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**THE MEDIATING EFFECT OF SOCIAL  
ENTREPRENEURSHIP ACTIVITY ON THE  
RELATIONSHIP BETWEEN SOCIAL CAPITAL AND  
ORGANISATIONAL PERFORMANCE OF SMEs IN  
KLANG VALLEY MALAYSIA**



**DOCTOR OF BUSINESS ADMINISTRATION  
UNIVERSITI UTARA MALAYSIA  
October 2019**

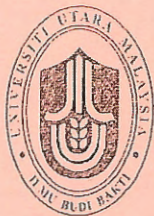
**THE MEDIATING EFFECT OF SOCIAL ENTREPRENEURSHIP ACTIVITY  
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ORGANISATIONAL PERFORMANCE OF SMEs IN KLANG VALLEY  
MALAYSIA**



**By**  
**SHAHRINA OTHMAN**

**UUM**  
**Universiti Utara Malaysia**

**Thesis Submitted to  
Othman Yeop Abdullah Graduate School of Business,  
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in Partial Fulfilment of the Requirement for the Doctor of Business  
Administration**



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Pemeriksa Luar  
(External Examiner)

: Prof. Dr. Ibrahim Zahari

Tandatangan  
(Signature)

Pemeriksa Dalam  
(Internal Examiner)

: Assoc. Prof. Dr. Nek Kamal bin Haji Yeop Yunus

Tandatangan  
(Signature)

Tarikh: 12 September 2019  
(Date)



Nama Pelajar  
(Name of Student) : Shahrina binti Othman

---

Tajuk Tesis / Disertasi  
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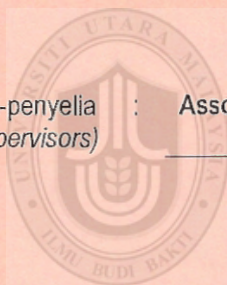
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Program Pengajian  
(Programme of Study) : Doctor of Business Administration

---

Nama Penyelia/Penyelia-penyelia  
(Name of Supervisor/Supervisors) : Assoc. Prof. Dr. Azahari bin Ramli

---



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Universiti Utara Malaysia

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## ABSTRACT

This study examined the direct relationships between social capital (SC) and organisational performance (OP), whilst taking into consideration social entrepreneurship activity among the SMEs in Malaysia. Studies have shown SC and SEA are factors that contribute to this gap. The effect of IR4.0 and other megatrends make it even more challenging for these SMEs to prosper. Hence, SMEs require to make use of their full potential which includes adopting the best practices implemented in most develop countries, which is to increase the SC. This implementation validates new business models, the creation of new industries and redirecting of resources. The increasing rates of SC in the country can result in positive well-being functions, sustainability and economic growth. This research also examined social entrepreneurship activity (SEA) as a mediator variable facilitating the relationship between SC and OP. SEA facilitates SC and OP. SEA through its business activities has been recognised by social economy. The SMEs should effectively seek SEA in generating income. SEA refers to the significant support to OP and business growth. Self-administered questionnaires were used to collect data from 500 SME manufacturing firms located in Klang Valley, in April and May 2018, and the gathered data was analysed by using SPSS 23.0. Statistically, the results confirmed that SC is positively related to SME performance. The results support the mediation hypothesis where SC showed a lower effect on OP after controlling the mediator, consistent with partial mediation. The outcome of this study provides new knowledge and important insights for government agencies to improve the policy to boost the performance of SMEs. Finally, in order to evaluate OP, it is more relevant to explore SEA, which needs encouragement to convert an organisation into a social organisation.

