

**UNIVERSITI TEKNOLOGI MARA**

**CUSTOMER SATISFACTION  
TOWARDS ONLINE SHOPPING:  
THE AWARENESS OF GHARAR IN  
ONLINE SHOPPING AMING  
STUDENTS OF DIPLOMA IN  
MUAMALAT AT UITM DUNGUN  
DURING COVID-19 ERA**

**NUR IDEEZA AINA BINTI JUNAIDI**

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## ABSTRACT

Since the pandemic of Covid-19 started spreading in March 2020 in Malaysia, the Prime Minister of Malaysia, has announced the Movement Control Order (MCO) or also known as lockdown for all Malaysia citizens to prevent the spreading of the virus, and this order came into effect on 18 March 2020 officially. Since then, a lot of restrictions on going out from home have been made and most of the things must be done online including the shopping. People tend to use the online shopping actively as it brings a lot of benefits to the customers. However, there are some issues that have been happened since the increasing of online shopping user, and one of it is the uncertainty of the product during online shopping. Some sellers might take this chance for their benefits in scamming or fraud since it is online. As a result, this idea on *gharar* issues in online shopping have come out in order to study the students' knowledge. So, the purpose of this paper to identify the awareness of *gharar* in online shopping among Muslim students of Diploma in Muamalat at UiTM Dungun during the pandemic of Covid-19. This research is using a mix method, which involve the qualitative method through interview and quantitative method through questionnaires. By involving 2 students for the interview session and 64 respondents for the questionnaire, the researcher able to find and analyse the presence of *gharar* element in online shopping among Diploma Muamalat students. As a result, it shows that the awareness of *gharar* in online shopping among students of Diploma in Muamalat at UiTM Dungun is very good, as they understand clearly and very aware with it. From this study, I hope this will help other Muslim students in dealing with any issues especially *gharar* during online shopping, since this will be a new norm, which online shopping will become one of the important businesses in the future.

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