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I hereby declare that I have checked this Undergraduate Project titled Tourist Behaviour To Use Grab Service in Malaysia Tourism Destination by Afnie Nadhira Binti Sarbini & Mohamad Uwais Bin Shamsul. In my personal view, this Undergraduate Project is adequate in terms of scope and quality for the award of the degree of Bachelor in Science (Hons) Hotel Management, session October 2020 – February 2021.

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Abstract: This research aims to identify the most significant variable between ease of use, safety and as well as brand image that leads tourist satisfaction to use Grab service in Malaysia Tourism Destination. Since Grab transport service is a business that makes people's life convenient for riding experience in this digital era and continuously gain popularity for using this service. In line with that, it is expanded its service in tourism sector. This research applied quantitative analysis which the adoption of Statistical Package for Social Science (SPSS) Version 25 to analyse the data collected from the local tourist. The research used non-probability sampling which focused on convenient sampling. 235 local tourists who used Grab service in Malaysia Tourism Destination chosen to answer the questionnaire in order to evaluate their perceptions towards the service provided. The results show that ease of use, safety and as well as brand image has a significant relationship towards tourist satisfaction to use Grab service in Malaysia Tourism Destination. Among all the variables, ease of use is the most significant variable towards tourist satisfaction to use Grab service in Malaysia Tourism Destination. This outcome will be benefits to Grab service provider, as they can boost their service. For future researcher, they can study different variables which influencing tourist satisfaction to use Grab service in Malaysia.

Keywords: Grab, ease of use, safety, brand image, tourist satisfaction