**Keywords:** social capital, social entrepreneurship activity, organisational performance, small and medium enterprise.



## ABSTRAK

Kajian ini menyelidik hubungan langsung antara modal sosial (MS) dan prestasi organisasi (PO), sambil mengambil kira aktiviti keusahawanan sosial di kalangan PKS di Malaysia. Kajian telah menunjukkan MS dan aktiviti keusahawanan sosial (AKS) adalah faktor yang menyumbang kepada jurang ini. Kemunculan IR4.0 dan trend mega yang lain telah menjadikan keadaan lebih mencabar bagi PKS untuk berjaya. Oleh itu, PKS perlu menggunakan sepenuhnya potensi yang ada termasuk menerapkan amalan terbaik yang dilaksanakan di kebanyakan negara membangun dengan tujuan untuk meningkatkan MS. Pelaksanaan amalan terbaik dapat mengesahkan model perniagaan baharu, penciptaan industri baharu dan pengalihan sumber. Peningkatan kadar MS di negara ini boleh menghasilkan fungsi kesejahteraan positif, kemampunan dan pertumbuhan ekonomi. Kajian ini juga menyelidik AKS sebagai pemboleh ubah yang memudahkan hubungan antara MS dan PO. AKS memudahkan MS dan PO, serta aktiviti perniagaannya telah diiktiraf oleh ekonomi sosial. PKS perlu mencari AKS secara berkesan dalam menjana pendapatan. AKS memberikan kesan kepada sokongan yang signifikan terhadap PO dan pertumbuhan perniagaan. Soal selidik ditadbir sendiri digunakan untuk mengumpulkan data daripada 500 firma sektor pembuatan PKS di Malaysia terutamanya di Wilayah Persekutuan Kuala Lumpur dan Selangor pada bulan April dan Mei 2018, dan data yang dikumpul dianalisis dengan menggunakan perisian SPSS 23.0. Secara statistik, keputusan mengesahkan bahawa MS mempunyai kaitan positif dengan prestasi. Dapatan kajian menyokong hipotesis pengantaraan berikutan MS menunjukkan kesan yang lebih rendah terhadap OP selepas mengawal pengantara, selaras dengan pengantaraan separa. Hasil kajian ini memberikan pengetahuan baharu dan hala tuju penting kepada agensi-agensi kerajaan untuk mengubah dasar dalam meningkatkan prestasi PKS. Akhir sekali, untuk menilai PO, adalah lebih relevan untuk meneroka AKS yang memerlukan galakkan untuk menukar sesebuah organisasi menjadi organisasi sosial.

**Kata kunci:** modal sosial, aktiviti keusahawanan sosial, prestasi organisasi, perusahaan kecil dan sederhana

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## LIST OF ABBREVIATIONS

|            |                                                   |
|------------|---------------------------------------------------|
| B          | Beta                                              |
| CEO        | Chief Executive Officer                           |
| CI         | Critical Interval                                 |
| DV         | Dependent Variable                                |
| EFA        | Explanatory Factor Analysis                       |
| EU         | European Union                                    |
| GDP        | Gross Domestic Products                           |
| IR4.0      | Industrial Revolution 4.0                         |
| IVs        | Independent Variables                             |
| KMO        | Kaiser-Meyer-Olkin                                |
| MaGIC      | Malaysian Global Innovation and Creativity Centre |
| MV         | Mediating Variable                                |
| NEM        | New Economic Model                                |
| NSDC       | National SME Development Council                  |
| OP         | Organisational Performance                        |
| PCA        | Principal Components Analysis                     |
| RBV Theory | Resource-Based View Theory                        |
| R & D      | Research and Development                          |
| SC         | Social Capital                                    |
| SEA        | Social Entrepreneurship Activity                  |
| SME Corp.  | SME Corporation Malaysia                          |



|                   |                                                     |
|-------------------|-----------------------------------------------------|
| SME               | Small and Medium Enterprise                         |
| SMEs              | Small and Medium Enterprises                        |
| SMIDEC            | Small and Medium Industries Development Corporation |
| SOCAT             | Social Capital Assessment Tool                      |
| SPSS              | Statistical Package for Social Science              |
| t                 | Critical Ratio                                      |
| UK                | United Kingdom                                      |
| USA               | United States of America                            |
| VIF               | Variance Inflation Factor                           |
| W.P. Kuala Lumpur | Wilayah Persekutuan Kuala Lumpur                    |



# **CHAPTER 1**

## **INTRODUCTION**

There are eight sections in this chapter. The first section starts with the background and provides the scenario of the study, thereafter followed by the problem statement. Both sections discuss problems and situations on how those aspects lead to this research. Next, the research questions are listed together with the research objectives. The subsequent chapter stipulates the scope and limitations expected throughout the study. The researcher then includes discussions on significance and is focused on the theoretical and practical, implications and contributions before listing the definitions of key terms. Finally, the chapter ends with the organisation of the study.

### **1.1 Background of the Study**

The Malaysian Small and Medium Enterprises (SMEs) have been the main contributor to the country GDP since 1990s and has been the key driver of employment and growth (Hashim, 2016). 98.5% of business establishments in Malaysia are SMEs (Malaysia Economic Census, 2016). For Malaysia to become a high-income economy by the year 2020, the country must realise its vision to have globally competitive SMEs across all sectors, which contribute to social well-being while enhancing wealth creation (Hashim, 2016). The implementation of the SME Master Plan (2012-2020) seeks to increase SME contributions to the economy and advances SME development. Performance is measured through SME's contribution in gross domestic products (GDP), growth, employment and exports.

