UNIVERSITI TEKNOLOGI MARA

DETERMINANTS OF ASSESSMENT RATE ARREARS COLLECTION IN KELANTAN DISTRICT COUNCILS

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CONFIRMATION BY PANEL OF EXAMINERS

I certify that a Panel of Examiners has met on 11 August 2021 to conduct the final examination of Mohd Saiful Azuan Bin Ramli, Hazwan Rizal Bin Abdull Hallim, Hasyamefandi bin Hanapi in his Master In Business Administration thesis entitled Determinants of Assessment Rate Arrears Collection in Kelantan District Council Applications in accordance with Universiti Teknologi MARA Act 1976 (Akta 173). The Panel of Examiners recommends that the student be awarded the relevant Master Degree. The Panel of Examiners was as follows:

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AUTHOR'S DECLARATION

We declare that the work in this dissertation was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of our 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.

We, hereby, acknowledge that we have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of our study and research.

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ABSTRACT

Non-compliance with assessment tax payments to local authorities' councils has increased throughout the years in Malaysia. Assessment rates are a significant source of income for local authorities in Malaysia. This applies to all local governments since it demonstrates they suffered the same issue, referred to as assessment tax arrears. The objective of the study is to identify the determinants of assessment rate arrears collection in Kelantan district council by identifying the factors that influence assessment rate areas in the local district council by using multiple linear regression for primary data collection using a questionnaire distributed and secondary data by using trend and comparative analysis. The other objective is to examine the significant association between organizational commitment, tax structure, and legal enforcement towards arrears in the assessment rate arrears in local council whether there is significant relation using the Pearson correlation analysis. The result obtained for all three variables of p-value is below 0.05 where there is a significant relationship between all variables observed. The last objective is to examine the relationship of the new model of assessment rate arrears by using multiple linear regression analysis where the result for all independent variables and the dependent variable is significant. The target population in the study is 500 employees of three local district councils, and the respondent for the study is 217 by using a quantitative method of cluster sampling and survey questionnaire that have been developed based on a through and detailed analysis of the relevant literature. The finding of the study may assist Malaysian local government management in managing assessment tax arrears and provide useful insight for future research. This study suggests that organisational commitment and tax structure should be restructured and more effective legal enforcement should be implemented.

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