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UITM Journal of Legal Studies  
2(2);2020



# UiTM JOURNAL OF LEGAL STUDIES



Faculty of Law, Universiti Teknologi MARA **Vol. 2, 2020 ISSUE 2**

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VOLUME 2

2020

ISSUE 2

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# PERCEPTIONS OF THE DISPUTING PARTIES TOWARDS RECONCILIATION PROCESS AT THE MARRIAGE TRIBUNAL IN MALAYSIA

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## ABSTRACT

The conciliatory bodies appointed under section 106 of the Law Reform (Marriage and Divorce) 1976 Act are not effective while, the existing legal provisions concerning reconciliation process are not adequate to reconcile the matrimonial disputes of non-Muslims. This paper starts with the interpretation on descriptive statistics of demographic characteristics of the respondents, followed by test of the knowledge of the respondents on the law, satisfaction of the respondents with the process of reconciliation and lastly, on the outcome of the process. Every part of the questionnaires was tested by using the normality test to determine if a data set is well-modelled by a normal distribution. The statistical methods employed in this study range from frequency distribution, descriptive statistics, and non-parametric analysis. The finding shows that although the respondents are quite satisfied with the reconciliation session, but it still fails to reconcile the disputing parties. Suggestions for improvement of the existing practice are also discussed.

**Keywords:** *Perceptions; reconciliation process; marriage tribunal*

## INTRODUCTION

The Law Reform (Marriage and Divorce) Act 1976 (LRA 1976) provides that even when the parties have presented a petition for divorce, if it appears to the court at any stage of the proceedings that there is a reasonable possibility of a reconciliation between them, the court may adjourn the proceedings for such period as it thinks fit to enable attempts to be made to effect such a reconciliation. In the case of a petition for divorce based on the irretrievable breakdown of the marriage, the petitioner must first refer the matrimonial difficulty to a conciliatory body before filing the petition. No person shall petition for divorce, except under sections 51 and 52 of the Act 1976, unless he or she has first referred the matrimonial difficulty to a conciliatory body and that body has certified that it has failed to reconcile the parties. Practitioners of family law are of the view that the conciliation has not been very successful in helping disputing couples resolved their problems and this is supported by statistics which show that the success rate for these reconciliation sessions is very low (Daleleer Kaur Randawar, et al. 2018). It has been commented by some observers that the real function of reconciliation process is more of providing a rubber stamp to slow down the disputing couple's eagerness to obtain a quick divorce rather than a serious attempt to find a solution to the dispute (Najibah Md. Zain, et al. 2017). Besides, the conciliators are not well trained in matrimonial matters as to facilitate the negotiations or discussions between the disputing parties. Thus, this study is conducted to prove that the reconciliation process at the Marriage Tribunal is not effective and the existing laws in Malaysia are inadequate to reconcile the matrimonial disputes among the non-Muslims in Malaysia. The main focus of this paper is on section 106 of the LRA 1976. In 2009, the Ministry of Women and Family Development, with the support from the NRD, Non-Government Organizations (NGOs), Bar Council and Attorney General Chambers met and discussed this issue. They prepared a full report consists of suggestions and recommendations to improve the existing practice of the reconciliation process under section 106 of the LRA 1976. There has been no empirical research conducted on the effectiveness of this section. Thus, there is a need to review the existing legal provisions and the practice of reconciliation and conciliation among the non-Muslims couples in Malaysia. This research is funded by the Ministry of Education Malaysia (MOE).

## MATERIALS AND METHODS

This paper discusses and explains the analysis and finding of data from the questionnaires distributed to the respondents. There were many limitations in data collection; hence, the convenient sampling has been used and questionnaires were distributed among the respondents in a few selected places. This paper also discusses the analysis of data and interpretations of the results, which are related to the hypothesis of the study. The study hypothesizes that the conciliatory bodies appointed under section 106 of the LRA 1976 are not effective while; the existing legal provisions concerning reconciliation and conciliation processes are not adequate to reconcile the matrimonial disputes of the non-Muslims in Malaysia.