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## APPENDIX A

### QUESTIONNAIRE



#### QUESTIONNAIRE PROTOCOL

Dear respondent, I am a graduate student collecting data for my Doctorate dissertation entitled “The Mediating Effects of Social Entrepreneurship Activity on Social Capital Towards The Performance of Malaysian Small and Medium Enterprises (SMEs)” I really appreciate your responses to this questionnaire. I ask your opinion about certain related aspects; I also ask some background informations about the demographic data such as in part I. The surveys do not take more than 10 minutes. All survey items are kept confidential, and your response will be treated as fully confidential by the department of business school in University Utara Malaysia.

*Responden yang dihormati, Saya adalah seorang pelajar siswazah yang mengumpul data untuk disertasi Kedoktoran saya yang bertajuk "Kesan pengantara Aktiviti Keusahawanan Sosial terhadap Modal Sosial ke arah prestasi perniagaan PKS di Malaysia". Saya benar-benar menghargai maklum balas anda untuk soal selidik ini. Saya meminta pendapat anda mengenai aspek tertentu yang berkaitan; Saya juga meminta beberapa maklumat latar belakang mengenai data demografi seperti dalam bahagian I. Kajian ini tidak akan mengambil lebih daripada 10 minit. Semua item kajian adalah dirahsiakan, dan maklumbalas anda juga akan dijaga sepenuhnya oleh jabatan sekolah perniagaan dan pengurusan di Universiti Utara Malaysia.*



**Part I Demographic: Information about respondents and organisation**

*Bahagian I Demografi: Maklumat mengenai responden dan organisasi*

**Please mark “✓” in the appropriate box**

*Sila tandakan “✓” dalam kotak yang sesuai*

**General information about the respondent: (Maklumat am mengenai responden)**

- |                                                                 |                                                                                              |                                                                      |
|-----------------------------------------------------------------|----------------------------------------------------------------------------------------------|----------------------------------------------------------------------|
| 1. Gender<br><i>Jantina</i>                                     | <input type="checkbox"/> Female<br><i>Perempuan</i>                                          | <input type="checkbox"/> Male<br><i>Lelaki</i>                       |
| 2. Age<br><i>Umur</i>                                           | <input type="checkbox"/> Below 30<br><i>30 ke bawah</i>                                      | <input type="checkbox"/> 31-40                                       |
|                                                                 | <input type="checkbox"/> 41-50                                                               | <input type="checkbox"/> 51-60                                       |
|                                                                 | <input type="checkbox"/> 61 and above<br><i>61 ke atas</i>                                   |                                                                      |
| 3. Highest Education Level<br><i>Tahap Pendidikan Tertinggi</i> | <input type="checkbox"/> Master<br><i>Sarjana</i>                                            | <input type="checkbox"/> Bachelor Degree<br><i>Sarjana Muda</i>      |
|                                                                 | <input type="checkbox"/> Diploma<br><i>Diploma</i>                                           | <input type="checkbox"/> Secondary School<br><i>Sekolah Menengah</i> |
|                                                                 | <input type="checkbox"/> Uncompleted Secondary School<br><i>Tidak Tamat Sekolah Menengah</i> |                                                                      |

**General information about the company: (Maklumat am mengenai syarikat)**

- |                                                                                                       |                                                                         |                                                                              |
|-------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|------------------------------------------------------------------------------|
| 4. How long has your company been established?<br><i>Berapa lama syarikat anda telah ditubuhkan?</i>  | <input type="checkbox"/> Below 5 years<br><i>5 tahun ke bawah</i>       | <input type="checkbox"/> 6-10 years                                          |
|                                                                                                       | <input type="checkbox"/> 11-15 years                                    | <input type="checkbox"/> 16-20 years                                         |
|                                                                                                       | <input type="checkbox"/> 21 years & above<br><i>21 tahun ke atas</i>    |                                                                              |
| 5. How many employees does your company hire?<br><i>Berapa ramai syarikat anda mengambil pekerja?</i> | <input type="checkbox"/> Below 5 employees<br><i>5 pekerja ke bawah</i> | <input type="checkbox"/> 6-20                                                |
|                                                                                                       | <input type="checkbox"/> 21-50                                          | <input type="checkbox"/> 51-100                                              |
|                                                                                                       | <input type="checkbox"/> 101-200                                        | <input type="checkbox"/> 201 employees & above<br><i>201 pekerja ke atas</i> |

