THE ACCEPTANCE OF MICRO-TAKAFUL AMONG B40 IN MALAYSIA: A STUDY ON URBAN B40

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ABSTRACT

Takaful which is Islamic insurance or Syariah compliance insurance is a protection plan and there are micro-takaful that provided smaller amount of protection specially develop for lower income group people. In this Covid-19 epidemic, micro-takaful is a way to provide a person and his family with financial security against unforeseen tragedies. However, in nowadays situation especially after post-covid with the inflation getting increase, the level of acceptance to the micro-takaful is getting reduce. There are several types of lower income group, and this study will focus on Urban B40 in Malaysia since this group is getting larger and they have more information and also aware on the takaful but what are the factors that may influence them in accepting micro-takaful. Therefore, this study aims to investigate the factors that influence urban B40 in Malaysia on the acceptance of micro-takaful. This study employed descriptive analysis, Pearson correlation, and multiple regression to analyse 519 survey questions. According to the analysis results, it indicated that among Urban B40, peer effect, service quality, risk mitigation and financial literacy are significantly influence with positive direction towards the acceptance of micro-takaful. The risk mitigation is the most important component, which implies that the Urban B40s are worried about their family or heirs. Thus, this important factor has to be taken seriously to accelerate the penetration rate of micro-takaful among the Urban B40, in parallel with the government and takaful provider initiatives.

Keywords: *Micro-takaful product, Urban B40, risk mitigation*

ABSTRAK

Takaful merupakan insurans Islam atau insurans patuh Syariah sebagai satu pelan perlindungan dan terdapat takaful mikro yang menyediakan jumlah perlindungan yang lebih kecil dibangunkan khusus untuk golongan berpendapatan rendah. Dalam wabak Covid-19 ini, takaful mikro adalah cara untuk menyediakan jaminan kewangan kepada seseorang dan keluarganya bagi menghadapi tragedi yang tidak dijangka. Walau bagaimanapun, dalam keadaan sekarang terutamanya selepas pasca covid dengan inflasi semakin meningkat, tahap penerimaan kepada takaful mikro semakin menyusut. Terdapat beberapa kategori yang berpendapatan rendah dan kajian ini akan memberi tumpuan kepada B40 bandar di Malaysia kerana kumpulan ini semakin membesar dan mereka mempunyai lebih banyak maklumat dan juga menyedari kewujudan takaful namun apakah faktor-faktor yang boleh mempengaruhi mereka dalam menerima takaful mikro. Oleh itu, kajian ini bertujuan untuk mengenalpasti faktor-faktor yang mempengaruhi golongan B40 bandar di Malaysia terhadap penerimaan takaful mikro. Kajian ini menggunakan analisis deskriptif, korelasi Pearson, dan regresi pelbagai untuk menganalisis 519 soalan soal-selidik. Hasil kajian menunjukkan bahawa di kalangan B40 bandar, faktor pengaruh rakan sebaya, kualiti perkhidmatan, pengurangan risiko dan celik kewangan mempunyai pengaruh yang signifikan dan positif ke arah penerimaan takaful mikro. Pengurangan risiko adalah faktor yang paling penting dan ini menunjukkan bahawa B40 Bandar bimbang tentang keluarga atau waris mereka. Oleh itu, faktor penting ini perlu diteliti bagi mempercepatkan kadar penembusan takaful mikro dalam kalangan B40 selari dengan inisiatif kerajaan dan penyedia takaful.

Kata Kunci: *Produk takaful mikro, B40 bandar, pengurangan risiko*

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TABLE OF CONTENTS

LIST OF TABLES

LIST OF FIGURES

LIST OF ABBREVIATIONS

BNM	Bank Negara Malaysia
FGD	Focus Group Discussion
UUM	Universiti Utara Malaysia
TPD	Permanent Total Disability
DOSM	Department of Statistics Malaysia
SAC	Shariah Advisory Council
IFSB	Islamic Financial Services Board
TO	Takaful Operator
CSR	Corporate Social Responsibility
IAIS	International Institute of Advanced Islamic Studies
ROSCA	Rotating Credit and Savings Association
DV	Dependent Variable
IV	Independent Variable
BR1M	Bantuan Rakyat 1 Malaysia
BSH	Bantuan Sara Hidup

CHAPTER ONE

INTRODUCTION

1.0 Introduction

Micro-Insurance and Micro-Takaful market in Malaysia present a new level of development. Despite this, Malaysia leads in terms of micro insurance coverage. It has recorded 184.7 percent compound annual growth rate of micro insurance coverage between 2010 and 2012. The remarkable growth reflects the serious efforts of the Malaysian government to stimulate the growth of micro insurance and micro takaful. Industry players are equally proactive. As proof, the insurance and takaful industry has always introduced several innovative and cost-effective protection plans for business assets, liability, theft, fire, and other risk protection for low-income groups.

In Malaysia, the low-income group is categorized as the B40 group. The B40 group is the bottom 40 percent based on household income and is considered a financially weak member of society. Based on data from the Department of Statistics Malaysia (DOSM) 2019, the income range for B40 is between RM2,499 and below to RM4,849. DOSM further categorizes the B40 group into four levels – B1 (less than RM2,499), B2 (RM2,500 to RM3,169), B3 (RM3,170 to RM3,969), and B4 (RM3,970 to RM4,849). Studies show that the B40 group is most vulnerable to financial shocks when there is a loss of family income due to the death of the breadwinner or due to temporary or permanent total disability (TPD) due to injury and illness.

Financial stress develops when families do not have sufficient buffers from savings and other income to cover mainly living expenses and children's educational needs after the disaster. Considering these factors, micro takaful and micro insurance for the B40 group is very important as a safety net to protect them from financial vulnerability after facing unfortunate events. In such cases, participation in takaful or insurance should be part of this group's financial commitment. However, data shows that takaful contributions are not part of the majority of household expenses because this group income is mainly used for daily expenses such as food, utilities, and transportation. This result is consistent with the percentage of takaful acceptance in Malaysia, where the takaful penetration rate in 2017 was only 14.8 percent. This percentage is much lower than Bank Negara Malaysia's (BNM) target of 25 percent penetration.

Therefore, further research is needed to encourage the B40 group to participate in micro-insurance and micro-takaful. Thus, objective of this research is to analyse the factors that influence Micro-Takaful acceptance among Urban B40 group in Malaysia.

1.1 Background of Study

Every level of the community is experiencing an uncertain environment due to the current economic climate, which is raising everyone's financial anxieties amid the COVID-19 pandemic. The Urban B40 group of people appears to be seriously affected by the national economic instability, which creates a situation with a variety of unpredictable outcomes and pushes low-income persons to manage their risks and seek protection from those risks. Because they are more vulnerable to financial issues than other groups, those with low incomes face a greater threat to their health from COVID-19 (Rapi, Salaudeen, Ravi, Wongsangiam, & Redzuan, 2022).

Thus, there is an essential need for financial protection for Urban's B40 and low-income individuals. There are a lot of awful people who get even worse off and struggle with their lives to accept their helplessness. Since many of these people feel the need to demonstrate their advantage, make money, and withdraw their young children from school in order to support their family, the Urban's B40 cycle continues from childhood to adulthood. According to the United Nations, providing financial services to the poor is a key tool for reaching the main Millennium Development Goal of directly reducing need. It is generally agreed that credit arrangements used in profitable ventures for progressive years can expand the income of the poor to the point where the family unit will definitely end the need (Haroun and Effandi, 2019). Not so long ago, in any case, most of the Urban's B40 did not approach financial services in Malaysia, either due to financial and social elements or intentionally due to social and restrictive reasons.

1.2 Problem Statement

This study addressed the problem faced especially by the B40 is the acceptance of Malaysian toward takaful during spread of covid19 which getting reduce. The discovery of novel coronavirus 2, also known as "severe acute respiratory syndrome coronavirus 2 (SARS-Cov-2)", shocked the world at the tail end of 2019. Because of that wave towards Malaysia, Malaysian has face financial constraints in contributing to takaful for their health and life survival. According to Abdullah (2021) because of its incredibly high cost to them at a time when the current economy is failing to go in the correct direction, it might not be able to contribute to the protection plan. Additionally, having just one operator over time may create an unequal playing field because it prevents local Takaful Operators in particular from taking part in such important national projects and from expanding their businesses and brands locally. The low income group, sometimes referred to as the B40 group, seems to be severely affected by the country's current economic uncertainty, which results in a range of unknown outcomes and forces them to manage their specific risks and seek protection against them. Because they are more vulnerable than others due to their financial situation, they are thought to be at higher risk for COVID-19, especially since their environment often does not meet hygiene standards.

Takaful business has been offered since 1984, the percentage of Malaysians buying Takaful products is relatively low compared to conventional insurance (Nor and Kamil, 2014). Many promotions of Takaful products through electronic media have only started in recent years. Takaful operators still have a slow pace to achieve growth compared to their conventional insurance companies. Because of that, takaful operators need to play a role to determine the factors including peer effect, religiosity, service quality, basic knowledge, risk mitigation and financial literacy factors towards micro-takaful acceptance among Malaysian. In other words, According to Nor and Kamil (2014) takaful customers understand what takaful is and the need for shariah compliance. Muslims must use takaful products as a substitute of traditional insurance. Acts of da'wah by takaful representatives advertising the takaful product to Muslims are required. Yet, respondents are optimistic about the expansion and advancement of takaful businesses.

Contribute or spend for takaful especially among Urban B40 is not a priority. It has also not been made as a necessary product as their effort in living the life. Haroun and Effandi (2019) said clearly refer to the set of assets that an individual must acquire to maintain a basic way of life for survival. Other than that, Abdullah (2021) mentioned that the poor do not have the ability to face the consequences of shocks, largely due to the absence of important assets and other risk reduction mechanisms. As a result, many of these poor people will use savings withdrawals (if any), asset sales, and more, taking their children out of school to work in low-productivity activities to fulfil their need. A similar study from Nor and Kamil (2014) also concluded that Takaful products have attracted the interest of non-Muslims as well. However, the interest shown by non-Muslims and the support of Muslims is not enough to promote knowledge and awareness to lead the growth of Takaful acceptance.

1.3 Research Questions

Based on the issues mentioned above, the following research questions have been developed to guide this study:

i. What is the level acceptance of micro-takaful among Urban's B40 group in Malaysia?

ii. What are the relationship between of peer effect, religiosity, service quality, basic knowledge, risk mitigation and financial literacy with Micro-takaful acceptance?

iii. What are the most important factors that influence micro-takaful acceptance among Urban's B40 in Malaysia?

1.4 Research Objectives

The purpose of this research is to examine the factors that influence acceptance of micro-takaful among Urban's B40 group in Malaysia. The specific objectives of this study are presented in the following:

i. To identify the level of acceptance for micro-takaful among Urban B40 group in Malaysia.

ii. To determine the relationship between of peer effect, religiosity, service quality, basic knowledge, risk mitigation and financial literacy with Micro-takaful acceptance.

iii. To examine the most significant factors that influence micro-takaful acceptance among the Urban B40 group in Malaysia.

1.5 Significance of the Study

The significance of the study can be observed based on specific group acquire, which in this case, academicians, Takaful operators, Malaysian government and community. Basically, this study presented the significant factors that influence micro-takaful acceptance among Urban's B40 in Malaysia.

In the view of the people, more knowledge could be transfer and share throughout this study. Sharing of information between theory and implement could lead a greater impact on the implementation as this can help on a better implementation through those with experience in the industry and those in the academic field. This indirectly could give the exposure to the academician to share about new knowledge and finding with the student and reducing the information gap between academician and practitioner.

Future members of the community, particularly those interested in studying Islamic finance and banking, will benefit from this study. This study can serve as a benchmark for improving Islamic finance and banking courses at higher education institutions in the future.

Meanwhile, for practitioner, this study will benefit them by providing more ideas to penetrate the market. Takaful provider can focus on the factors that significant influence the acceptance of takaful among B40 in planning their strategic plan as well as strategy to promote their product to them.

Furthermore, for the community benefit, policy maker should count the finding of this study especially the factors that influence B40 or lower income group in accepting the micro-takaful. Micro-takaful been develop specifically for this group with the very minimum rate of premium or price and suitable coverage. As a policy maker also, government should alert on the important factors that influence this group to involve with takaful by providing more effective strategic planning to encourage this group.

1.6 Scope of Study

In this research, the main focus is to analyse the factors that influence micro-takaful acceptance among Urban B40 group in Malaysia. The target respondents will be among urban B40, who have lack of knowledge and awareness towards micro-takaful.

This study done in Malaysia to see what are the factors that influence Urban B40 in accepting micro-takaful in Malaysia. Since the micro-takaful programme designed for the under privileged or destitute in Malaysia demonstrates, takaful agents have a duty to educate Muslims about takaful products. This duty is known as da'wah. In contrast to traditional insurance, takaful businesses continue to grow slowly. Yet, respondents are optimistic about the expansion and advancement of takaful services. The study also could find out the level of acceptance of micro-takaful among Urban B40 group in Malaysia.

The methodology used in this study is quantitative through survey Questionnaire which have been distributed to Urban B40 in Malaysia. This study are using data collected from a study conducted by Naim, Maamor, Isa, Shari, Muhamed, Ahmad, & Sofi (2017). This study focuses on Urban B40 and analyse the data using SPSS. The respondents in this study were Urban B40 group in Malaysia, in which their age ranges from 18 to 60. In this study, the questionnaires were distributed to the respondents through stratified based on zone sampling technique.

So, this research shows to raise knowledge of financial protection, namely micro-takaful, which aims to reduce the burden on the Urban B40 group in the case of a financial loss. The goal of micro-takaful is to offer financial security to the Urban B40 group. As a result, it uses the same takaful principles that set it apart from insurance and microinsurance. Despite the fact that micro-takaful is more affordable than other takaful and insurance products in the market, the Urban B40 group still do not interested in it.

1.7 Organization of the Thesis

This study will be delivered and discussed in five (5) chapters. The first chapter is introduction chapter which discussed several important topics including background of this study, problem statement, research objectives and scope of the study related to takaful and micro-takaful specifically. In Chapter 2, the discussion focused on concept of takaful and micro-takaful as well as literature review which few issues will be discussed further based on previous study done. The discussion in this chapter also focused on factors that influence the acceptance on micro-takaful in Malaysia. Meanwhile Chapter 3 discussed the methodology implemented in this study. The discussion includes the research design, questionnaire development, data collection procedure and data analysis technique. The following chapter which is Chapter 4 discussed the finding of this study and also the discussion based on the finding. And the final chapter is the Chapter 5 which is conclusion which discussed the summary of the finding, the suggestion and implications as well as suggestion for future research.

CHAPTER TWO

LITERATURE REVIEW

2.0 Introduction

This chapter explains the understanding of Micro-takaful and its significance. The part gives the definition and clarifies the importance of Micro-takaful acceptance among Urban B40, as they may not be broadly comprehended. This might be significant as the basis into further issues in regard to the acceptance of Micro-takaful among Urban B40. This group is the most likely exposed to financial shock when there is a loss of income for the family caused by the death of the breadwinner or by their temporary or total permanent disabilities (TPD) brought on by illnesses and injuries.

In this study we found that the issue and the challenges among Urban B40 is they do not put the protection plan as their priority in spending. This shows that their lack of knowledge and awareness towards Takaful is insufficient. Otherwise, referring to BNM 20 years experience of Malaysian takaful Industry booklet's explain that Takaful industry in Malaysia has started with the enactment of a dedicated regulatory law. For example, Takaful Act 1984 and the establishment of the first takaful operator in year 1984. This shows that the takaful industry in Malaysia has consistently registered strong growth in the last 39 years but still we found that Malaysian do not accept takaful as their protection plan.

In this review the significant written works, the emphasis is on finding of the potential commitments of Micro-Takaful explicitly Urban B40. The review would cover the factors that influence Urban B40 towards micro-takaful acceptance, which is from their understanding on peer effect, religiosity, service quality, financial literacy, risk mitigation and basic knowledge.

The financial protection namely micro-takaful are aimed to ease the burden of the Urban B40 group in the event whereby there are financial loss happened. Micro-takaful is a takaful which is aimed to provide financial protection to the Urban B40 group and hence used the same principle as in takaful which then differentiate it with insurance and microinsurance. The existence of micro-takaful does not seem to catch the eyes of the Urban B40 group although the price of the product is lower compared to the usual takaful product offered in the market.

2.1 Understanding on Takaful/Insurance in Malaysia

2.1.1 Takaful

In the Arabic context, the term Takaful is obtain from the word "Kafala" represent to guarantee, guard and protect. The Islamic Financial Services Act (IFSA) (BNM, 2013) describes takaful as "an arrangement based on mutual assistance where takaful participants agree to contribute a common fund that provides mutual financial benefits that must be paid to takaful participants to help them benefit when events occur from pre-agreed events". According to (Hazlina,2012) Takaful is Islamic insurance where everyone pays money into a fund to protect themselves against damage caused by unexpected events. Upfront costs are minimized under takaful where risk is limited, and costs are predictable.

