# FACTORS INFLUENCING INTERNATIONAL STUDENTS' DECISION TO STUDY IN UNIVERSITI UTARA MALAYSIA

NUR FATIN BT MD KHALID

MASTER OF SCIENCE (MANAGEMENT) UNIVERSITI UTARA MALAYSIA JANUARY 2015

# FACTORS INFLUENCING INTERNATIONAL STUDENTS' DECISION TO STUDY IN UNIVERSITI UTARA MALAYSIA

# By NUR FATIN BT MD KHALID

Dissertation Submitted to
Othman Yeop Abdullah Graduate School of Business,
Universiti Utara Malaysia,
In Partial Fulfillment of the Requirement for the Master of Science (Management)

PERMISSION TO USE

In presenting this research paper in partial fulfillment of the requirements

for a Post Graduate degree from Universiti Utara Malaysia, I agree that the

University Library makes a freely available for inspection. I further agree

that permission for copying of this project paper in any manner, in whole or

in part, for scholarly purposes may be granted by my supervisor or, in their

absence, by the Dean of Othman Yeop Abdullah Graduate School of

Business. It is understood that any copying or publication or use of this

research paper or parts of it for financial gain shall not be allowed without

my written permission. It is also understood that due recognition given to

me and to the Universiti Utara Malaysia in any scholarly use which may be

made of any material for my research paper.

Request for permission to copy or to make other use of materials in this

research paper, in whole or in part should be addressed to:

Dean of Othman Yeop Abdullah Graduate School of Business

Universiti Utara Malaysia 06010 UUM Sintok

Kedah Darul Aman

i

### Abstract

Nowadays, higher education is becoming increasingly globalized and internationalized. Malaysia today aspires to be a regional hub of higher education where internationalization is believed to be the best empowerment approach to throw the country's higher education to world class. The number of international students studying in Malaysian institution of higher education is continuously growing. International students contribute their own success, campus diversity, campus internationalization and also economic of Malaysia. Universiti Utara Malaysia (UUM) meets the challenges of internationalization by offering learning opportunities to international students. The purpose of this study is to identify the factors that influencing international student's decision to study in UUM. However, this study will focus only on all the international students in UUM, total 2608 international students in different education level and from different countries. This study is a quantitative research. The questionnaires were distributed to the respondent. A total of 289 international students at UUM provide feedback via the questionnaires form. Technique of regression analysis and Pearson Correlation in SPSS is used to identify the relationship and test the hypothesis. The findings of this study indicate that there is a significant and positive relationship between university reputation, pricing and promotion/advertising with decision of international student's choosing UUM to further study.

Keyword: Higher Education, Internationalization, International Student Decision, UUM Malaysia

### Abstrak

Kini, sektor pendidikan tinggi telah menjadi semakin globalisasi dan internationalizes. Sistem Pendidikan Tinggi Malaysia kini lebih terbuka dan berhasrat menjadikan hub pendidikan tinggi serantau. Pengantarabangsaan merupakan satu pendekatan yang dapat mempertingkatkan keupayaan dan keperkasaan pengajian tinggi agar setanding dengan sistem pengajian tinggi yang terbaik di dunia. Bilangan pelajar antarabangsa yang belajar di instituisi pengajian tinggi Malaysia juga semakin berkembang dan mereka bukan sahaja menyumbangkan kerjayaan mereka sendiri, kepelbagaian kampus antarabangsa dan juga ekonomi Malaysia. UUM menyahut cabaran pengantarabangsaan dengan menawarkan peluang pengajian kepada pelajar antarabangsa. Tujuan kajian ialah untuk mengenalpasti faktor yang mempengaruhi keputusan pelajar antarabangsa menyambung pengajian di UUM. Sejumlah 2608 pelajar antarabangsa di UUM yang berbeza peringkat pendidikan dan pelbagai Negara termasuk dalam kajian ini. Kajian ini adalah kajian kuantitatif. Borang soal selidik yang disediakan diberi kepada responden. Seramai 289 pelajar antarabangsa di UUM memberikan maklum balas menerusi borang kaji selidik. Teknik Regression dan korelasi Pearson dalam SPSS telah digunakan untuk mengenal pasti hubungan dan menguji hipotesis. Hasil kajian ini menunjukkan, bahawa terdapat hubungan yang signifikan dan positif antara keputusan pelajar antarabangsa menyambung pengajian di UUM dengan reputasi universiti, kos pengajian dan promosi serta pengiklanan.