6. What is your company's type of product?  
*Apakah jenis produk syarikat anda?*
- ☐ Food  
*Makanan*
- ☐ Rubber & Plastic  
*Getah & Plastik*
- ☐ Basic Steel  
*Logam Asas*
- ☐ Chemist & Chemistry Product  
*Kimia & Product Kimia*
- ☐ Steel except Machine & Equipment  
*Logam kecuali Mesin & Kelengkapan*
7. How many years have you worked with your company?  
*Berapa tahun anda telah bekerja di syarikat anda?*
- ☐ Below 5 years  
*5 tahun ke bawah*
- ☐ 6-10 years
- ☐ 11-15 years
- ☐ 16-20 years
- ☐ 21 years and above  
*21 tahun ke atas*

**Kindly fill (✓) according the degree stated - (1) Strongly disagree; (2) Disagree; (3) Neutral; (4) Agree; & (5) Strongly Agree**

*Sila isi (✓) mengikut darjah yang dinyatakan – (1) Sangat tidak setuju; (2) Tidak bersetuju; (3) Neutral; (4) Setuju; & (5) Sangat setuju*

| ITEM                                                     | QUESTIONS                                                                                                                                                                                                                                                            | 1 | 2 | 3 | 4 | 5 |
|----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---|---|---|---|
| <b>Part II Social Capital</b> <i>Modal Sosial</i>        |                                                                                                                                                                                                                                                                      |   |   |   |   |   |
| <b>A. Personal relationship</b> <i>Hubungan peribadi</i> |                                                                                                                                                                                                                                                                      |   |   |   |   |   |
| 08SC1                                                    | Company must have at least one close friend/partner<br><i>Syarikat mesti mempunyai sekurang-kurangnya seorang sahabat / rakan kongsi rapat</i>                                                                                                                       |   |   |   |   |   |
| 09SC2                                                    | Company member (owner/manager) must meets socially with friends, relatives or work colleagues at least a week<br><i>Ahli syarikat (pemilik / pengurus) mesti bertemu secara sosial dengan rakan-rakan, saudara-mara atau rakan kerja sekurang-kurangnya seminggu</i> |   |   |   |   |   |

|                                                                    |                                                                                                                                                                                                               |  |  |  |  |  |
|--------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|
| 10SC3                                                              | Company member (owner/manager) feeling of loneliness often or always, in running a business<br><i>Ahli syarikat (pemilik / pengurus) perasaan kesepian sering atau selalu, dalam menjalankan perniagaan</i>   |  |  |  |  |  |
| 11SC4                                                              | Company should use internet for social networking<br><i>Syarikat harus menggunakan internet untuk rangkaian sosial</i>                                                                                        |  |  |  |  |  |
| 12SC5                                                              | Company should regularly communicate with others in the neighbour<br><i>Syarikat harus berkomunikasi secara berkala dengan orang lain di jiran</i>                                                            |  |  |  |  |  |
| <b>B. Social support networks</b> <i>Rangkaian sokongan sosial</i> |                                                                                                                                                                                                               |  |  |  |  |  |
| 13SC6                                                              | If have a serious problem, company should rely on a lot to partner (s)<br><i>Jika ada masalah yang serius, syarikat harus bergantung pada banyak rakan kongsi</i>                                             |  |  |  |  |  |
| 14SC7                                                              | Company should give special help to at least one sick, disabled or elderly person<br><i>Syarikat harus memberikan bantuan khusus kepada sekurang-kurangnya seorang yang sakit, orang cacat atau orang tua</i> |  |  |  |  |  |
| 15SC8                                                              | Company should regularly receive or give practical or financial help from or to others<br><i>Syarikat harus menerima atau memberi bantuan praktikal atau kewangan dari atau kepada orang lain</i>             |  |  |  |  |  |
| 16SC9                                                              | Company should exchange favours with others<br><i>Syarikat perlu saling membantu yang lain</i>                                                                                                                |  |  |  |  |  |

