

UNIVERSITI TEKNOLOGI MARA

FACULTY OF HOTEL AND TOURISM MANAGEMENT

THE FACTORS THAT INFLUENCE VISITOR'S PURCHASING DECISION TOUR PACKAGES TO PULAU PAYAR MARINE PARK, KEDAH

By

NURAINI MARDIAH BINTI MOHAMED NASIR 2012689576

NUR IZZATI BINTI ALIAS 2012877542

SITI NOR FARHANA BINTI MOHD SAID 2012840246

Bachelor Of Science (Hons) (Tourism Management)

Independent Study (HTM 650)

June 2015

ABSTRACT

This study is designed to identify the factors influence visitor's purchasing tour packages to Pulau Payar Marine Park (PPMP). Services and price are the independent variables. The dependent variable is visitor purchase decision. The objectives of the study are to identify the most factor influence visitor's purchase decision tour packages and to identify the relationship between visitor's motivation and the factors influences visitor purchase decision. The data set in this study are collected from the visitors using tour packages in PPMP through questionnaires. A number of 108 respondents in that area had become the sample in this study by answering the questionnaires that randomly distributed.

AUTHOR'S DECLARATION

I declare that the work in this thesis 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 thesis 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 Post Graduate, Universiti Teknologi Mara, regulating the conduct of my study and research.

Name of Student : Nuraini Mardiah binti Mohamed Nasir

(2012689576)

Nur Izzati binti Alias

(2012877542)

Siti Nor Farhana binti Mohd Said

(2012840246)

Programme

B. Sc (Hons) in Tourism Management

Faculty

Faculty of Hotel and Tourism Management

Thesis/Dissertation

The Factors That Influence Visitor's Purchasing Tour

Title

Packages to Pulau Payar Marine Park, Kedah.

Signature of Student:

Date

June 2015

TABLE OF CONTENTS

	Page
AUHOR'S DECLARATION	i
ABSTRACT	ii
ACKNOWLEDGEMENT	iii
TABLE OF CONTENTS	iv
LIST OF TABLES	vi
LIST OF FIGURES	vii
LIST OF ABBREVIATION/NOMENCLATURE	viii
CHAPTER ONE: INTRODUCTION	
1.1 Background of Study	1
1.2 Problem Statement	2
1.3 Research Objective	3
1.4 Research Questions	3
1.5 Scope of Study	3
1.6 Significant of Study	4
1.6.1 Tour Operators	4
1.6.2 Visitors	4
1.6.3 Researcher	5
1.7 Theoretical Framework	5
1.8 Definition of Terms	6
CHAPTER TWO: LITERATURE REVIEW	
2.1 Introduction	7
2.2 Tour Packages	7
2.3 Tour Operator	8

2.4	Dependent Variable	8
	2.4.1 Consumer Purchase	8
2.5	Independent Variable	9
	2.5.1 Services Concept	9
	2.5.2 Price	10
2.6	Hypothesis	11
СН	IAPTER THREE: RESEARCH METHODOLY	
3.1	Introduction	13
3.2	Research Design	13
	3.2.1 Sample and Population	14
3.3	Data Collection Method	14
	3.3.1 Primary Data	14
	3.3.1.1 Questionnaire	15
	3.3.1.2 Questionnaire Design	15
	3.3.2 Secondary Data	16
	3.3.2.1 Books	16
	3.3.2.2 Journals	16
	3.3.2.3 Internet	16
3.4	Data Interpretation Technique	17
	3.4.1 Statistical Package for the Social Science (SPSS)	17
	3.4.2 Reliability	18
	3.4.3 Frequency Distribution	18
	3.4.4 Hypothesis Testing	18
CН	IAPTER FOUR: ANALYSIS AND INTERPRETATION OF DATA	
4.1	Introduction	19
4.2	Reliability Analysis	19
	4.2.1 Reliability Analysis	19
4.3	Frequency Respondent Characteristics	20
	4.3.1 Gender	20
	4.3.2 Age	21