



UNIVERSITI PUTRA MALAYSIA

***PERSPECTIVE OF SECOND-HAND FURNITURE AMONG COMMUNITY
IN TAMAN SRI SERDANG, SELANGOR***

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SELANGOR**

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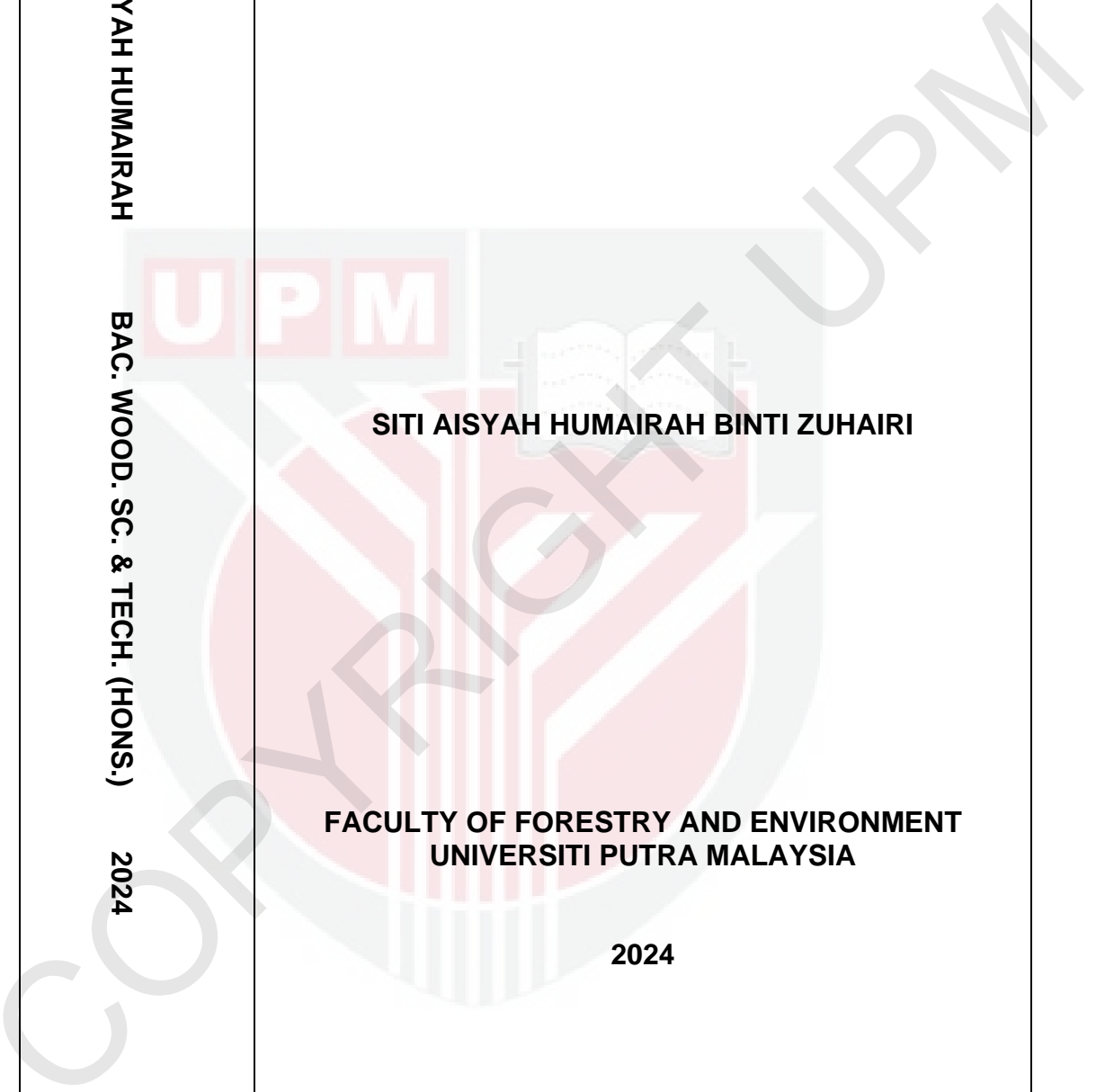
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**FACULTY OF FORESTRY AND ENVIRONMENT
UNIVERSITI PUTRA MALAYSIA**

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IN TAMAN SRI SERDANG, SELANGOR**

By

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**A Project Report Submitted in Partial Fulfillment of the Requirements
for the Degree of Bachelor of Wood Science and Technology (Hons.) in
the Faculty of Forestry and Environment
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DEDICATION

Special dedication to my lovely parents, siblings and relatives also to all my friends, ...