| C. Civic engagement <i>Penglibatan sivik</i> |                                                                                                                                                                                                                                             |  |  |  |  |
|----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|
| 17SC10                                       | Company has to volunteer more than once in the last 12 months<br><i>Syarikat perlu membuat sukarela lebih daripada sekali dalam 12 bulan yang lalu</i>                                                                                      |  |  |  |  |
| 18SC11                                       | Company should be a members of organisations, whether political, voluntary, professional or recreational<br><i>Syarikat harus menjadi ahli organisasi, sama ada politik, sukarela, profesional atau rekreasi</i>                            |  |  |  |  |
| 19SC12                                       | Company should involve in at least one social action project in their local area in every 12 months<br><i>Syarikat harus terlibat dalam sekurang-kurangnya satu projek tindakan sosial di kawasan setempat mereka dalam setiap 12 bulan</i> |  |  |  |  |
| 20SC13                                       | Company definitely should influence decisions affecting their local area<br><i>Syarikat harus mempengaruhi keputusan yang memberi kesan kepada kawasan tempatan mereka</i>                                                                  |  |  |  |  |
| 21SC14                                       | Company member (owner/manager) should be voter turnout in country general elections<br><i>Ahli syarikat (pemilik / pengurus) mestilah pemilih pengundi dalam pilihan raya umum negara</i>                                                   |  |  |  |  |
| 22SC15                                       | Company should involve in at least one political action in every 12 months<br><i>Syarikat harus terlibat dengan sekurang-kurangnya satu tindakan politik dalam setiap 12 bulan</i>                                                          |  |  |  |  |
| 23SC16                                       | Company member (owner/manager) should be interested in politics<br><i>Ahli syarikat (pemilik / pengurus) harus berminat dalam politik</i>                                                                                                   |  |  |  |  |

| <b>D. Trust and cooperative norms or shared values</b><br><i>Kepercayaan dan norma koperasi atau nilai bersama</i> |                                                                                                                                                                                                                                                                                                                    |  |  |  |  |
|--------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|
| 24SC17                                                                                                             | The company must have trust in national Government<br><i>Syarikat itu mesti mempunyai kepercayaan dalam kerajaan negara</i>                                                                                                                                                                                        |  |  |  |  |
| 25SC18                                                                                                             | Other companies can be trusted<br><i>Syarikat lain boleh dipercayai</i>                                                                                                                                                                                                                                            |  |  |  |  |
| 26SC19                                                                                                             | Most companies in the neighbourhood can be trusted<br><i>Kebanyakan syarikat di kawasan kejiranan boleh dipercayai</i>                                                                                                                                                                                             |  |  |  |  |
| 27SC20                                                                                                             | Company agree or tend to agree that their local area is a place where companies from different backgrounds get on well together<br><i>Syarikat bersetuju atau cenderung bersetuju bahawa kawasan tempatan mereka adalah tempat di mana syarikat-syarikat dari latar belakang yang berlainan dapat bersama-sama</i> |  |  |  |  |
| 28SC21                                                                                                             | Company felt fair/very safe running business<br><i>Syarikat berasa perniagaan berjalan yang adil / selamat</i>                                                                                                                                                                                                     |  |  |  |  |
| 29SC22                                                                                                             | Company willing to help others in their neighbourhood<br><i>Syarikat bersedia untuk membantu orang lain di kawasan kejiranan mereka</i>                                                                                                                                                                            |  |  |  |  |
| 30SC23                                                                                                             | Company feel belong in the industry and to their neighbourhood<br><i>Syarikat merasa tergolong dalam industri dan kejiranan mereka</i>                                                                                                                                                                             |  |  |  |  |