Katakunci: Pendidikan Tinggi, Pengantarabangsaan, Keputusan Pelajar Antarabangsa, UUM Malaysia

# ACKNOWLEDGEMENT

In the name of Allah, the Most Gracious and the Most Merciful

Alhamdulillah, all praises to Allah S.W.T for the strengths and His blessings in completing this thesis. I would like to thank my supervisor, Dr Shahmir Sivaraj Abdullah for guidance and constant support. His invaluable help of constructive comments and suggestions throughout the experimental and thesis works have contributed to the success of this research. Therefore, I am truly grateful for his involvement in terms of time, patience, attentions and efforts for the completion of this project paper.

I also would like to thank my sincere appreciation to my friend Pridhiv, Qusay for helping me in distribute the questionnaire to participants. Also thanks to Dr Jamal, Afidatul, Kak Zu for helping me in analysing the data. I would like to thank the participants in my survey, who have willing spend their time to answer the questionnaire. Sincere thanks to all my dearest friends for their kindness and never give up in giving me support, information and assistance in completing this study. Thank you very much for all and best of luck.

Last but not least, my deepest gratitude goes to my beloved parents, Mr. Khalid Bin Hashim and Mrs. Hamidah Bt Maarof and also my siblings, Along, Angah, Farah, Adik Teha and Fadil for their endless love, prayers and encouragement. I also would like to thank my sincere appreciation especially to Kak Yong for always supporting and encouraging me throughout my years of study. To those who indirectly contributed in this research, your kindness means a lot to me. Thank you very much.

# **Table of Contents**

| Title            | e  |          |
|------------------|--|----------|
| Cer              | tification of Research Paper                                     |          |
|                  | mission To Use   | j        |
| Abs              | stract   | i        |
| Abs              | strak  | ii       |
| Acknowledgement  |  |          |
| Table of Content |  | V-V      |
| List             | t of Tables  | vi       |
| List of Figures  |  | vii      |
| СН               | APTER ONE  |          |
| 1.1              | Background of Study  | 1        |
| 1.2              | Problem Statement  | 4        |
|                  | Research Questions   | 6        |
|                  | Research Objectives  | 6        |
|                  | Scope of Study   | 7        |
| 1.6              | Significance of Study  | 8        |
|                  | 1.6.1 National   | 8        |
|                  | 1.6.2 Universities   | 9        |
| 1 7              | 1.6.3 Body of Knowledge  | 9        |
| 1./              | Definition of Terms  | 12       |
|                  | 1.7.1 International Students                                     | 12<br>12 |
|                  | <ul><li>1.7.2 Decision Making</li><li>1.7.3 Reputation</li></ul> | 12       |
|                  | 1.7.4 Pricing  | 12       |
|                  | 1.7.5 Promotion/Advertising                                      | 12       |
| 1.8              | Organization of the Study  | 13       |
| СН               | APTER TWO  |          |
| 2.1              | Introduction   | 14       |
| 2.2              | Internationalization of Higher Education                         | 14       |
|                  | Student Mobility   | 20       |
| 2.4              | Overview of Dependant Variable                                   | 23       |
|                  | 2.4.1 Understanding International Student's Decision             | 23       |
| 2.5              | Overview of Independent Variables                                | 30       |
|                  | 2.5.1 University Reputation                                      | 30       |
|                  | 2.5.2 Pricing  | 33       |
| •                | 2.5.3 Promotion and Advertising                                  | 37       |
|                  | Research Framework   | 42       |
| 2.7              | Research Hypotheses  | 44       |
| CH               | APTER THREE  |          |
|                  | Introduction   | 45       |
| 3.2              | Research Design  | 45       |
|                  | 3.2.1 Type of Study  | 46       |
|                  | 3.2.2 Unit of Analysis   | 46       |

