



اُنْفِقْ سَبِيحَتِي تَتَكُونُ لِي مَبَارَا

**UNIVERSITI TEKNOLOGI MARA  
KAMPUS KOTA BHARU, KELANTAN**

**A STUDY ON FACTORS THAT INFLUENCE EMPLOYEE'S  
KNOWLEDGE TOWARDS BENEFITS PROVIDED BY SOCSO  
KOTA BHARU, KELANTAN**

**NUR DZUMIRRAH ABD RAHMAN**

**2010798643**

**BACHELOR OF BUSINESS ADMINISTRATION (HONS)  
MARKETING  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
KAMPUS KOTA BHARU, KELANTAN**

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In the name of ALLAH, Most Grateful, Most Merciful

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## **CHAPTER 4**

### **FINDINGS AND ANALYSIS**

#### **4.0 INTRODUCTION**

In this chapter, the researcher discusses about the finding and analysis for the topic according to the data that have been collected based on the distribution of questionnaire to the respondents in Kota Bharu, Kelantan. Moreover, this chapter also provides all the findings and analysis according to the procedure of data analysis given. On the other hand, the clear relationship between employee's knowledge towards the awareness program (seminar), employer's role and SOCSO's role can be seen. The researcher can see relationship based on the multiple regression analysis that will be interpreted the data and finding using tables, graph and figures. Furthermore, the data analysis proves whether there is a relationship between dependent variable with independent variables by using SPSS Statistics version 17.0. results that have been derived from the test will be interpret then using a procedure of data analysis such as descriptive analysis, hypotheses testing based on ANOVA , reliability analysis, correlation test, frequency analysis and multiple regression analysis. Meanwhile, the conclusion of result will be explain in the end of this chapter in order to give clear explanation for the finding and analysis for the data collected that been collected by the researcher.

#### 4.1 FREQUENCY ANALYSIS

Based on (Malhotra, 2010), frequency distribution is a mathematical distribution where the objective needed for researcher in order to obtain and count the number that the responses associated with the different values on one variables. It is also to express the counts in percentage terms. All value associated for a percentage and cumulative percentage and also a table of frequency counts for the value produces in this frequency analysis. The frequency data may be needed in order to construct histogram charts where the value stated in the graph. As previously stated in chapter 3, the data were collected by using questionnaire distribution for 80 respondents in Kota Bharu area in Kelantan. For instance in this survey in order to complete the research as stated below.

**Table 1.1:** Summary of Frequency Analysis

<b>Demographic Profile</b>	<b>Frequency (Respondents)</b>	<b>Percentage (%)</b>
Gender		
▪ Male	35	43.75
▪ Female	45	56.25
<b>Total</b>	<b>80</b>	<b>100</b>
Age (years)		
▪ 18-25	20	25.0
▪ 26-35	27	33.75
▪ 36-40	20	25.0
▪ 41 and above	13	16.25
<b>Total</b>	<b>80</b>	<b>100</b>
Race		
▪ Malay	63	78.75
▪ Chinese	11	13.75
▪ Indian	4	5.0
▪ Others	2	2.5
<b>Total</b>	<b>80</b>	<b>100</b>