In the Quran (5:2), Surah al Maidah, mentions the shariah foundation for takaful. "Help (ta'awun) one another in advancing righteousness (birr) and God consciousness (taqwa), and do not aid one another in advancing vice and hostility," says Allah. The Prophet Muhammad (peace be upon him) is reported to have said in a hadith to tether the camel before submitting (tawakkal) to God's will.

According to Ishak (2020) the fundamentals of the Islamic financial system are drawn from the Holy Quran and the Hadith, or traditions, of the Prophet Muhammad. In Islamic banking and financial institutions, it has been discovered that all banking and financial activities are based on the Shariah concept, which eliminates all components of uncertainty (gharar), interest (Riba), and gambling (maysir). Islamic finance is fundamentally different from traditional finance in that it forbids gambling, interest, and unpredictability in all financial transactions.

According to the booklets on the Malaysian takaful industry from BNM 20 years ago, takaful is an essential component of an extensive Islamic financial system. Otherwise, there are strong connections between the main parts that work together to create synergy and make the Islamic financial system happy. To keep up with changes in the takaful industry, Bank Negara Malaysia has constantly improved the shariah framework. Effective Shariah frameworks guarantee uniformity and harmonization of Shariah rules, demonstrating that Shariah fosters creativity and innovation. The strong Shariah framework makes it easier for takaful operators to be creative within the confines of Shariah and boosts customer confidence. The Shariah Advisory Council in for Islamic Banking and Takaful (SAC) was established in May 1997 in Bank Negara Malaysia with the intention of determining the Shariah rulings on Islamic banking, finance, and takaful transactions carried out by financial institutions under the Bank's jurisdiction. This is the structure of the existing two-tier Shariah framework. The second is that in order to guarantee that Takaful's internal governance complies with Shariah, Shariah Committees were established. In order to further strengthen the Shariah governance of Islamic financial institutions, Bank Negara Malaysia has issued guidelines for the Governance of Shariah Committee for the Islamic Financial Institutions.

In Malaysia, in term of awareness is the main factors that Malaysian do not contribute takaful as their priority in spending. According to Nor and Kamil (2014), they found that the interest shown by non-muslims and the support from muslim is not enough to promote the knowledge and awareness to develop the growth of takaful. This shows that researchers found that the lack of awareness and knowledge is the greatest challenges to the development and growth of the national and global Takaful industry. As Yusoff, Roslan & Arifin (2020) said Knowledge will affect the perception regarding the importance of insurance however can as well lead to misperception. The perception here are related to the importance of takaful as a financial protection for the consumer. It can also can be refer to word of al Quran Surah Ar-Ra'd, 13:11 *"Verily never will Allah change the condition of a people until they change it themselves"* meaning that as a muslims whatever we wish for we need to take an action before we put in Allah will.

According to Ishak (2020), the Mudharabah model and the Wakalah model have been used the most frequently in Malaysia out of all the takaful models that have been in operation around the world.

- Mudharabah model

  This agreement is referred to as a "profit sharing" agreement between the parties, with a predetermined profit ratio. Participants will operate under the mudharabah model as capital providers and takaful operators. Takaful operator will give a full choice on the venture, the board and activity of the item while members simply oversee for their month to month commitment (Ishak, 2020)

- Wakalah Model

The agent (al-wakeel), the principal (al-muwakkil), and the subject matter are only a few examples of the three key components of this contract (al-muwakkal fih). The parties establish a financial agreement in which the principal appoints the agent to act in the principal's best interests. This model assumes that the agent and the principle must agree, and the issue at hand must be legitimate and in accordance with Shariah law. Agent fees, also known as wakalah fees, are paid by the takaful operator in accordance with a predetermined proportion. The most prevalent business strategy utilized by takaful providers in the Malaysian market is the wakalah model.

2.1.2 Insurance

Insurance can be thought of as a social tool for risk transfer that uses money saved up for unforeseen losses (Ishak,2020). It is regarded as the only first financial risk management tools that lessens the impact of potential future risks. Many people and businesses utilize risk management through insurance as a defense against potential losses (Ishak, 2020). According to in Ishak (2020) insurance is a risk management tool used to control any danger or hazard as well as a way to dissect, rearrange, and organize specific aspects of reality.

In return, the insurer guarantees to pay the insured money in the event of a specific loss. It is a useful risk-transfer mechanism that allows people or organizations to trade the certainty of the premium for the unpredictability of a financial loss (or risk). The insured can be confident he won't have to pay extra for that year with a fixed premium. Organizations, in particular, would benefit greatly from this service of cost certainty (set premium), since it would enable them to confidently plan their spending. This is the level of monetary security that contemporary insurance offers. While there is peace, the insurance shields commerce and industry, which eventually advances humankind. As a result, insurance is the most influential lending force supporting economic, social, and technical advancement.

Hence, Islam does not oppose commerce or forbid contracts out of pure arbitrariness. It aims to guarantee justice and fairness in all interactions with all parties. Only practices that could lead to human exploitation or those that violate Shari'ah law would be prohibited. Basically, the Shari'ah would not forbid anything that is beneficial to society. The criticism is not directed at the idea of insurance but at the shortcomings in the insurance contract, including Gharar (uncertainty), Maisir (gambling), and Riba' (usury) (Karim & Jamal, 2012).

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The objectives of this insurance and takaful contracts is to provide protection and coverage to the policyholder in the event of unanticipated circumstances. Takaful participants or insurance buyers must reveal all necessary information in order to be protected against any potential losses because takaful and insurance are both contracts of the highest good faith. Yet, there are several differences between takaful and insurance (Refer to Table 2.1) based on previous study by (Ishak, 2020).

Table 2.1:
Differences between takaful and insurance

ITEM	TAKAFUL	INSURANCE
Contract	a contract that combines a wakalah, a mudharabah, and a tabarru' contract (gift) (agency relationship).	A sale and purchase contract between insurer and insured.
	-Participants' agreement: tabarru' Participants and operator have a contract known as a wakalah/mudharabah.	One contract between the insurer and insured.
Policyholder’s responsibility	Contributions are made by participants to the programme. In the arrangement, participants mutually guarantee one another.	“Policyholders pay premiums to the insurer.”
Liability of the insurer/ operator	The administrator of the programme is the takaful operator, who disburses takaful benefits using takaful monies.	The insurer is responsible for using the assets (insurance fund and shareholders' money) at its disposal to pay insurance benefits as promised.
Access to capital	The takaful operator has access to equity but not to debt, with the exception of interest-free loans from the operator to the underwriting fund.	Possibility of using subordinate debt along with access to equity and debt .
Investment of funds	Investments made by takaful funds are made in instruments that adhere to Islamic law.	There are no restrictions apart from those imposed for prudential reasons – to optimize returns.
Operation	Uncertainty, gambling, and interest-related components are eliminated in product design.	Product involves uncertainty, gambling and interest.
	The insured item must adhere to shariah guidelines.	No restriction on insurable objects
Risk Management	Risk-sharing among participants	Risk transfer to the insurance operator

Source: (*Ishak, 2020)*

2.1.3 Shari'ah Basis

The Shari'ah basis of takaful can be deduced from some general indications in the Qur'an, Sunnah and Islamic legal maxim. *Surah al-Maidah, verse 2*, reads to the effect:

"Help (ta'awun) ye one another in righteousness (birr) and piety, but help ye not one another in sin and rancour, fear Allah, for Allah is strict in punishment".

(Surah al-Maidah. 5:2).

According to Karim and Jamal (2012), takaful can be understood as a type of mutual assistance (ta'awun) that promotes goodness and virtue by assisting those who are in need or suffering as a result of a danger or hazard that has befallen them. This is also can be seen in the below hadith in the Quranic passage.

The Prophet (s.a.w.) also encourages individuals to ease the suffering of others in the hadith that follows:

"Whosoever removes a worldly hardship from a believer, Allah will remove from him one of the hardships of the hereafter. Whosoever alleviates the needy person, Allah will alleviate for him in this world and the next"

(Translation of Sahih Muslim, Book 32, No. 6250)

There is another hadith of the Prophet (s.a.w.) in addition to the Quranic verse and hadith mentioned above that appears to advise individuals to take specific precautions or methods to lessen or mitigate danger (Fatimah and Jasri, 2012).

"The Prophet (s.a.w.) noticed a Bedouin leaving a camel and he asked the Bedouin, 'Why don't you tie down your camel?' The Bedouin answered, 'I put my trust in Allah.' The Prophet said, 'Tie your camel first, then put your trust in Allah."

(Narrated by Al- Tirmizi and 1bn Majah, Book 60, No. 2517)

This hadith strongly states that one should always take the necessary precautions to protect themselves or their property against risk of loss. When the Prophet's words from above are applied to the practice of takaful, it is possible to argue that takaful is a method of risk mitigation through collective risk taking that disperses risks and harm among several participants (Karim and Jamal, 2012).

2.2 Micro-takaful

BNM (2016) defines Micro-takaful as a takaful product designed to respond to the financial protection needs of low-income household. The goal of micro-takaful is to make it possible for low-income household to get Takaful products and use them to meet their financial protection needs. "...to uphold the principle of brotherhood and unity, which provides financial assistance and assistance to participants in the event of misfortune and difficulty," as stated by Hasim (2014), is the goal of Micro-takaful. The author mentions that Takaful Operators (TO) should consider this initiative to be their Corporate Social Responsibility (CSR) rather than profit as the primary objective.

According to BNM (2016), micro-takaful targets are middle-income households (M40) and low-income households (B40) in the bottom 40% of the population. Because of basic infrastructure facilities, IFSB and IAIS (2015) exposed participants to financial products, resulting in less access to financial services. They also have an irregular income stream due to their employment in the informal sector, which contributes to their current socioeconomic situation. Hasim (2014) also mentioned that the intended participant is ineligible for Takaful protection because they are unable to meet basic health requirements and are reliant on loans and grants from the government (Razak, Idris, Yusof, Jaapar, & Ali, 2013). They also have limited access to healthcare, clean water, and sanitation, making them susceptible to illness and raising concerns about their insurance coverage.

Takaful Ikhlas and the Farmers Welfare Federation of Malaysia developed a micro-takaful program to meet the needs of underprivileged farmers in Malaysia, demonstrating the sector's progressive growth in that country (Brugnoni, 2013). The government supplied funding for this program, which covered 100,000 participants' emergency funeral costs. Moreover, Takaful Ikhlas and the Selangor Zakat Centre, which represents ten Takaful fund agencies, have a contract. Yet, there are several differences between takaful and micro-takaful (Refer to Table 2.2).

Table 2.2
Differences between Takaful and Micro-takaful

ITEM	TAKAFUL	MICRO-TAKAFUL
Target Market	Participants are employed by businesses and come from middle- and high-income households.	Participants come from low-income and underprivileged families and businesses.
Market awareness	Takaful is widely known in the market.	Micro-takaful is mostly unknown to the market.
Contributions (premium)	based on age or other particular risk factors	Low costs and inexpensive donations
Affordability	Participants make payments for contributions.(individual or business entity)	Contributions may be fully or partially subsidised by zakat money, waqf funds, government funding, or private contributions.
Sums insured	Large sum insured	Small sum insured
Policy document	a lengthy insurance statement with several exclusions	With few or no exclusions, the insurance statement is straightforward and easy to comprehend.
Claim handling	The claims process might be quite difficult for huge insured amounts.	simple, quick processes for tiny amounts.

Source : (*Haroun & Effandi ,2019)*

2.3 B40 Group

In Malaysia, the “low-income group” is categorized as B40’s. Financial products are necessary to support the B40 group because of the COVID-19 pandemic's major effects on them in Malaysia and their susceptibility to numerous risks (Muh Zul Hazmi Rapi, Adnan Opeyemi Salaudeen, Muhammad Imran Muhammad Rawi Ravi, Rois

Wongsangiam, & Nur Harena Redzuan, 2022). Based on Statistics Department of Malaysia (DOSM) 2019 data, the range income of B40 is between RM2,499 and below to RM4,849. DOSM further categorized the B40 group into four levels B1(less than RM2499), B2 (RM2500 to RM3169), B3(RM3170 to RM3969), and B4 (RM3970 to RM4849). The majority of those who live in poverty, especially the elderly, have little to no access to important financial services like insurance.

However, because the majority of the poor lack access to official insurance plans, they must manage risk with what little money they have available, frequently using shady methods like selling assets, paying out of pocket, or borrowing (Rapi, Salaudeen, Ravi, Wongsangiam, & Redzuan, 2022). This shows that the B40 group is most vulnerable to financial shock when there is a loss of family income due to death of breadwinners or due to their temporary or total permanent disabilities (TPD) because of injuries and illness.

2.3.1 Micro-takaful Initiatives and Government Efforts towards B40 Group

BNM launched "Perlindungan Tenang" in order to give the targeted low-income group a takaful policy that is affordable, accessible, simple to comprehend, simple to claim on, and offers good value. By establishing straightforward, low-cost takaful protection through a number of agents and carefully chosen agencies, BNM's approach caught the attention of insurers and takaful operators. This micro-takaful plan's four primary components affordability, simplicity, accessibility, and a simple claim procedure were designed to provide crucial financial planning for future protection against unfortunate circumstances like death, fire, or other calamities.

With an annually renewable micro-takaful plan, short-term financial protection is provided for as little as a few Ringgit each month. A straightforward and easy-to-understand approach was developed by the policy in order to boost knowledge of and demand for this micro-takaful plan. In addition, claims submitted by participants or beneficiaries who have completed the necessary paperwork will be paid out within five working days. In 2019, "Perlindungan Tenang" items were made marketable online as part of a government programme with the aid of takaful and insurance companies.

Under “Perlindungan Tenang”, three takaful providers “AIA Public Takaful, Prudential BSN Takaful”, and “Takaful Ikhlas” offer micro-takaful programmes (Malaysian Takaful Association – “Perlindungan Tenang”, 2017). The “AIA-I Stater” plan from AIA Public Takaful features a one-year maximum coverage period, death benefits, and a range of coverage options from “RM10,000 to RM30,000”. This is a straightforward and reasonably priced family takaful plan that has a quick application process and can be subscribed to online. For customers between the ages of 19 and 69, Prudential BSN Takaful offers the "Lindungi" micro-takaful plan, which provides death coverage and complete and permanent disability payout. “Depending on the participant's age, gender, health, and occupation”, the annual payment to the "Lindungi" micro-takaful plan might be as low as RM50. It provides “financial protection” to help control the occurrence of risk. This family takaful term plan offers coverage for RM30,000 or less on an annual basis.

Takaful Ikhlas caters to the requirements of community members in search of fundamental financial security by providing the "Agro Mabrur-I," a comprehensive micro-takaful protection package. The expense is just RM0.20 every day, and the inclusion ultimately depends on RM80,000. There are three plans with varying benefits: Endowment, hajj by proxy, burial expenses, and “death or total and permanent” incapacity (natural or accidental) are examples of these.

In addition, "My Salam" or national B40 protection programs—free micro-takaful protection plans specifically designed for qualified low-income households—

are available on the market. These items serve as a trust fund that is managed by a board of trustees; In the event of serious illness and hospitalization at any government hospital, they provide income replacement of up to RM700.

In 2012, Malaysia's overall coverage for micro-insurance and micro-takaful was 3.84 percent, as stated in the Landscape of Microinsurance in Asia and Oceania. (Mukherjee, 2013). Malaysia's expansion can be largely attributed to the micro-takaful "protection plans" that were developed to cover individuals, small and medium-sized businesses, microenterprises, and shock occurrences like fires, death, illness, and property loss.

2.3.2 Previous Study on Takaful/Insurance Acceptance

In order to evaluate public preferences and comprehension between takaful and conventional insurance, from Matsawali, Abdullah, Yeo, Abidin, Zaini, , Ali, Yaacob, (2012) conducted a study on takaful and conventional insurance preferences in Brunei. They also make an effort to pinpoint the causes and elements that render conventional insurance incompatible with Shariah principles. According to a survey conducted online with randomly selected Bruneian citizens, the majority of the population preferred takaful. However, their knowledge of this type of insurance was limited to the fact that takaful is an Islamic type of insurance and that the approach and procurement will be carried out in accordance with Islamic regulations.

