

**UNIVERSITI TEKNOLOGI MARA**

**THE DETERMINANTS OF SOCIAL  
ENTERPRISE PERFORMANCE IN  
MALAYSIA: MEDIATING ROLE OF  
SOCIAL INNOVATION**

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**MSc**

**December 2021**

## 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.

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Thesis Title : The Determinants of Social Enterprise Performance in  
Malaysia: Mediating Role of Social Innovation

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## ABSTRACT

The performance of social enterprises is important in achieving social change by providing new, transformative solutions for social issues. It indicates how social enterprise operates and sustain throughout their operation. While studies on social enterprise have grown in popularity over the years, the factors contributing towards the performance of social enterprise have yet to be fully discovered. In line with the government's effort in certifying the status of social enterprise through Social Enterprise Accreditation (SEA) in Malaysia, the research objective of this study is to explore the relationship among government support, stakeholder engagement, and earned-income generation towards social enterprise performance. This research also seeks to bridge a gap in the literature by responding to calls for greater attention on social innovation in the context of social entrepreneurship, and therefore the mediation role of social innovation was investigated. Using a quantitative method, data were collected from social enterprises in Malaysia by using the purposive sampling technique. Based on the results, government support showed an insignificant relationship while both stakeholder engagement and earned-income generation were proven to be significant towards social enterprise performance. The study also confirmed the mediating role of social innovation between stakeholder engagement and earned-income generation towards social enterprise performance. The analyses presented in this research would add to the body of knowledge related to social enterprise and can be used by policymakers in planning long-term strategies in terms of assessing, designing, and evaluating policy schemes. Malaysia, like other emerging countries, is grappling with poverty and unemployment. Better performance of social enterprise enables them to signify their social impact, thus contributes towards the development of the country.

## ACKNOWLEDGEMENT

I am most grateful to God for giving me the opportunity to embark on my Master's Degree and for successfully completing this challenging journey. My sincerest appreciation goes to my parents, Mohd Hidzir and Nurul Ain for supporting me from a far distance throughout my study and life. This journey would not have been possible without them.

My gratitude and thanks go to my supervisor, Prof. Ts. Dr. Shafinar Ismail for her continual encouragement, counsel, and dedicated support of my efforts. I would like to thank my co-supervisor, too, Assoc. Prof. Dr. Erne Suzila Kassim for her constructive and useful suggestions for the improvement of my research. Both of their unwavering support and insightful advice have kept me going throughout my studies.

I want to thank Mr. Mohd Halim Mahphoth for sharing his knowledge on analysis software utilized in this study, Dr. Idris Othman for his advices on my research design, and Assoc. Prof. Dr. Koe Wei Loon and Dr. Saridan Abu Bakar for their detailed comments on the structure of my thesis.

I owe a debt of gratitude to my MSc colleagues, Nurul Asyiqin Abdul Fatah and Muhammad Fathul Bari Mohd Amin who have always aided me in tough situations and never failed to make me happy—especially during the difficult times of the COVID-19 pandemic. I am also thankful to the management and students of the Faculty of Business and Management, UiTM Shah Alam who have been very informative regarding the semester requirements and organizing numerous helpful workshops.

I thank all my siblings and my friends, especially Fairuzah Jaffar, who have always been supportive throughout my study. Not to forget, my second family, Jaffar Jauhari, and Naim Jaffar for providing me shelter during my study away from home. Last but not least, I would like to express my gratitude for the whole journey I had at UiTM from 2020 to 2021, which constitutes the most formative and significant years of my academic life.

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