| 3.3                       | Population and Sample                | 47 |
|---------------------------|--------------------------------------|----|
|                           | 3.3.1 Population                     | 47 |
|                           | 3.3.2 Sample size                    | 47 |
|                           | 3.3.3 Sampling                       | 48 |
| 3.4                       | Instruments and Measurements         | 49 |
| 3.5                       | Data Collection Procedures           | 52 |
|                           | 3.5.1 Sources of Data                | 52 |
|                           | 3.5.1.1 Primary Data                 | 52 |
|                           | 3.5.1.2 Secondary Data               | 53 |
| 3.6                       | Data Analysis Techniques             | 54 |
|                           | 3.6.1 Frequency Analysis             | 54 |
|                           | 3.6.2 Descriptive Statistics         | 54 |
|                           | 3.6.3 Reliability Analysis           | 55 |
|                           | 3.6.4 Inferential Statistics         | 56 |
|                           | 3.6.4.1 Pearson Correlation Analysis | 56 |
|                           | 3.6.4.2 Multiple Regression Analysis | 57 |
| 3.7                       | Chapter Summary                      | 58 |
| СН                        | APTER FOUR                           |    |
| 4.1                       | Introduction                         | 59 |
| 4.2                       | Overview of Data Collected           | 59 |
|                           | 4.2.1 Response Rate                  | 59 |
| 4.3                       | Profile of Respondents               | 60 |
| 4.4                       | Reliability Analysis                 | 63 |
| 4.5                       | Descriptive Analysis                 | 64 |
| 4.6                       | Pearson Correlation Analysis         | 65 |
|                           | 4.6.1 Hypotheses 1                   | 66 |
|                           | 4.6.2 Hypotheses 2                   | 66 |
|                           | 4.6.3 Hypotheses 3                   | 67 |
| 4.7                       | Multiple Regression Analysis         | 68 |
| 4.8                       | Summaries of Findings                | 70 |
| СН                        | APTER FIVE                           |    |
| 5.1                       | Introduction                         | 71 |
| 5.2                       | Discussion                           | 71 |
|                           | 5.2.1 Research question one          | 71 |
|                           | 5.2.2 Research question two          | 72 |
|                           | 5.2.3 Research question three        | 72 |
| 5.3                       | Limitation of Study                  | 73 |
| 5.4                       | Recommendation for Future Research   | 74 |
| 5.5                       | Conclusion                           | 76 |
| <b>RE</b> I               | FERENCES                             | 77 |
| APPENDIX A: Questionnaire |                                      |    |
| APPENDIX B: SPSS Output   |                                      | 92 |

# LIST OF TABLES

| Table 3.1: Total of Undergraduate and Postgraduate International Student    | 47 |
|---|----|
| Table 3.2: Table of Determining Sample Size from a Given Population         | 48 |
| Table 3.3: Distribution of Questionnaires                                   | 50 |
| Table 3.4: Distribution of Variables  | 51 |
| Table 3.5: Rating Scale (Five Point Likert Scale)                           | 51 |
| Table 3.6: The Range of Cronbach's Alpha Value with Reliability             | 55 |
| Table 3.7: Pearson's Indicate of Correlation                                | 56 |
| Table 4.1: Response Rate  | 59 |
| Table 4.2: Respondent's Profile   | 60 |
| Table 4.3: Result of Reliability Analysis                                   | 63 |
| Table 4.4: Descriptive Statistics of the Variables                          | 64 |
| Table 4.5: Pearson's Correlation Analysis of Variables                      | 65 |
| Table 4.6: Pearson's Correlation between university reputation and decision |    |
| Choice towards UUM  | 66 |
| Table 4.7: Pearson's Correlation between pricing and decision               |    |
| Choice towards UUM  | 66 |
| Table 4.8: Pearson's Correlation between promotion/advertising and decision |    |
| Choice towards UUM  | 67 |
| Table 4.9: Multiple Regression Analysis of Independent Variables            |    |
| On Decision Choice  | 68 |
| Table 4.10: ANOVA result for Regression Analysis                            | 68 |
| Table 4.11: Regression Model Summary  | 69 |
| Table 4.12: Summary Findings  | 70 |

# LIST OF FIGURES

| Figure 2.1: Schematic Diagram for Theoretical Framework Model | 43 |
|---|----|
| Figure 4.1: Response Rate of Questionnaire Distributed        | 60 |

# **CHAPTER ONE**

# INTRODUCTION

In this chapter, reviews the outline of the study. In this section, will start with the background of study then problem statement, which will describe the regarding issues of study. Next, will discuss on research objective, which is to determine what the researcher wants. After that, research questions will be discussed. Then, significant of study and definition of key terms will be emphasized. Lastly, in this chapter will highlight out the organization of chapter for the study.

