

TERENGGANU

CONSUMER BEHAVIOUR TOWARDS READY-TO-EAT (RTE) FOOD ON FOOD-RELATED LIFESTYLE IN PENINSULAR MALAYSIA

By,

ANA BATRISYIA BINTI AZMAN

2017720297

Bachelor of Science (Hons.) Foodservice Management HM242 6Bb

NORSYAKIRAH BINTI MAZLAN

2017335171

Bachelor of Science (Hons.) Foodservice Management HM242 6Bb

Date of Submission:

24th February 2021

ABSTRACT

Food is essential for human growth and ensuring the normal functioning of the body parts. Consumer interest in ready-to-eat (RTE) food is growing due to changes in lifestyles among the urban residents in Malaysia. This research aims to identify the determinants of food-related lifestyle on consumer behaviours towards ready-to-eat (RTE) food and to determine the most influential food-related lifestyle determinants of consumer behaviours towards RTE food consumptions in Peninsular Malaysia. Four determinants were analysed (health-orientation, taste-orientation, convenience-orientation, and tradition-orientation) to explain the ready-toeat food towards consumers' food-related lifestyles. In this study, a quantitative method and the descriptive research design were applied to fulfil the research objectives and as guideline to collect and analyse the data. The close-ended structured questionnaires through online survey were applied to gather data from 385 consumers in Peninsular Malaysia via convenience sampling. This study is focusing on the six (6) most developed states (Federal Territory of Kuala Lumpur, Selangor, Malacca, Perak, Johor, and Penang) where the trend of urbanisation has brought in lifestyle changes in urban areas. The research revealed that convenienceorientation is the most influential factor of consumer behaviour towards RTE food. Thus, the findings throughout this paper can be useful for the RTE food manufacturers in planning their marketing strategies by understanding the consumer behaviours towards RTE food.

Keywords: Ready-to-eat food, consumer behaviours, convenience food, food-related lifestyle, consumption practices, health-orientation, taste-orientation, convenience-orientation, tradition-orientation, purchase motivation.

ACKNOWLEDGEMENT

In the name of Allah; the Most Gracious and the Most Merciful.

All praises to Allah S.W.T for giving us the strength and patience in completing this undergraduate project. This research is the result of efforts on our part as a team and helps given by many others.

First and foremost, my deepest appreciation to Universiti Teknologi MARA (UiTM) specifically the Faculty of Hotel and Tourism Management, UiTM Terengganu for the opportunity to complete our research. We owe our sincere and earnest thankfulness to Ms Fatimah binti Abd Ghani, our supervisor, for her advices, guidance, insightful comments, along with her continuous support.

Our special thanks to Madam Jazira binti Anuar @ Mohd Noor, the course coordinator and Ms Ernie Melini binti Mohd Jamarudi for their informative guidance and helpfulness. We would also like to express our gratitude to all lecturers that have been generously giving their valuable insights on our research. Last but not least, our heartfelt thanks are extended to our beloved family, fellow classmates, and close friends who have always show their continuous support and motivation throughout our studies.

Thank you for your cooperation, May Allah bless you all.

TABLE OF CONTENTS

Ch	apters Con	rents Pages
	Authors' Declaration Letter	ii
	Abstract	iii
	Acknowledgement	iv
	Table of Contents	v
	List of Tables	vii
	List of Figures	viii
	List of Abbreviations	ix
1	INTRODUCTION	1
	1.1 Overview	1
	1.2 Background of Study	1
	1.3 Problem Statement	2
	1.4 Research Objectives	4
	1.5 Research Questions	4
	1.6 Significance of the Study	5
	1.7 Limitation of the Study	5
	1.8 Definition of Key Terms	6
	1.9 Conceptual Framework	9
2	LITERATURE REVIEW	10
	2.1 Overview	10
	2.2 Ready-to-eat (RTE) Food	10
	2.2.1 Ready-to-eat (RTE) Food Trend	11
	2.2.2 Ready-to-eat (RTE) Food in Glob	al 11
	2.2.3 Ready-to-eat (RTE) in Malaysia	12
	2.3 Consumers Behaviour toward RTE Fo	od 13
	2.3.1 Determinants of Food-related Life	estyle 13
	2.3.1.1 Health-orientation	14
	2.3.1.2 Taste-orientation	14
	2.3.1.3 Convenience-orientation	14
	2.3.1.4 Tradition-orientation	15
	2.3.2 Consumption Practices of RTE Fo	ood 15

3	METHODOLOGY	17
	3.1 Overview	17
	3.2 Research Design	17
	3.3 Population and Sampling	18
	3.4 Sources of Data Collection	19
	3.5 Instrument Development and Testing	20
	3.6 Data Collection Procedure	20
	3.7 Plans for Data Analysis	21
	3.8 Research Ethic Considerations	22
	3.9 Research Timeframe	23
4	ANALYSIS AND RESULTS/FINDINGS	24
	4.1 Overview	24
	4.2 Data Analysis and Findings	25
	4.2.1 Descriptive Test for Section A: Respondent's Information	26
	4.2.2 Descriptive Test for Section B: Consumption Practices on RTE Food	30
	4.2.3 Descriptive Test for Section C: Determinants of Food-Related Lifestyle	34
	4.2.4 Descriptive Test for Section D: Consumer Behaviour towards RTE Food	36
	4.2.3 Multiple Regressions Analysis	37
5	DISCUSSION AND CONCLUSION	
	5.1 Overview	38
	5.2 Discussion of the Study	38
	5.3 Implications of the Study	43
	5.4 Recommendation for Future Research	46
	5.5 Conclusion	47
	REFERENCES	48
	APPENDICES	55
	Appendix 1 – Questionnaire	55
	Appendix 2 – UiTM's Approval Letter	62
	Appendix 3 – The QR Code for The Questionnaire	63
	Appendix 4 – Proofreading Declaration Letter (21st January, 2021)	64
	Appendix 5 – Proofreading Declaration Letter (1st February, 2021)	65
	Appendix 6 – Attendance Sheet/Log	66