For your supports, advices, understanding and helps through this journey...

ABSTRACT

A study was conducted to determine the knowledge of second-hand furniture among consumers while determining the buying willingness in purchasing second-hand furniture. Besides, the relationship between buying willingness among community with the demographics have also been identified in this study. Data has been collected using a convenient sampling method through the questionnaire. Data were analyzed with descriptive analysis, cross-tabulation and chi-square test using IBM SPSS Statistics. The result shown that, the first prioritized by the respondents in purchasing is the design (38.5%), followed by affordability for the second factor (33.9%), save for the third factor (16%) and the other factors compatibility with space, wood type products and quality which is less than (10%). In addition, from the test conducted, there is a significant relation between buying willingness and demographics. The survey reveals that individuals have varying budget allocations for this buying willingness. The findings reveal insightful details about the buying willingness within the community. Notably, 8.3% of respondents indicated a budget range between RM51 and RM200 for second-hand furniture, suggesting a discernible interest in more affordable options. Additionally, a significant majority, comprising 35.7% of respondents, expressed comfort with allocating a budget ranging from RM201 to RM500. This highlights a noteworthy portion of the community willing to invest a moderate amount in acquiring second-hand furniture that aligns with their needs and preferences. Understanding these perspectives is crucial for stakeholders, policymakers, and businesses aiming to cater to the diverse needs of the Taman Sri Serdang community regarding second-hand furniture consumption.

ABSTRAK

Satu kajian telah dijalankan untuk menentukan pengetahuan pengguna tentang perabot terpakai sambil menentukan kesediaan untuk membeli perabot terpakai. Selain itu, hubungan antara kesediaan untuk membeli dalam kalangan masyarakat dengan demografi juga telah dikenal pasti dalam kajian ini. Data telah dikumpul menggunakan kaedah persampelan mudah melalui soal selidik. Data dianalisis dengan analisis deskriptif, kerjasama dan ujian chi-square menggunakan IBM SPSS Statistics. Keputusan menunjukkan bahawa, yang diprioritikan pertama oleh responden dalam pembelian ialah reka bentuk (38.5%), diikuti oleh kemampuan membeli sebagai faktor kedua (33.9%), jimat sebagai faktor ketiga (16%) dan faktor-faktor lain seperti kesesuaian dengan ruang, jenis kayu produk dan kualiti yang kurang daripada (10%). Selain itu, dari ujian yang dijalankan, terdapat hubungan yang signifikan antara kesediaan untuk membeli dan demografi. Tinjauan menunjukkan bahawa individu memiliki peruntukan bajet yang berbeza untuk kesediaan membeli ini. Penemuan ini memberikan butiran yang menarik tentang kesediaan untuk membeli dalam kalangan masyarakat. Secara khusus, 8.3% responden menunjukkan julat bajet antara RM51 dan RM200 untuk perabot terpakai, menunjukkan minat yang jelas dalam pilihan yang lebih terjangkau. Tambahan pula, majoriti yang signifikan, merangkumi 35.7% responden, menyatakan keselesaan dengan peruntukan bajet yang berkisar dari RM201 hingga RM500. Ini menunjukkan sebahagian besar masyarakat yang bersedia melabur jumlah sederhana untuk memperoleh perabot terpakai yang sejajar dengan keperluan dan pilihan mereka. Memahami pandangan ini adalah penting untuk pihak berkepentingan, pembuat dasar, dan perniagaan yang bertujuan untuk memenuhi keperluan yang pelbagai dalam kalangan masyarakat Taman Sri Serdang berkaitan dengan penggunaan perabot terpakai.