The choice of takaful versus traditional insurance in Malaysia is examined by (Nor and Kamil, 2014). Four in-depth interviews with customers and takaful operators who were chosen from the Malaysian Klang Valley area were conducted as part of the study's qualitative research methodology. They found that takaful customers comprehended takaful and the value of adhering to Shariah. Islam forbids the use of conventional insurance in favour of takaful products. Consumers of takaful are aware of the connection between takaful and Islam as it is practised in contemporary business. One could think of takaful agents' duties as acts of worship because they serve to explain the concept of takaful and its benefits (Ibadah). Acts of da'wah by takaful representatives advertising the takaful product to Muslims are required. In contrast to traditional insurance, takaful businesses continue to grow slowly. Yet, respondents are optimistic about the expansion and advancement of takaful businesses.

Diyana Yusoff, N., Roslan, A., & Arifin, A. M. (2020) look at the variables that affect B40 group members' intentions to purchase micro-takaful, such as cost, satisfaction, and knowledge. Based on questionnaires given to 103 residents of Lembah Subang 2 who participated in the study as respondents, it was discovered that knowledge, as opposed to price and satisfaction, was the main factor influencing B40 group members' intentions to purchase micro-takaful.

Lin, C. H. (2018) examines why there is a poor uptake of insurance and takaful among Malaysia's disadvantaged groups, paying particular attention to the B40, or bottom 40 percent of households by income. For the purpose of increasing insurance and takaful penetration within the B40 category, they suggested new options for product design and delivery. They also discovered that the B40 penetration rate among the working population, or people between the ages of 20 and 59 who are most likely to be employed and have dependents, was 30.3 percent at the end of 2016 as opposed to 50.4 percent for the country as a whole. Also, there is a noticeable difference between B40 and non-B40 penetration rates across all states, with the gap being especially substantial in those with significant metropolitan populations centre. Between the ages of 20 and 59, 88 percent of non-B40 people live in urban areas like Kuala Lumpur with insurance and takaful coverage, as opposed to 30 percent of B40 people. Similar trends are seen in the less developed states like Sabah, where 19% of B40s and 30% of non-B40s, respectively, have insurance and takaful.

The Kenyan insurance industry's need for micro-insurance services was evaluated by Ndurukia, Njeru & Waiganjo, 2017). Through stratified random sampling, they used a cross-sectional survey methodology to gather information from the Kenyan insurance service providers who are licenced by the Insurance Regulatory Authority (IRA). The survey served as the research tool. This study revealed a favourable and substantial relationship between variables and the demand for microinsurance. The study came to the conclusion that there is still untapped potential for micro-insurance and that structural and economic variables influence demand.

Based on a survey of previous study on micro-insurance demand exist between year of 2000 and early year of 2013, Eling, Pradhan & Schmit,(2013) synthesise the existing information on the determinants of micro-insurance demand and to discuss open questions that merit further investigation. Price, wealth, risk aversion, non-performance risk, trust and peer effects, religion, financial literacy, informal risk sharing, quality of service, risk exposure, age, and gender were identified as the top 12 factors influencing the demand for microinsurance. They talked about the data showing how each of these 12 criteria affects demand in the standard insurance industry as well as the microinsurance market. Additionally, they discovered that a comparison with regular markets reveals an unanticipated (unfavourable) impact of risk aversion on the demand for microinsurance, with trust possibly acting as an intermediary. The significance of liquidity (and/or access to credit), informal risk sharing, and peer effects on the choice to purchase microinsurance are other pertinent findings. Further research could focus on the impact of trust on the purchase of insurance and the unexpected outcomes for risk aversion.

In addition to researching various theories on insurance formation background and penetration technique, Wairimu and Okibo (2015) conducted a study on the variables impacting micro-insurance penetration among middle- and low-income workers in Kisii County, Kenya. With an expected population of 10 sales executives and one manager each firm, this study used a descriptive survey to the 17 insurance companies with branches in Kisii County. According to this study, there is a substantial correlation between the dependent variable, penetration, and the independent factors, professional sales training, government rules, and distribution channels. In order to ensure the execution of plans that would address the many variables identified as driving low insurance penetration, this study advises cooperation among the various stakeholders.

Ram (2017) examines the connections between service quality variables of the policy and social factors (that influenced to buy policy) in Kollam District, Kerala. He also studies the social factors influencing the investment in micro-insurance policy. Using the survey method, they used a descriptive cross-sectional design and delivered a structured questionnaire to a sample of Kollam district, Kerala, policyholders. They chose a 400-person sample using a reliable random sampling technique. They discovered that social factors that influence microinsurance policies have a significant impact on the (dependent) variables of insurance, such as affordable premium amounts, payment flexibility, less punitive provisions, satisfactory agent service, agents' contracts with respondents, quick resolution of complaints, and cooperation from insurance officials, as measured by a F value of less than 0.05. However, there is no influence (no significant variation) of the social factors influencing the respondents to invest in micro-insurance policies for the other two variables, namely the loan provision and the infrastructure of the insurance firm.

In order to help insurance companies and policymakers by using these results to develop future insurance services and policies that can be geared to support the development of the insurance market, Al-Rawashdeh (2016) studied the factors that determine demand for insurance policies in Jordan. There are 331 individuals and 331 institutions in the research sample. There were 662 total questionnaires issued, and 552 valid questionnaires were returned and taken into account in the study. They found that while cost and income were statistically unimportant and had no impact on demand, marketing and ads, social safety, comparative advantage, and quality all had a substantial impact on demand for insurance products.

Remli, Muda & Rosman (2018) investigated the effect of company characteristics on family takaful demand in Malaysia, including income, age, size, and agents. They used secondary data to test their theories on 25 takaful providers who offered family takaful protection in Malaysia between 2008 and 2016. The findings demonstrated that the performance of the agents and the size of the firms had a favorable impact on Malaysian demand for family takaful. The demand for family takaful in Malaysia, however, was negatively and insignificantly impacted by the firms' income and age. They indicated that maintaining the industry's viability depends on the size of the company and encouraging effective agent performance within organizations.

The socio-demographic and economic determinants that influence insurance coverage among the low-income households (B40) in Perak were discovered by (Bakri, Ramli and Sulaiman, 2018). They carried out the research by using a model estimator that was based on Tan, Yen, Hasan, and Muhamed, 2014) study. The B40 group in Perak was the subject of the study's primary data analysis. They discovered that men, those who are single or married, live in cities, are self-employed, have savings and loans, and are male are substantial or important influences on the likelihood of owning insurance. However, they also discovered that the only factor having a significant impact on the total cost of insurance was education level. Age and loan circumstances can have an impact on the likelihood of desire for insurance. Chinese, living in a city, education level, employment in the public sector or as a sole proprietor, the number of dependents, income, and possession of savings or loans were the study's other key findings. Additional research revealed that households in the B40 group in Perak spend on average between RM101 and RM200 per month on insurance, while those in the B40 group who do not already have insurance but would like to do so would be willing to pay between RM51 and RM100.

Rubayah and Hamizah (2019) look into how much family takaful or life insurance is owned by the B40 and determine how ownership of takaful relates to demographic and socioeconomic parameters. A purposive non-probability sampling technique was employed to identify 100 B40 households, and they distributed questionnaires to those homes. The findings indicated an association between ownership and factors such as marital status, race, income, and type of housing.

Ishak (2020) looked at three key theories that centre on Malaysian demand for takaful and micro-takaful. The first essay uses a qualitative analysis to examine the reasons behind Malaysia's low demand for micro-takaful. She is researching the elements that affect household financial protection and the demand for takaful and micro-takaful (questionnaire survey). She also looks into takaful trust. This third article uses a household survey of 526 respondents to investigate the impact of socio-demographics, socio-economics, risk coping methods, financial inclusion, and social capital on trust in takaful. Secondly, she offered an interactive model, contending that three interrelated factors—affordability, customer awareness and perception, and prior shock experience—are responsible for the poor demand for micro-takaful programme. Additionally, this study pinpoints crucial components relating to the takaful basis risk issue and customer complaints issue based on previous client interactions. Second, this study discovered that a number of factors, including gender, marital status, kind of employment, religion, location, and financial literacy, all affect the demand for takaful in Malaysia. The demand for takaful policies is also influenced by a number of factors related to shock experience and risk-coping techniques. Finally, she discovered that "factors such as gender, marital status, income, and employment" significantly affect faith in takaful negatively. Surprisingly, Rotating Credit and Savings Association (ROSCA) has a significant impact on whether people trust takaful more or less.

2.4 Summary

Referring to previous study that has been reviewed, Micro-takaful and Microinsurance for the B40 group is very important as a safety net to protect them from financial vulnerabilities after facing with misfortune events. In such a case, the B40 participation in should be part of the financial commitment of this group. Otherwise, Micro-takaful initiatives and government efforts towards B40 shows there is opportunity for B40 group to take this as their mandatory expenses, RM50 per year for the protection such a windfall and specialize for B40 group. This is a government effort to encourage people or B40 group to accept micro-takaful as their mandatory expenses for their health, survival and also the most important things if anything happen to them can make things easier for everyone. For this research, the purpose is to examine the factors that influence Micro-takaful acceptance among Urban 40 group in Malaysia. The next part examines the quantitative techniques used in this research to better understand the determinants of Micro-takaful acceptance within Malaysia's Urban B40.

CHAPTER THREE

RESEARCH METHODOLOGY

3.0 Introduction

The objectives of this study can be divided in to three sections which are (i) To identify the level of acceptance for micro-takaful among Urban B40 group in Malaysia; (ii) To determine the relationship between of peer effect, religiosity, service quality, basic knowledge, risk mitigation and financial literacy with Micro-takaful acceptance among Urban B40 group in Malaysia; and (iii) To examine the most significant factors that influence micro-takaful acceptance among the Urban B40 group in Malaysia. Therefore, this chapter will discuss how do this study will be conducted. This discussion in this chapter will be divided in to seven sections which include conceptual framework, data collection method, operational definition, questionnaire design, measurement and validity of variables, data analysis technique and also chapter summary.

3.1 Conceptual Framework

The conceptual framework defines as final result of combining a variety of similar principles to describe or forecast a specific event, or to provide a more comprehensive interpretation of a phenomenon of interest. The process of conceptual framework is involving an individual that are collecting pieces of information in order to telling people a bigger picture of possible relationship. The conceptual framework guides an analysis in this study to explore the acceptance of Micro-takaful among Urban B40 group in Malaysia will develop implement this study for their future survival. This framework describes what is the relationship between the variables identified in the study and will outlines the input, process and output of the whole study.

Figure 3.1 shows six (6) independent variables which are Peer effect, religiosity, service quality, basic knowledge, financial literacy, and risk mitigation which chosen from the previous studies with aim to examine the factors that influence the DV which is the acceptance of Micro-takaful among B40 in Malaysia and this study will be focus on a study towards Urban B40 group.

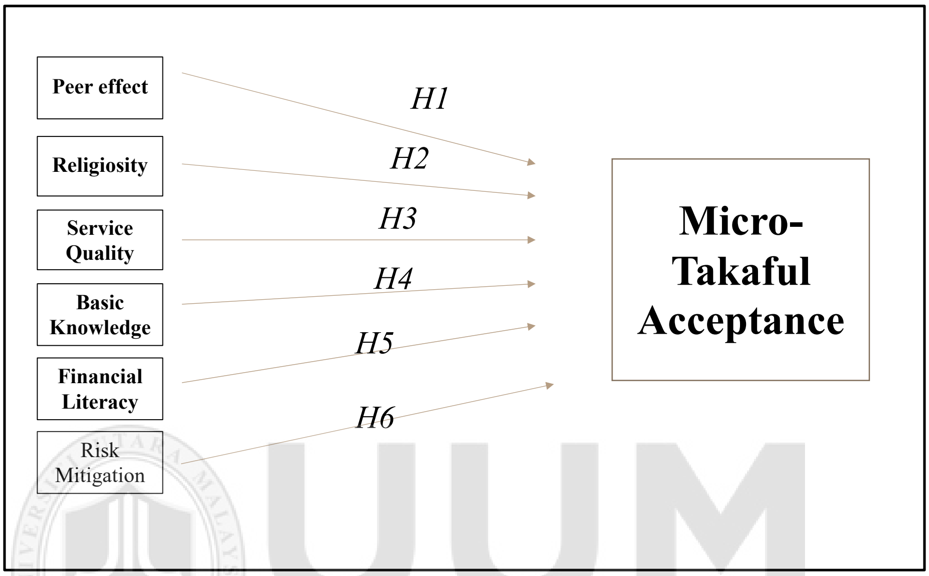

Figure 3.1
Conceptual Framework

Based on previous study have been conducted by Naim, Maamor, Isa, Shari, Muhamed, Ahmad, & Sofi, (2017) also found that there is relationship between of peer effect, religiosity, service quality, financial literacy, risk mitigation, basic knowledge and income with Micro-takaful subscription among B40 group in Malaysia. Therefore, this study also will investigate the relationship urban B40 group members' acceptance on micro-takaful.

3.2 Research Hypothesis

A hypothesis may be described as the researcher's expectation to find the empirical facts by a tentative yet testable assertion, according to Wells (2021). There are four general hypotheses in this study that relate to the study's goal. The following are the hypotheses:

The third objective of this study is to determine the most significant factor including peer effect, religiosity, service quality, basic knowledge, risk mitigation and financial literacy influence Micro-takaful acceptance among Urban B40 group in Malaysia. Accordingly, the following hypothesis is proposed to answer the third objective as follows:

H1: Peer effect has a significant influence towards the acceptance of Micro-takaful among Urban B40 group in Malaysia

H2: Religiosity has a significant influence towards the acceptance of Micro-takaful among Urban B40 group in Malaysia

H3: Service Quality has a significant influence towards the acceptance of Micro-takaful among Urban B40 group in Malaysia

H4: There is a significant relationship between Basic Knowledge and acceptance of Micro-takaful among Urban B40 group in Malaysia

H5: Risk Mitigation has a significant influence towards the acceptance of Micro-takaful among Urban B40 group in Malaysia

H6: Financial Literacy has a significant influence towards the acceptance of Micro-takaful among Urban B40 group in Malaysia

3.3 Research Design

Quantitative research methods are used in this study. Quantitative data generally focuses on macro-level development patterns and phenomena in sociology, whereas qualitative research typically focuses on the micro-level social interactions that make up daily life (Lia,2022).

This study employed a quantitative approach to gather responses from respondents. The respondents in this study were Urban B40 group in Malaysia, in which their age ranges from 18 to 60. In my research, the questionnaire used is illustrated in Table 3.2 and the survey was conducted from the previous study of Naim, Maamor, Isa, Shari, Muhamed, Ahmad, & Sofi, (2017). The questionnaires were distributed to the stratified based on zone sampling technique which based on population of Urban B40 at fourteen states in Malaysia. The respondents have been divided by four group in every states in Malaysia, which is between peninsular Malaysia and Borneo States. Every zone has been divided by four group which is field group, fisherman group, villager and Urban B40 group. Hence, this study was focused to Urban B40 respondent only in Malaysia.

Table 3.2
Structure of the Survey Questionnaire

Section	Variable	Reference
A- Respondent Background	- Basic demographic - Financial Background *Ratio, nominal, ordinal data	Lin(2018), Eling, Pradhan & Schmit(2014), Ndurukia, Njeru & Waiganjo (2017), Wairimu & Okibo (2015), Al-Rawashdeh(2016), Ram(2017)
B- Knowledge on takaful/insurance	- Knowledge related takaful/insurance to practice - Knowledge on term used in takaful *Likert Scale	
C- Perception on takaful/insurance	- Peer effect - Religiosity - Service quality - Financial literacy - Risk Mitigation - Takaful/insurance acceptance *Likert Scale	

3.4 Data Collection Method

We have outlined the data collection procedure and all of the study's tests in Chapter Three. To make sure the study is viable and to avoid wasting time, a pilot test is conducted. In this study, we utilized a questionnaire to collect the data, and we ran the tests using the SPSS program to check the validity and reliability. Also, we employed primary data as a method of data collecting, and the Malaysian Urban B40's was our study's target population.

To determine the impact of each variable, data were gathered using a structured questionnaire that included closed-ended, binary, and 5-point Likert scale survey items. The survey was initially written in Malay due to the respondent is from rural areas. A questionnaire addressing demographic information, level of understanding of term use in takaful/insurance, and level of acceptance of takaful/insurance were all included in the instrument. A total of 519 surveys were successfully completed among Urban B40 Group in Malaysia.

3.4.1 Sampling Design

The term sampling design refers to the methodology for selecting sample surveys and how it influences other crucial elements (Paul, 2008). The population to be sampled, the sampling elements, the sampling technique, and the sample size are all part of the comprehensive planning. To learn about the goal and actual sample sizes, SPSS definitions, and sample selection procedures.