This research adopted a descriptive method of quantitative method. Descriptive research is a type of quantitative research that involves making careful descriptions of a phenomenon (Parmjit Singh, et. al 2006). The objective is to get the thoughts, perceptions and opinions of a population relating to the issue in question (Nuraisyah Chua Abdullah, 2018). It is to find out how the members of the population distribute themselves in the variables. Among the variables involved are intelligence, self-concept, academic achievement, levels of cognitive development, socio economic status and home environment.

This paper begins with the interpretation on descriptive statistics of demographic characteristics of the respondents, followed by a test of the knowledge of the respondents on the laws and their rights, satisfaction of the respondents with the process of reconciliation and its officers, and lastly, on the outcome of the process itself. Subsequent to the descriptive statistic, every part of the questionnaires was tested by using the normality test to determine if a data set is well-modelled by normal distribution. The statistical methods employed in this study range from frequency distribution, descriptive statistics, and non-parametric analysis. With descriptive data, transforming the raw data into tables and charts is part of the process of making sense of the data, so that the meaning and significance of the data can be comprehended (NoorzanMohd Noor & Glenys M. Page 2010). Data reduction is very important because pieces of information will mean nothing unless they have been placed into categories, for example, similarities and differences, groupings, patterns and items of particular significance (NoorzanMohd Noor & Glenys M. Page 2010).

## RESULTS AND DISCUSSION

### 3.1 Demographic Characteristics

Descriptive statistic is used to illustrate the profile or demographic characteristics of the respondents. The demographic characteristics of the respondents involved in this study include age, gender, religion, ethnicity, residential area, level of education, employment status, occupation, monthly income, length of marriage, number of children, and family member(s) staying together. This information is inferred from Section I of the questionnaire used in the data collection process. The total number of the respondents in this study is 105 and it covers the state of Selangor only. The demographic characteristics of the respondents are in terms of age, gender, religion, race, residential area, level of education, occupation, monthly income, length of marriage and number of children.

In term of age, nearly half (41.9%) of the respondents aged between 30-39 years old. Nearly one-third (30.5%) aged between 40-49 and 14.3% are between the ages of 20-29 years old. It can be summarised that the age between 30-39 years old is regarded as the duration when people are yet considered as matured in their married life, while the children are still small and experiencing dilemmas to balance between work and family. That is the reason why this age group is more stressed in facing matrimonial problems.

From the total number of 105 respondents, two third (64.8%) are females and one third (35.2%) are males. From the interview conducted with the officers of National Registration Department (NRD) and observations made at the Marriage Tribunal, it can be said that more involvements of female respondents are due to the following reasons:

The information given by the NRD is that women compared to men made more applications to the Marriage Tribunal. This is due to nature of women who are more concerned on the rights to custody of the children and their maintenance. Women are more approachable in term of sharing their opinions and problems.

More than one third (37%) of the respondents are Hindus, nearly one third (31%) are Buddhists, 24% are Christians and 13% are from other religions which are not specifically mentioned. For race, the highest number is Chinese, which represent nearly half (47%) of the respondents, followed by 42% of Indians and 13% from other races. Since this study uses convenient sampling, the respondents were selected according to occasions.



A majority of the respondents are from the urban areas. Nearly two third (65%) of them are from the urban areas, 28% from the suburban and only 8% are from rural areas. Most of the respondents are from the urban areas as this study uses convenient sampling.

The level of education is very much related to occupation and monthly income. One third (33.3%) of the respondents have SPM qualification, followed by nearly one quarter (22.9%) of bachelor degree holders and 18.1% diploma degree holders. The rest have primary education, SRP, STPM, Master degrees and others. Majority of the respondents are working. This data shows the relevance between working parents with children depending on them. Those who are working mostly are clerical staff, managers and businessmen. Only 17 respondents are unemployed, housewives or retired. Since most of the time the data was collected at the Legal Aid Department and certain functions organized by the government, it reflects the monthly income of the respondents, which are mostly between RM0-RM2999. Only 17 respondents earn between RM3000-RM4999, and another 17 earn more than RM5000 a month.