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TABLE OF CONTENTS

	Page
DEDICATION	i
ABSTRACT	iii
ABSTRAK	iv
ACKNOWLEDGEMENT	v
APPROVAL SHEET	vi
LIST OF TABLES	ix
LIST OF FIGURES	xi

CHAPTER

1.	INTRODUCTION	1
	1.1 Background of study	1
	1.2 Problem statement	4
	1.3 Main Objectives	5
	1.3.1 Specific Objectives	5
	1.4 Significance of study	6
2.	LITERATURE REVIEW	8
	2.1 Background of second-hand furniture	9
	2.2 Community perspectives on second-hand furniture	10
	2.2.1 Economic perspectives	10
	2.2.2 Social factor	11
	2.3 Type of product	12
	2.4 Price of second-hand furniture	14
3.	METHODOLOGY	16
	3.1 Study Area	16
	3.2 Sampling and Sample Size	17
	3.3 Data Analysis	19
4.	RESULTS AND DISCUSSIONS	20
	4.1 Introduction	20
	4.2 Demographic Background	20
	4.3 Importance factors that influenced community's perceptions.	25

4.4	Purchasing willingness for second-hand furniture	28
4.5	Relationship between buying willingness and demographics	29
4.5.1	Gender	29
4.5.2	Age	32
4.5.3	Race	40
4.5.4	Marital Status	43
4.5.5	Educational Level	46
4.5.6	Occupational	50
4.5.7	Income	54
5.	CONCLUSION, LIMITATION AND RECOMMENDATION	58
5.1	Conclusion	58
5.2	Limitation of Study	59
5.3	Recommendation	60
	REFERENCE	61

LIST OF TABLES

Table 1: Demographic backgrounds of the respondents	21
Table 2: Cross-tabulation of Relationship Between Buying Willingness and Demographics (Gender)	30
Table 3: Chi-Square Test of Relationship Between Buying Willingness and Demographics (Gender)	31
Table 4: Cross-tabulation of Relationship Between Buying Willingness and Demographics (Age)	32
Table 5: Cross-tabulation of Relationship Between Buying Willingness and Demographics (Age)	33
Table 6: Cross-tabulation of Relationship Between Buying Willingness and Demographics (Age)	34
Table 7: Cross-tabulation of Relationship Between Buying Willingness and Demographics (Age)	35
Table 8: Cross-tabulation of Relationship Between Buying Willingness and Demographics (Age)	36
Table 9: Cross-tabulation of Relationship Between Buying Willingness and Demographics (Age)	37
Table 10: Cross-tabulation of Relationship Between Buying Willingness and Demographics (Age)	38
Table 11: Chi-Square Test of Relationship Between Buying Willingness and Demographics (Age)	39
Table 12: Cross-tabulation of Relationship Between Buying Willingness and Demographics (Race)	41

Table 13: Chi-Square Test of Relationship Between Buying Willingness and Demographics (Race)	42
Table 14: Cross-tabulation of Relationship Between Buying Willingness and Demographics (Marital Status)	44
Table 15: Chi-Square Test of Relationship Between Buying Willingness and Demographics (Marital Status)	45
Table 16: Cross-tabulation of Relationship Between Buying Willingness and Demographics (Educational Level)	47
Table 17: Cross-tabulation of Relationship Between Buying Willingness and Demographics (Educational Level)	48
Table 18: Chi-Square Test of Relationship Between Buying Willingness and Demographics (Educational Level)	49
Table 19: Cross-tabulation of Relationship Between Buying Willingness and Demographics (Occupation)	51
Table 20: Cross-tabulation of Relationship Between Buying Willingness and Demographics (Occupation)	52
Table 21: Chi-Square Test of Relationship Between Buying Willingness and Demographics (Occupation)	53
Table 22: Cross-tabulation of Relationship Between Buying Willingness and Demographics (Income)	55
Table 23: Cross-tabulation of Relationship Between Buying Willingness and Demographics (Income)	56
Table 24: Chi-Square Test of Relationship Between Buying Willingness and Demographics (Income)	57

LIST OF FIGURES

Figure 1: The Study Area in Taman Sri Serdang, Selangor	16
Figure 2: The Krejcie and Morgan (1970) Formula for determining Sample Size	17
Figure 3: Important factors that influenced people to buy second-hand furniture	26
Figure 4: The purchasing willingness for second-hand furniture	28



CHAPTER 1

INTRODUCTION

1.1 Background of study

Every day, our lives are increasingly impacted by global warming and ensuing tremendous environmental problems, which ultimately have an impact on how we use and decide what to buy related to commodities. With growing environmental concerns throughout the world, purchasing decisions are likely to place more emphasis on sustainability. In the context of second-hand furniture, this study will explore more on consumers perspective towards sustainability and how they relate to customer preferences.