# 1.1 Background of Study

Higher education in Malaysia has knowledgeable an increasing competition among universities and higher education institutes to attract more students both locally and internationally (Mazzarol, 1998). The competitive had pressured the higher educational institutions to look more competitive marketing strategies in order to compete in their own markets. Malaysia aspires toward position itself as a centre of educational distinction in the Asia Pacific region and in the completion, a variety of facilities and infrastructure and educational facilities have been well-known. Institute of Public and Private Higher Education and collaboration with higher education institutions abroad more actively organized to welcoming more international students to further study in Malaysia.

# The contents of the thesis is for internal user only

# **REFERENCES**

- Aghaee, N.M. (2010). Social media usage in academia: Campus students perceptions of how using social media supports educational learning. (Master dissertation). Uppsala Universitet, Sweden.
- Ahmed, Z.U., Johnson, J.P., Ling, C.P., Fang, T.W. and Hui, A.K. (2002), Country of Origin and Brand Effects on Consumers: Evaluations of Cruise lines. *International Marketing Review*, 19(2/3), pp. 279-302.
- Altbach, P. (2008). The complex roles of universities in the period of globalization. *Palgrave Macmillan*.
- Altbach, P., & Peterson, P. (2007). Higher education in the new century: Global challenges and innovative ideas. Chestnut Hill, MA: Centre for higher Education, Boston College (1st ed.). Sense Publishers.
- Altbach, P., Reisberg, L. and Rumbley, L. (2009). Trends in Global Higher Education: Tracking an Academic Revolution, a report prepared for the UNESCO 2009 World Conference on Higher Education. [online] Unesdoc.unesco.org. Retrieved October 10, 2014 from: <a href="http://unesdoc.unesco.org/images/0018/001831/183168e.pdf">http://unesdoc.unesco.org/images/0018/001831/183168e.pdf</a>.
- Alves, H., & Raposo, M. (2010). The influence of university image on student behaviour. *International Journal of Educational Management*, 24(1), 73-85.
- Alves, H., & Raposo, M. (2010). The influence of university image on student behaviour. *International Journal of Educational Management*, 24(1), 73-85.
- Arambewela, R & Hall, J (2009). An empirical model of international student satisfaction. *Asia Pacific Journal of Marketing and Logistics*, 21(4), pp. 555-569. http://dx.doi.org/10.1108/13555850910997599.
- Arpan, L. M., Raney, A. A., & Zivnuska, S. (2003). A cognitive approach to understanding university image. Corporate Communications: *An International Journal*, 8(2), 97-113.
- Ayoubi, R. and Al-Habaibeh, A. (2006). An investigation into international business collaboration in higher education organisations: A case study of international partnerships in four UK leading universities. *International Journal of Educational Management*, 20(5), pp.380-396.
- Ayoubi, R.M. and H.K. Massoud, (2007). The strategy of internationalisation in universities. International Journal of Educational Management, 21(4).

- Baharun, R. (2002). A study of market segmentation in tertiary education for local public higher learning institutes. *Malaysian Management Review*, 37(1).
- Barnett, G., & Wu, R. (1995). The international student exchange network 1970 & 1989. *Higher Education*, 30(4), 353-368.
- Beerkens, E. (2007). Global Opportunities and Institutional Embeddedness: Cooperation in Higher Education Consortia. *Public-Private Dynamics In Higher Education: Expectations, Developments And Outcomes. Bielefeld: Transcript Verlag,* 247-270.
- Binsardi, A., & Ekwulugo, F. (2003). International marketing of British education: Research on the students' perception and the UK market penetration. *Marketing Intelligence & Planning*, 21(5), 318-327.
- Bond, S., & Bowry, C. (2002). *Connections & complexities* (1st ed.). Winnipeg: Centre for Higher Education Research and Development, University of Manitoba.
- Brown, L. (2009), A failure of communication on the cross-cultural campus. Journal of Studies in International Education. Retrieved October 10, 2010 from <a href="http://jsi.sagepub.com/cgi/content/abstract/13/4/439">http://jsi.sagepub.com/cgi/content/abstract/13/4/439</a>
- Cant, A.G. (2004) Internationalising the Business Curriculum: Developing Intercultural Competence, Journal of American Academy of Business, 5 (1/2), pp. 177-82.
- Chang, M. J., Astin, A. W. & Kim, D. (2004). Cross-racial interaction among undergraduates: Some consequences. causes and patterns. *Research in Higher Education*, 45 (5), 529-553.
- Chen, C.H., & Zimitat, C. (2006). Understanding Taiwanese students' decision-making factors regarding Australian international higher education. *International Journal of Educational Management*, Vol. 20(2), 91-100.
- Chen, L. (2008). Internationalization or international marketing? Two frameworks for understanding international students' choice of Canadian universities. *Journal Of Marketing For Higher Education*, 18(1), 1-33.
- Cheung, A.C.K, Yuen, T.W.W., Yuen, C.Y.M., & Cheng, Y.C. (2011). Strategies and policies for Hong Kong's higher education in Asian markets: Lessons from the United Kingdom, Australia, and Singapore. *International Journal of Educational Management*, Vol. 25(2), 144-163.

