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## Appendix A

### **Three Forms Required to be Filed in the Tribunal for Consumer Claims**

AKTA PELINDUNGAN PENGGUNA 1999

PERATURAN-PERATURAN PELINDUNGAN PENGGUNA  
(TRIBUNAL TUNTUTAN PENGGUNA) 1999

JADUAL KEDUA

BORANG-BORANG

(Peraturan 4)

**BORANG 1**

(Peraturan 5)

**PERNYATAAN TUNTUTAN**

DALAM TRIBUNAL TUNTUTAN PENGGUNA

DI .....

DI NEGERI ..... Putrajaya ..... MALAYSIA

Wilayah Persekutuan

TUNTUTAN MPPM-WPPI-(.....):.....

Nama Pihak Yang Menuntut :	.....
No. Kad Pengenalan	: .....
Alamat	: .....
	.....
	.....
No. Tel.	: ..... No. H/P: .....
No. Faks	: .....

Nama Penentang	: .....
No. Kad Pengenalan/ No. Pendaftaran Syarikat/ Perniagaan	: .....
Alamat	: .....
	.....
	.....
No. Tel.	: ..... No. H/P: .....
No. Faks	: .....

JD110715-PNMB..K.L.

**Tarikh Pendengaran:**  
**Masa:** AM/PM

No. Resit.....  
Tuntutan Pembatalan  
Tarikh Matang

Tuntutan pihak yang menuntut ialah untuk jumlah RM.....

Butir-butir tuntutan:  
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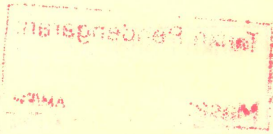
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Tarikh

.....  
Tandatangan / Cap ibu jari kanan  
pihak yang menuntut

.....  
Tarikh pemfailan

.....  
Setiausaha

(METERAI)





AKTA PELINDUNGAN PENGGUNA 1999

PERATURAN-PERATURAN PELINDUNGAN PENGGUNA  
(TRIBUNAL TUNTUTAN PENGGUNA) 1999

BORANG 2  
(Peraturan 9)

**PERNYATAAN PEMBELAAN DAN TUNTUTAN BALAS**

DALAM TRIBUNAL TUNTUTAN PENGGUNA

DI .....

DI NEGERI .....Putrajaya..... MALAYSIA  
Wilayah Persekutuan

TUNTUTAN NO. TPM-WPPJ-( )- .....

Nama Pihak yang menuntut :	.....
Kad Pengenalan No.	.....
Alamat	.....
No. Tel	.....
No. H/P	.....
No. Faks	.....

Nama Penentang	.....
Kad Pengenalan No.	.....
Alamat	.....
No. Tel	.....
No. H/P	.....
No. Faks	.....

JD106020-PNMB..K.L.

**Tarikh Pendengaran:**  
**Masa:** AM/PM

No. Resit.....  
Tuntutan Pemfalan  
Tarikh Matang

Pernyataan pembelaan:

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Tuntutan balas:

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Tarikh

.....  
Tandatangan / Cap ibu jari kanan  
penentang

.....  
Tarikh pemfailan

.....  
Setiausaha

(METERAI)



AKTA PELINDUNGAN PENGGUNA 1999

PERATURAN-PERATURAN PELINDUNGAN PENGGUNA  
(TRIBUNAL TUNTUTAN PENGGUNA) 1999

BORANG 3

(Peraturan 13)

*PEMBELAAN KEPADA TUNTUTAN BALAS*

DALAM TRIBUNAL TUNTUTAN PENGGUNA

DI .....

DI NEGERI ..... MALAYSIA

TUNTUTAN NO.: .....

Nama Pihak yang menuntut:	.....
Kad Pengenalan No.:	.....
Alamat:	..... ..... .....

Nama Penentang:	.....
Kad Pengenalan No.:	.....
Alamat:	..... ..... .....

JS702824-PNMB., K.L.

Pembelaan kepada tuntutan balas:

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Tarikh

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Tandatangan / Cap Ibu Jari Kanan  
Pihak Yang Menuntut

.....  
Tarikh Pemfailan

.....  
Setiausaha

METERAI



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## **Appendix B**

### **Total Claims Filed and Mode of Settlement**

**From 2000 to 31 August 2009**



### Claims Filed and Mode of Settlement in 2000 (By State)

		TYPE OF CLAIMS		MODE OF SETTLEMENT			CLAIMS	BALANCE
		GOODS	SERVICES	WITHDRAW	NEGOTIATION	HEARING	SETTLED	
JOHOR	74	63	11	33	8	33	74	0
KUALA LUMPUR	70	49	21	23	12	35	70	0
SELANGOR	26	19	7	7	6	13	26	0
SABAH	22	12	10	10	9	3	22	0
PULAU PINANG	22	19	3	5	4	13	22	0
MELAKA	17	16	1	9	3	5	17	0
PAHANG	15	13	2	5	3	7	15	0
KEDAH	9	6	3	2	2	5	9	0
W.P. LABUAN	8	7	1	8	0	0	8	0
PERLIS	7	6	1	1	0	6	7	0
N. SEMBILAN	7	3	4	2	3	2	7	0
SARAWAK	5	4	1	1	2	2	5	0
PERAK	5	2	3	0	2	3	5	0
TERENGGANU	3	1	2	1	1	1	3	0
KELANTAN	1	1	0	0	0	1	1	0
<b>TOTAL</b>	<b>291</b>	<b>221</b>	<b>70</b>	<b>107</b>	<b>55</b>	<b>129</b>	<b>291</b>	<b>0</b>
<b>PERCENTAGE</b>	<b>100%</b>	<b>75.95%</b>	<b>24.05%</b>	<b>36.77%</b>	<b>18.90%</b>	<b>44.33%</b>	<b>100%</b>	<b>0.00%</b>

Source: Based on the Personal Communication with the Tribunal for Consumer Claims

### Table B-2: Total Claims Filed and Mode of Settlement in 2001 (By State)

STATE	CLAIMS REGISTERED	TYPE OF CLAIMS		MODE OF SETTLEMENT			CLAIMS	BALANCE
		GOODS	SERVICES	WITHDRAW	NEGOTIATION	HEARING	SETTLED	
KUALA LUMPUR	207	134	73	71	54	82	207	0
JOHOR	192	155	37	114	32	46	192	0
SELANGOR	154	112	42	19	47	88	154	0
PULAU PINANG	145	128	17	21	34	90	145	0
PAHANG	109	39	70	34	2	73	109	0
PERAK	83	76	7	5	10	68	83	0
MELAKA	75	55	20	23	20	32	75	0
SABAH	68	37	31	30	4	34	68	0
KEDAH	63	54	9	6	11	46	63	0
N. SEMBILAN	24	6	18	5	4	15	24	0
KELANTAN	14	6	8	2	3	9	14	0
TERENGGANU	9	7	2	5	0	4	9	0
W.P. LABUAN	5	5	0	4	0	1	5	0
SARAWAK	4	4	0	1	2	1	4	0
PERLIS	3	3	0	0	2	1	3	0
<b>TOTAL</b>	<b>1155</b>	<b>821</b>	<b>334</b>	<b>340</b>	<b>225</b>	<b>590</b>	<b>1155</b>	<b>0</b>
<b>PERCENTAGE</b>	<b>100%</b>	<b>71.08%</b>	<b>28.92%</b>	<b>29.44%</b>	<b>19.48%</b>	<b>51.08%</b>	<b>100%</b>	<b>0.00%</b>

Source: Based on the Personal Communication with the Tribunal for Consumer Claims

Claims Filed and Mode of Settlement in 2002 (By State)

	CLAIMS REGISTERED	TYPE OF CLAIMS		MODE OF SETTLEMENT			CLAIMS	BALANCE
		GOODS	SERVICES	WITHDRAW	NEGOTIATION	HEARING	SETTLED	
KUALA LUMPUR	897	503	394	281	208	408	897	0
JOHOR	346	184	162	219	49	78	346	0
SELANGOR	240	197	43	93	22	125	240	0
PULAU PINANG	205	97	108	46	75	84	205	0
MELAKA	165	132	33	76	21	68	165	0
SABAH	127	43	84	55	27	45	127	0
W.P. LABUAN	122	5	117	111	7	4	122	0
TERENGGANU	117	101	16	72	6	39	117	0
KEDAH	108	49	59	29	16	63	108	0
PAHANG	84	54	30	42	11	31	84	0
PERAK	83	43	40	22	15	46	83	0
N. SEMBILAN	83	35	48	21	14	48	83	0
SARAWAK	35	27	8	12	12	11	35	0
PERLIS	19	9	10	4	6	9	19	0
KELANTAN	18	10	8	5	6	7	18	0
<b>TOTAL</b>	<b>2649</b>	<b>1489</b>	<b>1160</b>	<b>1088</b>	<b>495</b>	<b>1066</b>	<b>2649</b>	<b>0</b>
<b>PERCENTAGE</b>	<b>100%</b>	<b>56.21%</b>	<b>43.79%</b>	<b>41.07%</b>	<b>18.69%</b>	<b>40.24%</b>	<b>100%</b>	<b>0.00%</b>

Source: Based on the Personal Communication with the Tribunal for Consumer Claims

Table B-4: Total Claims Filed and Mode of Settlement in 2003 (By State)

STATE	CLAIMS REGISTERED	TYPE OF CLAIMS		MODE OF SETTLEMENT			CLAIMS	BALANCE
		GOODS	SERVICES	WITHDRAW	NEGOTIATION	HEARING	SETTLED	
KUALA LUMPUR	1525	844	681	563	185	777	1525	0
PULAU PINANG	541	270	271	189	70	282	541	0
SELANGOR	347	260	87	173	33	141	347	0
JOHOR	328	239	89	163	37	128	328	0
PERAK	258	138	120	105	30	123	258	0
KEDAH	216	125	91	90	28	98	216	0
N. SEMBILAN	190	48	142	97	24	69	190	0
MELAKA	184	49	135	65	6	113	184	0
SABAH	173	50	123	58	68	47	173	0
PAHANG	144	117	27	77	17	50	144	0
PERLIS	66	32	34	25	16	25	66	0
KELANTAN	65	54	11	29	7	29	65	0
TERENGGANU	58	37	21	24	8	26	58	0
SARAWAK	39	15	24	19	6	14	39	0
W.P. LABUAN	16	6	10	8	2	6	16	0
<b>TOTAL</b>	<b>4150</b>	<b>2284</b>	<b>1866</b>	<b>1685</b>	<b>537</b>	<b>1928</b>	<b>4150</b>	<b>0</b>
<b>PERCENTAGE</b>	<b>100%</b>	<b>55.04%</b>	<b>44.96%</b>	<b>40.60%</b>	<b>12.94%</b>	<b>46.46%</b>	<b>100%</b>	<b>0.00%</b>

Source: Based on the Personal Communication with the Tribunal for Consumer Claims

### Claims Filed and Mode of Settlement in 2004 (By State)

	TYPE OF CLAIMS		MODE OF SETTLEMENT			CLAIMS SETTLED	BALANCE	
	GOODS	SERVICES	WITHDRAW	NEGOTIATION	HEARING			
KUALA LUMPUR	972	963	701	184	1050	1935	0	
SELANGOR	660	393	267	307	81	272	660	0
PULAU PINANG	599	413	186	225	62	312	599	0
PERAK	349	152	197	153	38	158	349	0
JOHOR	313	193	120	119	33	161	313	0
KEDAH	219	150	69	99	22	98	219	0
N. SEMBILAN	206	89	117	91	17	98	206	0
SABAH	177	106	71	80	28	69	177	0
PAHANG	168	103	65	80	20	68	168	0
MELAKA	167	78	89	65	8	94	167	0
SARAWAK	101	32	69	33	33	35	101	0
KELANTAN	74	56	18	32	9	33	74	0
TERENGGANU	56	29	27	24	11	21	56	0
PERLIS	41	10	31	19	8	14	41	0
W.P. LABUAN	11	5	6	2	2	7	11	0
<b>TOTAL</b>	<b>5076</b>	<b>2781</b>	<b>2295</b>	<b>2030</b>	<b>556</b>	<b>2490</b>	<b>5076</b>	<b>0</b>
<b>PERCENTAGE</b>	<b>100%</b>	<b>54.79%</b>	<b>45.21%</b>	<b>39.99%</b>	<b>10.95%</b>	<b>49.05%</b>	<b>100%</b>	<b>0.00%</b>

Source: Based on the Personal Communication with the Tribunal for Consumer Claims

**Table B-6: Total Claims Filed and Mode of Settlement in 2005 (By State)**

STATE	CLAIMS REGISTERED	TYPE OF CLAIMS		MODE OF SETTLEMENT				CLAIMS SETTLED	BALANCE
		GOODS	SERVICES	WITHDRAW	NEGOTIATION	HEARING			
						AWARD	DISMISSED		
KUALA LUMPUR	2046	1085	961	865	203	813	165	2046	0
PULAU PINANG	797	528	269	343	70	343	41	797	0
SELANGOR	597	356	241	256	63	228	50	597	0
JOHOR	401	305	96	186	36	162	17	401	0
MELAKA	348	269	79	182	20	125	21	348	0
PERAK	293	215	78	118	25	140	10	293	0
N. SEMBILAN	270	145	125	121	23	111	15	270	0
PAHANG	268	232	36	128	31	95	14	268	0
PUTRAJAYA	257	157	100	93	23	131	10	257	0
SABAH	246	156	90	104	21	92	29	246	0
KEDAH	203	103	100	93	14	83	13	203	0
SARAWAK	150	78	72	77	12	52	9	150	0
KELANTAN	88	49	39	49	10	24	5	88	0
TERENGGANU	87	53	34	35	21	25	6	87	0
PERLIS	48	27	21	16	5	17	10	48	0
W.P. LABUAN	7	4	3	1	2	2	2	7	0
<b>TOTAL</b>	<b>6106</b>	<b>3762</b>	<b>2344</b>	<b>2667</b>	<b>579</b>	<b>2443</b>	<b>417</b>	<b>6106</b>	<b>0</b>
<b>PERCENTAGE</b>	<b>100%</b>	<b>61.61%</b>	<b>38.39%</b>	<b>43.68%</b>	<b>9.48%</b>	<b>40.01%</b>	<b>6.83%</b>	<b>100.00%</b>	<b>0.00%</b>

Source: Based on the Personal Communication with the Tribunal for Consumer Claims



### Claims Filed and Mode of Settlement in 2006 (By State)

	TYPE OF CLAIMS			MODE OF SETTLEMENT				CLAIMS SETTLED	BALANCE
	REGISTERED	SERVICES	GOODS	WITHDRAW	NEGOTIATION	HEARING			
						AWARD	DISMISSED		
KUALA LUMPUR	2514	1175	1339	1060	323	991	140	2514	0
SELANGOR	1024	483	541	414	114	439	57	1024	0
PULAU PINANG	603	314	289	306	71	180	46	603	0
JOHOR	494	303	191	198	54	225	17	494	0
PUTRAJAYA	422	218	204	178	55	166	23	422	0
N. SEMBILAN	377	177	200	134	68	155	20	377	0
MELAKA	352	248	104	184	45	113	10	352	0
PAHANG	338	232	106	158	26	138	16	338	0
PERAK	327	212	115	123	48	125	31	327	0
SABAH	325	216	109	173	48	90	14	325	0
SARAWAK	251	190	61	162	17	62	10	251	0
KEDAH	215	101	114	100	22	75	18	215	0
TERENGGANU	191	114	77	99	16	63	13	191	0
KELANTAN	91	32	59	36	15	37	3	91	0
PERLIS	62	41	21	33	12	16	1	62	0
W.P. LABUAN	24	17	7	7	9	7	1	24	0
<b>TOTAL</b>	<b>7610</b>	<b>4073</b>	<b>3537</b>	<b>3365</b>	<b>943</b>	<b>2882</b>	<b>420</b>	<b>7610</b>	<b>0</b>
<b>PERCENTAGE</b>	<b>100%</b>	<b>53.52%</b>	<b>46.48%</b>	<b>44.22%</b>	<b>12.39%</b>	<b>37.87%</b>	<b>5.52%</b>	<b>100.00%</b>	<b>0.00%</b>

Source: Based on the Personal Communication with the Tribunal for Consumer Claims

**Table B-8: Total Claims Filed and Mode of Settlement in 2007 (By State)**

STATE	CLAIMS REGISTERED	TYPE OF CLAIMS		MODE OF SETTLEMENT				CLAIMS SETTLED	BALANCE
		GOODS	SERVICES	WITHDRAW	NEGOTIATION	HEARING			
						AWARD	DISMISSED		
KUALA LUMPUR	2669	1120	1549	1196	274	1059	140	2669	0
SELANGOR	1351	749	602	663	84	550	54	1351	0
PULAU PINANG	540	290	250	252	64	193	31	540	0
PUTRAJAYA	527	310	217	174	88	243	22	527	0
JOHOR	499	329	170	246	67	173	13	499	0
PERAK	433	256	177	204	72	145	12	433	0
SABAH	372	185	187	180	31	149	12	372	0
MELAKA	348	244	104	187	40	110	11	348	0
PAHANG	327	240	87	136	20	135	36	327	0
SARAWAK	293	163	130	121	15	144	13	293	0
N. SEMBILAN	255	137	118	99	45	88	23	255	0
KEDAH	214	153	61	85	18	101	10	214	0
KELANTAN	104	47	57	55	6	37	6	104	0
TERENGGANU	102	62	40	58	7	32	5	102	0
PERLIS	48	22	26	18	7	17	6	48	0
W.P. LABUAN	19	10	9	14	1	4	0	19	0
<b>TOTAL</b>	<b>8101</b>	<b>4317</b>	<b>3784</b>	<b>3688</b>	<b>839</b>	<b>3180</b>	<b>394</b>	<b>8101</b>	<b>0</b>
<b>PERCENTAGE</b>	<b>100%</b>	<b>53.29%</b>	<b>46.71%</b>	<b>45.53%</b>	<b>10.36%</b>	<b>39.25%</b>	<b>4.86%</b>	<b>100.00%</b>	<b>0.00%</b>