In Malaysia, there is an increase in trend towards environmentally conscious buying, and many shoppers are becoming more concerned of how their purchases affect the environment. As a result, some Malaysian customers are willing to pay extra for environmentally sustainable goods. According to Nielsen (2018), 78% of Malaysians are willing to pay extra for more sustainable goods and services.

According to the surveys, Malaysian consumers are most inclined to spend extra money on eco-friendly items in the home care, food and beverage, and personal care categories. However, there is a growing interest in alternative consumption channels, such as second-hand stores, spurred by criticism

traditional merchants (Guiot & Roux, 2010). In general, when the market for used goods increases, the market for new goods reduces, thereby decreasing the demand for resources such as raw material, energy, and water. The end goal of this type of development could even be an economy where all goods are reused and recycled.

According to a 2019 report by Malaysia's Solid Waste Management and Public Cleansing Corporation (SWCorp), more furniture is being thrown out in Malaysia than ever before. Furniture accounted for 11% of all garbage, according to the survey, making it the fourth-largest type of bulky waste. The study also showed that Malaysians are discarding furniture more often, with 15,000 tons of furniture being tossed every day, according to estimates. Because it adds to the nation's mounting landfill space and trash disposal issues, this development is concerning.

The growing consumerism tendency and the need for newer, more contemporary furniture are two factors that can be contributing to the rise in furniture waste. Because of this and the affordable price of new furniture, there is a culture of disposability and little thought given to how discarding furniture would affect the environment. Reducing the amount of furniture that ends up in landfills is a tremendous potential for more sustainable consumption, given the low level of furniture recycling currently in place. This challenge may be broken down into two main areas: making it easier to recycle furniture and purchase second-hand products through increased

availability and altering consumer attitudes by making sustainable consumption choices more of a social norm. The market for second-hand furniture is expanding both offline and online as consumer attitudes are already changing in response to the world's growing concern over climate change.

Therefore, it should be obvious that studying sustainable consumption is of utmost importance. These phenomena are also becoming a more and more popular research topic. In this thesis, second-hand furniture, more especially furniture, will be examined from the standpoint of sustainable consumption. As was previously said, changing consumer attitudes is crucial to shifting consumption patterns, and the market for furniture has a significant environmental impact and currently has low levels of reuse. In order to better understand why people select second-hand furniture, this thesis will examine consumer preferences and attitudes towards it. The objective is to understand how to promote the transition to more environmentally friendly consumption, in this example second-hand furniture.

1.2 Problem statement

The main problem statement about second-hand furniture is the lack of awareness and negative perception among consumers towards its reuse and recycle. Many consumers still view second-hand furniture as being of lower quality or outdated, and therefore are reluctant to consider purchasing or using it. This leads to a high rate of furniture waste and contributes to environmental degradation. Additionally, there is also a lack of infrastructure to support the second-hand furniture market, such as inadequate collection and disposal systems, and a limited number of second-hand furniture stores. This limits the availability of second-hand furniture for consumers, making it more difficult for them to make sustainable choices.

Moreover, the lack of standardization in the second-hand furniture market, such as pricing and quality standards, also contributes to consumer reluctance to purchase second-hand furniture. This results in limited options for consumers and difficulty in making informed decisions. These problems have a significant impact on the environment, economy, and society as a whole. Addressing these issues require a concerted effort from all stakeholders, including consumers, furniture manufacturers, retailers, and policymakers. Hence, this study will give more knowledge benefits and increased the value of second-hand furniture among community.

1.3 Main Objectives

The main objective of this study is to assess the level of importance factors that influenced community to buy second-hand furniture products, gauge the buying willingness among potential consumers, and explore the potential correlations between buying willingness and demographic factors.

1.3.1 Specific Objectives

1. To determine the factors that influenced community to buy second-hand furniture.
2. To determine the buying willingness for second-hand furniture products.
3. To examine the relationship between buying willingness and demographics.

1.4 Significance of study

This thesis, exploring the perspective of second-hand furniture in the Taman Sri Serdang community in Selangor, holds significant implications for both consumers and manufacturers in the furniture industry.

