

A STUDY OF MUSLIM PERCEPTION

SITI ZUBAIDAH MAT NAWI

2006845484

BBA (HONS) MARKETING

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA KELANTAN

OCTOBER 2008

ACKNOWLEDGEMENT

يسم الله الرحمن الرحيم

"With the name of Allah, the Most Merciful and Most Compassionate"

Alhamdullilah to Allah SWT, the most gracious, the most merciful and peace is upon his messager Holy Prophet Muhammad S.A.W praise to Allah S.W.T for giving me courage, time and acknowledge in completing this research.

I would like to take this opportunity to express my appreciation and heartiest gratitude to my kindly, patience and helpful advisor, Mr P.M Roslan Bin Abdul Rahim for his guidance and advise as well as suggestion given throughout the preparation and undertaking of this study. Not forget to my second advisor, Mr Tuan Haji Mohd Zahari Bin Yusoff for his supervising and support for me to complete this research.

My overriding debt is to my loving father, Mat Nawi Bin Yasok and family members, who provided the time, support and inspiration needed to prepare this research.

I would therefore like to express my heartfelt thanks to my best friend Nik Aidah Binti Nik Mustapa and my colleagues especially Anis, sue, ila, ira, nani, syada, fizah, mas and dila who have participated in giving positive comments and supporting words in helping me to complete this task.

Last but not least, a special acknowledgement goes to UiTM, for giving the opportunity for me to pursue the study for this BBA (Hons) Marketing program. To those individual or people who might involve in the making of this project paper, directly or indirectly, I would like to say "Thank you very much".

TABLE OF CONTENTS

CONTENT DECLARATION OF WORK		PAGE	
		i	
LETTER OF TRANSMITTAL		ü	
ACKNOWLEDGEMENT		iii	
TABLE OF CONTENTS		iv-vii	
ABSTRACT		viii	
СНА	PTER 1: INTRODUCTION		
1.0	Introduction	1	
1.1	Background of the study	2	
1.2	Background of Unit Trust	3	
	1.2.1 Historical Unit Trust in Malaysia	4-5	
	1.2.2 Islamic Transaction of Unit Trust	6	
1.3	Problem statement	7-8	
1.4	Research objectives	9	
1.5	Research questions	10	
1.6	Research hypotheses	11	
1.7	Research framework	12	
1.8	Scope of the study	13	
1.9	Significance of the study	14	
1.10	Limitations of the study	15-16	
1.11	Definition of terms	17-18	
СНАР	TER 2: LITERATURE REVIEW		
2.0	Introduction	19	
2.2	Individual Perception	20-21	
2.3	Performance	21-27	
2.4	Service	28-29	
2.5	Nature of Investment	29-32	

ABSTRACT

Unit trust is a retail product designed to target small investors, salaried people and others who are intimidated by the mysteries of stock market but, nevertheless, like to reap the benefits of stock market investing. Due to that this study seeks to identify the factors that contribute to the in Kota Bharu. The factors which are the independent variable are service, performance and the nature of investment. Dependent variable is Muslim perception towards unit trust study case in Kota Bharu area. The objective of this study is to examine impact of each independent variable to its dependent variable as well as to conclude the relationships exist. The researcher used descriptive research design as it attempts to determine the perceptions of product or service characteristics. At the same time it also determines the degree to which variables are associated. In collecting the data, the researcher obtains from primary from questionnaires, interviews and observation while secondary data collected from journals, articles, books, reports and internet. Convenience sampling was used for this study as it allows obtaining a sample of convenient elements as well as accessible, easy to measure and cooperative. Due to that 100 respondents selected randomly to answer questionnaires which the researcher focused on Muslim in Kota Bharu area. Then the researcher analyzed the data from questionnaires using Statistical Package for Social Science 14.0 Students Version, Data was interpreted and test using frequency distribution analysis. Correlation analysis and simple regression used to test hypotheses. The results show that two out three independent variables have positive relationships with dependent variables. In terms of hypotheses testing, two hypotheses rejected null hypotheses. Recommendations outline by the researcher are to focus on customer awareness towards unit trust to change the Muslim perception the researcher lastly hope that further research will be done as it is meaningful to outline the hidden issues and factors that need to be focused by Muslim perception towards unit trust.

ARI

CHAPTER 1

INTRODUCTION

1.0 INTRODUCTION

The title of this research is 'The Study of Muslim Perception towards Unit Trust in Kota Bharu". This chapter will discuss the background of study that is planned by researcher. It also included problem statement, objectives of study, research questions, research hypotheses, and the theoretical framework, scope of the study and also the limitation of the study. This report consists of the introduction part, the literature review and research methodology.