Information on the length of marriage is very important because it shows the duration of marriage, which reflects the marriage itself. The figure shows that 33 out of 105 of the respondents have been married between 10-20 years, while 9 respondents have been married for less than 2 years and another 9 respondents married for more than 20 years. This proves that even couples that have been married for more than 10 years, they still want to end their marriage if something went wrong. The respondents who represent the majority (81%) still have 1 to 3 children staying with them.

### *3.2 Attendance of the Respondents at the Reconciliation Session*

The respondents who participated in this study have attended the reconciliation process between the years of 2005 to 2012. The highest numbers of respondents, 38 out of 105 respondents attended the reconciliation session at the Marriage Tribunal between 2011 and 2012.

### *3.3 Knowledge of the Respondents on the Current Laws and Policies of the Reconciliation Session and the Rights of the Disputing Parties*

Section 106 of LRA 1976 provides for procedures, requirements and rights of disputing parties. Usually, those disputing parties who have gone for the reconciliation sessions already have the knowledge on these laws. This point is very much related to their level of education.

### *3.4 Respondents' Satisfaction Towards the Reconciliation Session*

A total of 105 respondents responded to the statements to show their satisfaction towards the reconciliation session. The degree of satisfaction is based on five Likert Scale. Generally, the respondents were quite satisfied with the environment of the venue for reconciliation session. They felt safe and they thought that the place was suitable to hold the reconciliation session because there was no disturbance and it was fully air-conditioned.

This is clear when statements 1 and 2 achieve the high mean, each 4.07 and 4.04. The time set for the session is convenient for the clients to come that are mostly in the morning; when they are physically and mentally fresh. However, where the statements were related to the settlement between husband and wife, the respondents have answered in the negative. This indicates that the session failed to help the respondents in resolving their matrimonial problems.

### *3.5 Respondents' Satisfaction towards the Reconciliation Officer(s)*

According to section 106(4) of LRA 1976, there must be at least three officers including a chairman in charge for a reconciliation session. However, in practice, only one or two officers will be available to lead the session. Basically, the respondents were satisfied with how the officers handle the session. The literatures in 1990s indicate that the officers were not skilful and experienced enough to handle the session (Mimi Kamariah 1999; Mary Nesarajam 1983; Nora 2002). But from the observation made in this study, trainings and courses have been conducted from time to time to equip the officers with knowledge and skills in counselling. This is to ensure that the clients will have confidence with the system. The problem is, although the officers have undergone training and have been exposed to various situations, they still will be transferred out if their services are needed in other departments and ministries. This will make the knowledge, skills and experience that they have gained in handling the reconciliation session could not be practised anymore and it is such a waste if these skilful and experienced officers cannot any longer conduct reconciliation session.

### *3.6 The Outcome of the Reconciliation Process*

The majority of 99 out of 105 respondents wanted to petition for divorce in the court after they had gone through the reconciliation process at the Marriage Tribunal. It supports the hypothesis that the Marriage Tribunal fails to reconcile the disputing parties in the settlement of their matrimonial disputes.

## **SUGGESTIONS AND RECOMMENDATIONS**

Most of the respondents did not give their suggestions for the betterment of the reconciliation process. This is probably due to the fact that it is an open-ended question. Out of the total number of 105 respondents, only 14 gave their suggestions for the improvement of the process. From the data collected and analysis done in this study, below are the suggestions made for the improvement of the system:

### *4.1 Training of the Officers*

Training of the officers in charge in reconciliation is very important, as they require the necessary knowledge and skill in performing their tasks. Although they have been provided with training from time to time, a big question mark is that whether the training given has been appropriate as the failure rate is still very high. Among the training given by the department is by

sending of the officers to Australia to attend the relevant courses. Australia is a country, which is well known for counselling and mediation trainings. It is suggested that the trainers instead should be brought from Australia to train the officers in Malaysia. In this way, more officers can be trained more frequently since training locally would be cheaper compared to sending the officers overseas.