- Cohen, L., Manion, L. and Morrison, K. (2007). Research Methods in Education. (6<sup>th</sup> ed.). Great Britain: Routledge Falmer.
- Creswell, J. (2003). *Research design* (1st ed., p. 4). Thousand Oaks, Calif.: Sage Publications.
- Cubillo, J.M., Sánchez, J., & Cerviño, J. (2006). International students' decision-making process. *International Journal of Educational Management*, Vol. 20(2), 101-115.
- Dehne, G. (1999). Another look at the future of private colleges. Mount Pleasant. United States of America: George Dehne and Associates.
- Dichter, E. (1985). What's in an image. *The Journal of Consumer Marketing*, 2(2), 75-81.
- Domino, S., Libraire, T., Lutwiller, D., Superczynski, S. and Tian, R., (2006). Higher education marketing concerns: factors influence students' choice of colleges. The Business Review, Cambridge 6(2), 101-111.
- Enders, J. (2004) Higher Education, Internationalisation, and the Nation State: Recent Developments and Challenges to Governance Theory, *Higher Education*, 47 (3),pp. 361-82.
- Ford, J. B, Joseph, M. & Joseph, B. (1999). Importance-performance analysis as a strategic tool for service marketers: the case of service quality perceptions of business students in New Zealand and the USA. *Journal of Services Marketing*, 13(2), pp.171-186.
- Friesen, R. (2011). Canadian university internationalization. 1st ed. pp.1-25.
- Gamage, D., Suwanabroma, J., Ueyama, T., Hada, S. and Sekikawa, E. (2008). The impact of quality assurance measures on student services at the Japanese and Thai private universities. *Quality assurance in Education*, 16(2), pp.181--198.
- Gambetta, D., (1996). Were they pushed or did they jump? Individual decision mechanisms in education. Westview Press, Boulder, CO.
- Gibbs, P., 2001. Higher education as a market: A problem or solution? *Studies in Higher Education* 26(1), 85.
- Ghazali, M. H., & Kassim, M. S. (2003). The development of global education in Malaysia: Strategies for Internationalization. *Malaysian Management Review*, 38(2), 75–86.
- Gomes, L., & Murphy, J. (2003). An exploratory study of marketing international education online. *International Journal of Educational Management* Vol. 17(3), 116-125.

- Gornitzka, A. and Langfeldt, L. (2008). Borderless knowledge Understanding the "New" Internationalisation of Research and higher education in Norway. 1st ed. Springer, pp.171-184.
- Gruber, T., Fuss, S., Voss, R. and Gl"aser-Zikuda, M. (2010). Examining student satisfaction with higher education services: Using a new measurement tool. *International Journal of Public Sector Management*, 23(2), pp.105-123.
- Gutman, J., & Miaoulis, G. (2003). Communicating a quality position in service delivery: an application in higher education. *Managing Service Quality*, Vol. 13(2), 105-111.
- Gwendolyn, D. (2006). Before and After the Attack: An Empirical Study and Comparison of International Student Satisfaction Before and After the 9/11/01 Terrorists' Attack. Doctor Business of Administration. Nova Southeastern University.
- Hair, J.F. (Jr), Money, A. H., Samouel, P. and Page, M. (2007). *Research methods for business*. UK: John Wiley & Sons.
- Hammons, L., Lee, Y., Akins, R., Somasundaram, U. and Egan, T. (2004). An Evaluation Case Study of an International Student Services Office: Assessing Satisfaction and Productivity. Online Submission.
- Hanapi, Mohamad, Zahiruddin, Ghazali & Mohd Shah, Kassim. (2003). The development of global education in Malaysia: Strategies for internationalization. *Malaysian Management Review*, 38(3), 75-85.
- Harari, M. (1992) The Internationalization of the Curriculum. In C. B. Klasek (Ed.), Bridges to the Future: Strategies for Internationalizing Higher Education, Washington State University's Center for International Development. Headquarters of the Association of International Education Administrators.
- Hemsley-Brown J., & Oplatka, I. (2006). Universities in a competitive global marketplace: A systematic review of the literature on higher education marketing. *International Journal of Public Sector Management*, Vol. 19(4), 316-338.
- Hossler, D. and Gallagher, K.S. (1987), "Studying student college choice: A three-phase model and implications for policymakers", College and University, vol. 62, no. 3, pp. 207-222.
- Howard, M. (2002). Student use of rankings in national magazines in the college decision-making process. An EdD dissertation, The University of Tennessee, Knoxville.

