

**UNIVERSITI TEKNOLOGI MARA FACULTY OF  
ADMINISTRATIVE SCIENCE & POLICY STUDIES**



**THE DETERMINANTS OF FINANCIAL LITERACY AMONG CIVIL  
SERVANT**

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## **ABSTRACT**

According to OECD (2013), financial literacy can be defined as the merger of knowledge, attitude, behaviour, skill and awareness in the financial sector in order to achieve an individual's financial welfare and be able to come out with rational financial decisions. According to Aziz & Kassim (2020), 1 in every 3 people in Malaysia has a low degree of confidence in their financial management skills and this statistic shows that Malaysians still have a low degree of financial literacy especially in terms of financial knowledge. This study used the Theory of Planned Behaviour as the indicator for the independent variables which are attitudes, subjective norms and perceived behavioural control as many studies on financial. The aim of this research is to determine the relationship between the attitudes towards money, subjective norms which focus on social pressure and perceived behavioural control towards predicting financial literacy among the civil servants. This study used multi-stage sampling techniques in collecting the survey data. The result of the study revealed four important findings in which there was a significant relationship between the attitude, subjective norms and perceived behavioural control on the financial literacy among the civil servants. The findings also showed that subjective norms were the most significant variables in determining the financial literacy among the civil servants. Therefore, this study has elaborated on the variables of theory of planned behaviour determined the financial literacy among the civil servants.

**Keywords:** Financial literacy, Attitude, Subjective norms, Perceived behavioural control, civil servants

## TABLE OF CONTENT

|  |     |
|--|-----|
| DECLARATION .....                          | ii  |
| ACKNOWLEDGEMENT .....                      | iii |
| ABSTRACT .....                             | iv  |
| ABSTRAK .....                              | v   |
| TABLE OF CONTENT .....                     | vi  |
| LIST OF TABLES .....                       | ix  |
| LIST OF FIGURE .....                       | x   |
| CHAPTER 1 .....                            | 1   |
| 1.0 Introduction .....                     | 1   |
| 1.1 Research background .....              | 1   |
| 1.2 Problem statement .....                | 2   |
| 1.3 Research question .....                | 5   |
| 1.4 Research objective .....               | 6   |
| 1.5 Scope of the research .....            | 6   |
| 1.6 Significance of the research .....     | 6   |
| 1.7 Body of the knowledge .....            | 7   |
| 1.7.1 Policy makers .....                  | 7   |
| 1.7.2 Civil servant .....                  | 7   |
| 1.8 Definition of key terms .....          | 7   |
| 1.8.1 Financial Literacy .....             | 7   |
| 1.8.2 Civil servant .....                  | 8   |
| 1.8.3 Attitude .....                       | 8   |
| 1.8.4 Subjective Norms .....               | 8   |
| 1.8.5 Perceived Behavioural Control .....  | 8   |
| CHAPTER 2 .....                            | 9   |
| 2.0 Introduction .....                     | 9   |
| 2.1 Theory of Planned Behavior (TPB) ..... | 9   |
| 2.2 Dependent variable .....               | 11  |
| 2.2.1 Financial literacy .....             | 11  |
| 2.3 Independent Variable .....             | 12  |
| 2.3.1 Attitude .....                       | 12  |

|   |    |
|---|----|
| 2.3.2 Subjective norms .....  | 14 |
| 2.3.3 Perceived Behavioural Control .....   | 15 |
| 2.4 Conceptual framework.....   | 16 |
| 2.5 Conceptual framework definition .....   | 17 |
| 2.5.1 Attitude and financial literacy among civil servant .....   | 17 |
| 2.5.2 Subjective Norms and financial literacy among civil servant .....   | 17 |
| 2.5.3 Perceived Behavioral Control and financial literacy among civil servant.....  | 18 |
| 2.6 Hypothesis.....   | 18 |
| 2.7 Conclusion .....  | 18 |
| CHAPTER 3 .....   | 20 |
| 3.0 Introduction.....   | 20 |
| 3.1 Research design .....   | 20 |
| 3.2 Unit of analysis .....  | 21 |
| 3.3 Sampling .....  | 21 |
| 3.4 Sample frame .....  | 21 |
| 3.5 Sample size .....   | 22 |
| 3.6 Sampling technique .....  | 23 |
| 3.7 Measurement/ instrument.....  | 24 |
| 3.8 Data collection .....   | 25 |
| 3.9 Data analysis .....   | 26 |
| CHAPTER 4 .....   | 28 |
| 4.0 Introduction.....   | 28 |
| 4.1 Survey Response Analysis.....   | 28 |
| 4.1.1 Response Rate.....  | 28 |
| 4.1.2 Demographic profile .....   | 29 |
| 4.2 Preliminary Analysis.....   | 31 |
| 4.2.1 Data screening.....   | 31 |
| 4.2.2 Reliability Result.....   | 32 |
| 4.2.3 Normality Result.....   | 33 |
| 4.2.4 Linear Test .....   | 34 |
| 4.2.4 Outliers .....  | 36 |
| 4.3 Main findings .....   | 37 |
| 4.3.1 Objective 1- To identify a significant relationship between attitude and financial literacy among civil servants..... | 37 |