

## **UNIVERSITI TEKNOLOGI MARA**

## KAMPUS BANDARAYA MELAKA

## MUSLIMS' PROPENSITY TO PURCHASE NON-MUSLIMS TRAVEL PACKAGE

# AMALINA DIYANAH BINTI ABDUL JALIL 2013274826 NURULASYIEKIN BINTI ABDUL RAZAK 2013675222 SITI RASIDAH BINTI MOHAMAD ASHARI 2013204082

## BACHELOR OF SCIENCE (HONS) TOURISM MANAGEMENT FACULTY OF HOTEL AND TOURISM MANAGEMENT

**JUNE 2015** 

# MUSLIMS' PROPENSITY TO PURCHASE NON-MUSLIMS TRAVEL PACKAGE

AMALINA DIYANAH BINTI ABDUL JALIL (2013274826)

NURULASYIEKIN BINTI ABDUL RAZAK (2013675222)

## SITI RASIDAH BINTI MOHAMAD ASHARI (2013204082)

A research project submitted in partial fulfillment of the requirements for the B. Sc. (Hons) in Tourism Management

FACULTY OF HOTEL AND TOURISM MANAGEMENT

**June 2015** 

#### ABSTRACT

Islamic Tourism is a new type of tourism that widely focuses in Malaysia. This type of tourism may influence the Non-Muslim travel agencies to offer travel package that consist Islamic attributes for Muslim people accordance to the sharia compliance needed by Muslims. This research discusses on Islamic attributes which have tendency of Muslims in deciding to purchase travel packages offered by Non-Muslim travel agencies. Propensity is tendency or an intention that lead someone behavior to purchase or used something. The respondents for this study are Muslims around Banda Hilir, Melaka who already employed. Thus, the research will discuss more and clarify better understanding about the Muslim propensity toward non-Muslim travel package. So, the study sought to identify attributes that may influence propensity of Muslims to purchase Non-Muslim travel packages. The researchers used questionnaires as a primary data to discover the Muslims' propensity to purchase Non-Muslim travel packages. 100 set of questionnaires were distributed around Banda Hilir, Melaka. The result indicated that most of the respondents do not have propensity to purchase Non-Muslim travel packages, however they have willingness to purchase such packages if there are presence of Islamic attributes on that packages.

## **TABLE OF CONTENTS**

## Page

ACKNOWLEDGEMENT	ii
ABSTRACT	iii
TABLE OF CONTENTS	iv-vi
LIST OF TABLES	vii
LIST OF FIGURES	viii

## CHAPTER ONE: INTRODUCTION

1.1	Introduction	1
1.2	Background of the Study	2
1.3	Problem Statement	2
1.4	Gap of Study	3
1.5	Objectives of the Study	4
1.6	Research Questions	4
1.7	Significant of the Study	5

### CHAPTER TWO: LITERATURE REVIEW

2.1	Literature Review	6
2.2	Overview of Tourism Industry and Travel Agency	6
2.3	The Travel and The Islamic Tourism	7
2.4	Muslim Tourist	9
2.5	Definition of Propensity	10
2.6	Travel Motivation	11

2.7	Attrib	Attributes of the Muslims' Propensity to Purchase			
	Trave	Travel Packages from Non- Muslim Travel Agencies			
	2.7.1	Destination Attributes	13		
	2.7.2	Accommodation and Facilities	14		
	2.7.3	Service during Trip	15		
	2.7.4	Price of Travel Package	16		
	2.7.5	Travel Safety	17		
	2.7.6	Reputation of Travel Agency	18		
2.8	Conceptual Framework		19		
	2.8.1	Independent Variable	20		
	2.8.2	Dependent Variable	20		

#### CHAPTER THREE: RESEARCH METHODOLOGY

3.1	Introduction	21
3.2	Research Design	21
3.3	Research Population	21
3.4	Sampling Technique	22
3.5	Sample Size	22
3.6	Unit Analysis	23
3.7	Data Collection Procedure	23
3.8	3.8 Research Instruments	23
3.9	Data Analysis	25
CHAPTER FOUR: FINDINGS AND DISCUSSIONS		

4.1	Results and Discussions

4.2	<b>Respondents</b> Profile	2	7
-----	----------------------------	---	---

27