- Ismail, N. (2009). Mediating effect of information satisfaction on college choice. Paper presented in Oxford Business & Economics Conference Program. UK.
- Ivy, J., (2001). "Higher education institution image: A correspondence analysis approach", *The International Journal of Educational Management*, vol. 15, no. 6, pp. 276-282.
- Ivy, J. (2010). Choosing Futures: Influence of Ethnic Origin in University Choice. *International Journal of Educational Management*. 24(5): 391-403.
- Fernandez, J.L. (2010). An Exploratory Study of Factors Influencing the Decision of Students to Study at Universiti Sains Malaysia. Kajian Malaysia. 28(2): 107-136.
- Jager, J.W.D and Soontiens, W. (2009). The Image and Academic Expectations of South African and Malaysian University Students. International Journal of Business Excellence. 2(3-4):285-300.
- Joseph, M., & Joseph, B. (2000). Indonesian students' perceptions of choice criteria in the selection of a tertiary institutions: Strategic implications. International Journal of Educational Management, 14 (1), 40-4.
- Joseph Sia Kee Ming (2010)," Institutional Factors Influencing Students' College Choice Decision in Malaysia: A Conceptual Framework: *International Journal of Business and Social Science*, Vol. 1 No.3; December 2010, pp.53-58.
- Keling, S. B. A. (2006), "Institutional factors attracting students to Malaysian institutions of higher learning," International Review of Business Research Papers, vol. 2, no.1, pp. 46-64.
- Keling, S. B. A., Krishnan, A. and Nurtjahja, O, (2007). "Evaluative criteria for selection of private universities and colleges in Malaysia," *Journal of International Management Studies, vol.* 2, no.1, pp. 1-11.
- Kim, D., 2004. The effect of financial aid on students' college choice: Differences by racial groups. Research in Higher Education 45(1), 43-70.
- Knight, J. (2008). Higher education in turmoil. *The Changing World of Internationalisation. Rotterdam, The Netherlands: Sense Publishers.*
- Kondakci, Y. (2011). Student mobility reviewed: attraction and satisfaction of international students in Turkey. Higher Education, 62(5), pp.573—592.

- Kotler, P. and Fox, K. (1995). *Strategic Marketing for Educational Institutions*. (2<sup>nd</sup> ed.). United States of America: Prentice-Hall.
- Krejcie, R. V. and Morgan, D. W. (1970). "Determining Sample Size for Research Activities", *Educational and Psychological Measurement*. 30: 607-610.
- Lay, R. & Maguire, J. (19981). Modeling the college choice: image and decision. College and University, 56, 113-126.
- LeBlance, G. & Nguyen, N. (2001). The International Journal of Educational Management. *Image and reputation of higher education institutions in students retention decision*, 15(6), pp.303-311.
- Lindsay, A. (1994). Quality and management in universities. *Journal of Tertiary Education Administration*, 16(1), May, 55-68.
- Manski, C. F. and D. Wise. (1983). College choice in America. Cambridge: Harvard University Press.
- Marginson, S. (2004). Competition and markets in higher education: a 'glonacal'analysis. Policy futures in Education, 2(2), pp.175--244.
- Maringe, F. (2006). University and course choice: Implication for positioning, recruitment and marketing. *International Journal of Educational Management*, 20(6), 466-479.
- Maringe, F., & Carter, S. (2007). International students' motivations for studying in UK HE: Insights into the choice and decision making of African students. *International Journal of Educational Management*, 21(6), 459-475.
- Maringe, F. and Gibbs, P. (2009). *Marketing Higher Education: Theory and Practice*. England: Open University Press, McGraw-Hill Education.
- Mazzarol, T. (1998). International Journal of Education Management. *Critical success factor for international education marketing*, 12(4), pp.163-175.
- Mazzarol T, Hosie P (1996). Exporting Australian higher education: future strategies in a maturing market. *Qual. Assoc. Educ.*, 4(1): 37-50.
- Mazzarol, T. and Soutar, G. N. (2002). Push-pull factors influencing international student destination choice. *The International Journal of Educational Management*, Vol. 16 No. 2, pp. 82-90.
- McClam, T. and Woodside, M. (2005). International Education. Using case studies: *An international approach*, 34(2), pp.36-45.