3.4.2 Sampling Technique

Sampling technique employed in research that have been provided by Naim, Maamor, Isa, Shari, Muhamed, Ahmad, & Sofi (2017) is stratified sampling technique, in which the sample was stratified based on zone. Four main categories of B40 which are i. Federal Land Development Authority (FELDA) residents, ii. Fishery sector respondents, iii. Urban B40 households and iv. Agriculture sector workers and self-employed individuals. This study focused to Urban B40 only. The target sample of this study was 519 respondents.

3.4.3 Sampling size

The number of persons and things that make up the sample size are referred to as the sampling size in this phrase. 519 respondents made up the sample size in this study. With a larger sample size, it is possible to obtain estimates with smaller standard errors and higher accuracy. Hence, we used surveys to distribute it to our respondents.

3.4.4 Respondents

Each person will have an equal chance of being chosen for inclusion in the research sample according to the sampling components technique. While micro-takaful is not one of their top priorities, the Urban B40 group is the group that is targeted for responses. The questionnaires were distributed to the stratified based on zone sampling technique which based on population of Urban B40 at fourteen states in Malaysia.

The respondents have been divided by four group in every state in Malaysia, which is between Peninsular Malaysia and Borneo States. Every zone has been divided by four group which are i. Federal Land Development Authority (FELDA) residents, ii. Fishery sector respondents, iii. Urban B40 households and iv. Agriculture sector workers and self-employed individuals.

These answers represent a variety of viewpoints as well because they may have various levels of understanding and perception on insurance/takaful. As a result, we can assess more accurate and typical outcomes. In this study, to identify whether Malaysia's Urban B40’s group accepted micro-Takaful during the Covid-19 pandemic for their health and for their survival.

3.4.5 Pilot test

Conducting surveys and other data collection methods efficiently is essential. When conducting surveys, especially ones with a large number of participants, it is imperative to make the most efficient use of resources possible. Usually, a pilot survey is conducted by researchers to ensure survey effectiveness. According to Lia (2022), the main goal of a pilot survey is to assess the research instruments, which comprise the survey's questions, design, and methods of distribution. If you do it right, it allows you to spot potential problems in the primary data collection procedure. The study of Lia (2022) states that 10% of the sample size should preferably be employed for the main study's pilot testing.

Based on previous study that have been conducted by Naim, Maamor, Isa, Shari, Muhamed, Ahmad, & Sofi (2017). The questionnaire has been distributed in three times among B40 in 4 states which is Masjid Changkat Setui, Felda Bukit Tangga, Community UUM, and Village around Changlun to test the reliability of the questionnaire. The survey was conducted by face to face. Meanwhile, for FGD, the open-ended structure questions were used face-to-face group discussion and have reviewed by all the researchers who expert in takaful area are. They appoint well-trained enumerators to distribute the questionnaire face to face among B40's has been sent as a pilot test.

3.5 Measurement

To ascertain how strongly a person agrees or disagrees and not understanding or understanding with a proposition, a scale of rating is utilized in the questionnaires. Calculating and comparing the findings to other outcomes is simple. Part A contains 8 questions, Part B contains 8 questions, and Part C contains 29 questions. The demographic information for the Urban B40 is gathered in Part A using a nominal scale. This information includes gender, marital status, monthly income, occupation, level of education, and the number of family members. The goal is to make it simpler to identify responders who share characteristics. A few options will be displayed for the replies.

3.5.1 Scale of Measurement

Information or data can be categorized and quantified by using measurement scales. The nominal scale, ordinal scale, and ratio scale are the four levels of measurement.

3.5.1.1 Nominal Scale

Nominal scale is a measurement that categorizes variables without using a numerical value or order. An example would be a notional gender scale. There are two groups that the responses could fall under, regardless of gender. It can be determined by assuming M and F are both males. Another way to get the nominal date is to ask a multiple-choice question and identify the possible answers.

3.5.1.2 Five points Likert scale

In this study are using the Likert scale, one can express how much they agree or disagree and understanding or not understanding with a statement. It functions as a kind of scale to gauge how strongly someone agrees and understanding or prefers a message. The Likert Scale contains five components with two sections, for section b related to knowledge with scores ranging from 1 (strongly disagree) to 5. (Strongly agree) to identify the level of Urban B40's understanding towards takaful. Meanwhile, for section c related to perception with score ranging from 1 (strongly not understanding) to 5. (Strongly understanding) to identify the level of agree towards takaful.

3.6 Questionnaire Design

The questionnaire is divided into three sections: A, B, and C. The respondent's history as Urban B40 is discussed in Section A. The part B questionnaire asks about your understanding of words used in takaful or insurance practice. The respondents' opinions on takaful or insurance are the focus of section C of the questionnaire.

In Section A is about the respondents' profile background that were selected from the earlier survey. The results of the study have demonstrated a beneficial association between acceptance and the factors. In order to evaluate if participants are the sample that reflects the group's aim for generalization uses in a particular study, it is necessary to use this demographic data, which gives information on research issues. Typically, the demographics or characteristics of the study sample are recorded and serve as independent variables in the research design. Demographic variables are independent variables by definition since they cannot be used as leverage.

In Section B, there are eight questions to determine the association between knowledge and the acceptance of micro-takaful. The study discovered that when respondents have a basic knowledge towards Takaful/insurance are considered has an effect on their contributing choice. This study shows stated the significance of basic knowledge towards takaful/insurance has influenced their contributing decision. Knowledge is very important in ensure the purchase or contribute of a product or service. The weighted interval of 5 Likert points is used to compute the answers to the questions. The scale is from 1 to 5, with 1 denoting "strongly not understand" and the other numbers denoting "not understand," "understand," "understand either way," "understand," and "strongly understand."

In Section C the twenty-four questions of respondents factors that influenced towards acceptance of Micro-takaful. They claim that those who have a favorable perception of takaful will choose to willingly make a protection plan purchase as their top priority when making purchased. The weighted interval for the questions is 5 Likert points. The scale, which spans from 1 to 5, uses the following notations: 1 for "strongly disagree," 2 for "disagree," 3 for "either agree or disagree," 4 for "agree," and 5 for "strongly agree."

Peer effect, religiosity, service quality, financial literacy, risk mitigation, and basic knowledge are the six IV questions that were selected from previous studies Lin(2018) ,Eling, Pradhan & Schmit(2014), Ndurukia, Njeru & Waiganjo (2017), Wairimu & Okibo (2015), Al-Rawashdeh(2016), Ram(2017) with the goal of determining the factors between the six IV and the DV, Acceptance of Micro-takaful among B40 in Malaysia, and this study will be focused on a study towards a group of B40 who live in urban areas.

3.7 Measurement and Validity of Variables

The dependent variable for this study is the acceptance to contribute Micro-takaful among Urban B40 group. Meanwhile, independent variables are peer effects, religiosity, service quality, financial literacy, risk mitigation and basic knowledge. The questionnaire's questions were modified from those in several research. The following is the customized questionnaire: peer effects was adapted from Eling, Pradhan & Schmit(2014), Al-Rawashdeh(2016), religiosity was adapted from Lin(2018) ,Eling, Pradhan & Schmit(2014), Ndurukia, Njeru & Waiganjo (2017), Wairimu & Okibo (2015), Al-Rawashdeh(2016), service quality was adapted from Eling, Pradhan & Schmit(2014), Ndurukia, Njeru & Waiganjo (2017), Wairimu & Okibo (2015), Al-Rawashdeh(2016), Ram(2017), basic knowledge was adapted from Eling, Pradhan & Schmit(2014), Wairimu & Okibo (2015) and Risk mitigation was adapted from Eling, Pradhan & Schmit(2014), Ndurukia, Njeru & Waiganjo (2017), Wairimu & Okibo (2015), While Financial literacy was adapted from Eling, Pradhan & Schmit(2014). All the questionnaire described in table 3.2 to 3.8. A five-point Likert scale, with section C of the level of agreement indicating 1 "strongly disagree" and 5 indicating "strongly agree," for section D of the level of understanding indicating 1 "strongly not understanding" and 5 "strongly understanding" was given to the Urban B40's to evaluate. This real questionnaire can be found on Appendix E.

3.7.1 Dependent Variables: Acceptance of Micro-takaful among Urban B40 group

The five-point Likert scale, with 1 denoting "strongly disagree," 2 denoting "disagree," 3 denoting "either agree or disagree," 4 denoting "agree," and 5 denoting "strongly agree," is used to operationalize the selection-to-choose construct. The acceptance of the person is influenced by the person who finds it more preferred to carry it out, thus awareness of how the individual feels about small acts of kindness is crucial to their quality of life. They claim that someone who has positive awareness of micro-takaful will prefer to willingly prioritize spending on a protection plan. The following items are listed in Table 3.2:

Table 3.2
The Measurement Items for Micro-takaful Acceptance

VARIABLE	ITEM	REFERENCE
Micro-takaful Acceptance	I believe having a coverage plan is a good idea	Eling, Pradhan & Schmit(2014)
	I believe having a protection plan gives me peace of mind	
	I have a positive perception of the protection plan	
	I believe having a protection plan is beneficial	
	I believe having a protection plan is the best course of action	

3.7.2 Independent Variable: Peer Effect

Peer effect is a term used to describe how one's surroundings and the people in them can affect them. It demonstrates how each person feels and considers several options before making a choice. A five-point Likert scale is used to operationalize the selection to choose concept. A scale of 1 to 5 is employed, with 1 denoting "strongly disagree," 2 denoting "disagree," 3 denoting "either agree or disagree," 4 denoting "agree," and 5 denoting "strongly agree." The peer influence measurement items are shown in Table 3.3.

Table 3.3
The Measurement Items for Peer Effect

VARIABLE	ITEM	REFERENCE
Peer Effect	My parents supported me to take the protection plan	Eling, Pradhan & Schmit(2014), Al-Rawashdeh(2016)
	My siblings encouraged me to take a protection plan	
	The community around me supports me in taking a protection plan	
	My friends think i should take a protection plan	

3.7.3 Independent Variable: Religiosity

A religiosity is an individual selection of their activities which does not contradict with the shariah. The scale used ranges from 1 to 5 where 1 indicates "strongly disagree," 2 indicates "disagree," 3 indicates either agree or disagree, 4 indicates "agree" and 5 indicates "strongly agree." Table 3.4 shows the measurement items for religiosity.

Table 3.4
The Measurement Items for Religiosity

VARIABLE	ITEM	REFERENCE
Religiosity	I am confident that God will guide and help me in life	Lin(2018) ,Eling, Pradhan & Schmit(2014), Ndurukia, Njeru & Waiganjo (2017), Wairimu & Okibo (2015), Al-Rawashdeh(2016)
	I believe that everything that happens to me is God's will	
	I stick to my religious principles even though it may not be liked by the people around me	
	my religion encourages me to help others in trouble	
	my religion does not prohibit me from subscribing to financial products that involve riba' (interest)	

3.7.4 Independent Variable: Service Quality

Service quality refers to the main factors used in this analysis which are the normative influence. N Ram (2017) said the social factors guiding micro-insurance policy significantly for the (dependent) variables of insurance such as affordable amount of premium, flexibility in payment of premium, less penal provision, satisfactory service of agents, agents contact with respondents, speedy redress of grievances and cooperativeness of insurance. The scale used ranges from 1 to 5 where 1 indicates "strongly disagree," 2 indicates "disagree," 3 indicates "either agree or disagree," 4 indicates "agree" and 5 indicates "strongly agree. Following "Table 3.5 shows the measurement items" for Service Quality.

Table 3.5
The Measurement Items for Micro-takaful Service Quality

VARIABLE	ITEM	REFERENCE
Service Quality	In my opinion, the party offering the protection plan must provide complete and easy-to-understand information	Eling, Pradhan & Schmit(2014), Ndurukia, Njeru & Waiganjo (2017), Wairimu & Okibo (2015), Al-Rawashdeh(2016), Ram(2017)
	In my opinion, the information related to the service promised by the protection product must be accurate	
	In my opinion, the operator of the protection plan should respond quickly and quickly in solving a customer's problem	
	in my opinion, the operator of the protection plan should be concerned with the customer's needs and satisfaction	
	In my opinion, the coverage plan operator should have the latest facilities	

3.7.5 Independent Variable: Financial Literacy

Financial literacy is the understanding of fundamental economic and financial concepts and the aptitude to use that knowledge and other financial skills to manage financial resources effectively for a lifetime of financial welfare, according to (Chiew, H. L. et al.,2016). Nevertheless, Financial literacy, according to Rahman, M., Isa, C. R., Masud, M. M., Sarker, M., & Chowdhury, N. T. (2021) is the capacity to recognize and evaluate funding options, make future plans, and behave correctly under varied conditions. The scale used ranges from 1 to 5 where 1 indicates "strongly disagree," 2 indicates "disagree," 3 indicates "either agree or disagree," 4 indicates "agree" and 5 indicates "strongly agree". The measurement of the Financial Literacy as shown in Table 3.6.

Table 3.6
The Measurement Items for Micro-takaful Financial Literacy

VARIABLE	ITEM	REFERENCE
Financial Literacy	I always monitor my daily expenses	Eling, Pradhan & Schmit(2014)
	I will allocate part of my income for savings and emergency needs	
	I pay the electricity bill on time	
	I do financial planning every month	
	I set a monthly spending goal and discussed it with the family	

3.7.6 Independent Variable: Risk Mitigation

The non-poor confront the same dangers as the poor, such as death, illness or injury, property loss, and natural disasters; however, they have access to official insurance systems and as a result, the impact on their finances is less. The majority of those who live in poverty, especially the elderly, have little to no access to important financial services like Takaful/Insurance. Furthermore, because the majority of the poor lack access to official insurance plans, they are forced to manage risk with what little money they have available, frequently using unethical methods like selling assets, paying out of pocket, or borrowing. The poor could consequently become even more exposed to hazards in the future (Hasim, H. M. ,2014). The scale used ranges from 1 to 5 where 1 indicates "strongly disagree," 2 indicates "disagree," 3 indicates either agree or disagree, 4 indicates "agree" and 5 indicates "strongly agree." Table 3.7 shows the measurement items for Risk Mitigation.

Table 3.7
The Measurement Items for Micro-takaful Risk Mitigation

VARIABLE	ITEM	REFERENCE
Risk Mitigation	I am very concerned about the risk or accident(disaster) that may happen to my family members	Eling, Pradhan & Schmit(2014), Ndurukia, Njeru & Waiganjo (2017), Wairimu & Okibo (2015)
	I'm worried about the costs that need to be paid if any misfortune happens to my family members	
	I worry about what will happen to my family members if I am passed away	
	I'm worried about the future of my family if I am passed away	
	I am worried that if something bad happens to me, my family will be in trouble	

3.7.7 Independent Variable: Basic Knowledge

Bolisani and Bratianu (2018) define knowledge as the aspects of truth, justification, and belief that are necessary to support true belief. The term "knowledge" in this study refers to information on micro-takaful. According to Salleh and Laksana (2018), studies on flood victims on Malaysia's east coast revealed that the majority of them are less knowledgeable about takaful. The study also discovered that older people, married couples, and those with lower levels of education know less about takaful than young people, single people, and people with tertiary education. Knowledge is very important in ensuring the purchase of a product or service. The scale used ranges from 1 to 5 where 1 indicates "strongly not understand," and 5 indicates “strongly understand”. Table 3.8 shows the measurement items for Basic Knowledge.

Table 3.8
The Measurement Items for Basic Knowledge

VARIABLE	ITEM	REFERENCE
Basic Knowledge	Meaning of takaful	Eling, Pradhan & Schmit(2014), Wairimu & Okibo (2015)
	Difference between takaful and insurance	
	Accident personal terms	
	Family / life takaful term	
	The term of takaful compensation value	
	Wakalah contract meaning in takaful	
	The meaning of riba in insurance	
	Meaning of uncertainty element (gharar) in insurance	

3.8 Data Analysis Technique

The Statistical Package for the Social Sciences (SPSS) program will be used in this study to analyse the data. The quantitative data obtained from the surveys can be used with SPSS to manage data and calculate statistics. In this study, for the collecting data analysis technique researcher used descriptive analysis to identify the level acceptance of micro-takaful among B40 group in Malaysia. Then, researcher used Pearson correlation to determine the difference of demographic factors towards the acceptance of Micro-takaful among B40 group in Malaysia. Last, researcher used multiple regression to examine the factors that influence micro-takaful acceptance among the urban B40 group in Malaysia.

3.8.1 Descriptive Analysis

Descriptive analysis is the process of gathering important data from a survey and organizing it in a way that is easier to comprehend. As noted in Lia (2022), it also refers to the work of analyzing, modifying, and reorganizing data to offer description details. Detailed descriptive information will be provided via descriptive analysis, which will also examine and reorganize the data. The mean, median, and mode are also frequently employed to measure central tendency and aggregate collected data. It provides a brief overview of samples and indicators for researchers. Also, using basic graph analysis, it is better able to organize data into tabular, visual, and histogram representations for quantitative analysis (Lia,2022). Descriptive statistics on the acceptance of Micro-takaful among Urban B40 in Malaysia will be easier to execute for the researcher to characterize and ascertain the available content in the data in the questionnaire.