Source: Based on the Personal Communication with the Tribunal for Consumer Claims

### Claims Filed and Mode of Settlement in 2008 (By State)

	TYPE OF CLAIMS			MODE OF SETTLEMENT				CLAIMS SETTLED	BALANCE
	GOODS	SERVICES	WITHDRAW	NEGOTIATION	HEARING				
					AWARD	DISMISSED			
KUALA LUMPUR	2316	943	1373	1027	297	894	98	2316	0
SELANGOR	1020	551	469	406	116	450	48	1020	0
JOHOR	792	525	267	413	82	261	36	792	0
PULAU PINANG	525	276	249	254	83	156	32	525	0
SABAH	517	209	308	200	31	272	14	517	0
PERAK	421	298	123	213	53	142	13	421	0
MELAKA	359	226	133	190	39	118	12	359	0
PUTRAJAYA	343	186	157	124	52	142	25	343	0
PAHANG	243	179	64	123	36	77	7	243	0
N. SEMBILAN	212	132	80	81	48	73	10	212	0
SARAWAK	207	144	63	105	40	54	8	207	0
KELANTAN	167	100	67	91	19	42	15	167	0
KEDAH	136	82	54	68	19	38	11	136	0
TERENGGANU	88	46	42	46	13	21	8	88	0
W.P. LABUAN	49	27	22	31	6	10	2	49	0
PERLIS	45	14	31	17	8	20	0	45	0
<b>TOTAL</b>	<b>7440</b>	<b>3938</b>	<b>3502</b>	<b>3389</b>	<b>942</b>	<b>2770</b>	<b>339</b>	<b>7440</b>	<b>0</b>
<b>PERCENTAGE</b>	<b>100%</b>	<b>52.93%</b>	<b>47.07%</b>	<b>45.55%</b>	<b>12.66%</b>	<b>37.23%</b>	<b>4.56%</b>	<b>100.00%</b>	<b>0.00%</b>

Source: Based on the Personal Communication with the Tribunal for Consumer Claims

**Table B-10: Total Claims Filed and Mode of Settlement until 31 August 2009 (By State)**

STATE	CLAIMS REGISTERED	TYPE OF CLAIMS		MODE OF SETTLEMENT				CLAIMS SETTLED	BALANCE
		GOODS	SERVICES	WITHDRAW	NEGOTIATION	HEARING			
						AWARD	DISMISSED		
KUALA LUMPUR	1688	726	962	611	201	541	38	1391	297
SELANGOR	534	225	309	185	91	127	25	428	106
JOHOR	336	200	136	152	55	71	4	282	54
PULAU PINANG	295	158	137	116	61	56	12	245	50
SABAH	286	147	139	103	26	61	7	197	89
PERAK	226	144	82	76	41	60	9	186	40
PUTRAJAYA	171	83	88	54	36	52	5	147	24
SARAWAK	153	94	59	82	7	25	7	121	32
N. SEMBILAN	151	84	67	36	31	47	1	115	36
MELAKA	149	91	58	43	22	48	8	121	28
PAHANG	139	113	26	50	22	32	5	109	30
KELANTAN	128	66	62	60	18	20	2	100	28
KEDAH	82	47	35	27	11	26	3	67	15
TERENGGANU	54	34	20	18	4	7	0	29	25
PERLIS	28	18	10	9	4	6	0	19	9
W.P. LABUAN	19	13	6	12	2	2	0	16	3
<b>TOTAL</b>	<b>4439</b>	<b>2243</b>	<b>2196</b>	<b>1634</b>	<b>632</b>	<b>1181</b>	<b>126</b>	<b>3573</b>	<b>866</b>
<b>PERCENTAGE</b>	<b>100%</b>	<b>50.53%</b>	<b>49.47%</b>	<b>36.81%</b>	<b>14.24%</b>	<b>26.61%</b>	<b>2.84%</b>	<b>80.49%</b>	<b>19.51%</b>

Source: Based on the Personal Communication with the Tribunal for Consumer Claims



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## **Appendix C**

### **The Survey Questionnaire**





## CONSUMER COMPLAINT/*ADUAN PENGGUNA*

消费者投诉

### SURVEY QUESTIONNAIRE

*BORANG SOAL SELIDIK*

调查问卷

**Shopping Mall/*Pusat membeli-belah*/商场**

**National Consumer Complaint Centre**  
*Pusat Aduan Pengguna Nagara/国家消费者投诉中心*

**Tribunal for Consumer Claims**  
*Tribunal Tuntutan Pengguna Malaysia/消费者仲裁法庭*

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**FACULTY OF BUSINESS AND ACCOUNTANCY**

***FAKULTI PERNIAGAAN DAN PERAKAUNAN***

**UNIVERSITY OF MALAYA**

***UNIVERSITI MALAYA***

**马来亚大学**

**YEAR 2007**

***(TAHUN 2007)***

**(2007 年)**



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contains a variety of questions designed to see how you feel about complaining against unsatisfactory products or services, what influences it and what the outcomes are. The questions will take about 20 minutes to complete.

**Note:**

1. Please answer all the statements truthfully. There are **no right or wrong** answers to the questions. Give the first answer that comes to your mind. Don't spend too much time thinking about the answer.
2. All information collected from this survey will be kept **confidential** and used only for research purposes.
3. All data will be processed **anonymously**.
4. This questionnaire has four parts. Be sure you fill out **ALL** the questions in part 1-4.

Thank you for participating in this study and your cooperation is very much appreciated. Should you have questions regarding this research, please feel free to contact me.

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Before you answer this questionnaire, please **recollect** an experience where you have been dissatisfied with any product or service in past 12 months. Based on your unsatisfactory experience, choose **ONLY ONE** from the following scale (1 to 7) about your feeling as your answer.

*Sebelum menjawab soalan kaji selidik ini, sila mengingatkan semula pengalaman ketidakpuasan terhadap produk atau perkhidmatan dalam tempoh masa 12 bulan yang lalu. Berdasarkan pengalaman lalu, sila jawab soalan-soalan berikut.*

在回答这份调查问卷之前，请先回忆在过去的 12 个月内你所不满意的产品或服务，根据这些不满意的经历，请从下列每个问题中选出一个适合你的观点的答案。



### ANN 1

Attitude and personal traits on the complaining. Please indicate your level with respect to these statements. For each statement please tick (“√”) the strongly you agree or disagree with each statement.

akuan dan keperibadian terhadap aduan anda. Sila nyatakan tahap juaan anda dengan pernyataan ini. Bagi setiap pernyataan sila tandakan

(“√”) di dalam kotak yang paling tepat menerangkan sejauhmanakah anda amat bersetuju atau tidak. 这一部分是关于你对投诉的看法和个人特性，请指出你的看法，然后在方格中打“√”。

- 1-STRONGLY DISAGREE / *AMAT TIDAK BERSETUJU* / 强烈的不同意
- 2-DISAGREE / *TIDAK BERSETUJU* / 不同意
- 3-SLIGHTLY DISAGREE / *AGAK TIDAK BERSETUJU* / 稍微不同意
- 4-NEUTRAL / *BERKECUALI* / 中立
- 5-SLIGHTLY AGREE / *AGAK BERSETUJU* / 稍微同意
- 6-AGREE / *BERSETUJU* / 同意
- 7-STRONGLY AGREE / *AMAT BERSETUJU* / 强烈的同意

STATEMENTS (PENYATAAN)	Strongly Disagree ( <i>Amat Tidak Bersetuju</i> ) 强烈的不同意		Neutral ( <i>Berkecuali</i> ) 中立			Strongly Agree ( <i>Amat Bersetuju</i> ) 强烈的同意	
	1	2	3	4	5	6	7
	<p>1 It doesn't bother me much if I don't complain about an unsatisfactory product. <i>Ia tidak mengganggu saya apabila perlu membuat aduan tetapi saya tidak melakukannya.</i> 不去投诉不满意的产品，对我没有很大影响。</p> <p>2 It sometimes feels good to get my dissatisfaction and frustration with the product off my chest by complaining. <i>Kadang kala, saya berasa lega / puas hati setelah meluahkan ketidakpuasan dan penderitaan saya tentang produk.</i> 让不满和挫折感通过投诉发泄出去，我会感觉好。</p> <p>3 I often complain when I am dissatisfied with business or products because I feel it is my duty to do so. <i>Saya selalu membuat aduan ketika tidak berpuas hati dengan produk kerana ini adalah tanggungjawab saya.</i> 我认为投诉不满意的产品或服务的是我的职责。</p> <p>4 People are bound to end up with unsatisfactory products once in a while, so they should not complaint about them. <i>Kekadang kita tidak patut mengadu sekiranya produk itu tidak memuaskan.</i> 人们不应该因偶尔买到不满意的产品而去投诉。</p> <p>5 I don't like people who complain to stores, because usually their complaints are unreasonable. <i>Saya tidak suka akan orang yang membuat aduan di kedai kerana mereka selalu membuat aduan yang tidak berpatutan.</i> 我不喜欢去商店投诉的人，因为他们的投诉通常是不合理的。</p> <p>6 By complaining about defective products, I may prevent other consumers from experiencing the same problem. <i>Dengan membuat aduan tentang produk yang bermasalah, saya dapat menghalang pengguna lain mengalami pengalaman yang sama.</i> 投诉有问题的产品，有助于防止其他消费者面对同样的问题。</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

STATEMENTS  
(Pernyataan)

Strongly Disagree (Amat Tidak Bersetuju) 强烈的不同意		Neutral (Berkecuali) 中立			Strongly Agree (Amat Bersetuju) 强烈的同意	
1	2	3	4	5	6	7

7	<p>People have a responsibility to tell stores when a product they purchase is defective. <i>Kita mempunyai tanggungjawab untuk membuat aduan kepada penjual apabila produk yang dibeli tidak memuaskan.</i> 人们有责任去商店投诉有问题的产品。</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	<p>By making complaints about unsatisfactory products to stores, in the long run, the quality of products will improve. <i>Aduan yang berterusan dapat meningkatkan kualiti produk pada masa depan.</i> 长期下去，投诉不满意的产品有助于提高产品的质量。</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	<p>Store employees are often quite unpleasant to customers who return unsatisfactory products. <i>Pekedai berasa agak tidak gembira apabila pelanggannya memulangkan produk yang tidak memuaskan.</i> 当顾客退还不满意的产品时，商店的雇员通常会不高兴。</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	<p>Firms usually are willing to replace faulty products <i>Syarikat sanggup menggantikan produk yang bermasalah.</i> 公司通常很乐意替换有问题的产品。</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	<p>Most firms make an effort to ensure good condition of their goods. <i>Syarikat sanggup mengambil inisiatif untuk memastikan produk yang dijualnya berkualiti baik.</i> 大多数的公司努力确保他们的产品优势。</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	<p>Firms do not take notice of complaints made. <i>Syarikat tidak mepedulikan aduan yang dibuat.</i> 公司没有理会产品的投诉。</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	<p>Most businesses will cheat you if you don't stand up for your rights. <i>Kebanyakan peniaga akan menipu jika anda tidak mempertahankan hak-hak anda.</i> 如果你不维护你的权利，大部分的商家会欺诈你。</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	<p>Firms are usually willing to provide refunds for faulty products. <i>Syarikat biasanya sanggup membayar pampasan ke atas produk yang bermasalah.</i> 公司通常乐意对有问题的产品提供退款。</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	<p>Advertisements usually present a true picture of the products. <i>Pengiklanan biasanya menunjukkan kebenaran tentang sesuatu produk.</i> 广告通常提供产品的真实的一面。</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	<p>Firms take a long time to respond to a complaint <i>Syarikat mengambil masa yang panjang untuk bertindak terhadap sesuatu aduan.</i> 公司花很长的时间答复投诉。</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	<p>Most stores say they want their customers satisfied, but they are not willing to stand behind their word. <i>Kebanyakan penjual berharap pelanggannya berpuas hati tetapi mereka tidak menunaikan janji.</i> 大部分的商家说希望顾客满意，但通常他们不履行他们的诺言。</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

STATEMENTS (Pernyataan)		Strongly Disagree (Amat Tidak Bersetuju) 强烈的不同意		Neutral (Berkecuali) 中立			Strongly Agree (Amat Bersetuju) 强烈的同意	
		1	2	3	4	5	6	7
18	Firms are usually willing to provide repairs for faulty products. <i>Syarikat biasanya sanggup memperbaiki produk yang bermasalah.</i> 公司通常乐意对有问题产品提供维修。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	If it happens that I buy an unsatisfactory item, I try to do something about it. <i>Jika saya terbeli barang yang tidak memuaskan, saya akan cuba melakukan sesuatu.</i> 如果我购买到不满意的产品，我会尽量采取一些行动。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Usually, when I plan to buy something I can find the best deal. <i>Biasanya, jika saya merancang untuk membeli sesuatu barang, saya dapat mencari urusaniaga yang terbaik.</i> 通常，当我计划要买一些东西时，我能达成很好的交易。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	Making good buys depends on how hard I look. <i>Sama ada dapat membeli produk yang berkualiti bergantung kepada usaha saya.</i> 是否能买到好产品，有赖于我的努力。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	Being able to wait for sales and looking for information about the item has really helped me get good deals. <i>Kesanggupan menunggu jualan murah dan mencari maklumat tentang barangan tersebut membolehkan saya mendapat urusaniaga yang baik.</i> 等到折价销售并搜索有关产品的资料，都能有效地帮我获得好的交易。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	I have often found it useful to complain about unsatisfactory products. <i>Saya berasa membuat aduan tentang produk yang kurang memuaskan adalah berkesan</i> 我通常觉得投诉不满意的产品是有效的。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Usually I make an effort to be sure that I don't end up with a low quality product when I go shopping. <i>Lazimnya, saya cuba sedaya upaya supaya tidak membeli barangan yang berkualiti rendah ketika membeli – belah.</i> 我通常努力确保自己购物时没有买到质量很差的产品。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	Sometimes when I don't know much about a product, I might as well decide which brand to buy just by flipping a coin. <i>Kadang kala, ketika saya tidak mengetahui sesuatu produk, saya akan membeli sembarangan sahaja.</i> 通常当我不清楚某个产品时，我会以掷硬币的方法来决定买哪个品牌的产品	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	There have been times when I just could not resist the pressure of a good salesperson. <i>Saya pernah membeli sesuatu barangan disebabkan tekanan daripada jurujual.</i> 我曾经因售货员的压力而购买某个产品。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	It's hard for me to know whether or not something is a good buy. <i>Sama ada dapat membeli produk yang baik adalah perkara yang sukar untuk saya.</i> 对我来说要知道能否购得好的产品是件很困难的事。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	To me, there's not much point in trying too hard to discover differences in quality between products. <i>Membezakan kualiti produk adalah tidak penting bagi saya.</i> 分辨产品的质量，对我来说并不重要。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

MENTS  
TAAN)

Strongly Disagree (Amat Tidak Bersetuju) 强烈的不同意		Neutral (Berkecuali) 中立			Strongly Agree (Amat Bersetuju) 强烈的同意	
1	2	3	4	5	6	7

29	I find that there's no point to shop around because prices are nearly the same everywhere. <i>Saya berasa memperuntukkan masa untuk membeli-belah adalah tidak bermakna kerana harga adalah lebih kurang sama di kebanyakan kedai.</i> 我觉得逛商店毫无意义，因为每家商店的价格都大概一样。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30	When I buy something unsatisfactory, I usually keep it because complaining doesn't help. <i>Ketika terbeli produk yang tidak memuaskan, biasanya saya akan menyimpannya kerana membuat aduan adalah tidak berguna.</i> 当购得不满意的产品时，我通常会收起来，因为投诉无效。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31	Sometimes I can't understand how I end up buying the kinds of things that I do. <i>Kadang kala, saya membeli sesuatu produk tanpa sebab.</i> 有时我不明白自己为什么会买下那些东西。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32	I am vulnerable to rip-offs, no matter how hard I try to prevent them. <i>Walaupun saya berusaha untuk mengelakkan penipuan, namun ia tetap berlaku</i> 不论我怎样努力避免被欺诈，但还是会被欺诈。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33	Making complaint would take a lot of time. <i>Membuat aduan memerlukan masa yang panjang.</i> 投诉会花费很多时间。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34	Making complaint would disrupt family routines. <i>Membuat aduan akan mengganggu kehidupan keluarga.</i> 投诉会打乱家庭的日常安排。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35	Making complaint would require substantial out-of-product expenses. <i>Membuat aduan memerlukan perbelanjaan yang besar selain kos produk.</i> 投诉会花费产品以外的费用。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36	Making complaint would require a lot of effort to find out whom to contact. <i>Membuat aduan memerlukan usaha untuk mencari pihak yang berkenaan.</i> 投诉要花很多的精力去联络有关人士。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
37	My health is poor and I am unable to go to service/product provider and/or any "public" agency to making complaint. <i>Kesihatan saya kurang baik dan tidak dapat mengadu kepada penyedia perkhidmatan / produk dan / atau mana-mana agensi awam.</i> 我的身体不好，不能出门去商家或公共代办处投诉。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
38	Making complaint would be a hassle, so I don't need. <i>Saya tidak mahu mengalami kesulitan yang timbul ketika membuat aduan</i> 我不想面对投诉所引起的麻烦。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
39	The higher the price of the product, the more likely I am to complain. <i>Semakin mahal produk tersebut, semakin besar kemungkinannya saya membuat aduan.</i> 产品的价格越高，我越有可能去投诉。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