- McMahon, M. E. (1992). Higher Education in a world market: an historical look at the global context of international study. *Higher Education*, Vol. 24 No. 4, pp. 465-82.
- Moe, L. D. (1997). Evaluation of marketing strategies for the recruitment of international students to United States four-year institutions. Doctoral dissertation, Illinois State University.
- MOHE. (2010). <u>Buku Perangkaan Pengajian Tinggi Malaysia 2012.</u> Available at: <a href="http://www.mohe.gov.my/web\_statistik/index.htm.">http://www.mohe.gov.my/web\_statistik/index.htm.</a>
- Mooi, E. and Sarstedt, M. (2011). *A concise guide to market research*. 1st ed. Berlin: Springer.
- Morshidi, s. (2008). The impact of september 11 on international student flow into Malaysia: Lesson learned. *The International Journal of Asia Pacific studies*, 4(1), pp.79-95.
- Murphy PE (1981) Consumer buying roles in college choice: Parents and students' perceptions. *College and University* 56 (2), 140-150.
- Naidoo, V. (2006), "International education, an tertiary level update", *Journal of 'Research in International Education*, Vol. 5 No. 3, pp. 323-45.
- New Sabah Times, (2014). Lebih 70 Ribu Pelajar Asing Menuntut Di Malaysia. [online]Retrieved September 30, 2014, from: http://www.newsabahtimes.com.my/62745
- Nicholls, J., Harris, J., Morgan, E., Clarke, K. and Sims, D., 1995. Marketing higher education: The MBA experience. *The International Journal of Educational Management* 9(2), 31-38.
- OECD Publishing, (2011). Education at a Glance 2011: OECD Indicators. [online]Retrieved September 14, 2014, from: <a href="http://dx.doi.org/10.1787/eag-2011-en">http://dx.doi.org/10.1787/eag-2011-en</a>
- Padlee, S.F., Kamaruddin, A.R. and Baharun, R. (2010). International Students' Choice Behavior for Higher Education at Malaysian Private Universities. *International Journal of Marketing Studies*. 2(2): 202-211.
- Petruzzellis, L. and Romanazzi, S. (2010). Educational value: how students choose university. *International Journal of Educational Management*, Vol. 24 No. 2, pp.139-158.
- Pimpa, N., (2003). The influence of family on Thai students' choices of international education. *The International Journal of Education Management* 17 (5), 211-219.

