

List of Figures

Figure 3.1- Theoretical framework

List of Tables

Table 4.1.0 Gender Statistic

Table 4.1.1 Age Statistic

Table 4.1.2 Respondent's qualification Statistic

Table 4.1.3 Respondent's Occupation Statistic

Table 4.2 Descriptive Statistics

Table 4.3.0 One-Sample Test

Table 4.3.1 Personal Correlations

Table 4.3.2 Model Summary

Table 4.3.3 ANOVA(b)

Table 4.3.4 Coefficients(a)

Table 4.4.0 One-Sample Test

Table 4.4.1 Correlations

Table 4.4.2 Model Summary

Table 4.4.3 ANOVA(b)

Table 4.4.4 Coefficients(a)

Table 4.5.0 One-Sample Test

Table 4.5.1 Correlations

Table 4.5.2 Model Summary

Table 4.5.3 ANOVA(b)

Table 4.5.4 Coefficients(a)

Table 4.5.5 Normal P-P Plot on Intelligence Collection System

Table 4.6.0 One-Sample Test

Table 4.6.1 Correlations

Table 4.6.2 Model Summary

Table 4.6.3 ANOVA(b)

Table 4.6.4 Coefficients(a)

Table 4.7.0 Model Summary

List of Symbols and Abbreviations

M	Mean
p	The p value tells if the analysis is significant or not (level of Significant)
r	The r-value indicates strength and direction (\pm) of the correlation
B	Beta
SCCPP	Standard credit control policy and procedures
EDAM	Employee Development and Motivation
ICS	Intelligence Collection System
CCR	Comprehensive Collection Report
EECCM	Effective and efficiency on credit control management

APPENDIX

Table of content

	Page
1. Introduction	
1.0 Overview of the Research	1-2
1.1 The Background of the Research	2-3
1.2 Problem Statement	3
1.3 Research Questions	3-4
1.4 Objectives of the study	5
1.5 Scope of the Study	5-6
1.6 A Guide to the Remaining Chapters of this Research	6
2. Literature Review	
2.0 Introduction	7
2.1 Definition of credit	7-8
2.2 Why does business extend credit?	8-10
2.3 The Importance of Credit Control Management	10-11
2.4 Set up of credit control department	11-13
2.5 Prevention of business from credit losses	13-16
2.6 Ways to collect the payment on time	17-20
2.7 The Role of Credit Control Manager	20-23
2.8 Duties of tomorrow's credit manager	23-27
2.9 Credit Control Policy and Procedures	27-30
2.10 Summary and Conclusion of Literature Review	30
3. Research Methodology	
3.0 Introduction	31
3.1 Theoretical Framework	31-37
3.2 Research Hypothesis	37-38
3.3 Research Design	38-39

3.4 Sampling design	39
3.5 Instrument	39
3.6 Data Collection and Analysis	39-40
4.Results and Findings	
4.0 Introduction	41
4.1 Profile of respondents	41-43
4.2 Descriptive Statistics	44
4.3Hypotheses Testing – Hypothesis 1	44-48
4.4 Hypotheses Testing – Hypothesis 2	48-52
4.5 Hypotheses Testing – Hypothesis 3	53-57
4.6 Hypotheses Testing – Hypothesis 4	57-60
4.7 Summary of the Findings	61-62
5.Discussion and Conclusion	
5.0 Introduction	63
5.1 Recapitulation of the Study	63-64
5.2 Implications of these Research Findings	64-67
5.3 Limitations of this Study	67
5.4 Suggestions for Future Research	68
5.5 Conclusion	69

Bibliography

Appendix