3.8.2 Reliability Test

An evaluation of the reliability of the questionnaire is possible. A test can be repeated to increase confidence in the findings by ensuring that the results are consistent. The test instrument's generated variables are assumed to be real once the repeated test generates a dependable and consistent response from the participants. Cherry (2013) claims that taking consistent measurements throughout time with similar results is more accurate. The internal consistency reliability test for the study was then decided upon using Cronbach's alpha. The survey's bulk of items use a five-point Likert scale. When there are many Likert scale issues, reliability is typically measured using Cronbach's alpha (Rahman, Isa, Masud, Sarker & Chowdhury,2021).

Cronbach's alpha values must follow a general principle. The table indicates that a range greater than 0.6 to 1 is the most reliable range. Yet the result is twisted and unpleasant if the range is smaller than 0.6. Thus, 0.6 is the minimum Cronbach's alpha value. As an alternative, Coakes and Steed (2009) said that the minimal requirement is “0.7”. The Cronbach's alpha value >0.9 indicates a great result. It is regarded as exceptional when it is greater than 0.8 and adequate when it is greater than

0.7. Any value larger than "0.5" is viewed as dreadful, and any value lower than "0.5" is regarded as undesirable, if the displayed result of 0.6 is problematic.

To determine the impact of each variable, data were gathered using a structured questionnaire that included closed-ended, binary, and 5-point Likert scale survey items. The survey was initially written in Malay due to the respondent is from rural areas. A questionnaire addressing demographic information, level of understanding of term use in takaful/insurance, and level of acceptance of takaful/insurance were all included in the instrument. A total of 519 surveys were successfully completed among Urban B40 Group in Malaysia.

3.8.3 Normality Test

The normality test was employed in this study to determine the link of DV. This study employed a numerical method that included skewness and kurtosis to confirm that the normal distribution was satisfied, and SPSS software to test for normalcy (Park, 2008). In this study the Questionnaire have been chosen with selected questions that related to the DV which are peer effect, religiosity, service quality, risk mitigation, financial literacy and basic knowledge.

A data distribution's skewness is a measurement of how asymmetrically the dispersion around the mean is (Ishak, 2020). If the positive skewness is greater than zero, the distribution will be skewed to the right, with the asymmetric tail facing a positive value and more observations going to the left (Park, 2008). On the other hand, a negative integer-sized unbalanced tail and a skewness that is less than zero are referred to as negative skewness. When compared to the normal distribution, the data distribution's relative flatness and peak value are described by kurtosis (Ishak, 2020).

Positive kurtosis shows a skewed distribution towards the peak, whereas negative kurtosis shows a usually flat distribution.

3.8.4 Pearson Correlation Analysis

The Pearson Correlation analysis is used to ascertain how the dependent and independent variables are related. In order to describe the relationship between two variables on an interval measurement scale and to evaluate the validity of the hypothesis, Pearson Correlation is employed in this study. The positive correlation indicates that both variables will rise as one does. A negative correlation between two variables indicates that as one variable declines, so does the other. Correlation analysis, according to Coakes and Steed (2007), is predicated on a number of hypotheses, including the following: The linked pair, scale of measurement, normality, linearity, and homoscedasticity make up the first five factors.

3.8.5 Multiple Linear Regressions

To ascertain whether the independent factors significantly contribute to the variation in the dependent variable, multiple linear regression is performed. Also, to ascertain whether the independent and dependent variables related and to create a mathematical equation to represent that relationship (Malhotra, 2004). Regression is based on four basic assumptions, according to Coakes and Steed (2007) i) Ratio of instances in independent variables; (ii) outliers; (iii)multicollinearity; and (iv) linearity, normality, and homoscedasticity. Regressions produce an equation that illustrates the most accurate forecast of a dependent variable from a number of carefully chosen independent variables. In order to determine the influence of the group of independent variables peer effect, religion, service quality, financial literacy, risk mitigation, and basic knowledge as predictors, multiple linear regressions analysis was employed. The acceptance of contributing to micro-takaful is the dependent variable. In conclusion, the tests utilized in this study were the multiple linear regression test, the Pearson correlation test, and descriptive analysis, as indicated in Table 3.9

Table 3.9
Area of Investigation

Area of Investigation	**Analysis Techniques**
The characteristics of respondent's involvement based on their Basic demographic background.	Descriptive analysis (Frequencies and Percentage)
To determine the relationship between peer effect and acceptance of Micro-takaful among Urban B40 group in Malaysia To Examine the relationship between Religiosity and acceptance of Micro-takaful among Urban B40 group in Malaysia To determine the relationship between service quality and acceptance of Micro-takaful among Urban B40 group in Malaysia To identify the relationship between financial literacy and acceptance of Micro-takaful among Urban B40 group in Malaysia To determine the relationship between Risk mitigation and acceptance of Micro-takaful among Urban B40 group in Malaysia To Examine the relationship between basic knowledge and acceptance of Micro-takaful among Urban B40 group in Malaysia	Pearson Correlation
To examine the most significant factors that influence micro-takaful acceptance among the Urban B40 group in Malaysia	Multiple Linear Regression

3.9 Summary

The exact methods used in this study have been covered in detail in this chapter. The literature and research from Naim, Maamor, Isa, Shari, Muhamed, Ahmad, & Sofi, (2017) helped to establish the constructs measurement. Survey tools were used in this study to help throw further insight on these results. In terms of peer effect, religion, service quality, financial literacy, risk mitigation, and basic knowledge, the statistical technique findings of reliability analysis have shown that the utilized questionnaire was valid and reliable to assess the acceptance of Micro-takaful among Urban B40's. Descriptive analyses were used to analyze the data and will be discussed in the following chapter. These methods included frequency analysis, Pearson correlation, and multiple linear regression test.

CHAPTER FOUR

RESULTS AND DICUSSION

4.0 Introduction

The results of the analysis of the data gathered for this research will be discussed in this chapter. The data analysis technique that were determined to be performed were all have been discussed in the previous chapters. The developed hypothesis and the results of the projected completion of the objectives were both tested. This chapter presented and discussed all the data analysis result using the methods that were mentioned in the previous chapter. The discussion of this section is divided into two parts. The first part presents the Demographic profile of the respondents including general, financial, as well as financing background. The discussion of the first part is supported by Table 4. The second part provides the analysis of the suitable questions which is to answer the three research objectives outlined which are; (i) To identify the level of acceptance for micro-takaful among Urban B40 group in Malaysia; (ii) To determine the difference the acceptance of micro-takaful in term of selected demographic factors among Urban B40 group in Malaysia; and (iii) To examine the most significant factors that influence micro-takaful acceptance among the Urban B40 group in Malaysia.

4.1 General Background of Respondents

This study is focusing on Urban B40 group in Malaysia to determine the factors that influence micro-takaful acceptance among them. A total of 519 sets of questionnaires were given out and given to respondents. Furthermore, all of the questionnaires returned are usable. This section will elaborate in detail the background of the respondents for us to gain the general views of the respondents of this study.

4.1.1 Demographic Profile of Respondent

The respondents who participated in this research were Urban B40 group in Malaysia. Table 4.1 shows the demographic profile of the respondents that participated in this study. The discussion and shown the Table 4.1 including gender, age in range, marital status, number of independents, level of education, type of job, monthly income in range and monthly expenses also in range.

Table 4.1
Frequency Table

Items	Category	Frequency	Percentage (%)
Gender	Male	229	44.1
	Female	290	55.9
Age	Below 20years	59	11.4
	21-30 years	224	43.2
	31-40 years	123	23.6
	41-50 years	75	14.5
	above 50 years	37	7.4
Marriage Status	Single	242	47
	Married	250	48.5
	Divorce	11	2.1
	widow	12	2.3
Number of family dependents:			
child	0	2	0.8
	1	62	25.4
	2	62	25.4
	3	52	21.3
	4	37	15.2
	5	17	7
	6 - 9	12	4.9
Education Level	under UPSR	8	1.5
	UPSR	17	3.3
	SRP/PMR/PT3	32	6.2
	SPM/ Foundation	186	36
	STPM/A level/ Cert	83	16.1
	Diploma	110	21.3
	Bachelor's degree	68	13.2
	others	13	2.5
Type of Job	entrepreneur	17	3.3
	private sector	209	40.7
	housewife	26	5.1

	retired	2	0.4
	government sector	78	15.2
	self-employed	100	19.5
	student	54	10.5
	others	28	5.4
Monthly income	< RM500	18	3.9
	RM501 - RM1,000	132	28.8
	RM1001 - RM1,500	137	30.1
	RM1501 - RM2,000	58	12.6
	RM2001-RM2,500	31	6.6
	RM2501 - RM3,000	51	11.2
	RM3001 - RM3,500	15	3.2
	> RM3,501	14	3.1
Monthly Expenditure	< RM500	129	28.3
	RM501 - RM1,000	170	37.3
	RM1001 - RM1,500	47	10.4
	RM1501 - RM2,000	59	13
	RM2001-RM2,500	24	5.3
	RM2501 - RM3,000	21	4.6
	> RM3,001	3	0.6

Table 4.1 shows that out of 519 respondents, 55.9% are male and 44.1% are female, with men representing a greater percentage of respondents. According to their age range, which is below 20, between 21 and 30, between 31 and 40, between 41 and 50, and over 50, they were separated into five groups. According to the data, it can be inferred that the majority of respondents which are 224 respondents are between the ages of 21 and 30. This age group accounts for 43.2% of all respondents, followed by those between the ages of 31 and 40 (23.6%) and 31 and 50 (14.5%). In term of marital status, the are 250 respondents or 48.7% are married, meanwhile 242 respondents or 47% are single. Those both categories have no much different. Furthermore, item for number of dependents including their children as well as their spouse and also parents which may be stay together with the respondents shows most of the respondents have 1 to 3 dependents which are 72.1% or 176 respondents.

Majority of respondents work in the private sector, which showed the greatest percentage of 40.7% or 209 respondents, as opposed to the self-employed and the government sectors, which both had 34.7% of the respondents. In term of monthly income which shown in range, According to this research, the majority of respondents made between RM500 and RM3000 each month, which is 67.2% of them. In detail, most of them actually received RM1001 to RM1500 per month which is 137 respondents or 30.1%. Followed by the seconds highest range RM501 to RM1000 which is 132 respondents or 28.8%. In addition, the majority of respondents have monthly expenses between RM500 and RM2000 which is around 89%. In detail, monthly expenses range between RM501 to RM1000 are 170 respondents (37.3%) and the second highest is expenses that below RM500 which is 129 respondents or 28.3%.

4.2 Reliability Analysis Table

Table 4.2 displays the findings from using the Cronbach's coefficient to examine the dependability of the variables as shown in the previous table. For six independent variable and one dependent variable. For DV which is the micro-takaful acceptance, the Cronbach's alpha value is 0.959 with 6 items measure this variable. As a result, the construct measurements are regarded as accurate, and all of its constituent parts are preserved.

Table 4.2
Reliability test

Item / Variable	Cronbach's Alpha	N of Items
Micro-takaful Acceptance	0.959	6
Peer Effect	0.898	4
Religiosity	0.847	5
Service Quality	0.926	5
Financial Literacy	0.871	5
Risk Mitigation	0.877	5
Basic Knowledge	0.927	8

Based on Table 4.2 also, the variable of basic knowledge showed the greatest Cronbach's Alpha among the six independent variables, and the outcome is outstanding. In detail, as shown in Table 4.2, all of the value for Cronbach's Alpha is above 0.8 which indicate that the item for the variable is acceptable at good level. A rule of thumb that applies to most situations is above 0.8 is good.

4.3 The Level of Acceptance of Micro-Takaful

This section will elaborate the finding to answer the objective number 1 which is to identify the level of acceptance for micro-takaful among Urban B40 group in Malaysia. In this study, we interpret standard deviation and mean for the acceptability of Micro-takaful among Urban B40 group based on the data that have been collected which analyzed using the statistical program SPSS.

4.3.1 The Acceptance of Micro-Takaful among Urban B40 group in Malaysia

The purpose of this research is to identify the of level of acceptance of micro-takaful among urban B40's in Malaysia and to determine selected variables which are peer effect, religiosity, service quality, basic knowledge, risk mitigation and financial literacy have influence the level of acceptance. Descriptive statistics will be used to identify the level of acceptance. It is assumed that all of the variables which are peer effect, religiosity, service quality, basic knowledge, risk mitigation and financial literacy may influence the acceptance to contribute to Micro-takaful among Urban B40 group.

Table 4.3
Mean of the items in variable of micro-takaful acceptance

Descriptive Statistics

	Mean	Std. Deviation	Skewness	Kurtosis
Micro Takaful Acceptance	4.1280	.75939	-.896	1.473
I believe having a coverage plan is a good idea	4.21	.845	-1.116	1.630
I believe having a protection plan gives me peace of mind	4.05	.889	-.767	.540
I have a positive perception of the protection plan	4.09	.843	-.865	1.041
I believe having a protection plan is beneficial	4.14	.808	-.770	.762
I believe having a protection plan is the best course of action	4.15	.848	-.905	.899

The question "I believe having a coverage plan is a good idea" had the highest mean value, which is 4.21, according to Table 4.3. Not only that, question "I feel having a protection plan is the best course of action" have second biggest mean value of 4.15 and 0.848 standard deviation. Moreover, the response I think having a protection plan is helpful had the third-highest mean of 4.14 and the lowest standard deviation of 0.808. Then, the mean and standard deviation for the question "I have a positive opinion of the protection plan" are 4.05 and 0.843 respectively. The last question, "I think having a protection plan provides me peace of mind," had a mean value of 4.05 and a standard deviation of 0.889, which are both the lowest values. The overall mean for micro-takaful acceptance variable is 4.128 out of 5 which indicate that the level of acceptance of micro-takaful among Urban B40 is consider high. This shows a good sign towards the acceptance level for micro-takaful but what are the factors that significant influence this level of acceptance. The following finding will elaborate further.

4.3.2 Descriptive Statistics for each Variable

Table 4.4
Mean for each variable

Descriptive Statistics

	Mean	Std. Deviation
Micro Takaful Acceptance	4.1280	.75939
Peer Effect	3.7495	.80882
Religiosity	4.4512	.64015
Service Quality	4.4389	.67625
Basic Knowledge	3.2412	.83370
Risk Mitigation	4.3119	.68320
Financial Literacy	4.0787	.72487

The mean and standard deviation for each of the variables which are peer effect, religiosity, service quality, basic knowledge, risk mitigation, and financial literacy are shown in Table 4.4. Also, the standard deviation is crucial for showing the level of each variable as well as the distribution of the mean score. The greatest mean is the religiosity variable, which is 4.4512, while the standard deviation is 0.64015. The basic knowledge variable has the lowest mean, 3.2412, and the lowest standard deviation, 0.83370. When the standard deviation is low, the results of a sample distribution of numbers show responses that are relatively near to the mean. Thus, the standard deviation's value should be as low as possible. Furthermore, for the religiosity variable, the item that said that "Allah SWT rules provide all of His creatures' wants" had the highest mean (4.4512).

Trust in Allah and His Messenger, and use the resources He has given you to support your successors. This is what Allah SWT stated. There will be a big reward for those among you who have believed and be kind.

(Surah Al Hadid, 57:7)

This is because takaful is one of the someone effort to contribute and also on of giving behavior. The individual who has trust and belief in Allah SWT, will obey the rules and believed that there will be a tremendous reward. Meanwhile, the mean for other variables also is pretty high where peer effect is 3.7, service quality is 4.4, risk mitigation is 4.3 and financial literacy is 4.0 out of 5 likert scale.

4.3.3 Correlations Relationship between all the Independent Variable

The second objective of this research is to determine the relationship between of peer effect, religiosity, service quality, basic knowledge, risk mitigation and financial literacy with Micro-takaful acceptance. This analysis employed Pearson Correlations test to answer the second objective of this study.

