



UNIVERSITI TEKNOLOGI MARA

CONSUMER COMPLAINT BEHAVIOR: FACTORS THAT
INFLUENCE CONSUMER IN BALING DISTRICT TO
COMPLAINT

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DECLARATION OF ORIGINAL WORK



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Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature :

Date :

ACKNOWLEDGEMENTS

In the name of Allah, the most gracious and the most merciful with selawat and salam to Prophet Muhammad S.A.W. Alhamdulillah, thanks to Allah for blessing me with His mercifulness for my health, strength and life all this time. With His help and permission, I was granted the opportunity to accomplish this final year project with a lot of efforts and self-confidence.

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ABSTRACT

The study aims to research consumer complaint behavior. The main purpose of this study is to identify factors that influence consumer in Baling district to complaint. The consumer that come to KPDNKK Baling's branch and consumer who lived at Baling district was choose to be the respondent of this research and about 120 respondent was answered the questionnaire given to them. After gathering the data that has been received from KPDNKK it shows that there are difference between the number of complaint that had been reported and the number of complaint that has been taken into the action by the enforcement. Thus this research want to identified the factor that influence them to complaint whether is it according their attitude towards complaint or their perceived value towards complaint. The researcher used convenience sampling in distributing method. In this study, quantitative method was used by the researcher using SPSS 20.0. Researcher used frequency, descriptive, reliability and Pearson correlation as tools used to analysis data to answer the research question and objective. The useful data and information in this research can also provide fellow researchers to explore customer complaint behavior in other industry.