| <b>Part III Social Entrepreneurship Activity Aktiviti Keusahawanan Sosial</b> |                                                                                                                                                                                                                                              |  |  |  |  |  |
|-------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|
| 31SEA1                                                                        | In this business, the company has to perform activities to find new solutions for social problem solving<br><i>Dalam perniagaan ini, syarikat perlu melakukan aktiviti untuk mencari penyelesaian baru untuk penyelesaian masalah sosial</i> |  |  |  |  |  |
| 32SEA2                                                                        | The company has good reputation in the society, which makes it possible to organise social events<br><i>Syarikat ini mempunyai reputasi yang baik dalam masyarakat, yang memungkinkan untuk menganjurkan acara sosial</i>                    |  |  |  |  |  |
| 33SEA3                                                                        | The company emphasises new area of expansion includes social business<br><i>Syarikat itu menekankan bidang pengembangan baru termasuk perniagaan sosial</i>                                                                                  |  |  |  |  |  |
| 34SEA4                                                                        | The company takes risks in seizing and exploiting new opportunities<br><i>Syarikat mengambil risiko merebut dan mengeksploitasi peluang-peluang baru</i>                                                                                     |  |  |  |  |  |
| 35SEA5                                                                        | The company integrate business and social principles<br><i>Syarikat itu mengintegrasikan prinsip-prinsip perniagaan dan sosial</i>                                                                                                           |  |  |  |  |  |
| 36SEA6                                                                        | The company or the owner experienced impactful events and scenarios<br><i>Syarikat atau pemilik mengalami peristiwa dan senario yang berimpak</i>                                                                                            |  |  |  |  |  |
| <b>Part IV Organisational Performance (SMEs) Prestasi Organisasi</b>          |                                                                                                                                                                                                                                              |  |  |  |  |  |
| 37OP1                                                                         | Based on the social entrepreneurship activity, the company has increased on growth in sales revenue<br><i>Berdasarkan aktiviti keusahawanan sosial, syarikat telah meningkatkan pertumbuhan pendapatan jualan</i>                            |  |  |  |  |  |

|       |                                                                                                                                                                                                                         |  |  |  |  |  |
|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|
| 38OP2 | Based on the social entrepreneurship activity, the company has increased on profitability<br><i>Berdasarkan aktiviti keusahawanan sosial, syarikat telah meningkatkan keuntungan</i>                                    |  |  |  |  |  |
| 39OP3 | Based on the social entrepreneurship activity, the company has increased on return on asset<br><i>Berdasarkan aktiviti keusahawanan sosial, syarikat telah meningkatkan pulangan ke atas aset</i>                       |  |  |  |  |  |
| 40OP4 | Based on the social entrepreneurship activity, the company has increased on return on sales<br><i>Berdasarkan aktiviti keusahawanan sosial, syarikat telah meningkatkan pulangan jualan</i>                             |  |  |  |  |  |
| 41OP5 | Based on the social entrepreneurship activity, the company has increased on market share<br><i>Berdasarkan aktiviti keusahawanan sosial, syarikat telah meningkatkan bahagian pasaran</i>                               |  |  |  |  |  |
| 42OP6 | Based on the social entrepreneurship activity, the company has increased on labour productivity<br><i>Berdasarkan aktiviti keusahawanan sosial, syarikat telah meningkatkan produktiviti buruh</i>                      |  |  |  |  |  |
| 43OP7 | Based on the social entrepreneurship activity, the company has increased on level of customer satisfaction<br><i>Berdasarkan aktiviti keusahawanan sosial, syarikat telah meningkatkan tahap kepuasan pelanggan</i>     |  |  |  |  |  |
| 44OP8 | Based on the social entrepreneurship activity, the company has increased on overall financial performance<br><i>Berdasarkan aktiviti keusahawanan sosial, syarikat telah meningkatkan prestasi keseluruhan kewangan</i> |  |  |  |  |  |

|        |                                                                                                                                                                                                                                                         |  |  |  |  |  |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|
| 45OP9  | Based on the social entrepreneurship activity, the company has increased on level of customer loyalty<br><i>Berdasarkan aktiviti keusahawanan sosial, syarikat telah meningkatkan tahap kesetiaan pelanggan</i>                                         |  |  |  |  |  |
| 46OP10 | Based on the social entrepreneurship activity, the company has increased on number of employees<br><i>Berdasarkan aktiviti keusahawanan sosial, syarikat telah meningkatkan jumlah pekerja</i>                                                          |  |  |  |  |  |
| 47OP11 | Based on the social entrepreneurship activity, the company has an impact to social and environmental problem solving<br><i>Berdasarkan aktiviti keusahawanan sosial, syarikat mempunyai kesan terhadap penyelesaian masalah sosial dan alam sekitar</i> |  |  |  |  |  |

Thank you for spending time to provide your thoughts and ideas through the participation in this study.