Table 4.5 *Pearson Correlation Results*

Correlations								
		Micro-Takaful Acceptance	Peer Effect	Religiosity	Service Quality	Basic Knowledge	Risk Mitigation	Financial Literacy
Micro Takaful Subscription	Pearson Correlation	1	.467**	.426**	.503**	.202**	.587**	.423**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000
Peer Effect	Pearson Correlation	.467**	1	.309**	.303**	.205**	.278**	.299**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000
Religiosity	Pearson Correlation	.426**	.309**	1	.684**	.135**	.543**	.389**
	Sig. (2-tailed)	.000	.000		.000	.002	.000	.000
Service Quality	Pearson Correlation	.503**	.303**	.684**	1	.138**	.635**	.462**
	Sig. (2-tailed)	.000	.000	.000		.002	.000	.000
Basic Knowledge	Pearson Correlation	.202**	.205**	.135**	.138**	1	.181**	.202**
	Sig. (2-tailed)	.000	.000	.002	.002		.000	.000
Risk Mitigation	Pearson Correlation	.587**	.278**	.543**	.635**	.181**	1	.462**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000
Financial Literacy	Pearson Correlation	.423**	.299**	.389**	.462**	.202**	.462**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	

**. Correlation is significant at the 0.01 level (2-tailed).

Table 4.5 displays the Person Correlations results. According to reports, that all of the variables, which peer effect, religiosity, service quality, basic knowledge, risk mitigation and financial literacy are significantly correlated at one percent. However, this result only shows the correlation between or among the variables, and most interested to see the correlation, which shown in third column where all of the determinant variables are significantly correlated at 1 percent with the micro-takaful acceptance among Urban B40's in Malaysia. This finding supports the result of the previous study conducted by Naim, Maamor, Isa, Shari, Muhamed, Ahmad, & Sofi, (2017). They also found that there is a relationship between peer effect, religiosity, service quality, financial literacy, risk mitigation, basic knowledge and income had significantly associated with Micro-takaful subscription among B40's group in Malaysia.

4.3.4 Multiple Regression Analysis

The third objective of this research is to determine how much variation there will be in these independent variables, which include peer effect, religion, service quality, basic knowledge, risk mitigation, and financial literacy, will influence dependent variables which is the level acceptance of micro-takaful. The variance will be calculated using multiple regressions. It is considered that all of the factors, including peer influence, religion, service quality, fundamental understanding, risk management, and financial literacy, may affect Malaysia's Urban B40 group to accept Micro-takaful. According to the analysis results, it indicated that among Urban B40, peer influence, service quality, risk mitigation and financial literacy are significantly influence with positive direction towards the acceptance of micro-takaful. Meanwhile the basic knowledge and religiosity are not significance factors since most of the respondents are Muslims and they are Urban B40 which have knowledge on micro-takaful as expected. The results of the regression analysis are displayed in Table 4.4.

Table 4.6
Regression tests

Model	Standardized Coefficients BETA	t	Sig.
Micro-takaful Acceptance		0.712	0.477
Peer Effect	0.287***	8.159	<.001
Religiosity	0.006	0.126	0.9
Service Quality	0.126***	2.513	0.012
Basic Knowledge	0.038	1.127	0.26
Risk Mitigation	0.372***	8.46	<.001
Financial Literacy	0.097***	2.531	0.012
R Square	0.467		
F	74.54***		<.001

Table 4.6 displays the outcomes of multiple regression for peer effect, religion, service quality, basic knowledge, risk mitigation, and financial literacy with acceptance as the dependent variable. According to the findings, peer influence, service quality, risk mitigation, and financial literacy each had a t-value that was significantly significant (8.159, 2.513, 8.46, and 2.531, respectively). Additionally, the standardized regression coefficient Beta showed that risk mitigation (Beta=0.372, t=8.46, p=0.001), peer effect (Beta=0.287, t=8.159, P=0.001), service quality (Beta=0.126, t=2.513, p=0.012), and financial literacy (Beta=0.097, t=2.531, p=0.012) make the strongest contributions to explaining acceptance. All of the four (4) significant variables have positive influence towards level of acceptance for micro-takaful.

Based on the finding from the multiple regression as shown in Table 4.6, for peer effect, it indicate that if the peer effect increase 1 unit, it will influence the level of micro-takaful acceptance to be increased at 0.287 unit. It same goes to the Service quality where if they are increment in service quality 1 unit, it will influence the level of micro-takaful acceptance to be increased at 0.126 unit. Another finding is for the risk mitigation where increased 1 unit in risk mitigation will affect the level of micro-takaful to be accepted by Urban B40 at 0.372. Last but not least, increase in variable financial literacy at 1 unit will affect acceptance of micro-takaful to be increased at 0.097 unit.

Hence, all of these factors have a favorable correlation and have an impact on Malaysia's Urban B40 group's acceptance of micro-takaful. Peer effect, religiosity, quality service, basic knowledge, risk mitigation, and financial literacy all together counted for 46.7% of the variation in acceptance, according to Table 4.6 which shown for R-Square result (0.467). Furthermore, based on the F test result shown in the Table 4.6, its portray that the model which include all of the six (6) variables are a good and acceptable model which shown the F-test is significant.

4.4 Scale Measurement

This section is the supporting result to show the reliability test of every single variables measured by several items. All of the six (6) independents variables including peer effect, religiosity, service quality, basic knowledge, risk mitigation, and financial literacy as well as the dependent variable which is acceptance of micro-takaful will be discussed in the following section.

4.5 Conclusion

Correlation and regression analysis were carried out to establish the relationship between different factors and acceptability. Peer effect, service quality, risk mitigation, and financial literacy are independent factors that are substantially associated to the acceptability of making contributions to Micro-takaful among the Urban B40 group in Malaysia, according to the results of the correlation. The acceptance of micro-takaful among Urban B40 was positively impacted by each of the four (4) key parameters. In Chapter 5, which is the next chapter, the effects of the research will be explained in more detail.

CHAPTER FIVE
CONCLUSION AND RECOMMENDATIONS

5.0 Summary of Findings

This study has outlined three (3) main objectives which are; (i) To identify the level of acceptance for micro-takaful among Urban B40 group in Malaysia; (ii) To determine the difference the acceptance of micro-takaful in term of selected demographic factors among Urban B40 group in Malaysia; and (iii) To examine the most significant factors that influence micro-takaful acceptance among the Urban B40 group in Malaysia.

The research hypothesis that within the Urban B40 group, peer effect, service quality, financial literacy, risk mitigation, religiosity, and basic knowledge are the determining variables for micro-takaful acceptance. However, the finding of this study shows that only peer effect, service quality, financial literacy, and risk mitigation are the significant factors that influence the micro-takaful acceptance among urban B40. The risk mitigation is the most important factor, which implies that the Urban B40s are worried about their family or heirs. The Urban B40 groups can therefore benefit greatly from micro-takaful protection by receiving appropriate takaful plans with reasonable prices, satisfactory values (in terms of good value, accessibility), within expected coverage, as well as innovative distribution channels that are appealing to the Urban B40s.

However, the takaful operators should be mindful of some limitations of the Urban B40s in terms of peer-effect, service quality, and financial literacy while building their products. To enhance customers' acceptance to micro-takaful, providers must recognize the unique needs of the Urban B40 when building their products and offering strong marketing packages. In line with government initiatives, these measures will thereby expedite the rate of micro-takaful acceptance among the Urban B40.

Firstly, peer effect term is the one of reason urban B40's accepts to micro-takaful. In this view focusing to people surrounding, encouragement from the family and friends will make someone change their mindset towards micro-takaful. We can see the advice from the family and friends effected to their decision and thought towards micro-takaful. Also, supporting from family and friends more to made them belief and trust this protection plan will be very worth for their future. This will be easier for them to manage if anything happens to them in sudden. So that this finding shows peer effect in influencing the acceptance towards micro-takaful.

Secondly, as a Muslim we will think cultural constructs have given insight on the influences on consumer behavior and financial decision-making in a constantly evolving and expanding globalized society. A person's level of religiosity as a social being is determined by their views, values, and behaviors, all of which are significantly influenced by religion. The inquiry of the correlation between religiosity and demand for Micro-Takaful is motivated by the sector's robust development in the Takaful space and by the abundance of potential new markets. To further our understanding of Muslims, need for Takaful and to aid those who are in making decisions and developing policies that will support the growth of the Takaful sector, this paper shows the significance of religiosity in influencing the acceptance for this religiously designed micro-takaful from this research findings.

Third, people satisfaction is very important for any business development in industry. The concern towards needs and satisfaction consumer is heavily influenced by the input of the services delivered to customers. It is proven that customer satisfaction towards service quality is an important factor that influencing Urban B40's acceptance to micro-takaful. All the information given need to be clear, complete and easy to understand is the biggest effort as a takaful operator. Then, faster and speedy services in solving a customer problem, sometimes customer urgently need the takaful operator assistance. As a takaful operator must be in easy contacted with latest technology facilities which can be easy contacted through Whatsapp application that be able 24/7 services. This finding can be impact Urban B40's acceptance towards micro-takaful.

Forth, the correlation between or among the variables, and most interested to see the correlation, which shown in third column where all of the determinant variables are significantly correlated at 1 percent with the micro-takaful acceptance among Urban B40's in Malaysia. It is not easy for them to spend their money toward things that not in priority for them. Then, this finding shows good skills on budgeting and financial management will encourage them to contribute micro-takaful for their monthly spend. They will always control and monitor their daily expenses. Also manage to save their money for the emergency things. They have a goal for their monthly expenses and surely will be discuss with the family regarding the budgeting and agreed between both parties. This finding shows financial literacy on of the factors that influencing Urban B40's to contribute their micro-takaful plan without any doubtful.

Other than that, to accept something on your life that need to spend the money could be the reason to have a basic knowledge regarding that item for example takaful. Before spending the money, the most important thing is what the product is, doing some research regarding the products, and concern about the terms of the products. The knowledge on the products has a good relationship with the micro-takaful acceptance. This finding shows definition distinguishes between knowledge and perception, stating that knowledge is founded on facts, whereas perception may be founded on actual facts or simply an opinion that may or may not be true. Then, basic knowledge is the one of factors influencing the contribution of micro-takaful among Urban B40 group.

The statistical significance of risk mitigation on the regression outcome is the final element that has the greatest influence on this conclusion. This implies that the Urban B40s care about their heirs and family. They are deeply concerned about the dangers and mishaps that could befall the family members. They were also concerned about the costs that would be incurred if something unfortunate happened to a family member. The future of the family, should they pass away, is therefore the most vital concern. This result demonstrates Urban B40's aims with regard to accepting micro-takaful.

5.1 Contribution of the study

The results of this research are anticipated to have academic, practical, and managerial implications that will assist the communities, in raising knowledge about the value of micro-takaful to the industrial sector's development. This study can also help those in management realize their responsibility for providing the workers of Urban B40 with facilities. When micro-takaful is permitted to operate, many advantages come about that, at most, lead to the development of the financial sector. Its effects extend beyond the communities and management that stand to gain from the returns to include the entire academicians, takaful providers, and the Malaysian government. This research has argued and statistically demonstrated that an ordered modeling approach can analyze many influences on confidence in takaful that a normal modeling approach could not uncover. Furthermore, this study has demonstrated that factors such as gender, marital status, monthly income, kind of job, social capital, financial inclusion, and risk-coping mechanisms have an impact on trust in takaful.

As an academician must have a basic knowledge towards takaful to be represent and that is the academician responsibility to attract students and communities acceptance to contribute to Micro-takaful as their awareness towards health and to be prepare a things that never expect happen especially death cause. Academician should organize some program regarding this topic to getting awareness from the communities. They also can take this opportunities to developed for future benefits of communities. The work presented in this study fills a gap in the takaful field and identifies new explanatory variables for takaful trust.

Besides that, this study will give an exposure on how does Micro-takaful is implement. This research is contributing to the takaful operators since they may utilize the findings to enhance their customer service. Takaful and commercial insurance companies may make substantial changes and alterations to their products in the context of the results, as the data from our research supports the factors that influence how people perceive commercial insurance and takaful. The future demands and expectations of their target clients can also be precisely and accurately predicted by commercial insurance and takaful companies.

Furthermore, this research demonstrates that specific predictors and prospects in a particular situation can affect consumers' attitudes and beliefs about the necessity of micro-takaful, which in turn influences their final decision about whether to purchase an insurance or takaful product. The Covid-19 epidemic and the target population may be taken into account as insurance companies create products using this information.

Other than that, it can be implement for Malaysian government as their initiatives to provide funds towards Urban B40 group in Malaysia. They as Urban B40 group really need this kind of funding for their life survival. Some of them were ride the motorcycle to work and they exposed to danger with high-risk condition. Not only that, Urban B40 is the one the first communities would take these opportunities to aware about their family and heirs. This is because they the one who responsible to pay the monthly commitment. Most Urban B40 group worried about the family members and if they died what about the cost that need to pay if any misfortune happens.

In their decision-making processes to increase their market share and clientele, takaful operators searching for new consumers and working to satisfy the wants of the Malaysian public may find this study to be helpful. For instance, knowing the socio-demographic and socio-economic characteristics of people may help researchers assess trust more accurately and forecast whether micro-takaful will be accepted in Malaysia.

Lastly, this research also can be implemented to urban B40 that exposed to the risk. For example, rider who always face to high risk during their way to work. They have to be received a good plan for rider that be offer plan from takaful operators. This will be encouraged them as a Urban B40 group to accept the Micro-takaful as their priority expend for every month. As a rider, it is not easy being a rider to face high risk situation every day, this could be the one of their alternative to protect their self to any circumstances beyond our control. The existence of micro-takaful could be help all the rider in the Urban B40 group.

In order to contribute to a better understanding of acceptance in micro-takaful, the study's main goal was to contrast Malaysians who accept it with those who do not.

By using data from an Urban B40 survey, this research has addressed the elements impacting acceptance in micro-takaful. Our findings provide crucial insights because they show that a number of variables seriously influence trust in takaful. The current study expands on the body of studies showing that a variety of factors influence acceptance in micro-takaful. The empirical results of this research also help to clarify why some people accept micro-takaful while others do not. By examining their trust, this new insight should help to enhance projections of the demand for micro-takaful in Malaysia.

5.2 Limitation of the study

This research has a number of limitations., however these limitations might also provide new directions for Micro-takaful research in the future. This research has examined the variables that influence Micro-takaful acceptance, but comprehending trust in Malaysian society would require going beyond this initial analysis of the variables. Future research could compare emerging nations that offer takaful services to one another in order to observe differing trust patterns in various financial service delivery scenarios. Also, there are chances to examine Micro-takaful acceptance among the Urban B40 group. To determine the level of acceptance among Urban B40 group and suppliers of micro- takaful in particular situations, it would be useful to examine their interactions with takaful providers and agents.

There is an article limit. It is because this topic focusing Urban B40 group acceptance is minimal due to the title of 'B40' exist three years ago in Malaysia starting from government provide scheme funds for Malaysian citizen which is BR1M/BSH. Then for literature review part there is lack of previous study. Some of articles have a difficult to review because of the website is restricted and privacy. First of all

Researcher have to register as membership to review the article, mostly have to pay for the subscription to access the article website.

The empirical experience that people have when utilized takaful informs the mindset of the urban B40s. According to the study's findings, there are two reasons why most respondents are not interested in taking out takaful: internal reasons and external reasons. Due to internal considerations, many believe that incentives are not beneficial to them. This is demonstrated by the fact that people are more interested in the bank and feel retaliated against since new ideas, particularly in financial management, are difficult to accept and claims cannot be made if there is no chance of their occurring. The capacity and capacities of insurance institutions and the government in providing services and community education must generally be increased due to external forces. This is clear from the public's complaints that the claim is complicated, that the items the agent offers are not tailored to the customers' requirements, and that the government's attention is still on improving financial inclusion and literacy in the banking industry.

5.3 Recommendation

To get over the restrictions, there are some suggestions for next researchers. Future studies should incorporate additional factors, such as the services of an insurance agent, the reputation or perceived value of an insurance firm, that could influence the acceptance of Micro-Takaful by Urban B40 group in Malaysia. The concern towards needs and satisfaction consumer is heavily influenced by the input of the services.

However, the kind of environment will play a role in micro-takaful acceptance. This is because supporting from family and friends more to made them belief and trust this protection plan will be very worth for their future. Without any encouragement from the families and friend there is no confidence level from them to accept the micro-takaful as their priority in spending.

Then, to encourage Urban B40's to accept the micro-takaful in their life, there is need a lot of awareness and knowledge in financial budgeting. Protection plan is not a commitment but it is a product needed for them. This is because good skills on budgeting and financial management will encourage them to contribute micro-takaful for their monthly spend. This plan is no compulsion for them to accept or not but there are for the sake of their life preparation to face any unwanted situation

Not only that, the Urban B40s are worried about their family or heirs. They deeply concerned about the dangers and mishaps that could befall the family members. The Urban B40 groups can therefore benefit greatly from micro-takaful protection by receiving appropriate takaful plans with reasonable prices, satisfactory values (in terms of good value, accessibility), within expected coverage, as well as innovative distribution channels that are appealing to the Urban B40's.