For consumers, the study provides valuable insights into the knowledge, preferences, and purchasing behaviors related to second-hand furniture. By understanding the factors influencing residents' choices, consumers can make more informed decisions when it comes to acquiring second-hand items. The findings, particularly regarding the significant influence of price, allow consumers to align their preferences with economic considerations. This knowledge is empowering for individuals looking to furnish their homes economically, catering to various budget brackets identified in the study. Moreover, the recognition that higher education levels correlate with better knowledge of second-hand furniture materials provides an opportunity for consumers to enhance their understanding, ultimately influencing their choices based on the quality of materials.

On the other hand, manufacturers in the furniture industry can leverage the study's insights to tailor their offerings to better meet consumer preferences and needs. Recognizing the importance of price as a determining factor, manufacturers can strategize to offer a diverse range of second-hand furniture options across different budget brackets. Additionally, understanding

the positive correlation between education levels and the ability to recognize materials presents an opportunity for manufacturers to provide informative materials and engage with consumers at various educational levels. By aligning their products with the identified external factors like design, quality, and material, manufacturers can enhance the appeal of second-hand furniture in the market.



CHAPTER 2

LITERATURE REVIEW

This section will start by reviewing the literature on consumer perspective on second-hand furniture. Secondhand furniture consumption has becoming more popular worldwide as people and communities become more aware of the social, environmental, and economic advantages of sustainable consumption practices (Belz & Peattie, 2012; Belk, 2014). Understanding how Malaysian communities feel about used furniture is crucial to comprehending the complex factors influencing sustainable purchasing trends, including the items the factors have been examined, the methodologies that have been employed, and some significant findings.

A study of the literature on the second-hand furniture industry in general, including its traits such typical customer perception, consumer segmentation, and product preferences, will come after this. The third part will examine a buying willingness for purchasing second-hand products that were discovered throughout the literature assessment and can serve as the foundation for further study.

2.1 Background of second-hand furniture

Furniture is said to as second-hand when it has recently been owned but is now being traded or utilized by another person. This category could include things like beds, dressers, cupboards, couches, chairs, and tables. Thrift stores, yard sales, flea markets, consignment stores, and online auction sites are just a few locations where second-hand furniture may be sold.

Second-hand furniture can be in any state, from lightly used to badly worn or damaged. While some old furniture may be in great shape and require little maintenance, others need repairs or refurbishment to make it useable again. Recent years have seen a rise in the popularity of second-hand furniture because of rising environmental and sustainability concerns as well as shifting consumer and waste reduction attitudes. As a cheaper and more environmentally responsible alternative to purchasing new furniture, many buyers are now looking for second-hand furniture.

2.2 Community perspectives on second-hand furniture

2.2.1 Economic perspectives

The economic perspective in the context of sustainable consumption, particularly the acquisition of second-hand furniture, revolves around how individuals and communities make choices based on economic considerations. Sustainable consumption practices often align with economic motivations, and this is particularly evident in the realm of second-hand furniture. Although it is a relatively new study area with an increase in publications after the year 2012, there are many studies that analyze consumer preferences connected to sustainable products and consumption.

First is, sustainable consumption and economic considerations. Sustainable consumption refers to making choices that have a reduced impact on the environment and promote long-term well-being. It involves considering the environmental, social, and economic aspects of products and services. In the case of second-hand furniture, individuals often opt for these items due to economic advantages associated with their acquisition.

Next is the cost-effectiveness of the second-hand furniture. The significant price difference between new and used furniture makes the latter a highly attractive option, especially for those seeking economic advantages within sustainable consumption practices (Thogersen, 2012). Cost-effectiveness thus becomes a major driver for individuals facing financial difficulties or

desiring effective budget management. Besides, alternative during economic challenges also need to be considered among the community. According to empirical data from Smith and Browne's 2016 study, Malaysian communities frequently resort to second-hand furniture as a practical and affordable solution when faced with financial difficulties. Financial instability, economic downturns, or personal financial limitations are examples of economic problems. In these circumstances, used furniture's price makes it a sensible option for meeting furniture needs.