		STATEMENTS (ATAAN)						
		Strongly Disagree (Amat Tidak Bersetuju) 强烈的不同意		Neutral (Berkecuali) 中立			Strongly Agree (Amat Bersetuju) 强烈的同意	
		1	2	3	4	5	6	7
40	<p>If the product is meant to be used for a long time, I am more likely to complain if it is faulty.</p> <p><i>Jika produk itu dirancang untuk penggunaan jangka panjang, besarkemungkinannya saya membuat aduan jika ia bermasalah.</i></p> <p>如果是计划长期使用的产品，有问题的话我更愿意去投诉。</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
41	<p>If the faulty product is one which is often seen by my friends, I am more likely to complain.</p> <p><i>Saya akan membuat aduan jika masalah produk berkenaan dikesan oleh kawan saya.</i></p> <p>如果有问题的产品经常被朋友看到，我更要去投诉。</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
42	<p>The more frequently I have to use the product, the more likely I am to complain if it is faulty.</p> <p><i>Semakin tinggi kekerapan penggunaan produk, semakin besarkemungkinannya saya membuat aduan.</i></p> <p>产品的使用率越高，我越要去投诉。</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



**BIAN 2**

Comments regarding your opinions. Please tick ("√") the box which you.

nyatakan pendapat anda. Sila tanda "√" pada kotak yang paling sesuai

符合你的看法，然后在方格中打“√”

		<p>1-VERY POOR (Don't Know it)/ <i>SANGAT LEMAH</i> / 非常差                  2-POOR / <i>AGAK LEMAH</i> / 比较差                  3-SLIGHTLY POOR/ <i>LEMAH</i> / 差                  4-AVERAGE / <i>BERKECUALI</i> / 中立                  5-SLIGHTLY WELL / <i>BAIK</i> / 好                  6-WELL/ <i>AGAK BAIK</i> / 比较好                  7-EXCELLENT / <i>SANGAT BAIK</i> / 非常好</p>						
STATEMENTS (PENYATAAN)		Very Poor ( <i>Sangat Lemah</i> ) 非常差		Neutral ( <i>Berkecuali</i> ) 中立			Excellent ( <i>Sangat Baik</i> ) 非常好	
		1	2	3	4	5	6	7
43	<p><u>Knowledge of consumer rights and agency</u>  <i>Pengetahuan tentang hak pengguna dan agensi</i>                      对消费者权益和代办处的认识</p>							
1	<p>Consumer Rights / <i>Hak Pengguna</i>                      消费者的权益</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	<p>Consumer Protection Acts / <i>Akta Perlindungan Pengguna</i>                      消费者保护法</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	<p>Ministry of Domestic Trade and Consumer Affairs  <i>Kementerian Perdagangan Dalam Negeri dan Hal-Ehwal Pengguna</i>                      国内贸易和消费者事务部</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	<p>Tribunal for Consumer Claims  <i>Tribunal Tuntutan Pengguna Malaysia</i>                      消费者仲裁法庭</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	<p>Federation of Malaysian Consumer Association (FOMCA)  <i>Gabungan Persatuan-Persatuan Pengguna Malaysia</i>                      马来西亚消费者联邦协会</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	<p>Consumer Association / <i>Persatuan Pengguna</i>                      消费者协会</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	<p>National Consumer Complaint Central  <i>Pusat Aduan Pengguna Negara</i>                      国家消费者投诉中心</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
STATEMENTS (PENYATAAN)		Times / Kali / 次数						
44	<p><b>Number of prior dissatisfaction experience</b>  <i>Bilangan ketidakpuasan masa lalu</i>                      先前不满意经历的次数                      Number of times in past 12 months you had complained to service/product provider and/or reported your dissatisfaction to any public agency.  <i>Berapa kali anda telah mengadu kepada penyedia perkhidmatan / produk dalam 12 bulan yang lalu dan / atau melaporkan ketidakpuasan anda kepada mana-mana agensi awam?</i>                      过去的 12 个月内，你对服务业/产品不满意时，到供应商和/或公共代办处的投诉次数。</p>						<input type="checkbox"/>	

### GIAN 3

about your opinion and actions you had taken. Please tick best description for you.

pendapat anda dan tindakan yang telah anda lakukan. Sila tanda "✓" pada jukkan pendapat anda.

下面是征求你的看法，请指出适合你的看法，然后在方格中打“✓”

- 1-VERY UNLIKELY / SANGAT TIDAK RELA / 非常不愿意
- 2-UNLIKELY / TIDAK RELA / 不愿意
- 3-SLIGHTLY UNLIKELY / AGAK TIDAK RELA / 稍微不愿意
- 4-NEUTRAL / BERKECUALI / 中立
- 5-SLIGHTLY LIKELY / AGAK RELA / 稍微愿意
- 6-LIKELY / RELA / 愿意
- 7-VERY LIKELY / SANGAT RELA / 非常愿意

STATEMENTS (PENYATAAN)	Very Unlikely (Sangat Tidak Relat) 非常不愿意		Neutral (Berkecuali) 中立			Very Likely (Sangat Relat) 非常愿意	
	1	2	3	4	5	6	7
	<p>45 If you believe the retailer will take appropriate action (e.g. exchange, refund, apology, reward), will you complain about your dissatisfaction to the retailer? <i>Jika anda menganggap bahawa pekedai / syarikat akan mengambil tindakan yang sewajarnya, mungkinkah anda membuat aduan?</i> 如果你认为商店/公司将会对顾客的投诉采取措施（如：换货，退款，道歉，奖赏），你还会愿意向他们投诉吗？</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>46 If you believe the retailer will take appropriate action and give better service in the future, will you complain about your dissatisfaction to the retailer? <i>Jika anda menganggap bahawa pekedai / syarikat akan mengambil tindakan yang sewajarnya dan memberi perkhidmatan yang lebih baik pada masa akan datang, mungkinkah anda membuat aduan?</i> 如果你认为商店/公司将会对顾客的投诉采取措施并将提供更好的服务时，你还会愿意向他们投诉吗？</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>47 If you believe the retailer will give better service in the future and this will also benefit other consumers, will you complain about your dissatisfaction to the retailer? <i>Jika anda menganggap bahawa pekedai / syarikat akan memberi perkhidmatan yang lebih baik pada masa akan datang dan ini juga akan memanfaatkan pengguna lain, mungkinkah anda membuat aduan?</i> 如果你认为商店/公司将会对顾客的投诉提供更好的服务，同时有益于其他的顾客，你还会愿意向他们投诉吗？</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>48 If you complain about your dissatisfaction to the retailer, the retailer will take appropriate action (e.g. exchange, refund, apology, reward). <i>Jika anda mengadu ketidakpuasan anda kepada pekedai, mereka sudi mengambil tindakan yang sewajarnya seperti menukar ganti, membayar balik wang, meminta maaf, memberi ganjaran.</i> 如果你向商店/公司投诉你的不满时，商家将愿意采取适当的措施（如：换货，退款，道歉，奖赏）。</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

		RESENTS (SANGAT TAK PUAS)						
		Very Unlikely (Sangat Tidak Rela) 非常不愿意	Neutral (Berkecuali) 中立			Very Likely (Sangat Rela) 非常愿意		
		1	2	3	4	5	6	7
49	If you complain about your dissatisfaction to the retailer, the retailer will take appropriate action and will give better service in the future. <i>Jika anda mengadu ketidakpuasan anda kepada pekedai, mereka sudi mengambil tindakan yang sewajarnya dan memberi perkhidmatan yang lebih baik.</i> 如果你向商店/公司投诉你的不满时,商家将愿意采取适当的措施并提供更好的服务。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
50	If you complain about your dissatisfaction to the retailer, the retailer will give better service in the future and this will also benefit other consumers. <i>Jika anda mengadu ketidakpuasan anda kepada pekedai, mereka sudi memberi perkhidmatan yang baik pada masa akan datang dan ini juga memanfaatkan pengguna yang lain.</i> 如果你向商店/公司投诉你的不满时,商家将愿意提供更好并有益于其他顾客的服务。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51	Forget about the incident and do nothing? <i>Lupakan saja dan tidak melakukan apa-apa?</i> 忘记并不做任何事?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
52	Definitely complain to the store/company manager on your next trip? <i>Mengadu kepada pengurus kedai / syarikat apabila mengunjungi kedai / syarikat berkenaan kelak.</i> 下次一定向商店/公司管理者投诉	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
53	Go back or call the shop/company immediately and ask them to take care of your problem. <i>Balik ke kedai / syarikat atau menelefon pekedai tersebut untuk membuat aduan dan meminta pekedai mengambil berat tentang masalah saya.</i> 立刻拨电或回去商店/公司, 并且要求他们关注你的问题。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
54	Decide not to use that shop/company again? <i>Tidak akan melawat kedai / syarikat itu lagi?</i> 决定不再光顾那个商店/公司?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
55	Speak to your friends and relatives about your bad experience? <i>Memberitahu kawan-kawan dan saudara mara tentang pengalaman yang kurang baik anda?</i> 告诉朋友和亲人关于你不幸的经历?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
56	Convince your friends and relatives not to use that shop / company? <i>Menasihati kawan dan saudara mara supaya tidak membeli dari kedai / syarikat itu?</i> 说服朋友和亲人不再光顾那家商店/公司?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
57	Complain to a consumer agency and ask them to make that shop /company take care of your problem? <i>Membuat aduan kepada agensi pengguna dan meminta mereka mengarah pekedai / syarikat tersebut memberi tumpuan kepadamasalah anda?</i> 向消费者代办处投诉, 并要求他们让商家注意你的问题?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	STATEMENTS (Pernyataan)	Very Unlikely (Sangat Tidak Rela) 非常不愿意							Neutral (Berkecuali) 中立							Very Likely (Sangat Rela) 非常愿意						
		1	2	3	4	5	6	7	1	2	3	4	5	6	7	1	2	3	4	5	6	7
58	Write a letter to the local newspaper about your bad experience? <i>Menulis surat aduan kepada pengurus suratkhobar tempatan?</i> 写信向报社投诉你的不幸经历。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
59	Report to the consumer agency so that they can warn other consumers? <i>Melapor kepada agensi pengguna supaya pihak berkenaan dapat menasihati pengguna lain?</i> 向消费者代办处投诉，这样他们就能够提醒其他消费者？	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
60	Take some legal action against the shop/manufacturer/company. <i>Mengambil tindakan undang-undang ke atas pekedai / pekilang / syarikat.</i> 对商家/厂家/公司采取一些法律行动？	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Actions you had taken / Tindakan yang telah anda lakukan / 你所采取过的方法

	STATEMENTS (PENYATAAN)	YES <i>Ya</i> 是		NO <i>Tidak</i> 否	
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
61	Warned family and friends. <i>Mengingatkan ahli-ahli keluarga dan kawan-kawan.</i> 提醒了家庭成员和朋友。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
62	Returned product for rework and / or complained to management. <i>Memulangkan produk itu untuk diperbaiki atau telah membuat aduan kepada pekedai.</i> 归还产品以便维修或/和向管理者投诉。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
63	Contacted manufacturer/shop/company. <i>Menghubungi pihak pekilang / pekedai / syarikat.</i> 联络过厂家/商家/公司。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
64	Contacted Better Business Bureau, state office of consumer affairs, National Consumer Complaint Centre or private consumer agency. <i>Menghubungi pihak Biro Perniagaan, Pejabat Kebajikan Pengguna Negeri, Pusat Aduan Pengguna Negara atau agensi pengguna swasta.</i> 联络过商业办公署，政府消费者事务办公室，或私人消费者代办处。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
65	Took some legal action (e.g. tribunal). <i>Mengambil tindakan undang-undang (tribunal).</i> 采取过法律措施。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## AGIAN 4

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Answer the following questions about yourself. The information is important in the analysis of data. Please be assured that all responses will be kept strictly confidential. Please check one category or fill in the blank as required / Di dalam bahagian ini, sila jawab soalan-soalan berikut tentang diri anda.

Maklumat-maklumat yang diberikan adalah amat penting di dalam analisis data. Harap maklum bahawa semua maklum-balas akan disimpan sebagai rahsia. Sila tandakan satu jawapan atau isikan tempat kosong seperti mana diminta.

这一部分是关于你的个人资料，这将对调查有着非常重要的作用，保证所填的资料会保密。请按要求回答。

### RESPONDENT'S PROFILE / PROFIL RESPONDEN

- |   |   |
|---|---|
| <p>1 Gender / Jantina / 性别</p> <p><input type="checkbox"/> Male / Lelaki / 男</p> <p><input checked="" type="checkbox"/> Female / Perempuan / 女</p>  | <p>2 Race / Bangsa / 族群</p> <p><input type="checkbox"/> Malay / Melayu / 马来人</p> <p><input type="checkbox"/> Chinese / Cina / 华人</p> <p><input type="checkbox"/> Indian / India / 印度人</p>   |
| <p>3 Occupation / Pekerjaan</p> <p><input type="checkbox"/> Government Employees<br/>kaki tangan kerajaan / 政府职员</p> <p><input type="checkbox"/> Private Sector Employees<br/>pekerja swasta / 私人企业职员</p> <p><input type="checkbox"/> Self Employed<br/>bekerja sendiri / 自雇</p> <p><input type="checkbox"/> Housewife<br/>suri rumah / 家庭主妇</p> <p><input type="checkbox"/> Student<br/>pelajar / 学生</p> <p><input type="checkbox"/> Others<br/>Lain-lain. Sila nyatakan / 其他: _____</p>   | <p>4 Age / Umur</p> <p><input type="checkbox"/> Less than 25<br/>kurang daripada 25 tahun / 小于 25 岁</p> <p><input type="checkbox"/> 26 to 40 years old<br/>26 hingga 40 tahun / 26 到 40 岁</p> <p><input type="checkbox"/> 41 to 55 years old<br/>41 hingga 55 tahun / 41 到 55 岁</p> <p><input type="checkbox"/> Older than 56 years old /<br/>lebih daripada 56 / 大于 56 岁</p>   |
| <p>5 Marital Status</p> <p>Status Perkahwinan / 婚姻状况</p> <p><input type="checkbox"/> Single / Bujang / 单身</p> <p><input type="checkbox"/> Married without Children / 结婚无孩子<br/>Berkahwin dan tidak mempunyai anak</p> <p><input type="checkbox"/> Married with Children / 结婚有孩子<br/>Berkahwin dan mempunyai anak</p> <p><input type="checkbox"/> Others / Lain-lain / 其他</p>  | <p>6 Highest Level of Education</p> <p>Tahap Pendidikan Tertinggi / 受教育水平</p> <p><input type="checkbox"/> LCE / SRP/PMR or below / 小学以下</p> <p><input type="checkbox"/> MCE / SPM/SPVM / 初中</p> <p><input type="checkbox"/> HSC / STP/STPM / 高中</p> <p><input type="checkbox"/> College Diploma / Diploma dari Kolej / 大专</p> <p><input type="checkbox"/> University Degree/Professional /<br/>Ijazah Universiti/ Profesional / 大学 / 专业文凭</p> |
| <p>7 Total Monthly Personal Income / Jumlah Pendapatan individu Sebulan / 大概的个人月收入</p> <p><input type="checkbox"/> Below RM1,000 / Bawah RM1,000 / 低于马币 1,000</p> <p><input type="checkbox"/> RM1,000 to RM2,999 / RM1,000 hingga RM2,999 / 马币 1,000 到 2,999</p> <p><input type="checkbox"/> RM3,000 to RM4,999 / RM3,000 hingga RM4,999 / 马币 3,000 到 4,999</p> <p><input type="checkbox"/> RM5,000 to RM6,999 / RM5,000 hingga RM6,999 / 马币 5,000 到 6,999</p> <p><input type="checkbox"/> RM7,000 and above / RM7,000 dan ke atas / 高于马币 7,000</p> |   |





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## Appendix D

### Crosstabs Results for the Tribunal Records

**Table D-1**

**Gender \* Award Crosstabulation**

			Award1			Total
			Claimant Won	Claimant Failed	Out of Jurisdiction	
gender	Male	% within gender	82.3%	7.1%	10.6%	100.0%
		% within Award1	42.2%	34.5%	41.7%	41.5%
		% of Total	34.1%	2.9%	4.4%	41.5%
	Female	% within gender	79.9%	9.5%	10.6%	100.0%
		% within Award1	57.8%	65.5%	58.3%	58.5%
		% of Total	46.8%	5.6%	6.2%	58.5%
Total	% within gender	80.9%	8.5%	10.6%	100.0%	
	% within Award1	100.0%	100.0%	100.0%	100.0%	
	% of Total	80.9%	8.5%	10.6%	100.0%	

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	.641 <sup>a</sup>	2	.726
Likelihood Ratio	.653	2	.721
Linear-by-Linear Association	.024	1	.876
N of Valid Cases	340		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 12.03.

**Symmetric Measures**

		Value	Approx. Sig.
Nominal by Nominal	Phi	.043	.726
	Cramer's V	.043	.726
N of Valid Cases		340	

a. Not assuming the null hypothesis.

b. Using the asymptotic standard error assuming the null hypothesis.