This study suggests that takaful institutions should put in a lot of effort to spread the word about the value of financial planning, particularly risk management through takaful. The objective is to raise the financial inclusion index and increase financial literacy among the populace. To draw interest from the community, it must be coupled with an improvement in the quality of takaful services. It is not improbable that this knowledge will serve as a guide for society when it comes to insurance if takaful management can be carried out efficiently, with outstanding customer service. Theoretically, personal experiences will influence a person's mindset and lead to the desire to utilise an insurance product. If it is thought to be beneficial, it will immediately induce a behaviour in the person. The empirical experience can also be shared with others, leading to the development of arbitrary standards that will ultimately lead to the formation of widespread usage patterns for takaful items.

Developing measurements for factors influencing acceptability in micro-takaful in the Malaysian context is another academic result of this study. By identifying additional explanatory factors for inclusion in micro-takaful, the study reported in this work closes a research gap in the field of takaful.

5.4 Conclusion

Finding out whether the Urban B40 group in Malaysia accepted micro-takaful is the goal of our study. This study looks at six factors, including peer effect, religiosity, service quality, risk mitigation, financial literacy, and basic knowledge, that affect the acceptance of micro-takaful. According to the analysis results, all independent variables are relevant to the Influencing the acceptance of Micro-Takaful among Urban B40 group in Malaysia, with the exception of awareness or knowledge of micro-takaful. According to the study, religiosity has no discernible impact on people's willingness to accept micro takaful. Simply put, micro-takaful is crucial to protecting human life because it is a valuable asset and a top priority. In this Covid-19 epidemic, micro-takaful is a way to provide a person and his family with financial security against unforeseen tragedies. After the study was finished, a number of problems were identified that needed to be rectified, and recommendations for flaws were made that could assist other researchers.

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APPENDIX A

DESCRIPTIVE ANALYSIS

Statistics

		umur	jantina	status perkahwinan	jumlah anak	lain-lain tanggungan	tiada	kelayakan akademik	jenis pekerjaan	jumlah pendapatan	jumlah perbelanjaan	Nyatakan	zakat	BSH/BR1M	subsidi bersasar	PPRT	Jabatan Kebajikan Masyarakat	pinjaman/bias iswa pelajaran	bantuan daripada yaaysan/NGO	lain-lain
N	Valid	518	519	515	244	103	178	517	514	456	453	519	65	225	41	46	44	101	46	44
	Missing	1	0	4	275	416	341	2	5	63	66	0	454	294	478	473	475	418	473	475
Mean		31.84	1.56	1.60	2.69	1.62	.92	4.91	4.11	1580.86	1093.70		.49	.90	.00	.11	.09	.75	.11	.14
Median		29.00	2.00	2.00	2.00	1.00	1.00	5.00	5.00	1200.00	800.00		.00	1.00	.00	.00	.00	1.00	.00	.00
Mode		22	2	2	1[a]	1	1	4	2	1000	500		0	1	0	0	0	1	0	0
Std. Deviation		10.850	.497	.651	1.564	.951	.381	1.453	2.172	912.701	767.544		.504	.304	.000	.315	.291	.434	.315	.347
Variance		117.729	.247	.424	2.446	.904	.145	2.112	4.719	833023.091	589123.274		.254	.092	.000	.099	.085	.188	.099	.121
Minimum		18	1	1	0	1	0	1	1	0	0		0	0	0	0	0	0	0	0
Maximum		71	2	4	9	5	4	8	8	4000	4500		1	1	0	1	1	1	1	1

a. Multiple modes exist. The smallest value is shown

Frequency Table

jantina

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	lelaki	229	44.1	44.1	44.1
	perempuan	290	55.9	55.9	100.0
	Total	519	100.0	100.0	

status perkahwinan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	bujang	242	46.6	47.0	47.0
	berkahwin	250	48.2	48.5	95.5
	bercerai	11	2.1	2.1	97.7
	balu	12	2.3	2.3	100.0
	Total	515	99.2	100.0	
Missing	System	4	.8		
Total		519	100.0		

jumlah anak

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	2	.4	.8	.8
	1	62	11.9	25.4	26.2
	2	62	11.9	25.4	51.6
	3	52	10.0	21.3	73.0
	4	37	7.1	15.2	88.1
	5	17	3.3	7.0	95.1
	6	8	1.5	3.3	98.4
	7	1	.2	.4	98.8
	8	1	.2	.4	99.2
	9	2	.4	.8	100.0
	Total	244	47.0	100.0	
Missing	System	275	53.0		
Total		519	100.0		

kelayakan akademik

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	bawah UPSR	8	1.5	1.5	1.5
	UPSR	17	3.3	3.3	4.8
	SRP/PMR/PT3	32	6.2	6.2	11.0
	SPM/O Level	186	35.8	36.0	47.0
	STPM/A Level/Sijil	83	16.0	16.1	63.1
	Diploma	110	21.2	21.3	84.3
	Ijazah Sarjana Muda	68	13.1	13.2	97.5
	Lain-lain	13	2.5	2.5	100.0
	Total	517	99.6	100.0	
Missing	System	2	.4		
Total		519	100.0		

jumlah anak

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	2	.4	.8	.8
	1	62	11.9	25.4	26.2
	2	62	11.9	25.4	51.6
	3	52	10.0	21.3	73.0
	4	37	7.1	15.2	88.1
	5	17	3.3	7.0	95.1
	6	8	1.5	3.3	98.4
	7	1	.2	.4	98.8
	8	1	.2	.4	99.2
	9	2	.4	.8	100.0
	Total	244	47.0	100.0	
Missing	System	275	53.0		
Total		519	100.0		

APPENDIX B

RELIABILITY TEST

i) Reliability for Microtakaful acceptance

Case Processing Summary

		N	%
Cases	Valid	513	98.8
	Excluded[a]	6	1.2
	Total	519	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.959	6

Item Statistics

	Mean	Std. Deviation	N
Micro Takaful Subscription	4.1271	.76131	513
Saya yakin dengan mempunyai pelan perlindungan satu idea yang baik.	4.2125	.84761	513
Saya yakin dengan mempunyai pelan perlindungan memberi ketenangan fikiran kepada saya.	4.0507	.89124	513
Saya mempunyai persepsi yang positif terhadap pelan perlindungan.	4.0838	.84479	513
Saya yakin dengan mempunyai pelan perlindungan adalah bermanfaat.	4.1384	.80910	513
Saya yakin dengan mempunyai pelan perlindungan adalah tindakan yang terbaik.	4.1501	.84945	513

ii) Reliability for Peer Effect

Case Processing Summary

		N	%
Cases	Valid	516	99.4
	Excluded[a]	3	.6
	Total	519	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.898	.899	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Saya yakin bahawa Tuhan akan membimbing dan membantu saya dalam kehidupan.	15.86	4.693	.545	.588	.192
Saya yakin setiap perkara yang berlaku pada diri saya adalah atas ketentuan Tuhan.	15.75	5.019	.555	.641	.223
Saya berpegang teguh dengan prinsip agama saya walaupun ia mungkin tidak disukai oleh orang sekeliling saya.	15.83	4.836	.547	.618	.206
Agama saya menggalakkan saya membantu orang lain dalam kesusahan.	15.71	5.505	.354	.289	.333
Agama saya tidak melarang saya melanggan produk kewangan yang berunsurkan riba (bunga).	17.80	6.560	-.204	.047	.856

iii) **Reliability for Service Quality**

Case Processing Summary

		N	%
Cases	Valid	511	98.5
	Excluded[a]	8	1.5
	Total	519	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.926	.927	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Saya sentiasa memantau perbelanjaan harian saya.	16.23	9.022	.659	.495	.852
Saya akan memperuntukan sebahagian pendapatan saya untuk simpanan dan keperluan kecemasan.	16.21	8.762	.730	.569	.836
Saya membayar bil elektrik mengikut masa yang ditetapkan.	16.36	8.685	.665	.451	.852
Saya membuat perancangan kewangan setiap bulan.	16.39	8.459	.741	.598	.832
Saya menetapkan matlamat perbelanjaan bulanan dan ianya dibincangkan bersama keluarga.	16.41	8.495	.692	.558	.845

iv) Reliability Risk Mitigation

Case Processing Summary

		N	%
Cases	Valid	514	99.0
	Excluded[a]	5	1.0
	Total	519	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.877	.878	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Saya sangat mengambil berat tentang risiko atau kemalangan (musibah) yang mungkin berlaku kepada ahli keluarga saya.	17.24	8.356	.581	.350	.879
Saya risau tentang kos yang perlu dikeluarkan jika berlaku sebarang musibah kepada ahli keluarga saya.	17.37	7.689	.634	.407	.870
Saya risau tentang apa yang akan berlaku kepada ahli keluarga saya jika saya tiada kelak.	17.22	7.314	.803	.684	.827
Saya risau tentang masa depan keluarga saya jika saya tiada kelak.	17.21	7.475	.802	.719	.828
Saya risau jika sesuatu musibah berlaku kepada saya akan menyusahkan keluarga saya.	17.22	7.530	.731	.604	.845

v) Reliability for Basic Knowledge

Case Processing Summary

		N	%
Cases	Valid	512	98.7
	Excluded[a]	7	1.3
	Total	519	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.927	.927	8

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Maksud takaful	22.61	34.179	.750	.610	.917
Beza antara takaful dan insurans	22.73	34.031	.796	.663	.913
Istilah Personal Accident (PA) (kemalangan diri)	22.65	34.849	.765	.631	.916
Istilah takaful keluarga/hayat	22.69	34.101	.797	.714	.913
Istilah nilai pampasan takaful	22.77	34.604	.790	.699	.914
Maksud kontrak wakalah dalam takaful	23.04	35.018	.705	.563	.920
Maksud riba (bunga) dalam insurans	22.50	34.650	.696	.564	.921
Maksud unsur tidak pasti (gharar) dalam insurans	22.81	34.065	.711	.604	.920

vi) Reliability for Religiosity

Case Processing Summary

		N	%
Cases	Valid	516	99.4
	Excluded[a]	3	.6
	Total	519	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.447	.673	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Saya yakin bahawa Tuhan akan membimbing dan membantu saya dalam kehidupan.	15.86	4.693	.545	.588	.192
Saya yakin setiap perkara yang berlaku pada diri saya adalah atas ketentuan Tuhan.	15.75	5.019	.555	.641	.223
Saya berpegang teguh dengan prinsip agama saya walaupun ia mungkin tidak disukai oleh orang sekeliling saya.	15.83	4.836	.547	.618	.206
Agama saya menggalakkan saya membantu orang lain dalam kesusahan.	15.71	5.505	.354	.289	.333
Agama saya tidak melarang saya melanggan produk kewangan yang berunsurkan riba (bunga).	17.80	6.560	-.204	.047	.856

vii) Reliability for Financial Literacy

Case Processing Summary

		N	%
Cases	Valid	516	99.4
	Excluded[a]	3	.6
	Total	519	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.871	.872	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Saya sentiasa memantau perbelanjaan harian saya.	16.23	9.022	.659	.495	.852
Saya akan memperuntukan sebahagian pendapatan saya untuk simpanan dan keperluan kecemasan.	16.21	8.762	.730	.569	.836
Saya membayar bil elektrik mengikut masa yang ditetapkan.	16.36	8.685	.665	.451	.852
Saya membuat perancangan kewangan setiap bulan.	16.39	8.459	.741	.598	.832
Saya menetapkan matlamat perbelanjaan bulanan dan ianya dibincangkan bersama keluarga.	16.41	8.495	.692	.558	.845

APPENDIX C

PEARSON CORRELATION TESTS

Correlations

		Micro Takaful Acceptance	Peer Effect	Religiosity	Service Quality	Basic Knowledge	Risk Mitigation	Financial Literacy
Micro Takaful Subscription	Pearson Correlation	1	.467**	.426**	.503**	.202**	.587**	.423**
			.000	.000	.000	.000	.000	.000
Peer Effect	Pearson Correlation	.467**	1	.309**	.303**	.205**	.278**	.299**
		.000		.000	.000	.000	.000	.000
Religiosity	Pearson Correlation	.426**	.309**	1	.684**	.135**	.543**	.389**
		.000	.000		.000	.002	.000	.000
Service Quality	Pearson Correlation	.503**	.303**	.684**	1	.138**	.635**	.462**
		.000	.000	.000		.002	.000	.000
Basic Knowledge	Pearson Correlation	.202**	.205**	.135**	.138**	1	.181**	.202**
		.000	.000	.002	.002		.000	.000
Risk Mitigation	Pearson Correlation	.587**	.278**	.543**	.635**	.181**	1	.462**
		.000	.000	.000	.000	.000		.000
Financial Literacy	Pearson Correlation	.423**	.299**	.389**	.462**	.202**	.462**	1
		.000	.000	.000	.000	.000	.000	

**. Correlation is significant at the 0.01 level (2-tailed).

APPENDIX D

MULTIPLE REGRESSION TESTS

Descriptive Statistics

	Mean	Std. Deviation
Micro Takaful Acceptance	4.1280	.75939
Peer Effect	3.7495	.80882
Religiosity	4.4512	.64015
Service Quality	4.4389	.67625
Basic Knowledge	3.2412	.83370
Risk Mitigation	4.3119	.68320
Financial Literacy	4.0787	.72487

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	139.027	6	23.171	74.540	<.001[b]
	Residual	158.537	510	.311		
	Total	297.563	516			

a. Dependent Variable: Micro Takaful Acceptance

b. Predictors: (Constant), Financial Literacy, Basic Knowledge, Peer Effect, Religiosity, Risk Mitigation, Service Quality

Coefficients[a]

Model		Unstandardized Coefficients B	Unstandardized Coefficients Std. Error	Standardized Coefficients Beta	t	Sig.	Correlations Zero-order	Correlations Partial	Correlations Part	Collinearity Statistics Tolerance	Collinearity Statistics VIF
1	(Constant)	.149	.209		.712	.477					
	Peer Effect	.270	.033	.287	8.159	<.001	.467	.340	.264	.842	1.187
	Religiosity	.007	.054	.006	.126	.900	.426	.006	.004	.502	1.992
	Service Quality	.141	.056	.126	2.513	.012	.503	.111	.081	.418	2.391
	Basic Knowledge	.034	.031	.038	1.127	.260	.202	.050	.036	.930	1.075
	Risk Mitigation	.414	.049	.372	8.460	<.001	.587	.351	.273	.539	1.854
	Financial Literacy	.102	.040	.097	2.531	.012	.423	.111	.082	.708	1.412

a. Dependent Variable: Micro Takaful Subscription

APPENDIX E

QUESTIONNAIRE

Universiti Utara Malaysia

SOALAN KAJI SELIDIK
KESESUAIAN DAN KAEDAH PENYALURAN TERBAIK PELAN PERLINDUNGAN UNTUK GOLONGAN B40 DI MALAYSIA

Kaji selidik ini dijalankan bertujuan untuk mendapatkan maklumat berkaitan pelan perlindungan dan kaedah penyaluran terbaik produk tersebut kepada golongan B40 di Malaysia.

Soalan kaji selidik ini dibahagikan kepada empat bahagian utama iaitu:-
Bahagian A: Latar belakang responden
Bahagian B: Maklumat berkaitan pelan perlindungan keluarga dan harta
Bahagian C: Kefahaman dan pengetahuan responden
Bahagian D: Persepsi responden

Kami sangat menekankan **KERAHSIAAN** sesuatu maklumat, justeru segala maklumat yang diberikan adalah dijamin rahsia. Kami juga ingin merakamkan setinggi-tinggi penghargaan dan ucapan terima kasih di atas kerjasama anda untuk menjawab soal selidik ini dengan ikhlas dan jujur.

Sebarang pertanyaan berkaitan kaji selidik ini boleh menghubungi:-
Prof. Madya Dr. Selamah Maamor
Tel: 04-9286671/ 019-4480666
Emel: selamahm@uum.edu.my
Alamat: Pusat Pengajian Perniagaan Islam,
Universiti Utara Malaysia, 06010 Sintok, Kedah DA.

UNTUK KEGUNAAN PENYELIDIK SAHAJA

KOD NEGERI				
NO. RESPONDEN				
DAERAH				

BAHAGIAN A: LATAR BELAKANG RESPONDEN

Sila jawab semua soalan. Isi tempat kosong dan tandakan (√) pada ruangan yang sesuai.