2.2.2 Social factor

Social factors, encompassing cultural perceptions and societal norms, play a significant role in influencing the adoption of second-hand furniture within Malaysian communities (Shen, 2019; Tan, 2017). With Malaysia's rich cultural diversity, distinct behaviors towards second-hand furniture emerge based on varied cultural backgrounds. Tan's research in 2017 suggests that understanding how societal norms and cultural values shape the acceptance or rejection of second-hand furniture is crucial. Tailoring interventions and communication strategies to align with these cultural nuances is essential for fostering acceptance and encouraging sustainable consumption practices within the Malaysian context. Essentially, the social fabric of Malaysian communities strongly influences their attitudes and behaviors towards second-hand furniture, emphasizing the importance of cultural considerations in promoting sustainable consumption.

2.3 Type of product

Woodworking craftsmanship is a rich tradition in Malaysia! Used wooden furniture is significantly available in the market due to this contribution. Malaysia boasts a diverse range of preloved furniture choices in addition to wooden pieces. Meeting various consumer preferences and needs is the goal of these options. This article will assess the prevalent types of utilized furniture found in Malaysia. These types include wooden furniture, upholstered furniture, office furniture, antique and vintage furniture, and also outdoor furniture.

In the market, there is an abundance of second-hand wooden furniture that obviously displays Malaysia's woodworking legacy. This category includes a variety of things such as dining tables, chairs, cabinets, closets, and bed frames. Through their elaborate patterns and high-quality craftsmanship, these wooden furniture items are greatly desired by consumers seeking durability, natural beauty, and traditional aesthetics (Smith, 2019).

Furthermore, Malaysia's second-hand furniture market also has a large assortment of upholstered furniture, such as couches, armchairs, and recliners. These items provide buyers a variety of upholstery materials, such as cloth or leather, to accommodate a variety of preferences and budgets. Upholstered furniture blends comfort and design, allowing people to create welcoming and cozy living areas (Jones, 2020).

Moreover, the desire for cost-effective furniture solutions has resulted in a robust used office furniture industry in Malaysia, as enterprises and office spaces continue to expand. Customers may discover secondhand desks, chairs, file cabinets, and bookshelves that are practical, useful, and reasonably priced. This market serves firms and people looking for cost-effective office furnishings (Lee et al., 2018).

Next, Malaysia's diverse cultural heritage has fostered a demand for antique and vintage furniture. These artefacts have historical value and demonstrate workmanship from many times. Collectors and aficionados will find elegant wooden cabinets, Chinese-style furniture, rattan seats, and vintage artefacts. Antique and vintage furniture add nostalgia and individuality to interior spaces (Tan, 2017).

Lastly is outdoor furniture. Malaysia's tropical environment encourages outdoor lifestyle, which increases the need for second-hand outdoor furniture. Outdoor dining sets, patio furniture, garden seats, and lounge chairs are all available on the market. These outdoor furniture items combine usefulness and beauty, allowing users to create comfortable and welcoming outside places for relaxing and socializing (Lim, 2019).

2.4 Price of second-hand furniture

The price range of used furniture in Malaysia is affected by a variety of variables. Understanding these aspects and their impact on pricing dynamics is critical for consumers looking for cost-effective and functional furnishings. This essay presents an overview of the used furniture price range in Malaysia, covering low-range, midrange, and high-range pricing and examining the variables that lead to price variances.

Functional yet worn-out used furniture items can be found by consumers within the low-price range category at reasonable prices. For those seeking affordable furniture options like chairs and basic shelving units or small tables suitable for short-term needs or budget constraints can expect to pay anywhere between RM50 and RM200 (Smith 2020).

However, second-hand furniture options that are relatively well-maintained and of higher quality can be found within the mid-range price category. Sofas, dining tables, bedroom sets, and cabinets are some examples of the bigger furniture items that are included. Prices for mid-range secondhand furniture typically vary between RM 200 and RM 800, with price variations depending on criteria such as brand recognition, material quality, design intricacy, and demand (Jones, 2019).

Furthermore, premium, or valuable second-hand furniture items with great craftsmanship, unusual designs, or historical value can be found at the top end of the pricing spectrum. Prices for high-end second-hand furniture normally start about RM 800 and can reach several thousand Ringgit. Antique furniture, designer pieces, and furniture from high-end companies are examples of high-end things. These items' rarity, quality, provenance, and appeal all contribute to their high values (Lee et al., 2021).

