcement and infrastructure while two variables are insignificant which are economic sector and social services.