1. Umur: _______________ tahun

2. Jantina: ☐ Lelaki ☐ Perempuan

3. Etnik:

☐ Melayu ☐ Cina ☐ India ☐ Orang Asli

☐ Kadazan Dusun ☐ Murut ☐ Bajau ☐ Pribumi Sabah

☐ Bidayuh ☐ Melanau ☐ Iban ☐ Pribumi Sarawak

☐ Lain-lain (nyatakan): ______________________

4. Agama:

☐ Islam ☐ Buddha ☐ Hindu ☐ Kristian

☐ Tradisional (cth:Orang asli) ☐ Lain-lain (nyatakan): _________________

5. Status perkahwinan:

☐ Bujang ☐ Berkahwin ☐ Bercerai ☐ Balu

6. Jumlah tanggungan:

a) Anak: _______orang

b) Lain-lain tanggungan (cth:Ibu, bapa, nenek): _________

c) ☐ Tiada

7. Bilangan adik beradik: ________orang

8. Kawasan tempat tinggal sekarang:

☐ Bandar ☐ Pinggir bandar ☐ Pedalaman

Poskod tempat tinggal: ☐☐☐☐☐

9. Kelayakan akademik tertinggi:

- [ ] Bawah UPSR
- [ ] UPSR
- [ ] SRP/PMR/PT3
- [ ] SPM/O Level
- [ ] STPM/A Level/Sijil
- [ ] Diploma
- [ ] Ijazah Sarjana Muda
- [ ] Lain-lain (Nyatakan):______________

10. Jenis pekerjaan (pilih satu):

- [ ] Usahawan
- [ ] Pekerja Swasta
- [ ] Suri/Sura rumah
- [ ] Pencen
- [ ] Pekerja Kerajaan
- [ ] Bekerja Sendiri (Bukan Usahawan)
- [ ] Pelajar
- [ ] Lain-lain (Nyatakan):________________

11. Taraf pekerjaan (jika berkaitan):

- [ ] Tetap
- [ ] Sambilan
- [ ] Kontrak

12. Anggaran jumlah pendapatan bulanan: RM___________

13. Anggaran jumlah perbelanjaan bulanan: RM__________

14. Jenis bantuan yang pernah anda terima **SECARA BERKALA/TETAP.**
Boleh tanda (/) lebih dari satu..

- [ ] Zakat
- [ ] BSH/BR1M
- [ ] Subsidi bersasar
- [ ] PPRT
- [ ] Jabatan Kebajikan Masyarakat
- [ ] Pinjaman/Biasiswa Pelajaran
- [ ] Bantuan daripada yayasan/NGO
- [ ] Lain-lain (nyatakan): _______________

15. Pernahkah anda meminjam wang?

- [ ] Ya
- [ ] Tidak (Jika tidak, sila ke **Soalan 20**)

16. Sumber pinjaman wang dan jumlah pinjaman anda.
Boleh tanda (/) lebih dari satu.

- [ ] Institusi perbankan: RM_________
- [ ] Peminjam wang berlesen: RM_________
- [ ] Koperasi: RM_________
- [ ] Peminjam wang tidak berlesen: RM____
- [ ] Pajak Gadai/Ar-Rahnu: RM_________
- [ ] Ahli Keluarga/Adik Beradik: RM_________
- [ ] AIM/Tekun: RM_________
- [ ] Kenalan: RM_________
- [ ] Lain-lain (nyatakan): _________________

17. Tujuan/sebab anda meminjam.
Boleh tanda (/) lebih dari satu.

- [ ] Kegunaan harian
- [ ] Belian aset/kenderaan
- [ ] Membayar hutang
- [ ] Belian rumah
- [ ] Perbelanjaan pendidikan
- [ ] Modal perniagaan
- [ ] Perbelanjaan perubatan
- [ ] Lain-lain (nyatakan): _______________

18. Jumlah hutang yang masih belum dibayar/tertunggak: RM_______________

19. Jumlah bayaran tanggungan/komitmen bulanan: RM_____________

20. Jenis pemilikan rumah anda sekarang

- [ ] Persendirian
- [ ] Sewa
- [ ] Pusaka
- [ ] Rumah sumbangan kerajaan
- [ ] Lain-lain (nyatakan): ______________________

21. Jenis rumah anda sekarang

- [ ] Banglow
- [ ] Teres
- [ ] Kondominium
- [ ] Rumah kampung
- [ ] Apartment/pangsapuri
- [ ] Rumah panjang
- [ ] Kluster
- [ ] Rumah PPRT

22. Jenis bahan binaan rumah anda

- [ ] Batu
- [ ] Kayu
- [ ] Separa batu dan kayu
- [ ] Lain-lain (nyatakan): _______________

23. Jenis aset yang anda miliki.
Boleh tanda (/) lebih dari satu.

- ☐ Rumah
- ☐ Kenderaan
- ☐ Hartanah
- ☐ Barang kemas
- ☐ Perniagaan
- ☐ Simpanan
- ☐ Pelaburan (saham, unit amanah)
- ☐ Lain-lain (nyatakan): _______________

BAHAGIAN B: MAKLUMAT BERKAITAN PELAN PERLINDUNGAN KELUARGA DAN HARTA

24. Adakah anda mempunyai pelan perlindungan ketika ini (takaful atau insurans)?

☐ Ya ☐ Tidak (Jika tidak, sila ke **Soalan 27**)

25. Jenis pelan perlindungan yang di sertai.
Boleh tanda (/) lebih dari satu.

- ☐ Hayat/nyawa
- ☐ Kemalangan
- ☐ Keluarga
- ☐ Kesihatan
- ☐ Khairat kematian
- ☐ Lain-lain (Nyatakan):__________________

26. Tuntutan/pampasan tertinggi yang pernah diterima daripada operator pelan tersebut.

RM________________

27. Jumlah khairat kematian/belanja pengebumian yang pernah dituntut. RM________________

28. Adakah anda berminat untuk mendapatkan pelan perlindungan takaful/insurans?

☐ Ya ☐ Tidak

29. Sila tandakan tahap kesihatan anda sekarang

Sangat tidak sihat ⟵⟶ Sangat sihat

1	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**

30. Tempat pilihan anda untuk mendapatkan rawatan kesihatan
Boleh tanda (/) lebih dari satu.

☐ Hospital/klinik kerajaan
☐ Perubatan alternatif (Cth: Perubatan Islam dan Tradisional)
☐ Hospital/klinik swasta
☐ Lain-lain (nyatakan):_______________

31. Sebab pilihan anda di **Soalan 30.**
Boleh tanda (/) lebih dari satu.

☐ Murah
☐ Berdekatan rumah
☐ Mudah
☐ Lebih yakin
☐ Lain-lain (nyatakan):_______________

32. Berapa kali anda ke klinik/hospital untuk mendapatkan rawatan dalam setahun?

____________ kali/ tahun

33. Jumlah bayaran klinik/hospital tertinggi yang pernah anda bayar untuk diri sendiri atau tanggungan.
RM____________

34. Sumber pembayaran bagi **Soalan 33**.
Boleh tanda (/) lebih dari satu.

☐ Pendapatan sendiri
☐ Bantuan ahli keluarga
☐ Pinjaman
☐ Takaful/Insurans
☐ Zakat
☐ Lain-lain (nyatakan): _______________

35. Berapakah anda sanggup mencarum daripada lebihan pendapatan bulanan untuk mengambil pelan perlindungan: RM_________

36. Berapakah jumlah minimum pelan perlindungan yang anda inginkan/perlukan jika berlaku apa-apa musibah?: RM___________

37. Nyatakan kekerapan bayaran caruman yang sesuai dengan anda.

☐ Bulanan
☐ 6 bulan sekali
☐ 3 bulan sekali
☐ Tahunan

38. Jika diberi pilihan, apakah jenis syarikat perlindungan yang anda akan pilih?

☐ Syarikat Takaful
☐ Syarikat Insurans
☐ Tidak kisah

39. Sila nyatakan sebab pilihan anda di **Soalan 38.**
Boleh tanda (/) lebih dari satu.

	Mudah
	Murah
	Lebih yakin
	Lebih faham
	Ikut kepercayaan agama saya
	Ikut apa yang orang sekeliling saya guna
	Lain-lain, nyatakan:___________________

40. Jika saya ingin mengambil sesuatu pelan takaful/insurans/perbankan, saya ____
Boleh tanda (/) lebih dari satu.

- [ ] membuat keputusan sendiri
- [ ] berbincang dengan ibubapa/adik beradik
- [ ] berbincang dengan pasangan
- [ ] berbincang dengan kenalan

41. Susun risiko yang paling dibimbangi yang boleh menjadi punca hilang pendapatan (Nyatakan 1, 2, 3, 4 dan 5)

	Kematian pencari nafkah
	Hilang upaya kekal
	Sakit kritikal
	Bencana (banjir, tanah runtuh, kebakaran)
	Kemalangan

42. Susun pelan perlindungan mengikut keutamaan anda (Nyatakan 1, 2, 3, 4 dan 5)

	Kemalangan diri
	Pendidikan
	Perlindungan keluarga/ perlindungan hayat
	Perlindungan aset
	Perlindungan kesihatan (hospital dan pembedahan)

43. Terdapat tiga (3) proses utama yang terlibat dalam urusan takaful/insurans iaitu **urusan mendapatkan produk, membuat bayaran** dan **proses tuntutan**. Pada pendapat anda, apakah saluran terbaik berdasarkan proses tersebut.
Boleh tanda (/) lebih dari satu.

No	Saluran	a) Mendapatkan produk	b) Membuat bayaran	c) Proses tuntutan
1	Syarikat takaful/insurans			
2	Pejabat pos			
3	Institusi perbankan			
4	Atas talian (*Online*)			
5	Jawatankuasa kampung			
6	Persatuan			
7	Lain-lain (nyatakan)			

44. Apakah bentuk ganti rugi yang paling sesuai dengan anda dan lebih anda sukai?

☐ Tunai
☐ Gantian barangan
☐ Kemudahan tertentu
☐ Lain-lain (nyatakan):__________________

BAHAGIAN C: KEFAHAMAN DAN PENGETAHUAN RESPONDEN

Sila nyatakan tahap kefahaman anda tentang perkara-perkara berikut dengan membulatkan nombor yang bersesuaian berdasarkan skala berikut.
1= sangat tidak setuju 2= tidak setuju 3= tidak pasti 4= setuju 5= sangat setuju

45.	Saya tahu tempat untuk membuat tuntutan pelan perlindungan sekiranya berlaku musibah	**1**	**2**	**3**	**4**	**5**
46.	Saya tahu borang yang diperlu diisi untuk urusan tuntutan pelan perlindungan	**1**	**2**	**3**	**4**	**5**
47.	Saya tahu dokumen-dokumen yang perlu disediakan semasa membuat tuntutan.	**1**	**2**	**3**	**4**	**5**
48.	Saya tahu jenis perlindungan (*coverage*) bagi pelan perlindungan saya.	**1**	**2**	**3**	**4**	**5**
49.	Saya tahu jumlah maksimum pampasan bagi pelan perlindungan saya.	**1**	**2**	**3**	**4**	**5**

Sila nyatakan tahap kefahaman anda tentang perkara-perkara berikut dengan membulatkan nombor yang bersesuaian berdasarkan skala berikut. **1= sangat tidak faham 2= tidak faham 3= tidak pasti 4= faham 5= sangat faham**						
50.	Maksud takaful	**1**	**2**	**3**	**4**	**5**
51.	Beza antara takaful dan insurans	**1**	**2**	**3**	**4**	**5**
52.	Istilah *Personal Accident (PA)* (kemalangan diri)	**1**	**2**	**3**	**4**	**5**
53.	Istilah takaful keluarga/hayat	**1**	**2**	**3**	**4**	**5**
54.	Istilah nilai pampasan takaful	**1**	**2**	**3**	**4**	**5**
55.	Maksud kontrak *wakalah* dalam takaful	**1**	**2**	**3**	**4**	**5**
56.	Maksud *riba* (bunga) dalam insurans	**1**	**2**	**3**	**4**	**5**
57.	Maksud unsur tidak pasti (*gharar*) dalam insurans	**1**	**2**	**3**	**4**	**5**

BAHAGIAN D: PERSEPSI RESPONDEN

Sila tentukan sejauh manakah anda bersetuju dengan setiap kenyataan berikut. Sila bulatkan nombor yang bersesuaian berdasarkan skala berikut. 1= sangat tidak setuju 2= tidak setuju 3= tidak pasti 4= setuju 5= sangat setuju						
58.	Ibu bapa saya menyokong saya untuk mengambil pelan perlindungan.	**1**	**2**	**3**	**4**	**5**
59.	Adik-beradik saya menggalakkan saya mengambil pelan perlindungan.	**1**	**2**	**3**	**4**	**5**
60.	Masyarakat di sekeliling saya menyokong saya mengambil pelan perlindungan.	**1**	**2**	**3**	**4**	**5**
61.	Rakan-rakan saya berpendapat saya perlu mengambil pelan perlindungan.	**1**	**2**	**3**	**4**	**5**
62.	Saya yakin bahawa Tuhan akan membimbing dan membantu saya dalam kehidupan.	**1**	**2**	**3**	**4**	**5**
63.	Saya yakin setiap perkara yang berlaku pada diri saya adalah atas ketentuan Tuhan.	**1**	**2**	**3**	**4**	**5**
64.	Saya berpegang teguh dengan prinsip agama saya walaupun ia mungkin tidak disukai oleh orang sekeliling saya.	**1**	**2**	**3**	**4**	**5**

65.	Agama saya menggalakkan saya membantu orang lain dalam kesusahan.	**1**	**2**	**3**	**4**	**5**
66.	Agama saya tidak melarang saya melanggan produk kewangan yang berunsurkan riba (bunga).	**1**	**2**	**3**	**4**	**5**
67.	Pada pendapat saya, pihak yang menawarkan pelan perlindungan mestilah menyediakan maklumat yang lengkap dan mudah difahami.	**1**	**2**	**3**	**4**	**5**
68.	Pada pendapat saya, maklumat berkaitan perkhidmatan yang dijanjikan produk perlindungan mestilah tepat.	**1**	**2**	**3**	**4**	**5**
69.	Pada pendapat saya, operator pelan perlindungan hendaklah bertindakbalas dengan cepat dan pantas dalam menyelesaikan sesuatu masalah pelanggan.	**1**	**2**	**3**	**4**	**5**
70.	Pada pendapat saya, operator pelan perlindungan hendaklah prihatin terhadap kehendak dan kepuasan pelanggan.	**1**	**2**	**3**	**4**	**5**
71.	Pada pendapat saya, operator pelan perlindungan hendaklah mempunyai kemudahan yang terkini.	**1**	**2**	**3**	**4**	**5**
72.	Saya sentiasa memantau perbelanjaan harian saya.	**1**	**2**	**3**	**4**	**5**
73.	Saya akan memperuntukan sebahagian pendapatan saya untuk simpanan dan keperluan kecemasan.	**1**	**2**	**3**	**4**	**5**
74.	Saya membayar bil elektrik mengikut masa yang ditetapkan.	**1**	**2**	**3**	**4**	**5**
75.	Saya membuat perancangan kewangan setiap bulan.	**1**	**2**	**3**	**4**	**5**
76.	Saya menetapkan matlamat perbelanjaan bulanan dan ianya dibincangkan bersama keluarga.	**1**	**2**	**3**	**4**	**5**
77.	Saya sangat mengambil berat tentang risiko atau kemalangan (musibah) yang mungkin berlaku kepada ahli keluarga saya.	**1**	**2**	**3**	**4**	**5**
78.	Saya risau tentang kos yang perlu dikeluarkan jika berlaku sebarang musibah kepada ahli keluarga saya.	**1**	**2**	**3**	**4**	**5**
79.	Saya risau tentang apa yang akan berlaku kepada ahli keluarga saya jika saya tiada kelak.	**1**	**2**	**3**	**4**	**5**
80.	Saya risau tentang masa depan keluarga saya jika saya tiada kelak.	**1**	**2**	**3**	**4**	**5**
81.	Saya risau jika sesuatu musibah berlaku kepada saya akan menyusahkan keluarga saya.	**1**	**2**	**3**	**4**	**5**

82.	Saya yakin dengan mempunyai pelan perlindungan satu idea yang baik.	**1**	**2**	**3**	**4**	**5**
83.	Saya yakin dengan mempunyai pelan perlindungan memberi ketenangan fikiran kepada saya.	**1**	**2**	**3**	**4**	**5**
84.	Saya mempunyai persepsi yang positif terhadap pelan perlindungan.	**1**	**2**	**3**	**4**	**5**
85.	Saya yakin dengan mempunyai pelan perlindungan adalah bermanfaat.	**1**	**2**	**3**	**4**	**5**
86.	Saya yakin dengan mempunyai pelan perlindungan adalah tindakan yang terbaik.	**1**	**2**	**3**	**4**	**5**

87. Apakah kepuasan perkhidmatan yang anda utamakan?

- ☐ Lokasi yang berhampiran
- ☐ Kemudahan parkir yang luas
- ☐ Sistem yang terkini
- ☐ Layanan yang baik
- ☐ Perkhidmatan yang cekap dan cepat
- ☐ Lain-lain (nyatakan): ________________

88. Sila berikan pandangan dan cadangan anda berkaitan pelan perlindungan kepada golongan B40?

TERIMA KASIH ATAS KERJASAMA YANG DIBERIKAN!