**Table D-2**

**Race \* Award Crosstabulation**

			Award1			Total
			Claimant Won	Claimant Failed	Out of Jurisdiction	
RACE1	Malay	% within RACE1	81.9%	8.0%	10.1%	100.0%
		% within Award1	41.1%	37.9%	38.9%	40.6%
		% of Total	33.2%	3.2%	4.1%	40.6%
	Chinese	% within RACE1	82.7%	8.0%	9.3%	100.0%
		% within Award1	48.7%	44.8%	41.7%	47.6%
		% of Total	39.4%	3.8%	4.4%	47.6%
	Indian	% within RACE1	70.0%	12.5%	17.5%	100.0%
		% within Award1	10.2%	17.2%	19.4%	11.8%
		% of Total	8.2%	1.5%	2.1%	11.8%
Total	% within RACE1	80.9%	8.5%	10.6%	100.0%	
	% within Award1	100.0%	100.0%	100.0%	100.0%	
	% of Total	80.9%	8.5%	10.6%	100.0%	

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.609 <sup>a</sup>	4	.462
Likelihood Ratio	3.258	4	.516
Linear-by-Linear Association	1.102	1	.294
N of Valid Cases	340		

a. 2 cells (22.2%) have expected count less than 5. The minimum expected count is 3.41.

**Symmetric Measures**

		Value	Approx. Sig.
Nominal by Nominal	Phi	.103	.462
	Cramer's V	.073	.462
N of Valid Cases		340	

a. Not assuming the null hypothesis.

b. Using the asymptotic standard error assuming the null hypothesis.

**Table D- 3**

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**AGE4 \* Award1 Crosstabulation**

			Award1			Total
			Claimant Won	Claimant Failed	Out of Jurisdiction	
AGE4	Below 25	% within AGE4	94.3%	2.9%	2.9%	100.0%
		% within Award1	12.3%	3.6%	3.1%	10.6%
		% of Total	10.0%	.3%	.3%	10.6%
	26-54	% within AGE4	80.9%	9.2%	9.9%	100.0%
		% within Award1	81.8%	89.3%	84.4%	82.7%
		% of Total	66.9%	7.6%	8.2%	82.7%
	Above 55	% within AGE4	72.7%	9.1%	18.2%	100.0%
		% within Award1	5.9%	7.1%	12.5%	6.7%
		% of Total	4.9%	.6%	1.2%	6.7%
Total	% within AGE4	81.8%	8.5%	9.7%	100.0%	
	% within Award1	100.0%	100.0%	100.0%	100.0%	
	% of Total	81.8%	8.5%	9.7%	100.0%	

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	5.714 <sup>a</sup>	4	.222
Likelihood Ratio	6.475	4	.166
Linear-by-Linear Association	4.576	1	.032
N of Valid Cases	329		

a. 4 cells (44.4%) have expected count less than 5. The minimum expected count is 1.87.

**Symmetric Measures**

		Value	Approx. Sig.
Nominal by Nominal	Phi	.132	.222
	Cramer's V	.093	.222
N of Valid Cases		329	

a. Not assuming the null hypothesis.

b. Using the asymptotic standard error assuming the null hypothesis.

**Table D- 4**

Issues in Dispute \* Award Crosstabulation

			Award1			Total
			Claimant Won	Claimant Failed	Out of Jurisdiction	
TPCMPLA1	Product	% within TPCMPLA1	84.1%	5.4%	10.5%	100.0%
		% within Award1	73.1%	44.8%	69.4%	70.3%
		% of Total	59.1%	3.8%	7.4%	70.3%
	Price	% within TPCMPLA1	73.8%	20.0%	6.3%	100.0%
		% within Award1	21.5%	55.2%	13.9%	23.5%
		% of Total	17.4%	4.7%	1.5%	23.5%
	Place	% within TPCMPLA1	71.4%		28.6%	100.0%
		% within Award1	5.5%		16.7%	6.2%
		% of Total	4.4%		1.8%	6.2%
Total		% within TPCMPLA1	80.9%	8.5%	10.6%	100.0%
		% within Award1	100.0%	100.0%	100.0%	100.0%
		% of Total	80.9%	8.5%	10.6%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	25.688 <sup>a</sup>	4	.000
Likelihood Ratio	22.669	4	.000
Linear-by-Linear Association	2.622	1	.105
N of Valid Cases	340		

a. 2 cells (22.2%) have expected count less than 5. The minimum expected count is 1.79.

**Symmetric Measures**

		Value	Approx. Sig.
Nominal by Nominal	Phi	.275	.000
	Cramer's V	.194	.000
N of Valid Cases		340	

a. Not assuming the null hypothesis.

b. Using the asymptotic standard error assuming the null hypothesis.



**Table D- 5**

**Type of Claim \* Award Crosstabulation**

			Award1			Total
			Claimant Won	Claimant Failed	Out of Jurisdiction	
tpclaimt	Goods	% within tpclaimt	82.0%	6.9%	11.1%	100.0%
		% within Award1	56.4%	44.8%	58.3%	55.6%
		% of Total	45.6%	3.8%	6.2%	55.6%
	Services	% within tpclaimt	79.5%	10.6%	9.9%	100.0%
		% within Award1	43.6%	55.2%	41.7%	44.4%
		% of Total	35.3%	4.7%	4.4%	44.4%
Total	% within tpclaimt	80.9%	8.5%	10.6%	100.0%	
	% within Award1	100.0%	100.0%	100.0%	100.0%	
	% of Total	80.9%	8.5%	10.6%	100.0%	

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.537 <sup>a</sup>	2	.464
Likelihood Ratio	1.526	2	.466
Linear-by-Linear Association	.005	1	.941
N of Valid Cases	340		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 12.88.

**Symmetric Measures**

		Value	Approx. Sig.
Nominal by Nominal	Phi	.067	.464
	Cramer's V	.067	.464
N of Valid Cases		340	

a. Not assuming the null hypothesis.

b. Using the asymptotic standard error assuming the null hypothesis.

**Table: D- 6**

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**TPCLAMG1 \* Award1 Crosstabulation**

		Award1			Total
		Claimant Won	Claimant Failed	Out of Jurisdiction	
TPCLAMG1 Durable Product	% within TPCLAMG1	86.8%	7.2%	6.0%	100.0%
	% within Award1	93.5%	92.3%	47.6%	88.4%
	% of Total	76.7%	6.3%	5.3%	88.4%
Nondurable Product	% within TPCLAMG1	45.5%	4.5%	50.0%	100.0%
	% within Award1	6.5%	7.7%	52.4%	11.6%
	% of Total	5.3%	.5%	5.8%	11.6%
Total	% within TPCLAMG1	82.0%	6.9%	11.1%	100.0%
	% within Award1	100.0%	100.0%	100.0%	100.0%
	% of Total	82.0%	6.9%	11.1%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	38.143 <sup>a</sup>	2	.000
Likelihood Ratio	25.692	2	.000
Linear-by-Linear Association	36.727	1	.000
N of Valid Cases	189		

a. 2 cells (33.3%) have expected count less than 5. The minimum expected count is 1.51.

**Symmetric Measures**

		Value	Approx. Sig.
Nominal by Nominal	Phi	.449	.000
	Cramer's V	.449	.000
N of Valid Cases		189	

a. Not assuming the null hypothesis.

b. Using the asymptotic standard error assuming the null hypothesis.

**Table D- 7**

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**tpclaims1 \* Award1 Crosstabulation**

			Award1			Total
			Claimant Won	Claimant Failed	Out of Jurisdiction	
tpclaims1	Repairs and General Services	% within tpclaims1	87.9%	9.1%	3.0%	100.0%
		% within Award1	24.2%	18.8%	6.7%	21.9%
		% of Total	19.2%	2.0%	.7%	21.9%
	Professional and Personal Services	% within tpclaims1	85.7%	13.3%	1.0%	100.0%
		% within Award1	70.0%	81.3%	6.7%	64.9%
		% of Total	55.6%	8.6%	.7%	64.9%
	Financial Services and Insurance	% within tpclaims1	85.7%		14.3%	100.0%
		% within Award1	5.0%		6.7%	4.6%
		% of Total	4.0%		.7%	4.6%
	Out of Jurisdiction	% within tpclaims1	7.7%		92.3%	100.0%
		% within Award1	.8%		80.0%	8.6%
		% of Total	.7%		7.9%	8.6%
Total		% within tpclaims1	79.5%	10.6%	9.9%	100.0%
		% within Award1	100.0%	100.0%	100.0%	100.0%
		% of Total	79.5%	10.6%	9.9%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	110.439 <sup>a</sup>	6	.000
Likelihood Ratio	67.001	6	.000
Linear-by-Linear Association	64.761	1	.000
N of Valid Cases	151		

a. 6 cells (50.0%) have expected count less than 5. The minimum expected count is .70.

**Symmetric Measures**

		Value	Approx. Sig.
Nominal by Nominal	Phi	.855	.000
	Cramer's V	.605	.000
N of Valid Cases		151	

a. Not assuming the null hypothesis.

b. Using the asymptotic standard error assuming the null hypothesis.

**Table D- 8**

**Amonclam5 \* Award1 Crosstabulation**

			Award1			Total
			Claimant Won	Claimant Failed	Out of Jurisdiction	
Amonclam5 50-999	% within Amonclam5		86.3%	11.8%	2.0%	100.0%
	% within Award1		32.0%	41.4%	5.6%	30.0%
	% of Total		25.9%	3.5%	.6%	30.0%
1000-2999	% within Amonclam5		87.2%	7.0%	5.8%	100.0%
	% within Award1		27.3%	20.7%	13.9%	25.3%
	% of Total		22.1%	1.8%	1.5%	25.3%
3000-6999	% within Amonclam5		78.7%	6.4%	14.9%	100.0%
	% within Award1		26.9%	20.7%	38.9%	27.6%
	% of Total		21.8%	1.8%	4.1%	27.6%
7000-25000	% within Amonclam5		65.5%	8.6%	25.9%	100.0%
	% within Award1		13.8%	17.2%	41.7%	17.1%
	% of Total		11.2%	1.5%	4.4%	17.1%
Total	% within Amonclam5		80.9%	8.5%	10.6%	100.0%
	% within Award1		100.0%	100.0%	100.0%	100.0%
	% of Total		80.9%	8.5%	10.6%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	27.989 <sup>a</sup>	6	.000
Likelihood Ratio	28.179	6	.000
Linear-by-Linear Association	22.819	1	.000
N of Valid Cases	340		

a. 1 cells (8.3%) have expected count less than 5. The minimum expected count is 4.95.

**Symmetric Measures**

		Value	Approx. Sig.
Nominal by Nominal	Phi	.287	.000
Nominal by Nominal	Cramer's V	.203	.000
N of Valid Cases		340	

a. Not assuming the null hypothesis.

b. Using the asymptotic standard error assuming the null hypothesis.

**Table D- 9**

**Time from Filing to Hearing \* Award Crosstabulation**

			Award1			Total
			Claimant Won	Claimant Failed	Out of Jurisdiction	
TIME2	Below 60 days	% within TIME2	83.8%	6.8%	9.4%	100.0%
		% within Award1	80.7%	62.1%	69.4%	77.9%
		% of Total	65.3%	5.3%	7.4%	77.9%
61 to 80 days		% within TIME2	80.4%	15.7%	3.9%	100.0%
		% within Award1	14.9%	27.6%	5.6%	15.0%
		% of Total	12.1%	2.4%	.6%	15.0%
81 to 100 days		% within TIME2	53.3%	6.7%	40.0%	100.0%
		% within Award1	2.9%	3.4%	16.7%	4.4%
		% of Total	2.4%	.3%	1.8%	4.4%
Above 101 days		% within TIME2	44.4%	22.2%	33.3%	100.0%
		% within Award1	1.5%	6.9%	8.3%	2.6%
		% of Total	1.2%	.6%	.9%	2.6%
Total		% within TIME2	80.9%	8.5%	10.6%	100.0%
		% within Award1	100.0%	100.0%	100.0%	100.0%
		% of Total	80.9%	8.5%	10.6%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	28.326 <sup>a</sup>	6	.000
Likelihood Ratio	21.617	6	.001
Linear-by-Linear Association	11.701	1	.001
N of Valid Cases	340		

a. 5 cells (41.7%) have expected count less than 5. The minimum expected count is .77.

**Symmetric Measures**

		Value	Approx. Sig.
Nominal by Nominal	Phi	.289	.000
Nominal by Nominal	Cramer's V	.204	.000
N of Valid Cases		340	

a. Not assuming the null hypothesis.

b. Using the asymptotic standard error assuming the null hypothesis.



**Table D-10**

**Evidence \* Award Crosstabulation**

			Award1			Total
			Claimant Won	Claimant Failed	Out of Jurisdiction	
evidence	No	% within evidence	77.4%	8.1%	14.5%	100.0%
		% within Award1	17.5%	17.2%	25.0%	18.2%
		% of Total	14.1%	1.5%	2.6%	18.2%
	Yes	% within evidence	81.7%	8.6%	9.7%	100.0%
		% within Award1	82.5%	82.8%	75.0%	81.8%
		% of Total	66.8%	7.1%	7.9%	81.8%
Total		% within evidence	80.9%	8.5%	10.6%	100.0%
		% within Award1	100.0%	100.0%	100.0%	100.0%
		% of Total	80.9%	8.5%	10.6%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.237 <sup>a</sup>	2	.539
Likelihood Ratio	1.149	2	.563
Linear-by-Linear Association	1.156	1	.282
N of Valid Cases	340		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.29.

**Symmetric Measures**

		Value	Approx. Sig.
Nominal by Nominal	Phi	.060	.539
	Cramer's V	.060	.539
N of Valid Cases		340	

a. Not assuming the null hypothesis.

b. Using the asymptotic standard error assuming the null hypothesis.



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## **Appendix E**

### **Code Book**

	Items	No. of Items	Code Description	Reverse Scoring
Perception on Business Practices and Responsiveness to Complaint (PBPRC)	9-18	10	7-point Likert Scale 1= Strongly Disagree 2= Disagree	9,12,13, 16,17,
Attitude towards Complaining (ATC)	1-5	5	3= Slightly Disagree 4= Neutral	4,5
Societal Benefits (SB)	6-8	3	5= Slightly Agree	None
Internal Locus of Control (ILOC)	19-24	6	6= Agree	None
External Locus of Control (ELOC)	25-32	8	7= Strongly Agree	None
Difficulty of Making a Complaint (DMC)	33-38	5		None
Importance of Product (IP)	39-42	4		None
Probability of Successful Complaint (PSC)	48-50	3	7-point Rating Scale 1= Very Unlikely	None
Perceived Value of Complaint (PVC)	45-47	3	2= Unlikely 3= Slightly Unlikely	None
Complaint Intention (CI)	51-60	10	4= Neutral 5= Slightly Likely 6= Likely 7= Very Likely	51
Knowledge of Consumer Rights and Consumer Agency (KNLEG)	43.1 - 43.7	7	7-point Rating Scale 1= Very Poor 2= Poor 3= Slightly Poor 4= Neutral 5= Slightly Well 6= Well 7= Excellent	None
Number of Prior Experience of Dissatisfaction (NPED)	44	1	Number of times	None
Complaint Action (CA)	61-65	5	Yes/No	None
Gender	66	1	1 =Male; 2 =Female	None
Ethnicity	67	1	1 = Malay 2 =Chinese 3 =Indian	None
Occupation	68	1	1=Government Employees 2=Private Sector Employees 3=Self Employed 4=Housewife 5=Student 6=Others	None
Age	69	1	1=Less than 25 2=26 - 40 3=41 - 55 4=56 and above	None
Marital Status	70	1	1=Single	None

			2=Married Without Children 3=Married With Children 4=Others	
	71	1	1=LCE/SRP/PMR or below 2=MCE/SPM/SPVM 3=HSC/STP/STPM 4=College Diploma 5=University Degree/Professional	None
Monthly Personal Income	72	1	1=Below RM1000 2=RM1000 ó RM2999 3=RM3000 ó RM4999 4=RM5000 ó RM6999 5=RM7000 and Above	None



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## Appendix F

### Rotated Component Matrix for Dependent Variables

Rotated Component Matrix<sup>(a)</sup>

	Component									
	1	2	3	4	5	6	7	8	9	10
Attitudes Toward Business in General 1	-.034	.441	.052	-.136	.003	-.016	-.054	-.114	.029	.280
Attitudes Toward Business in General 2	.104	<b>.757</b>	.000	.108	.056	.128	.039	.027	-.043	-.039
Attitudes Toward Business in General 3	.117	<b>.707</b>	-.071	.080	.093	.052	-.007	.064	.091	.062
Attitudes Toward Business in General 4	.028	<b>.561</b>	-.027	.059	.051	-.029	-.178	-.019	-.066	.281
Attitudes Toward Business in General 5	.016	.118	-.006	-.073	.041	-.019	.082	-.055	-.102	<b>.701</b>
Attitudes Toward Business in General 6	.157	<b>.702</b>	.041	-.065	.074	.049	.120	.015	-.047	.003
Attitudes Toward Business in General 7	.076	.483	-.097	.040	-.065	-.043	.315	-.005	-.249	.119
Attitudes Toward Business in General 8	-.004	.164	-.049	-.102	.008	-.020	-.007	.023	.094	<b>.743</b>
Attitudes Toward Business in General 9	.015	.239	-.019	-.085	-.058	-.004	-.035	-.129	-.004	<b>.715</b>
Attitudes Toward Business in General 10	.061	<b>.585</b>	-.018	.134	.077	-.041	.053	-.010	-.082	.220
Attitude Towards Complaining 1	-.065	.038	.001	.031	.026	<b>.665</b>	.298	.045	-.077	.100
Attitude Towards Complaining 2	.049	.059	-.022	.125	.054	<b>.738</b>	.016	.047	.045	-.042
Attitude Towards Complaining 3	.110	.041	-.007	.099	-.007	<b>.712</b>	-.100	.098	-.011	-.042
Attitude Towards Complaining 4	-.049	.065	.078	.009	.044	<b>.725</b>	-.146	.027	.010	-.033
Attitude Towards Complaining 5	-.046	-.085	.066	-.041	-.024	<b>.694</b>	-.220	.080	.029	-.018
Societal Benefits 1	.002	-.055	.013	.119	.006	.069	-.084	<b>.808</b>	.057	-.068
Societal Benefits 2	.031	-.015	.011	.145	.045	.132	.022	<b>.851</b>	-.060	-.031
Societal Benefits 3	.062	.074	.034	.165	.011	.090	-.032	<b>.807</b>	.026	-.074
Probability of Successful Complaint 1	.039	.080	.116	.053	<b>.897</b>	.051	-.049	.021	-.031	-.052
Probability of Successful Complaint 2	.000	.107	.141	.048	<b>.938</b>	.021	-.039	-.004	.024	.015
Probability of Successful Complaint 3	.007	.117	.155	.072	<b>.914</b>	.025	-.033	.048	.003	.048



