## UNIVERSITI TEKNOLOGI MARA

# THE FACTORS THAT INFLUENCE THE ACCEPTANCE OF AR-RAHNU AMONG WANGSA MAJU RESIDENTS

# UMI KALTHUM BINTI MUHAMMAD NOSSKAH 2016598235

Final Year Project Paper submitted in fulfillment of the requirements for the degree of Bachelor of Business Administration (Islamic Banking)

**Faculty of Business and Management** 

**June 2019** 

#### **AUTHOR'S DECLARATION**

I declare that the work in this final year project paper 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 Undergraduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

Name of Student

Umi Kalthum Binti Muhammad Nosskah

Student I.D. No.

2016598235

Programme

Bachelor of Business and Administration (Hons) Islamic

Banking

Faculty

: Business and Management

Thesis

The Factors That Influence the Acceptance of AR-Rahnu Among

Wangsa Maju Residents.

Signature of Student:

Jr.

Date

June 2019

#### ABSTRACT

Ar-Rahnu is also known as Islamic Pawnbroking, which referring to short term collateralize borrowing. Ar-Rahnu is the best alternative for pawnbroking service for borrowers based on Shariah principle. The development of Ar Rahnu in Malaysia by using the Islamic contract such as Qardul Hasan, Ar Rahnu, Al-Wadiah and Al-Ujrah. It is a convenience form of credit financing in Malaysia. Cheong & Sinnakkannu (2012) stated about Ar-Rahnu and conventional pawnbroking where is borrowers more prefer in using conventional financing which they can borrow up to 90 percent to 100 percent without pledged any assets as collateral. This study objective is to review the factors that influencing the acceptance of Ar-Rahnu among Wangsa Maju residents. This study used a quantitative method which utilised the survey method by using questionnaires to 150 respondents of Wangsa Maju residents. The questionnaire were combination of several previous studies. The dependent variable is factor that influence the acceptance of Ar Rahnu, while the independent variables are Shariah View, Customer service, Locality and Pledged assets. As for the result, it can be concluded that there is significant relationship between the factor that influence the acceptance of Ar Rahnu with Shariah View and Customer service. Meanwhile Locality and Pledge assets shows no significant relationship with the acceptance of Ar-Rahnu among Wangsa Maju residents.

Keywords: Ar-Rahnu, Islamic Pawnbroking, conventional pawnbroking.

#### **ACKNOWLEDGEMENT**

In the name of Allah and the most Beneficient and the most Merciful...

Syukur Alhamdulillah to Allah The Almighty for His consent to make it happen. I am grateful to Allah SWT, the Most Benevolent and The Most Merciful, God of this universe for giving me the strength and the ability to prepare and compile this report.

First of all, I wish to express my gratitude to my first advisor, En Mohamad Zaki Bin Razaly for devoting his utmost of time and efforts with generosity and patient. I am indebted for all the guidance, valuable, and advise he has given to me for the completion of this research project.

Furthermore, I would also like to thank to my family. I really appreciate the moral support, understanding and endless love in which my family have given unconditionally throughout the process.

Lastly, the cooperation and support received from all the members who contributed to this research was tital for the success of this project. The ideas, suggestions, and perspective given greatly enhanced this research project. Once again, I'm grateful and in appreciation of all assistance contributed for out study.

Thank you.

### TABLE OF CONTENTS

|   | Page         |
|---|--------------|
| AUTHOR'S DECLARATION                                | ii           |
| ABSTRACT  | iii          |
| ACKNOWLEDGEMENT                                     | iv           |
| TABLE OF CONTENT                                    | $\mathbf{v}$ |
| LIST OF TABLES                                      | viii         |
| LIST OF FIGURES                                     | ix           |
| LIST OF SYMBOLS                                     | X            |
| CHAPTER ONE   |              |
| INTRODUCTION  | 1            |
| 1.1 Introduction                                    | 1            |
| 1.2 Background of the study                         | 1            |
| 1.3 Problem statement                               | 3            |
| 1.4 Research questions                              | 5            |
| 1.5 Research objectives                             | 6            |
| 1.6 Significance of the study                       | 7            |
| 1.7 Scope of the study                              | 7            |
| 1.8 Limitations of the study                        | 8            |
| 1.9 Definition of key terms                         | 8            |
| 1.9.1 Ar-Rahnu (Islamic Pawnbroking)                | 8            |
| 1.9.2 Islamic Banking                               | 9            |
| 1.10 Summary  | 9            |
| CHAPTER TWO   |              |
| LITERATURE REVIEW                                   | 10           |
| 2.1 Introduction                                    | 10           |
| 2.2 Literature Review on Topic                      | 10           |
| 2.3 Literature Review on The Acceptance of Ar-Rahnu | 11           |
| 2.4 Literature Review on Independent Variables      | 12           |
| 2.4.1 Literature Review on Shariah View             | 12           |