#### *4.2 Maintain the Experienced and Skilful Officers*

Training for the staff is conducted from time to time according to the different zones; North, South, East and West. At present, it is more frequent. The problem however, is that these officers will be transferred to other departments after having served the NRD for sometimes. Therefore, it is necessary that courses and trainings be conducted for the new officers from time to time. The conciliator would have acquired the requisite skills and knowledge in terms of understanding the parties' desire, collecting information, facilitating communication, facilitating agreement and ability to manage cases and documents (Ashgar Ali AliMohamamed 2010). It is suggested that to be a conciliator he or she must have an ability to be creative and must be able to deal with strong emotion, sensitivity, reasoning, emotional stability, analytical skills, interviewing techniques and a sense of commitment to the whole exercise of reconciliation (Ashgar Ali AliMohamamed 2010).

#### *4.3 The Role of Marriage Tribunal*

The role of the Marriage Tribunal should be to reconcile the disputing parties involved and not as a rubber-stamp as it currently practised. With its high failure rate, the Marriage Tribunal has lost the confidence of the society. The Marriage Tribunal should advertise, promote and create awareness of the benefits of reconciliation/mediation to the public. The society should be informed that divorce should be the last resort, and that there is a tremendous harm on the children as a result of a divorce. The public may be informed through writing in the mass media or specific programmes organized by the government and non-government organizations.

#### *4.4 Administration of the Marriage Tribunal*

The question here is why the Marriage Tribunal is placed under the Ministry of Home Affairs. This is probably because the Ministry of Women, Family and Community Development did not yet exist at the time when it was established. But, for a proper administration of the Marriage Tribunal, it is recommended that a Family Court should be set up and the Tribunal shall be placed under it. The whole system of counselling and other family matters should then become part and parcel of family court infrastructure. According to Nora Abdul Hak (2010) and NorainiMohdHashim (2012), the overall weakness of the conciliatory bodies including the Marriage Tribunal is that it lacks direction, co-ordination and uniformity. She proposes for the Marriage Tribunal under the NRD be abolished and a new unit be established in the Family Division of the High Court or a Family Court if it is in future established by the government.

#### *4.5 Family Mediation as a Replacement to Marriage Tribunal*

Mediation is a suitable process to settle family disputes as practised in many countries in the World. There are many advantages and benefits of family mediation. If improvements to the Marriage Tribunal cannot be done, it is recommended that family mediation should be practised in Malaysia. The practices in other countries like Australia, Singapore and New Zealand can be referred to and be tailored accordingly to suit the needs and interests of our society.

More seminars and workshops should be conducted to educate the public on the benefits of mediation as an alternative dispute resolution process. The government can make its contribution towards promoting mediation by establishing institutions for the training of people on mediation procedures. Lawyers also can play their role to encourage their clients to have their disputes resolved through mediation by clarifying the advantages of mediation to their clients. Although, the Malaysian courts are currently having court-annexed mediation, some people oppose to it because the role of the judge is to decide and not to mediate. The court-annexed mediation will put the disputing parties in a binding environment and the real objective to reconcile the parties voluntarily cannot be achieved.