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	<b>.798</b>	.051	.005	.055	.022	.049	-.032	.000	.004	.004
Knowledge of Consumer Protection Acts	<b>.874</b>	.036	-.042	.023	-.039	-.009	-.018	.007	.002	.042
Knowledge of Ministry of Domestic Trade and Consumer Affairs	<b>.874</b>	.123	.001	.084	.072	.006	.025	.015	.002	.002
Knowledge of Tribunal for Consumer Claims (TTPM)	<b>.851</b>	.076	-.038	.090	.055	-.027	.030	-.006	-.007	-.043
Knowledge of Federation of Malaysian Consumer Association (FOMCA)	<b>.867</b>	.100	.015	.073	.031	.018	.004	.028	-.025	-.002
Knowledge of Consumer Association (CA)	<b>.854</b>	.067	.009	.070	-.013	-.009	-.040	.050	-.021	.001
Knowledge of National Consumer Complaint Central (NCCC)	<b>.837</b>	.060	-.050	.040	-.066	-.013	-.008	.029	-.034	.024
Internal Locus of Control 1	.128	-.003	-.024	<b>.574</b>	-.018	-.009	-.162	.181	.072	-.068
Internal Locus of Control 2	.092	.092	-.008	<b>.706</b>	.019	.000	.030	.062	-.139	-.006
Internal Locus of Control 3	.026	-.043	.033	<b>.718</b>	.015	.096	.089	.033	-.036	-.061
Internal Locus of Control 4	.026	.026	.016	<b>.680</b>	.031	.015	.003	.031	.002	.031
Internal Locus of Control 5	.087	.260	-.004	<b>.590</b>	.021	.078	-.097	.136	.106	-.118
Internal Locus of Control 6	.044	-.032	.076	<b>.592</b>	.096	.063	-.158	.053	-.036	-.105
External Locus of Control 1	-.012	.050	.004	-.086	-.041	-.084	<b>.664</b>	-.041	.144	.042
External Locus of Control 2	.032	-.051	-.012	.017	-.002	-.057	.219	-.010	<b>.710</b>	.087
External Locus of Control 3	-.035	-.132	-.046	.024	-.003	.102	.331	.011	<b>.536</b>	.068
External Locus of Control 4	-.023	.129	-.025	-.084	-.058	-.040	<b>.598</b>	-.104	.251	-.037
External Locus of Control 5	.076	.079	-.075	-.007	-.004	-.059	<b>.626</b>	.042	.119	.014
External Locus of Control 6	-.107	-.160	.060	-.079	-.009	-.043	<b>.642</b>	-.025	.234	-.038
External Locus of Control 7	-.054	-.084	-.036	-.103	-.016	.019	.070	-.057	<b>.765</b>	-.063
External Locus of Control 8	-.003	.047	-.053	.019	.013	-.021	.202	.093	<b>.636</b>	-.080
Perceived Value of Complaint 1	-.039	-.032	<b>.933</b>	.043	.132	.035	.007	.025	-.033	-.049
Perceived Value of Complaint 2	-.029	-.032	<b>.958</b>	.030	.138	.046	-.014	.021	-.053	-.012
Perceived Value of Complaint 3	-.022	-.014	<b>.945</b>	.032	.141	.037	-.068	.013	-.056	-.013

Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization.

a Rotation converged in 7 iterations.



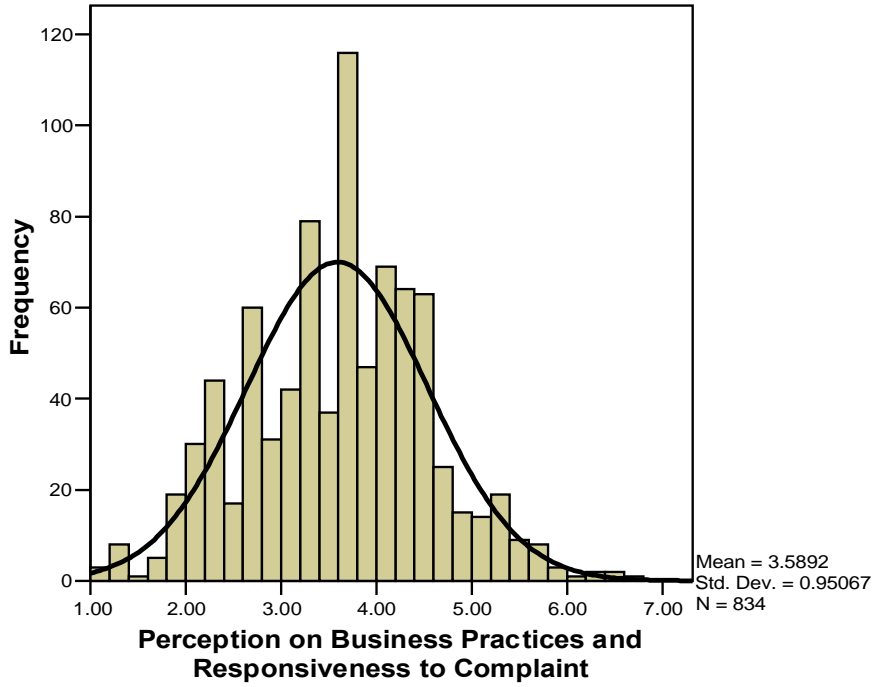
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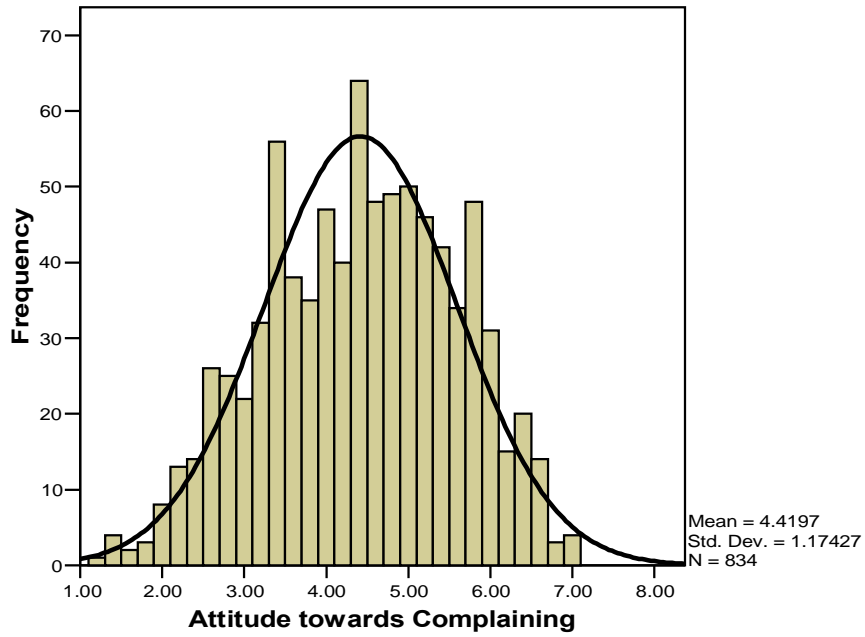
## Appendix G

### Test of Normality Using Histogram (with Normal Curve)

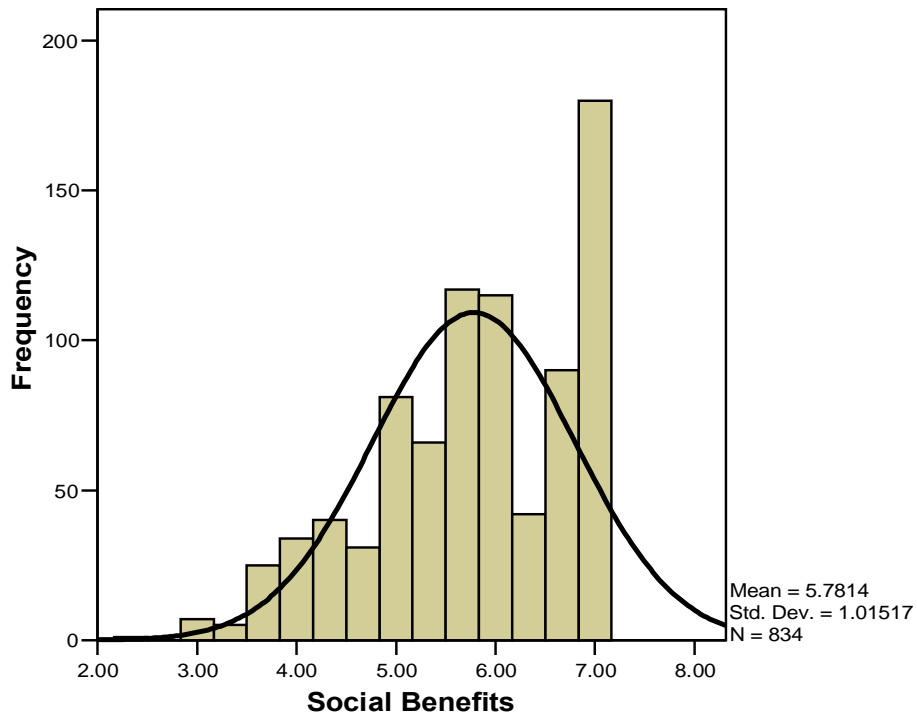
### Business Practices and Responsiveness to Complaint



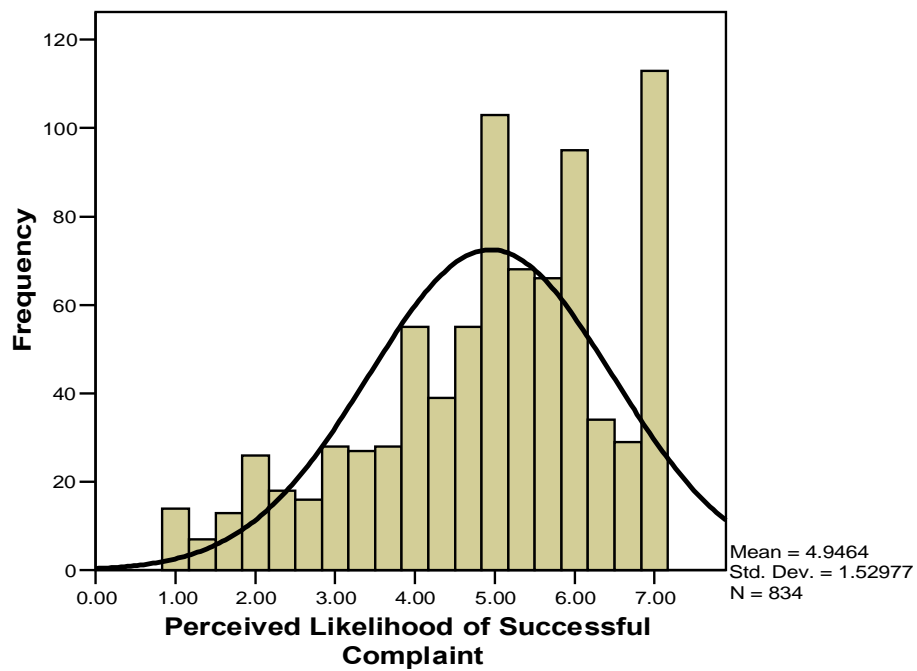
### Attitude towards Complaining



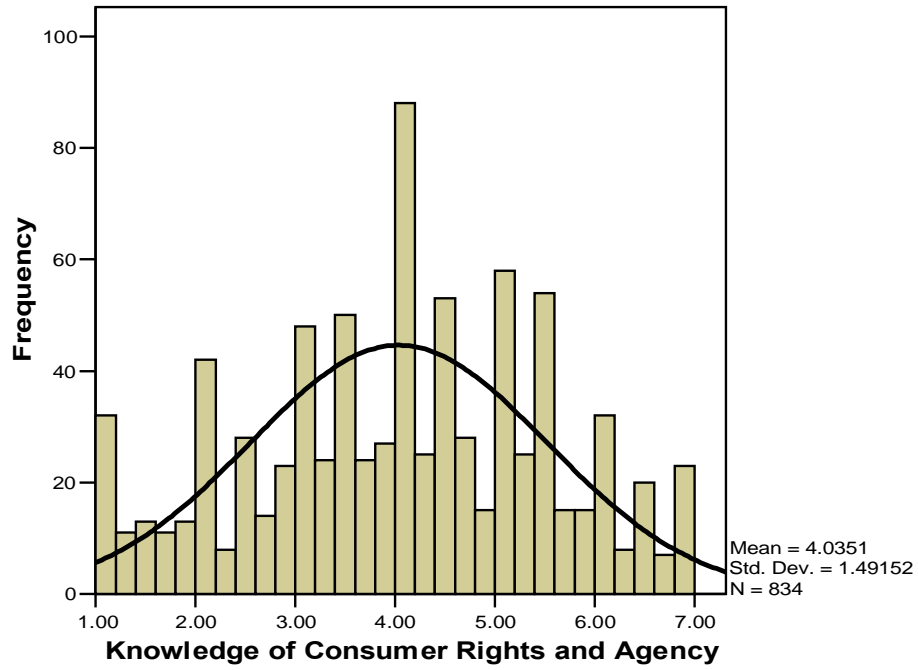
### Social Benefits



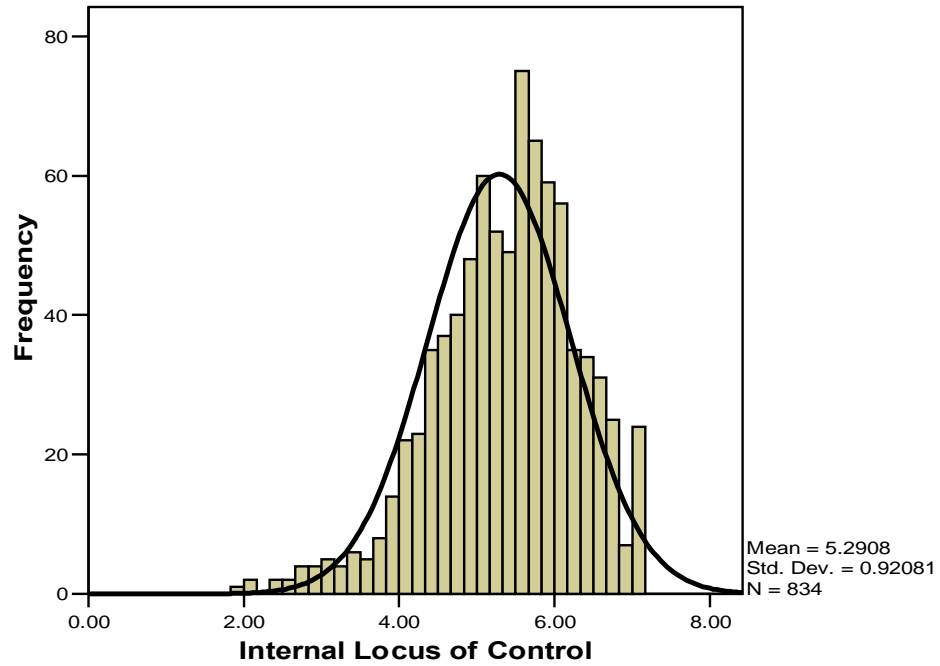
### Perceived Likelihood of Successful Complaint