- Prem, R. and Massimiliano, T. (2009). The impact of culture on learning: Exploring student perceptions. *Multicultural Education & Technology Journal*, 3(3), pp.182-195.
- Price, I., Matzdorf, F., Smith, L and Agahi, H. (2003). The Impact of Facilities on Student Choice of University. Facilities. 21(10): 212-222.
- Raposo, M. and Alves, H., (2007). A model of university choice: an exploratory approach. *MPRA Paper* 1(5523), 203-218.
- Ross, M., Heaney, J., & Cooper, L. (2007). Institutional and managerial factors affecting international student recruitment management. *International Journal of Educational Management*, 21(7), 593-605.
- Santos, J. (1999). Cronbach's alpha: A tool for assessing the reliability of scales. *Journal of extension*, 37(2), pp.1--5.
- Saunders, M., Lewis, P., & Thornhill, A. (2007). *Research Methods for Business Students* (4<sup>th</sup>ed.). UK: Pearson Education Limited.
- Sekaran, U., (1992). Research Methods for Business: As Skill Building Approach, New York: Wiley & Sons.
- Sekaran, U. (2003). Research Methods for Business: A Skill Building Approach. New York, N.Y.: John Wiley & Sons.
- Sekaran, U. (2006). Research Method for Business: A Skill Building Approach. (4<sup>th</sup> ed.). New Delhi: Sharda Ofsett Press.
- Sekaran, U., and Bougie, R. (2010). *Research Methods for Business: A Skill Building Approach* (5<sup>th</sup>ed.). West Sussex: John Wiley.
- Sekaran, U. and Bougie, R. (2013). *Research methods for business*. 6th ed. New York: Wiley.
- Servier RA (1986) Freshmen at competitive liberal arts college: A survey of factors influencing institutional choice. [Phd dissertation]. Ohio State University, Columbus, Ohio.
- Shen, C.C. 2004. Exploring the consumer behavior that influences student college choice. *Tamsui Oxford Journal of Economics and Business* 11: 53-72.
- Sia, J.K.M. (2010). Institutional Factors Influencing Students' College Choice Decision in Malaysia: A Conceptual Framework. *International Journal of Business and Social Science*. 1(3): 53-58.
- Sidin, M.S., Hussin, S.R. and Tan, H.S., (2003), "An Exploratory Study of Factors Influencing the College Choice Decision of Undergraduate Students in Malaysia", *Asia Pacific Management Review*, Vol.8, No. 3, pp. 259-280.

- Stoltenberg, G. (2011). Investigating the Concept of Student'Satisfaction.: The Case of International Students at the UiO.
- Soutar, G. N. and Turner, J. P. (2002). Students" preferences for university: a conjoint analysis. *International Journal of Educational Management*, Vol. 16 No. 1, pp. 40-45.
- Teichler, U. (2003). The future of higher education and the future of higher education research. Tertiary Education and Management, Vol. 9 No.3, pp. 171-185.
- Teichler, V. (2004) The Changing Debate on Internationalisation of *Higher Education*, Higher Education, 48(1) pp. 5-26.
- The Malaysian Insider, (2014). government aims to attract 200000 international students by 2020. [online] Retrieved September 28. 2014,from: <a href="http://www.themalaysianinsider.com/malaysia/article/government-aims-to-attract-200000-international-students-by-2020">http://www.themalaysianinsider.com/malaysia/article/government-aims-to-attract-200000-international-students-by-2020</a>
- Usunier, J.C., & Lee, J.A. (2009). *Marketing across Cultures* (5<sup>th</sup>ed.). Harlow, England: Pearson Education Limited.
- Van der Wende, M. (2007) Internationalization of Higher Education in the OECD Countries: Challenges and Opportunities for the Coming Decade. *Journal of Studies in International Education*, 11, 274–289.
- Veloutsou, C., Lewis, J.W. and Paton, R.A. (2004). University Selection: Information Requirements and Importance. The International Journal of Educational Management. 18(2/3): 160-171.
- Verbik, L. and Lasanowski, V. (2007). International student mobility: Patterns and trends. *The Observatory on Borderless Higher Education*, UK (September).
- Wagner, K. and Fard, P.Y. (2009). Factors Influencing Malaysian Students' Intention to Study at a Higher Educational Institution. *E-Leader Kuala Lumpur*.
- Wankel, C. (2009). Management education using social media. *Educational Organization Management Journal*, Vol. 6, 251-262.
- Webb, M. (1993). Variables influencing graduate business students' college selections. College and University, 68(1), 38-46.
- Yet Mee Lim, Ching Seng Yap, Teck Heang Lee (2011) Destination choice, service quality, satisfaction and consumerism. International student in Malaysian institutions of higher education. *African Journal of Business Management* 5 (5), 1691-1702.

- Yorke, M. (1999). Cambodian students and motivation to participate in higher education. Querying Education Society, 17(2), 85-98.
- Yusof, M., Ahmad, S. N. B., Tajudin, M. & Ravindran, R. (2008). A study of Factors Influencing the Selection of a Higher Education Institution. *UNITAR e-journal*. 4(2): 27-40.
- Zikmund, W.G. (2000). *Business Research Methods* (6<sup>th</sup> Ed.) Mason, OH: Thompson South Western.