It is critical to recognize that the price ranges listed above are estimates and may vary to major fluctuations based on a variety of factors. Furniture condition, brand reputation, material composition, design complexity, and buying location or platform all have an impact on cost. Additionally, market characteristics such as supply and demand, seasonal swings, and seller competition can all have an influence on pricing within each price range. When determining the value of second-hand furniture in the Malaysian market, consumers should take these aspects into account (Tan, 2018).

CHAPTER 3

METHODOLOGY

3.1 Study Area

The study is conducted in Taman Sri Serdang, Selangor area. Selangor has a residential area called Taman Sri Serdang located within it, and the location of this place is in the district of Seri Kembangan which boasts a lively community and beneficial amenities. Residential properties in Taman Sri Serdang include both landed houses and apartments which are perfect for catering to the needs of a diverse range of residents. The easy accessibility of other parts of Selangor and Kuala Lumpur from the neighborhood is due to its well- connected major transportation routes, including nearby highways like the North-South Expressway and Sungai Besi Expressway that provide convenient travel options for residents who commute to work or other destinations. The population in Taman Sri Serdang in year 2022 is approximately 250,000.



Figure 1: The Study Area in Taman Sri Serdang, Selangor

(Source: AN ASSESSMENT OF TRAFFIC CONGESTION IN TAMAN SRI SERDANG, SELANGOR, MALAYSIA - Scientific Figure on ResearchGate.

3.2 Sampling and Sample Size

In this study, to find number of respondents, the non- probability sampling method was utilized. Purposive sampling is a non- probability sampling technique which has been used in research to pick individuals or groups of persons who satisfy criteria relevant to the study question or purpose. People who aged 19 years old and above who lived in Taman Sri Serdang were chosen to be respondent to answer the questionnaires. By utilizing Krejcie & Morgan's (1970) formula [$S = X^2NP(1 - P) \div d^2(N-1) + X^2P(1-P)$], it was possible to determine the sample size.

Formula for determining sample size

$$s = X^2NP(1 - P) \div d^2(N - 1) + X^2P(1 - P)$$

s = required sample size.

X^2 = the table value of chi-square for 1 degree of freedom at the desired confidence level (3.841).

N = the population size.

P = the population proportion (assumed to be .50 since this would provide the maximum sample size).

d = the degree of accuracy expressed as a proportion (.05).

Source: Krejcie & Morgan, 1970

Figure 2: The Krejcie and Morgan (1970) Formula for determining Sample Size

(Source: Krejcie, R.V., & Morgan, D.W., (1970). Determining Sample Size for Research Activities. Educational and Psychological Measurement.)

Approximately, there are 384 people from Taman Sri Serdang aged 19 years and above will answer the questionnaire. The questionnaire will be provided in a Google Form. It, then, will be distributed among targeted respondent by seeing them face to face, posting in a community Facebook group and blasting in social media such as WhatsApp, Instagram, and Twitter. Before the respondents may start to answer the questionnaire, a simple briefing will be conducted purposely to ensure that they know the objective of the study.

In this study, a quantitative approach was utilized to conduct the research. Quantitative methods, which focus on precise measurements and the statistical, mathematical, or numerical analysis of data gathered through surveys, polls, and other research methods, were employed. Additionally, statistical data manipulation using computational techniques was conducted. The utilization of quantitative methods facilitated the collection and analysis of numerical data to depict characteristics, establish correlations, and test hypotheses. The questionnaire is to identify the knowledge of used furniture among the community and their attitude purchasing ability which was held in Seri Kembangan, Selangor from the end of July until October 2023.

Overall, there are three sections;

Section 1: Demographic Information

Section 2: Perception of Second-hand Furniture

Section 3: Purchasing willingness for Second-hand Furniture

3.3 Data Analysis

Data collected from respondents at Taman Sri Serdang through questionnaire was coded and entered into a spreadsheet. The IBM Statistical Package for Social Sciences (SPSS) version 27 was used to analyze the data. The descriptive statistic approach was used to summarize respondents' responses to all questions. The data was described using frequencies and percentages. The chi-square test was then utilized to examine the relationship between customer understanding of used furniture and purchasing abilities in Taman Sri Serdang.

CHAPTER 4

RESULTS AND DISCUSSIONS

4.1 Introduction

The result was presented in three different sections. The first section presents the demographic background of the respondents. The second section presents are the perception of second-hand furniture and the third section covers.