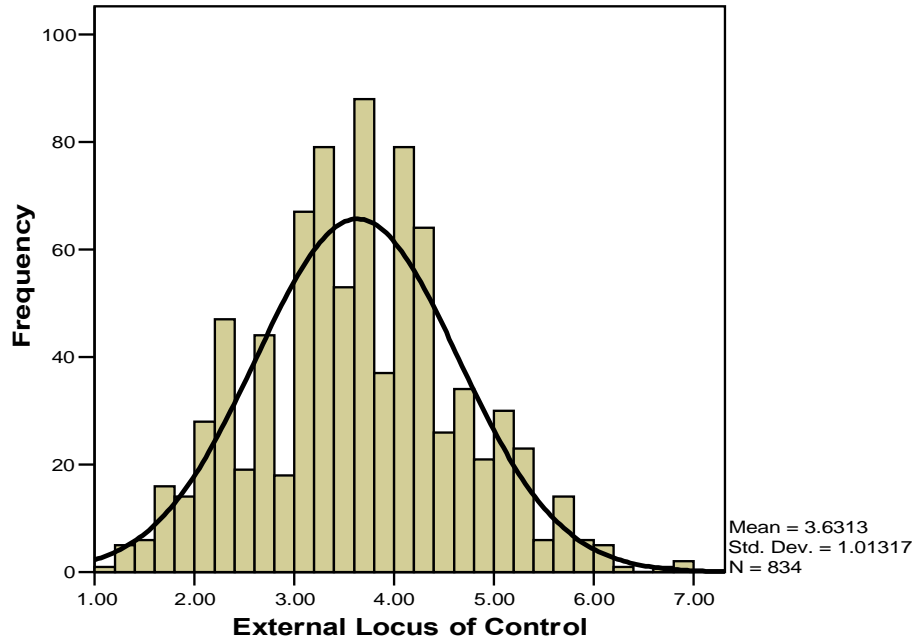
### of Consumer Rights and Agency



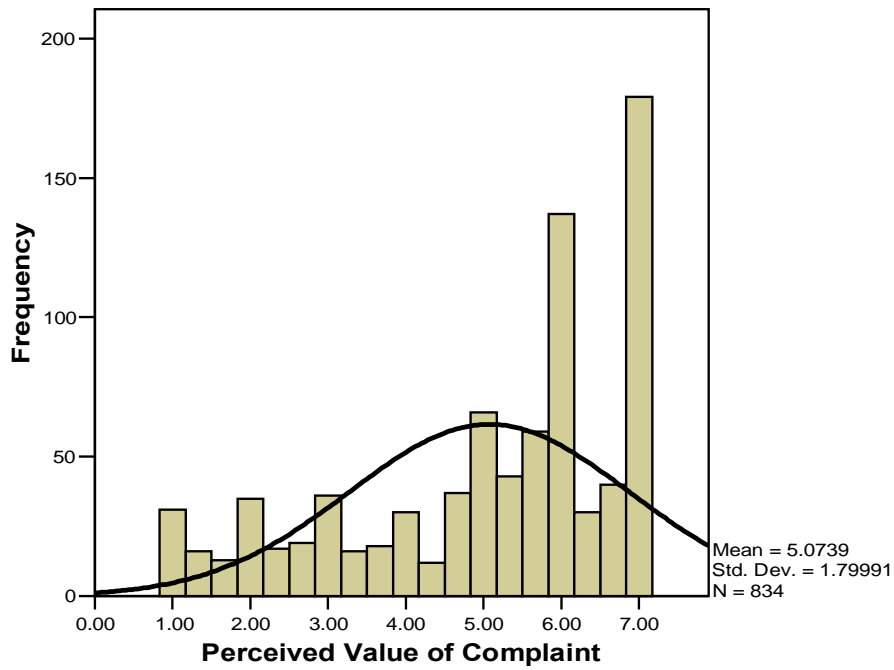
### Internal Locus of Control



### External Locus of Control

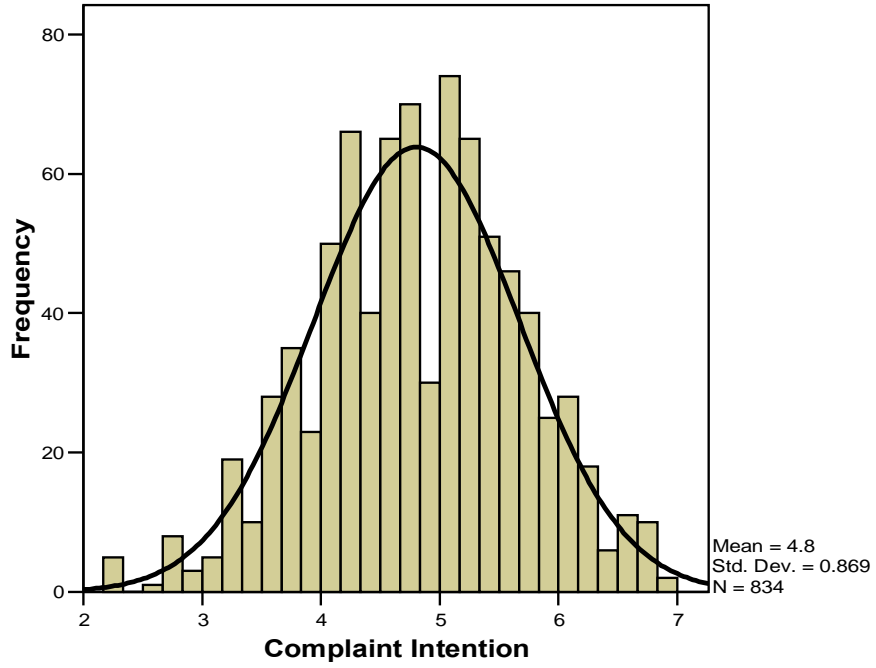


### Perceived Value of Complaint

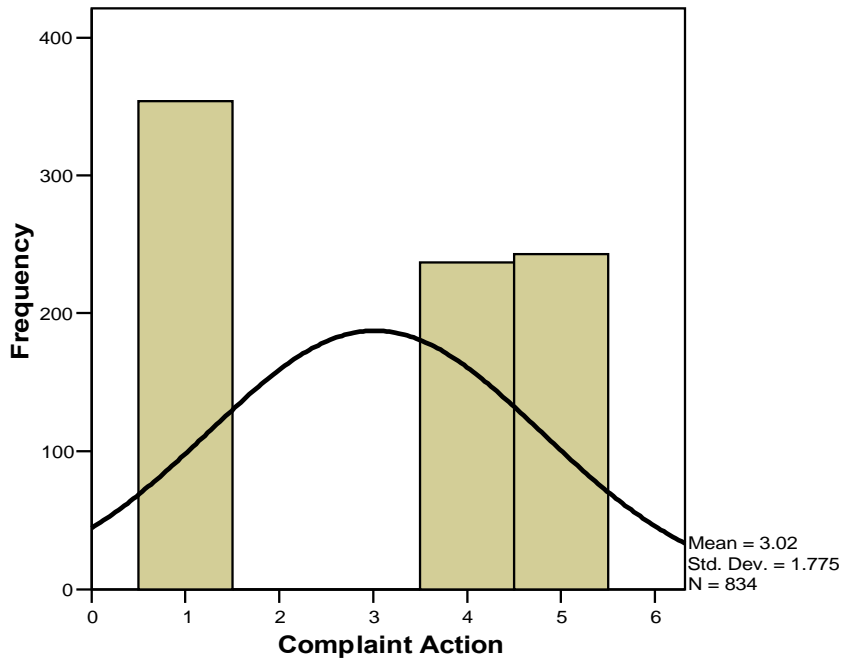




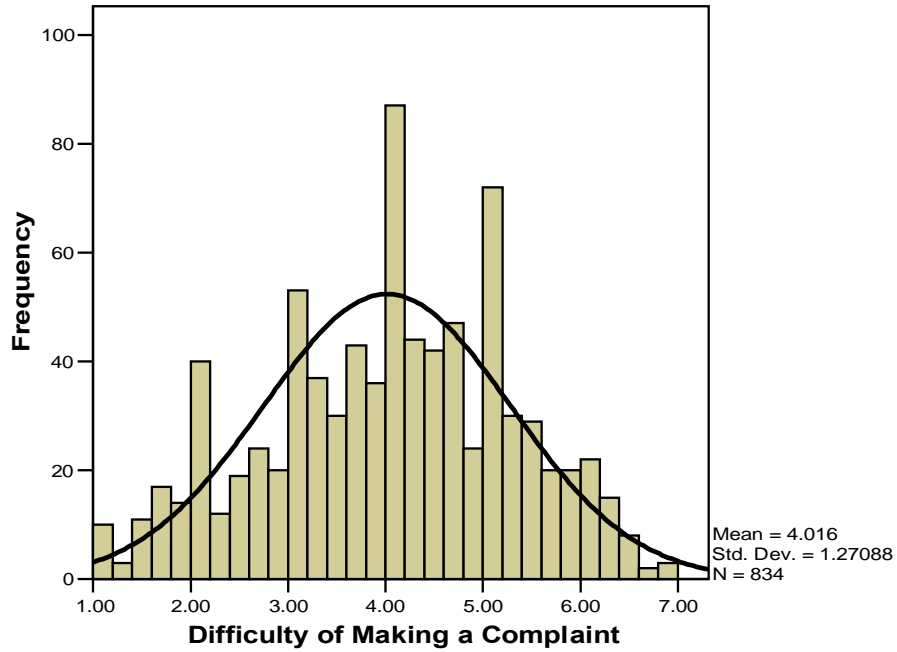
### Complaint Intention



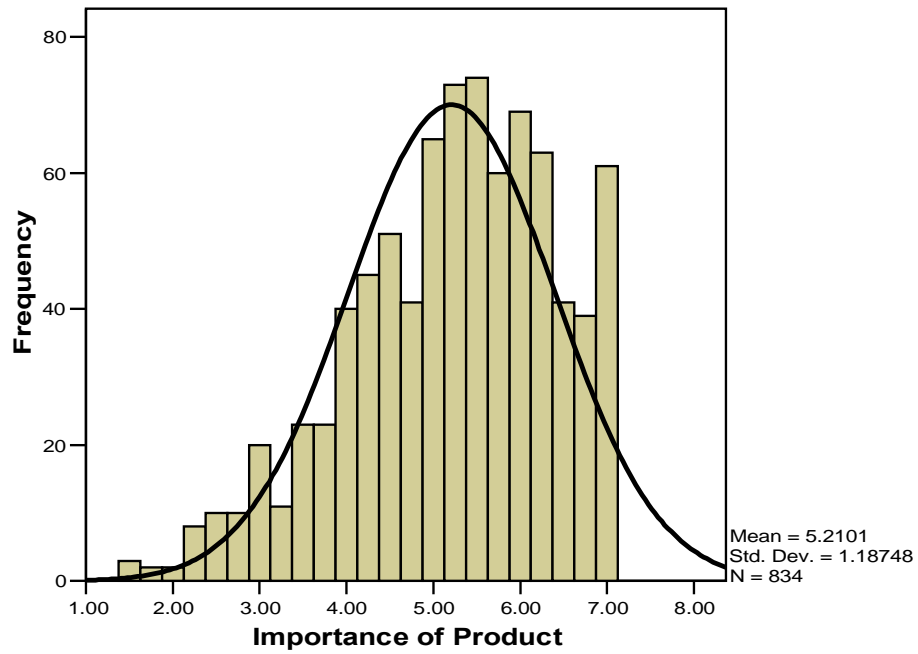
### Complaint Action



### Difficulty of Making a Complaint



### Importance of Product





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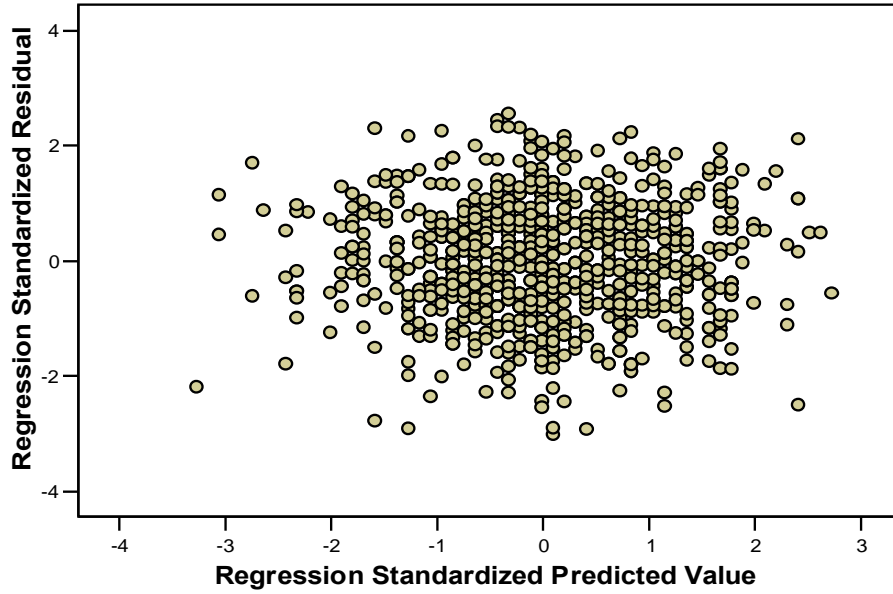
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## Appendix H