### **CONCLUSION**

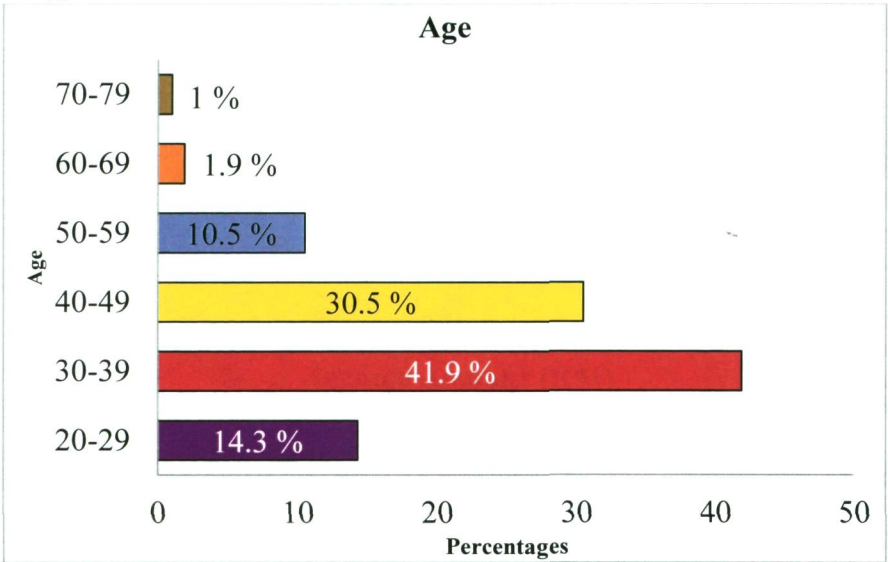
The respondents' demographic characteristics, level of knowledge, level of satisfaction towards the reconciliation session and the officers in charge may differ by geographical locations. Due to time constraint, this study covered the state of Selangor only. Based on the findings of the knowledge of the respondents on the current laws and policy, the knowledge of the respondents on the rights of the disputing parties, their satisfaction towards the process of reconciliation, their satisfaction towards the reconciliation officers, and the outcome of the reconciliation process itself, discussions were made to prove the hypothesis. Previous writings and literatures seem to support that the process of reconciliation was dissatisfactory. However, from the interviews conducted and observation made in this study, it is clear that there have been great improvements with the process, especially on the training of the reconciliation officers. Evidently, the overall findings show that although the respondents are quite satisfied with the sessions and officers, it still fails to reconcile the marriage of the disputing parties. Therefore, some recommendations are discussed in this paper to improve further the current practice of the reconciliation process.

### **APPENDICES**

#### **PROFILE OF THE RESPONDENTS**

##### **1. Age and Gender**

2.



Gender	Frequency	Percentage
Male	37	35.2
Female	68	64.8
<b>Mean:</b>	1.65	
<b>Std. Dev.:</b>	0.480	

2. Religion and Race

Religion	Frequency	Percentage
Buddha	33	31.4
Hindu	39	37.1
Christian	25	23.8
Others	8	7.6
<b>Mean:</b>	2.08	
<b>Std. Dev.:</b>	0.927	
<b>Race</b>		
Chinese	49	46.7
Indian	42	40.0
Others	14	13.3
<b>Mean:</b>	1.67	
<b>Std. Dev.:</b>	0.703	