*Terima kasih kerana meluangkan masa anda untuk memberi pandangan dan idea anda melalui penyertaan dalam kajian ini.*



## APPENDIX B

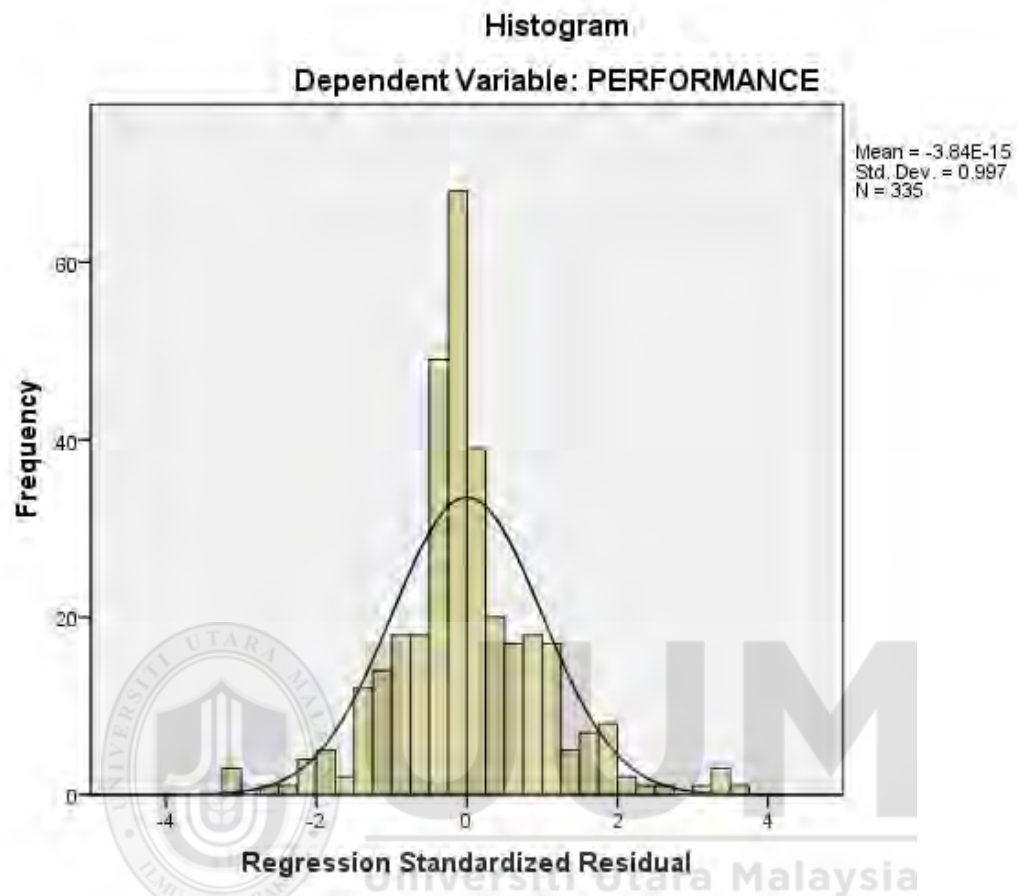


Figure 4.1  
*Histogram of Regression Standardised Residual*