### Test of Homoscedasticity Using Scatterplot

Scatterplot

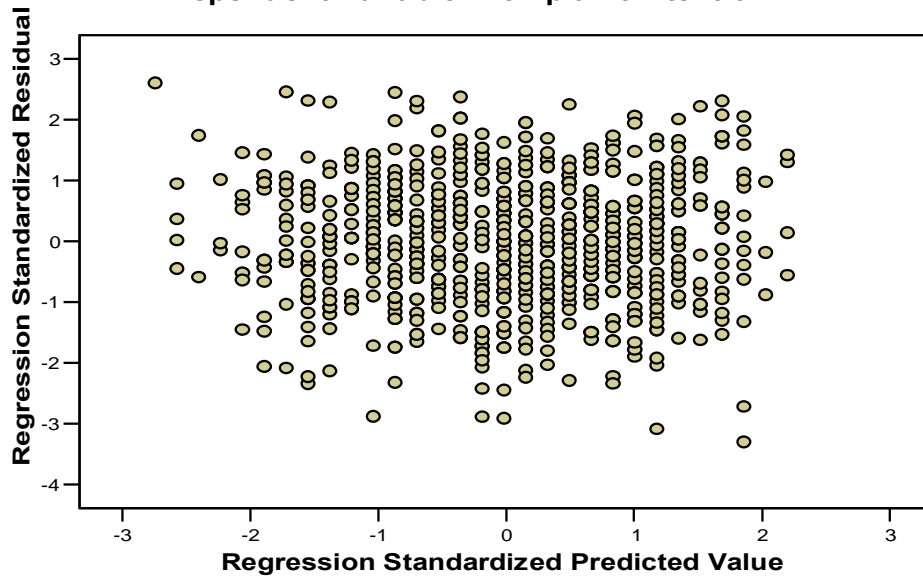
Dependent Variable: Complaint Intention



Attitude towards Complaining and Complaint Intention

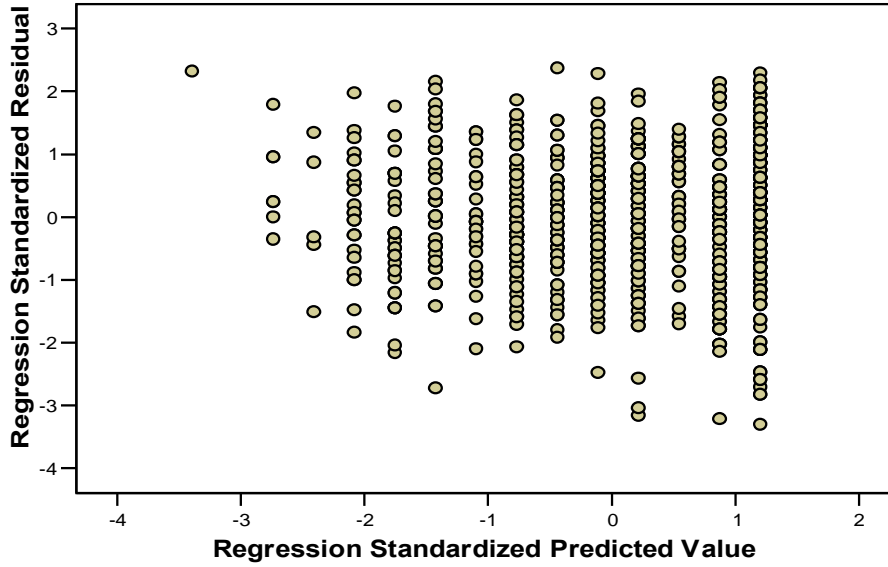
Scatterplot

Dependent Variable: Complaint Intention



Scatterplot

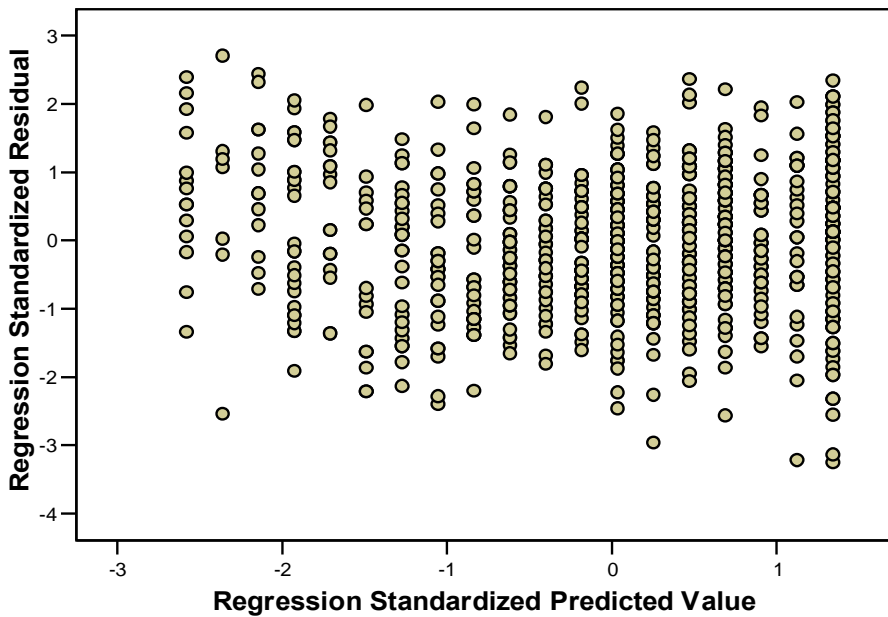
Dependent Variable: Complaint Intention



Perceived Likelihood of Successful Complaint and Complaint intention

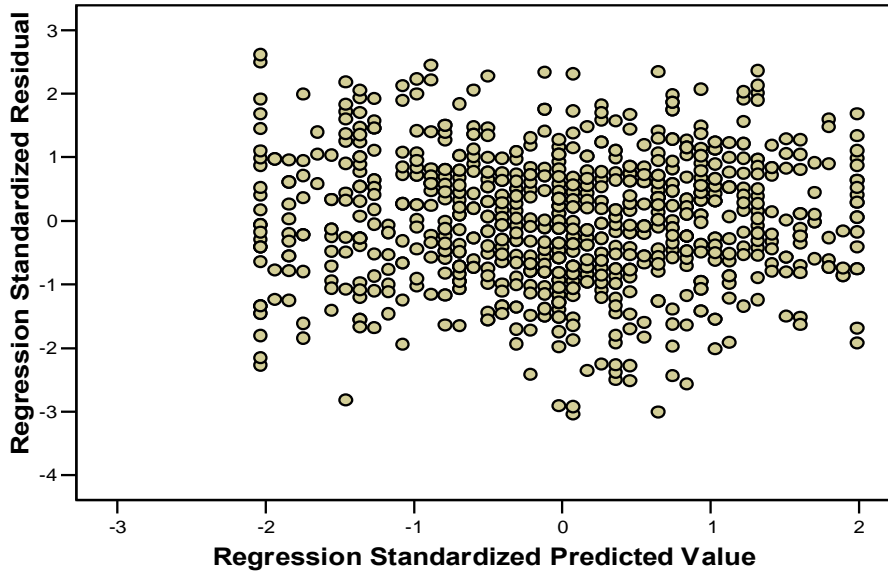
Scatterplot

Dependent Variable: Complaint Intention



Scatterplot

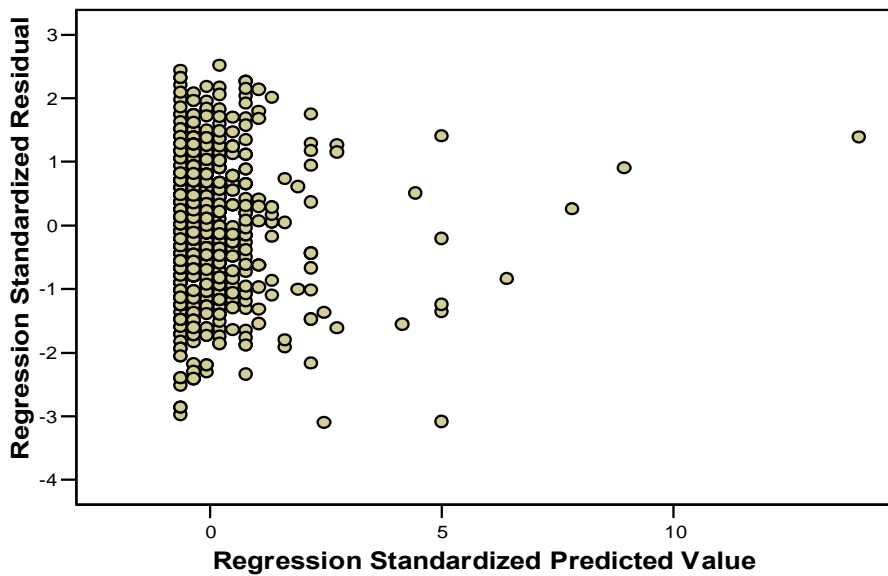
Dependent Variable: Complaint Intention



Number of Prior Experience of Dissatisfaction and Complaint Intention

Scatterplot

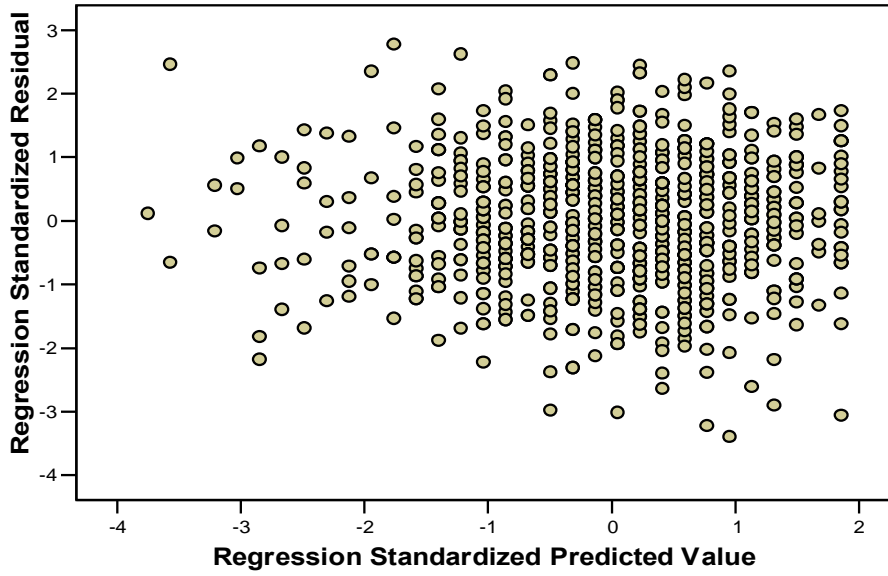
Dependent Variable: Complaint Intention





Scatterplot

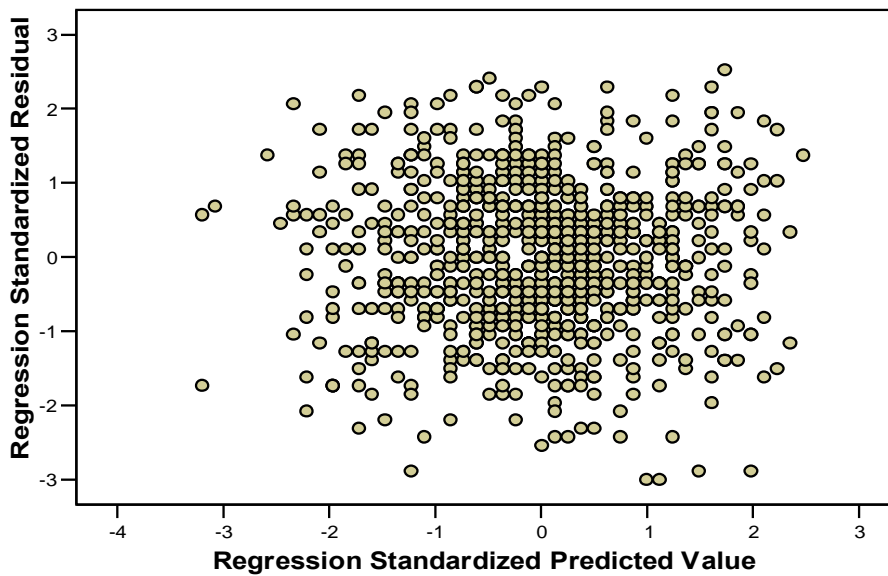
Dependent Variable: Complaint Intention



External Locus of Control and Complaint Intention

Scatterplot

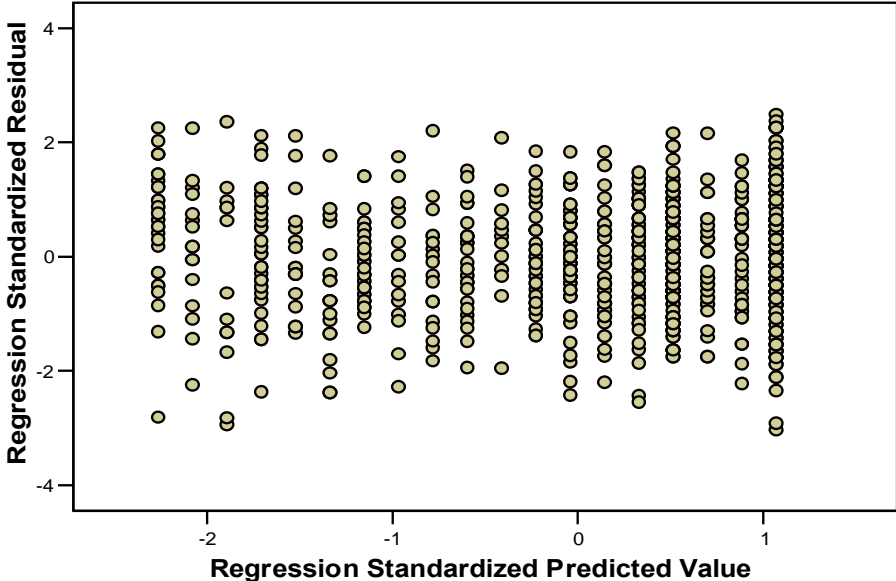
Dependent Variable: Complaint Intention



and Complaint Intention

Scatterplot

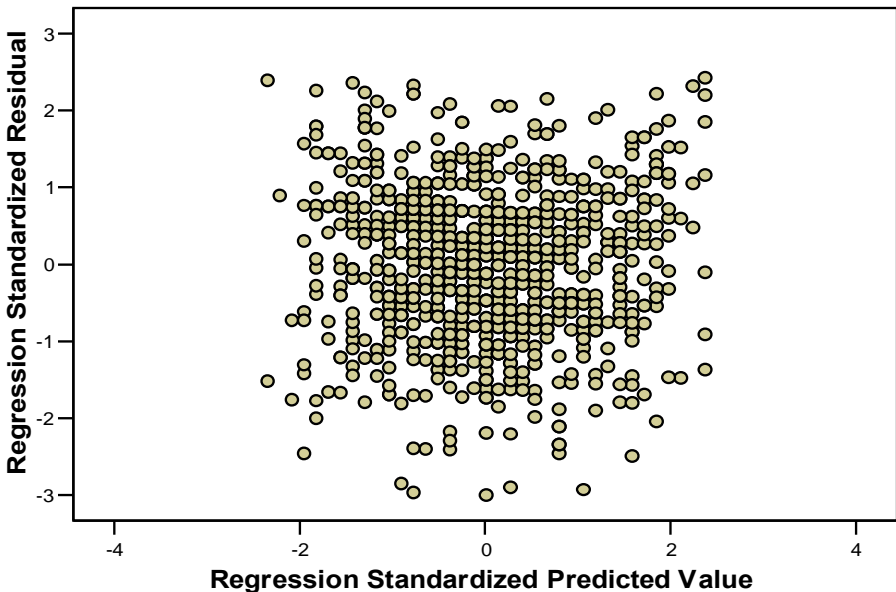
Dependent Variable: Complaint Intention



Difficulty of Making a Complaint and Complaint Intention

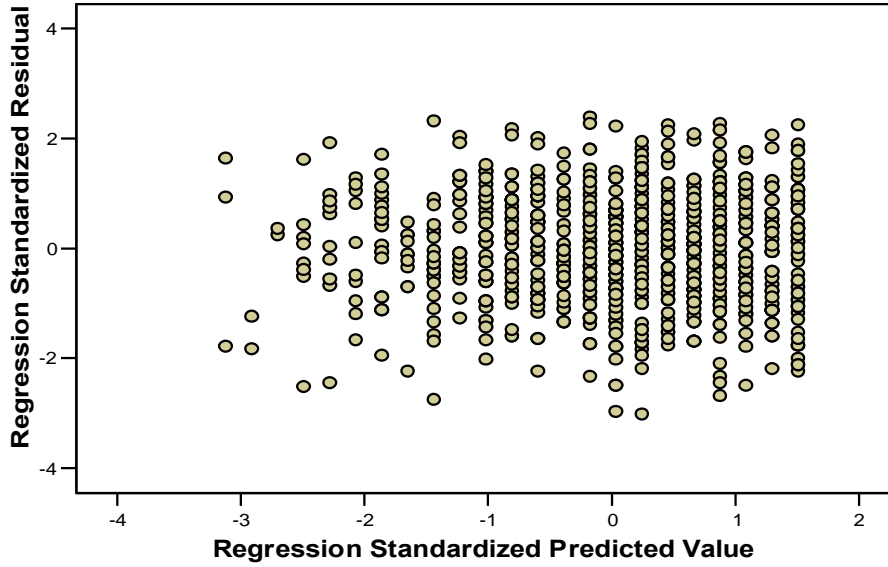
Scatterplot

Dependent Variable: Complaint Intention



Scatterplot

Dependent Variable: Complaint Intention





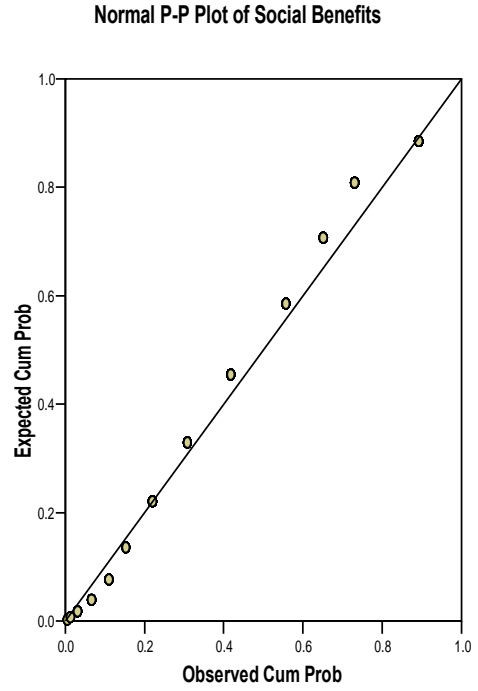
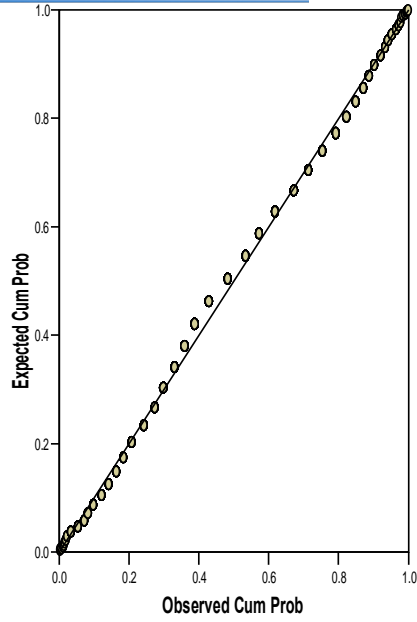
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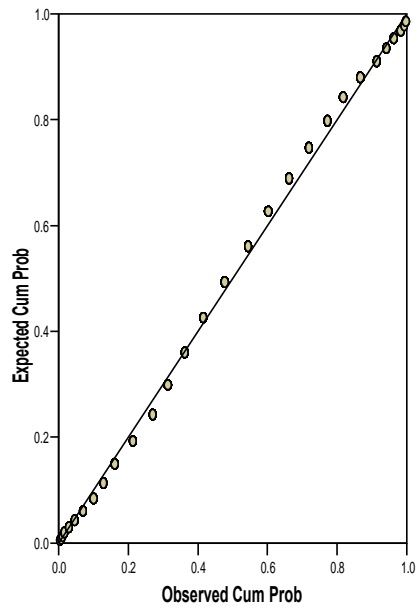
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## Appendix I

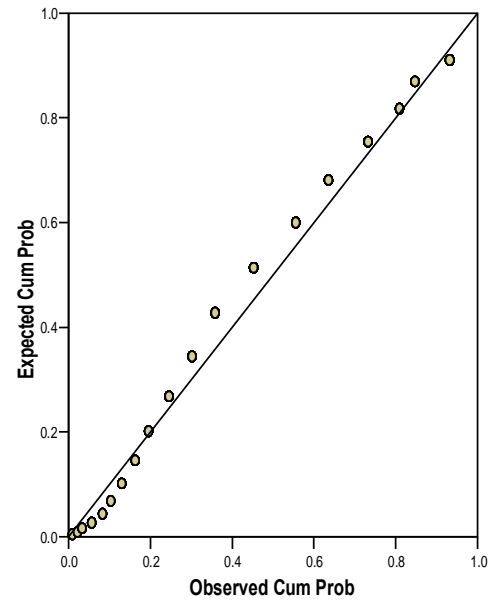
### Test of Linearity Using Normal Probability P-P Plot