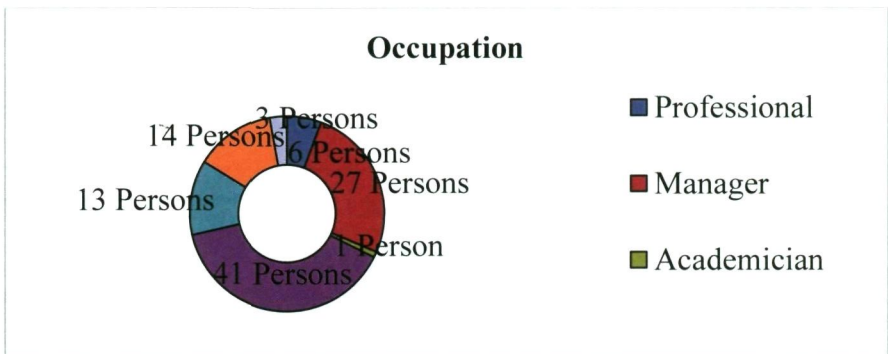
3. Residential Area

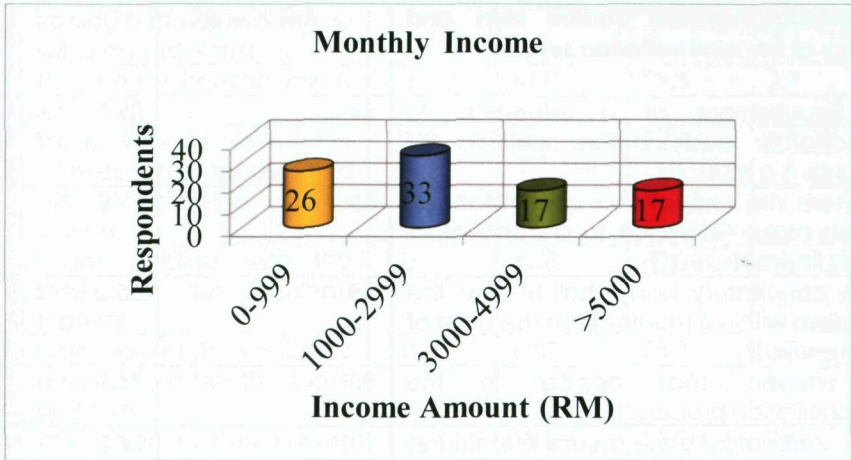
Residential Area	Frequency	Percentage
Urban	68	64.8

Suburban	29	27.6
Rural	8	7.6
<b>Mean:</b>	1.43	
<b>Std. Dev.:</b>	0.633	

#### 4. Level of Education, Occupation and Monthly Income

Level of education	Frequency	Percentage
Primary	5	4.8
SRP/PMR	16	15.2
SPM	35	33.3
STPM	1	1.0
Diploma	19	18.1
Bachelor	24	22.9
Master	3	2.9
Others	2	1.9
<b>Mean:</b>	5.02	
<b>Std. Dev.:</b>	1.749	





#### 5. Length of Marriage and Children-Dependence

Length of marriage	Frequency	Percentage
< 2 years	9	8.6
2-5	27	25.7
5-10	27	25.7
10-20	33	31.4
>20	9	8.6
<b>Mean:</b>	2.27	
<b>Std. Dev.:</b>	1.065	
<b>Number of children</b>		
None	12	11.4
1-3	85	81.0
4-5	7	6.7
>5	1	1.0
<b>Mean:</b>	3.06	
<b>Std. Dev.:</b>	1.125	

#### 6. Attendance of the Respondents at the Reconciliation Session

Year of Reconciliation	Frequency	Percentage
2005-2006	21	20.0
2007-2008	19	18.1
2009-2010	27	25.7
2011-2012	38	36.2

**The Respondents' Degree of Knowledge on the Current Laws and Policies of the Reconciliation Session and the Rights of the Disputing Parties**

	Frequency=105	Percentage
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<b>Knowledge on the current laws and policy of the reconciliation session</b>		
1. Requirement of a reference to conciliatory body before petition for divorce is a must. (T)	94	89.5
2. There are exceptional circumstances, which make reference to a conciliatory body impractical. (T)	83	79.0
3. A conciliatory body shall resolve the problem within 3 months from the date of reference. (F)	58	55.2
4. Lawyers shall appear in the reconciliation process. (F)	80	76.1
5. A conciliatory body means a Marriage Tribunal or a council set up for the purposes of reconciliation. (T)	101	96.2
<b>Knowledge on the rights of the disputing parties</b>		
1. The disputing parties have the rights to be heard in the reconciliation process. (T)	102	97.1
2. The disputing parties can be represented by lawyers in the reconciliation process. (F)	81	77.1
3. Family members cannot represent the disputing parties in the reconciliation process. (T)	92	87.6
4. If the reconciliation process failed, the disputing parties can proceed to petition for divorce in the court. (T)	93	88.6
5. The disputing parties have to settle all problems in the reconciliation process. (F)	55	52.3