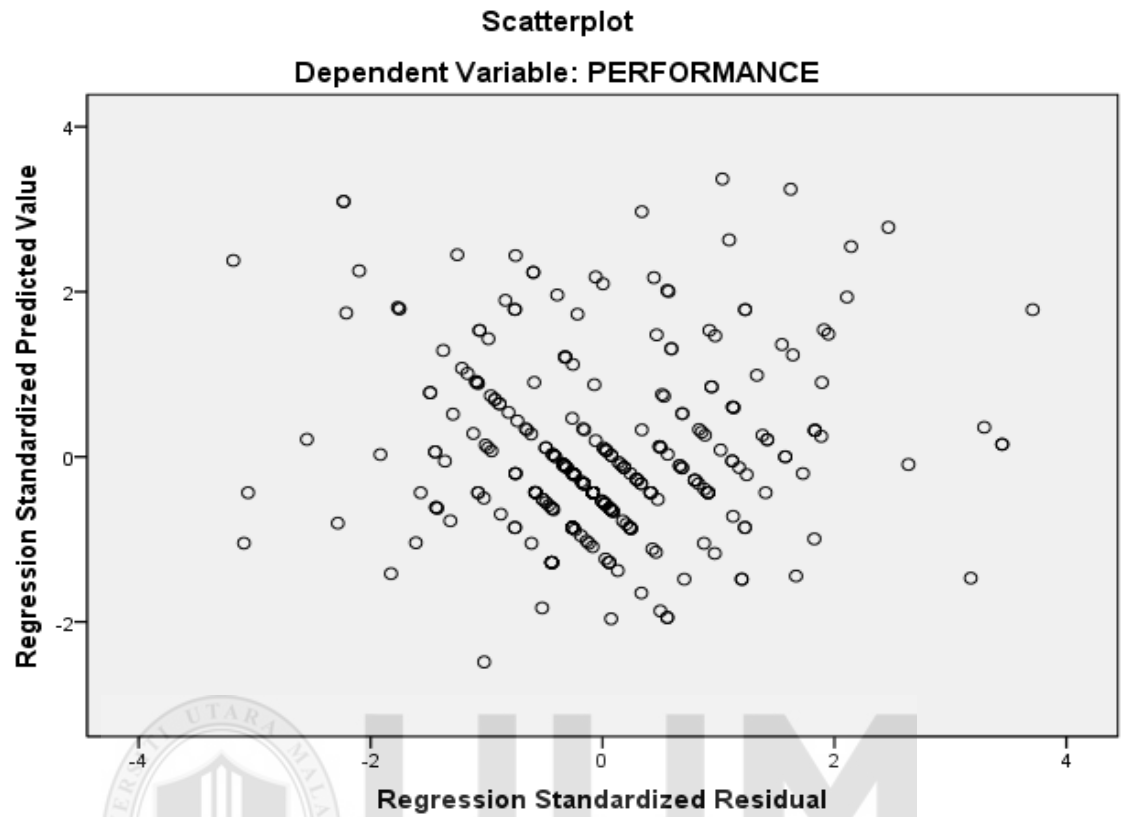


Figure 4.2  
*Scatterplots of Standardised Residuals against the Predicted Values*

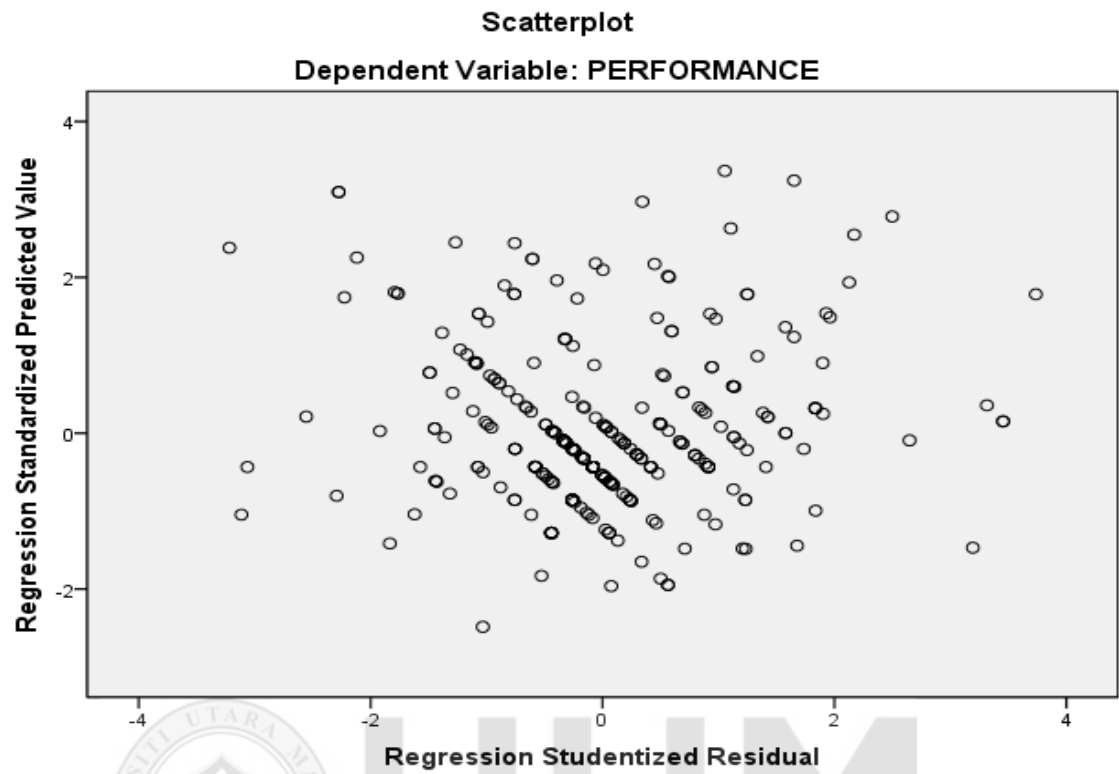


Figure 4.3  
*Scatterplots of Studentised Residuals against the Predicted Values*