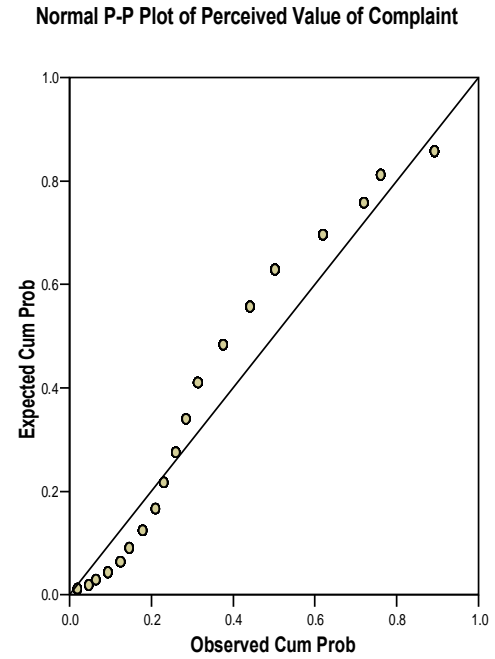
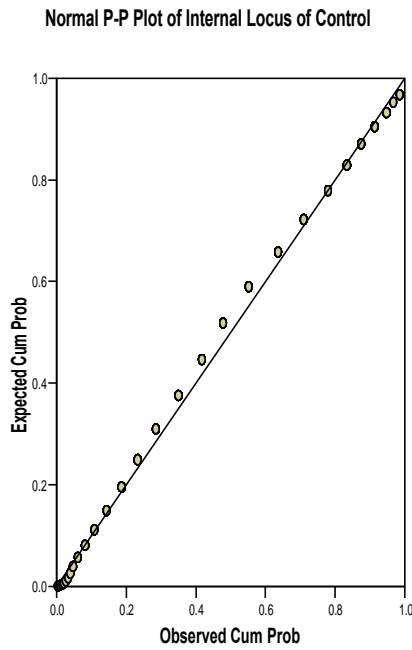
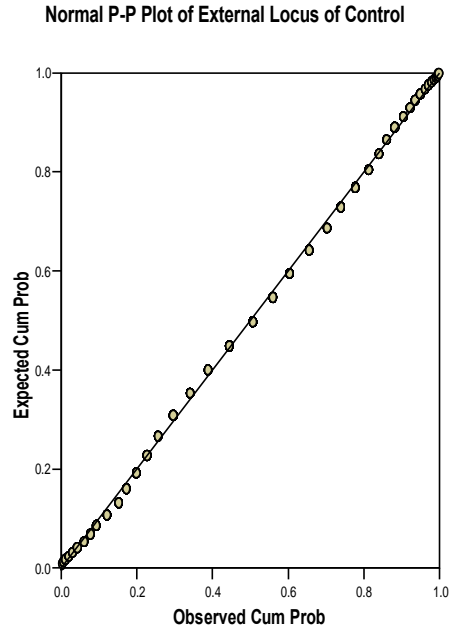
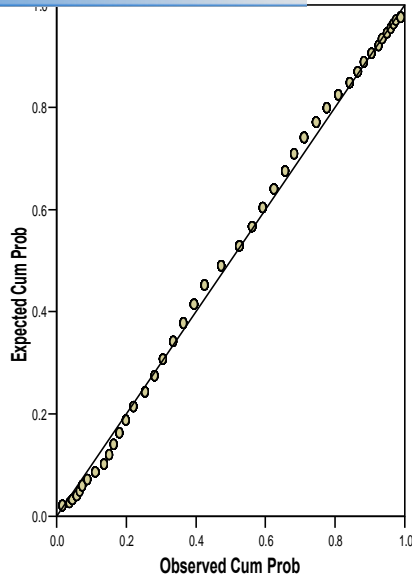


Normal P-P Plot of Attitude towards Complaining



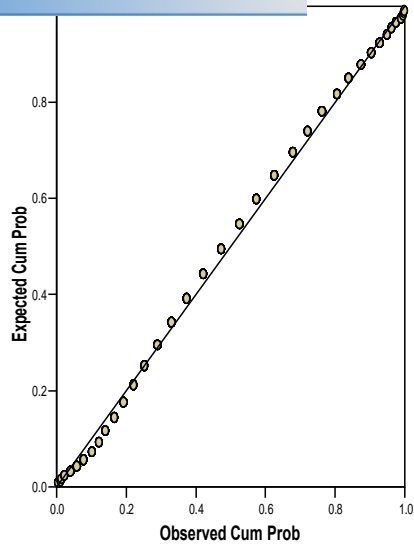
Normal P-P Plot of Perceived Likelihood of Successful Complaint



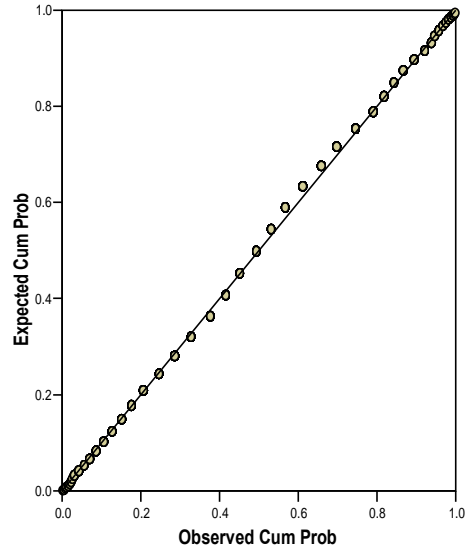




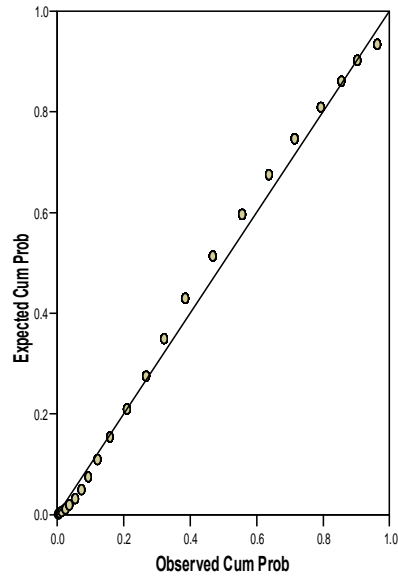
Complaining



Normal P-P Plot of Complaint Intention



Normal P-P Plot of Importance of Product





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## Appendix J

### Selected AMOS Output for the Final Measurement Model

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	S.E.	C.R.	P	Label
EC <--- EL	.751	.188 3.996	***	par_32
PCR <--- PB	1.000			
PBP <--- PB	.007	.018 .381	.703	par_33
VCI <--- CI	1.000			
PCI <--- CI	.831	.108 7.680	***	par_34
THCI <--- CI	1.614	.198 8.136	***	par_35
A5 <--- A	1.000			
A4 <--- A	1.164	.097 12.048	***	par_1
A2 <--- A	.802	.071 11.349	***	par_2
S1 <--- S	.982	.054 18.029	***	par_3
S3 <--- S	1.000			
S2 <--- S	1.052	.054 19.397	***	par_4
PB6 <--- PCR	1.067	.099 10.746	***	par_5
PB3 <--- PCR	1.174	.104 11.281	***	par_6
PB10 <--- PCR	1.000			
PB5 <--- PBP	.678	.067 10.133	***	par_7
PB9 <--- PBP	1.000			
PB8 <--- PBP	.903	.083 10.920	***	par_8
IL5 <--- IL	1.000			
IL3 <--- IL	.890	.085 10.428	***	par_9
IL2 <--- IL	.965	.086 11.280	***	par_10
EL4 <--- NC	.970	.093 10.403	***	par_11
EL6 <--- NC	1.000			
EL2 <--- EC	1.133	.097 11.696	***	par_12
EL7 <--- EC	1.000			
EL3 <--- EC	.813	.078 10.444	***	par_13
D3 <--- D	1.000			
D2 <--- D	.848	.055 15.338	***	par_14
D4 <--- D	.559	.043 12.910	***	par_15
IP1 <--- IP	.943	.066 14.388	***	par_16
IP3 <--- IP	1.000			
IP2 <--- IP	.912	.054 16.849	***	par_17
IP4 <--- IP	1.071	.065 16.489	***	par_18
K5 <--- K	1.000			
K1 <--- K	.718	.035 20.642	***	par_19
K6 <--- K	.972	.035 28.134	***	par_20
PV1 <--- PV	.945	.021 44.101	***	par_21
PV3 <--- PV	1.000			
PV2 <--- PV	1.039	.019 55.424	***	par_22
PS3 <--- PS	1.000			
PS2 <--- PS	1.046	.022 47.268	***	par_23
CI4 <--- PCI	.707	.061 11.667	***	par_24
CI6 <--- PCI	1.000			

	S.E.	C.R.	P	Label	
	.061	12.612	***	par_25	
	.047	13.636	***	par_26	
CI8 <--- THCI	.819	.047	17.430	***	par_27
CI1 <--- VCI	.762	.070	10.917	***	par_28
CI3 <--- VCI	1.000				
CI2 <--- VCI	.890	.074	12.023	***	par_29
EL1 <--- NC	.848	.084	10.040	***	par_30
IL6 <--- IL	.784	.073	10.799	***	par_31
PS1 <--- PS	.921	.026	35.014	***	par_36
CA3 <--- CA	1.000				
CA5 <--- CA	.938	.062	15.058	***	par_37
CA4 <--- CA	1.746	.103	16.902	***	par_38

**Standardized Regression Weights: (Group number 1 - Default model)**

	Estimate
NC <--- EL	.969
EC <--- EL	.672
PCR <--- PB	9.181
PBP <--- PB	.053
VCI <--- CI	.616
PCI <--- CI	.485
THCI <--- CI	.767
A5 <--- A	.654
A4 <--- A	.764
A2 <--- A	.543
S1 <--- S	.714
S3 <--- S	.751
S2 <--- S	.825
PB6 <--- PCR	.585
PB3 <--- PCR	.661
PB10 <--- PCR	.592
PB5 <--- PBP	.512
PB9 <--- PBP	.722
PB8 <--- PBP	.627
IL5 <--- IL	.596
IL3 <--- IL	.566
IL2 <--- IL	.632
EL4 <--- NC	.625
EL6 <--- NC	.582
EL2 <--- EC	.692
EL7 <--- EC	.610
EL3 <--- EC	.534
D3 <--- D	.860
D2 <--- D	.731

	Estimate
D4 <--- D	.516
IP1 <--- IP	.614
IP3 <--- IP	.677
IP2 <--- IP	.750
IP4 <--- IP	.717
K5 <--- K	.892
K1 <--- K	.663
K6 <--- K	.886
PV1 <--- PV	.897
PV3 <--- PV	.928
PV2 <--- PV	.971
PL3 <--- PL	.917
PL2 <--- PL	.962
CI4 <--- PCI	.517
CI6 <--- PCI	.807
CI5 <--- PCI	.645
CI7 <--- THCI	.580
CI9 <--- THCI	.829
CI8 <--- THCI	.678
CI1 <--- VCI	.555
CI3 <--- VCI	.719
CI2 <--- VCI	.642
EL1 <--- NC	.576
IL6 <--- IL	.531
PL1 <--- PL	.834
CA3 <--- CA	.654
CA5 <--- CA	.567
CA4 <--- CA	.970

(Group number 1 - Default model)

	Estimate
VCI	.379
THCI	.588
PCI	.235
EC	.452
NC	.939
PBP	.003
PCR	84.290
CA4	.941
CA3	.427
CA5	.321
IL6	.282
CI2	.412
CI1	.308
CI3	.517
CI8	.460
CI7	.337
CI9	.688
CI5	.416
CI4	.267
CI6	.651
PS2	.925
PS3	.842
PS1	.696
PV2	.943
PV1	.804
PV3	.862
K6	.785
K1	.440
K5	.795
IP4	.514
IP2	.563
IP1	.377
IP3	.459
D4	.266
D2	.535
D3	.739
EL3	.285
EL2	.478
EL7	.372
EL6	.339
EL4	.391
EL1	.332

	Estimate
IL2	.399
IL3	.320
IL5	.355
PB8	.393
PB5	.262
PB9	.521
PB10	.351
PB3	.437
PB6	.342
S2	.681
S1	.509
S3	.564
A2	.295
A4	.583
A5	.428



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## Appendix K

### Selected AMOS Output for the Proposed Structural Model

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	S.E.	C.R.	P	Label	
CI <--- PB	.000	.001	-.544	.586	par_33
CI <--- A	.065	.032	2.002	.045	par_34
CI <--- S	.157	.042	3.734	***	par_35
CI <--- PS	.074	.022	3.346	***	par_36
CI <--- K	.067	.021	3.227	.001	par_37
CI <--- IL	.192	.054	3.545	***	par_38
CI <--- EL	.004	.011	.358	.720	par_39
CI <--- PV	-.029	.017	-1.655	.098	par_40
CI <--- NPE	.004	.008	.503	.615	par_70
NC <--- EL	1.000				
EC <--- EL	.178	.201	.885	.376	par_26
PCR <--- PB	1.000				
PBP <--- PB	.005	.008	.601	.548	par_27
PCI <--- CI	.773	.105	7.355	***	par_31
THCI <--- CI	1.698	.225	7.541	***	par_32
VCI <--- CI	1.000				
CA <--- CI	.214	.034	6.261	***	par_41
CA <--- PV	-.019	.006	-3.290	.001	par_80
CA <--- K	.026	.007	3.757	***	par_81
CA <--- S	-.037	.013	-2.780	.005	par_82
CA <--- PB	.000	.000	-.419	.675	par_83
CA <--- A	-.009	.010	-.830	.407	par_84
CA <--- PS	-.010	.007	-1.451	.147	par_85
CA <--- IL	-.010	.016	-.648	.517	par_86
CA <--- EL	-.007	.009	-.821	.412	par_87
CA <--- NPE	.004	.002	1.503	.133	par_88
A5 <--- A	1.000				
A4 <--- A	1.155	.097	11.863	***	par_1
A2 <--- A	.794	.071	11.255	***	par_2
S1 <--- S	.978	.054	17.998	***	par_3
S3 <--- S	1.000				
S2 <--- S	1.069	.056	19.108	***	par_4
PB6 <--- PCR	1.067	.099	10.740	***	par_5
PB3 <--- PCR	1.187	.106	11.232	***	par_6
PB10 <--- PCR	1.000				
PB5 <--- PBP	.681	.067	10.205	***	par_7
PB9 <--- PBP	1.000				
PB8 <--- PBP	.906	.082	11.033	***	par_8
IL5 <--- IL	1.000				
IL2 <--- IL	.976	.088	11.057	***	par_9
EL4 <--- NC	1.120	.098	11.490	***	par_10
EL6 <--- NC	1.120	.110	10.148	***	par_11
EL2 <--- EC	1.163	.099	11.711	***	par_12
EL7 <--- EC	1.000				



	S.E.	C.R.	P	Label
	.079	10.432	***	par_13
	.035	20.616	***	par_14
K6 <--- K	.975	.035 27.878	***	par_15
PV1 <--- PV	.946	.021 44.035	***	par_16
PV3 <--- PV	1.000			
PV2 <--- PV	1.040	.019 55.375	***	par_17
PS3 <--- PS	1.000			
PS2 <--- PS	1.047	.022 47.265	***	par_18
CI4 <--- PCI	.704	.061 11.491	***	par_19
CI6 <--- PCI	1.000			
CI5 <--- PCI	.759	.061 12.372	***	par_20
CI9 <--- THCI	1.000			
CI8 <--- THCI	.815	.047 17.445	***	par_21
CI7 <--- THCI	.641	.047 13.658	***	par_22
CI1 <--- VCI	.753	.070 10.772	***	par_23
CI3 <--- VCI	1.000			
CI2 <--- VCI	.875	.074 11.887	***	par_24
EL1 <--- NC	1.000			
IL6 <--- IL	.766	.072 10.604	***	par_25
PS1 <--- PS	.922	.026 35.000	***	par_28
CA3 <--- CA	1.068	.071 15.045	***	par_29
CA5 <--- CA	1.000			
CA4 <--- CA	1.862	.123 15.158	***	par_30
NP <--- NPE	1.000			
IL3 <--- IL	.891	.087 10.244	***	par_79

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				Estimate	
CI <--- PB					
CI <--- A		.109		PB9 <--- PBP	.720
CI <--- S		.216		PB8 <--- PBP	.628
CI <--- PS		.170		IL5 <--- IL	.597
CI <--- K		.158		IL2 <--- IL	.640
CI <--- IL		.261		EL4 <--- NC	.628
CI <--- EL		.012		EL6 <--- NC	.567
CI <--- PV		-.077		EL2 <--- EC	.699
CI <--- NPE		.021		EL7 <--- EC	.601
NC <--- EL		2.113		EL3 <--- EC	.535
EC <--- EL		.307		K5 <--- K	.891
PCR <--- PB	10.989			K1 <--- K	.663
PBP <--- PB		.045		K6 <--- K	.887
PCI <--- CI		.446		PV1 <--- PV	.897
THCI <--- CI		.798		PV3 <--- PV	.928
VCI <--- CI		.607		PV2 <--- PV	.972
CA <--- CI		.542		PS3 <--- PS	.917
CA <--- PV		-.127		PS2 <--- PS	.962
CA <--- K		.154		CI4 <--- PCI	.517
CA <--- S		-.128		CI6 <--- PCI	.810
CA <--- PB		-.002		CI5 <--- PCI	.642
CA <--- A		-.036		CI9 <--- THCI	.833
CA <--- PS		-.057		CI8 <--- THCI	.678
CA <--- IL		-.035		CI7 <--- THCI	.577
CA <--- EL		-.051		CI1 <--- VCI	.553
CA <--- NPE		.051		CI3 <--- VCI	.724
A5 <--- A		.658		CI2 <--- VCI	.636
A4 <--- A		.762		EL1 <--- NC	.591
A2 <--- A		.540		IL6 <--- IL	.520
S1 <--- S		.707		PS1 <--- PS	.834
S3 <--- S		.747		CA3 <--- CA	.654
S2 <--- S		.834		CA5 <--- CA	.566
PB6 <--- PCR		.585		CA4 <--- CA	.970
PB3 <--- PCR		.668		NP <--- NPE	1.000
PB10 <--- PCR		.592		IL3 <--- IL	.567
PB5 <--- PBP		.513			

(Group number 1 - Default model)

	Estimate
CI	.281
CA	.326
VCI	.368
THCI	.636
PCI	.199
EC	.094
NC	4.465
PBP	.002
PCR	120.762
IL3	.322
CA4	.940
CA3	.428
CA5	.321
IL6	.270
CI2	.405
CI1	.306
CI3	.525
CI7	.333
CI8	.459
CI9	.693
CI5	.412
CI4	.267
CI6	.657
PS2	.926
PS3	.841
PS1	.696
PV2	.944
PV1	.804
PV3	.861
K6	.787
K1	.439
K5	.793
EL3	.286
EL2	.489
EL7	.361
EL6	.321
EL4	.394
EL1	.349
IL2	.409
IL5	.356
PB8	.394
PB5	.263

	Estimate
PB9	.519
PB10	.350
PB3	.446
PB6	.342
S2	.696
S1	.500
S3	.558
A2	.292
A4	.581
A5	.433