### The Respondents' Degree of Satisfaction Towards the Reconciliation Session

	<b>Statements</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>
1	I feel safe when attending the reconciliation session at the Marriage Tribunal.	1.0	2.9	16.2	48.6	31.4
2	The place is suitable to hold the reconciliation session.	1.0	3.8	11.4	58.1	25.7
3	Time for the session is convenient to me.	1.0	6.7	23.8	48.6	20.0
4	The service, which I received from the Marriage Tribunal, is	6.7	67.6	18.1	5.7	1.9



	valuable in helping me to solve my problems.					
5	This session benefits me a lot.	4.8	61.9	29.5	2.9	1.0
6	There was a settlement between my spouse and me at the end of the session.	10.5	69.5	12.4	5.7	1.9
7	I am satisfied with the session of the Marriage Tribunal.	1.0	43.8	40.0	11.4	3.8
8	I will suggest this session to anyone who has the same problem.	1.0	69.5	23.8	3.8	1.9
9	The session took a lot of my time.	11.4	19.0	35.2	24.8	9.5
1	The session disturbed my daily routine.	15.2	24.8	34.3	18.1	7.6

Note. 1= strongly disagree; 5= strongly agree

#### The Respondents' Degree of Satisfaction towards the Reconciliation Officer(s)

	Statements	Strongly Disagree (%)	Disagree (%)	Neutral (%)	Agree (%)	Strongly Agree (%)	Mean	Std. Dev.
1	The reconciliation officer(s) treated me with due respect.	1.9	0	8.6	56.2	33.3	4.19	.748
2	The reconciliation officer(s) understood my problems.	1.9	3.8	20.0	54.3	20.0	3.87	.844
3	The reconciliation officer(s) listened to my problems attentively.	1.0	3.8	16.2	57.1	21.9	3.95	.789
4	The reconciliation officer(s) is/are expert	1.9	7.6	22.9	43.8	23.8	3.80	.955

	on the laws and policy related to my problems.							
5	The reconciliation officer(s) acted fairly in handling my problems.	1.9	1.9	30.5	42.9	22.9	3.83	.871
6	The reconciliation officer(s) did not force me to settle the problems.	8.6	13.3	21.0	36.2	21.0	3.48	.210
7	The officer(s) explained to me on the process of reconciliation before it started	1.9	2.9	13.5	53.8	27.9	4.03	.841
8	The officer(s) has/have good communication skills.	1.9	5.7	26.7	41.9	23.8	3.80	.934
9	The officer(s) made efforts to understand my difficulties.	2.9	3.8	20.0	53.3	20.0	3.84	.889
1	The officer(s) has/have successfully led the parties to settlement	28.6	46.7	15.2	5.7	3.8	2.10	.005

Note: 1= strongly disagree; 5= strongly agree

**K-W Test and U-Test Result Comparing the Mean Ranks of the Degree of Satisfaction towards the Reconciliation Session in term of Age, Gender, Religion, Ethnicity, Residential Area, Education, and Occupation**

Variable	Subgroup	N	Mean Rank	Asymp. (p)	Sig.
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Degree Satisfaction with Reconciliation Session	<b>AGE</b>		<b>K-W Test</b>	
	20 – 29	15	k1 = 58.17	0.701
	30 – 39	44	k2 = 49.44	
	40 – 49	32	k3 = 52.05	
	50 – 59	11	k4 = 57.14	
	60 – 69	2	k5 = 68.50	
	70 – 79	1	k6 = 86.00	
	<b>GENDER</b>		<b>U-Test</b>	
	Male	37	u1 = 60.27	0.070
	Female	68	u2 = 49.04	
	<b>RELIGION</b>		<b>K-W Test</b>	
	Buddha	33	k7 = 50.68	0.326
	Hindu	39	k8 = 58.86	
	Christian	25	k9 = 51.44	
	Others	8	k10 = 38.88	
	<b>ETHNICITY</b>		<b>K-W Test</b>	
	Chinese	49	k11 = 50.57	0.157
	Indian	42	k12 = 59.25	
	Others	14	k13 = 42.75	
	<b>RESIDENTIAL</b>		<b>K-W Test</b>	
	Urban	68	k14 = 54.19	0.770
	Suburban	29	k15 = 49.57	
	Rural	8	k16 = 55.31	
	<b>EDUCATION</b>		<b>K-W Test</b>	
	Primary	5	k17 = 50.20	0.699
	SRP/PMR	16	k18 = 64.28	
	SPM	35	k19 = 52.24	
	STPM	1	k20 = 35.50	
	Diploma	19	k21 = 50.45	
	Bachelor	24	k22 = 52.19	
	Master	3	k23 = 29.67	
Others	2	k24 = 60.75		
<b>EMPLOYMENT</b>		<b>U-Test</b>		
Yes	89	u3 = 53.60	0.631	
No	16	u4 = 49.66		
<b>OCCUPATION</b>		<b>K-W Test</b>		
Professional	6	k25 = 47.33	0.248	
Manager	27	k26 = 43.41		
Academician	1	k27 = 51.00		
Support/ Clerical	41	k28 = 58.49		
Businessman	13	k29 = 64.81		
House Wife	14	k30 = 51.79		
Unemployed	3	k31 = 30.83		
<b>INCOME</b>		<b>K-W Test</b>	0.031	

	0 – 999	26	k32 = 59.08	
	1000 – 2999	33	k33 = 42.33	
	3000 – 4999	17	k34 = 36.56	
	5000 and above	17	k35 = 48.03	

**K-W Test and U-Test Result Comparing the Mean Ranks of the Degree of Satisfaction Towards the Reconciliation Officers in term of Age, Gender, Religion, Ethnicity, Residential Area, Education, and Occupation**

Variable	Subgroup	N	Mean Rank	Asy mp. Sig.(p)
Degree of Satisfaction with Reconciliation Officer	<b>AGE</b>		<b>K-W Test</b>	
	20 – 29	15	k1 = 70.73	0.097
	30 – 39	44	k2 = 51.36	
	40 – 49	32	k3 = 51.52	
	50 – 59	11	k4 = 48.23	
	60 – 69	2	k5 = 31.00	
	70 – 79	1	k6 = 3.00	
	<b>GENDER</b>		<b>U-Test</b>	
	Male	37	u1 = 52.86	0.973
	Female	68	u2 = 53.07	
	<b>RELIGION</b>		<b>K-W Test</b>	
	Buddha	33	k7 = 49.15	0.728
	Hindu	39	k8 = 56.71	
	Christian	25	k9 = 53.76	
	Others	8	k10 = 48.44	
	<b>ETHNICITY</b>		<b>K-W Test</b>	
	Chinese	49	k11 = 50.40	0.625
Indian	42	k12 = 56.49		
Others	14	k13 = 51.64		
<b>RESIDENTIAL</b>		<b>K-W Test</b>		
Urban	68	k14 = 55.61	0.491	
Suburban	29	k15 = 48.10		
Rural	8	k16 = 48.56		
<b>EDUCATION</b>		<b>K-W Test</b>		
Primary	5	k17 = 62.20	0.029	

	SRP/PMR	16	k18 = 70.31	
	SPM	35	k19 = 54.77	
	STPM	1	k20 = 14.50	
	Diploma	19	k21 = 55.08	
	Bachelor	24	k22 = 43.81	
	Master	3	k23 = 19.83	
	Others	2	k24 = 20.00	
	<b>EMPLOYMENT</b>		<b>U-Test</b>	
	Yes	89	u3 = 52.76	0.851
	No	16	u4 = 54.31	
	<b>OCCUPATION</b>		<b>K-W Test</b>	
	Professional	6	k25 = 33.67	
	Manager	27	k26 = 48.20	
	Academician	1	k27 = 98.00	0.268
	Support/Clerical	41	k28 = 54.98	
	Businessman	13	k29 = 58.50	
	House Wife	14	k30 = 51.54	
	Unemployed	3	k31 = 75.83	
	<b>INCOME</b>		<b>K-W Test</b>	
	0 – 999	26	k32 = 57.17	
	1000 – 2999	33	k33 = 49.27	0.023
	3000 – 4999	17	k34 = 41.35	
	5000 and above	17	k35 = 32.68	

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