4.2 Demographic Background

The number of respondents that was targeted is 384, but 387 respondent paper surveys are accepted the distribution of the respondent based on their demographic background is shown in Table 1.

A total of 387 respondents answered the questionnaire consisted of 163 male (42.1%) and 224 female (57.9%). Female and male respondents were a slightly different percentage to participate in the study because the surveys Was conducted during working and non-working hours until night.

Table 1: Demographic backgrounds of the respondents

Variable	Frequency	Percentage (%)
Gender		
Male	163	42.1
Female	224	57.9
Age		
19 - 28	108	27.9
29 – 38	233	60.2
39 – 48	43	11.1
49 years and above	3	0.8
Race		
Malay	274	70.8
Indian	71	18.3
Chinese	41	10.6
Others	1	0.3
Marital Status		
Single	210	54.3
Married	177	45.7
Education		
High School or Lower	13	3.4
Pre-University	5	1.3
Bachelor's Degree	222	57.4
Master's Degree	111	28.7
Doctorate or Higher	32	8.3
Others	4	1.0

Occupation		
Professional	116	30.0
Administrator	204	52.7
Support Staff	38	9.8
Self-employees	29	7.5

Income		
Less than RM2000	4	8.8
RM2001 – RM4000	92	23.8
RM4001 – RM6000	195	50.4
RM6001 and above	66	17.1

The age distribution of correspondence in Taman Sri Serdang, Selangor is presented in Table 4.1. The youngest respondent was about 19 years old and older respondent was 50 years old and above. The main age group level of the respondents was age ranged in between 30-40 years old with (63.6%). Second highest age ranged group is 21-29 years old is (34.3%) and the third is 41-54 years old which (10.0%). The lowest respondent's age ranged for this study is lower than 21 years old with (1.0%). The data for marital status for single (54.3%) is higher than married (45.7%).

The provided data presents a demographic distribution based on race, with a total population of 387 respondents. The majority of the population identifies as Malay, comprising 70.8% (274 respondents). Following that, the Indian demographic constitutes 18.3% of the population, with 71 respondents. Chinese respondents make up 10.6% of the population, totaling 41 individuals. A minimal proportion, 0.3% (1 individual), falls under the "Others" category. Among them, 3.4% have completed high school or lower education, totaling 13 respondents. A smaller percentage, 1.3% (5 respondents), falls into the category of pre- university education. Most of the population, comprising 57.4% (222 respondents), holds a bachelor's degree. Those with a master's degree account for 28.7% (111 respondents), and respondents with a doctorate or higher education level make up 8.3% (32 respondents). There are also 1% (4 respondents) categorized as "Others" in terms of education.

Table 4.1 illustrates the income distribution among respondents. The largest segment comprises those with an income below RM2000, accounting for 8.8% of the sample (34 respondents). In the RM2001– RM4000 income range, 23.8% of respondents fall within this category, totaling 92 individuals. A significant portion of the respondents, constituting 50.4%, earns between RM4001 and RM6000, represented by 195 participants. Those with an income of RM6001 or above make up 17.1% of the respondents, totaling 66 individuals. Analyzing the data further, it is evident that the majority of respondents (8.8%) have an income below RM2000. In contrast, a substantial portion of respondents (23.8%) falls within the RM2001– RM4000 income bracket. Half of the respondents (50.4%) earn between RM4001 and RM6000, and the remaining 17.1% have an income of RM6001 or above. These findings provide insights into the income distribution among the 387 respondents, with each income category contributing to the overall distribution.

In this dataset, the distribution of individuals based on their occupations is presented. Most of the population falls under the category of "Administrator," with a frequency of 204 individuals, constituting 52.7% of the total. These individuals are likely engaged in managerial or administrative roles within organizations. The next significant occupational group is "Professional," encompassing 116 individuals, representing 30.0% of the total. Professionals typically include individuals with specialized skills and expertise in fields such as medicine, law, or engineering. "Support Staff" follows, with a frequency of 38 individuals, making up 9.8% of the population. Support staff members are

generally involved in providing assistance and operational support within an organization. A smaller proportion, 29 individuals or 7.5%, identifies as "Self-employed," suggesting a segment of the population engaged in entrepreneurial or freelance endeavors. These numbers provide insights into the diverse occupational landscape of the population under consideration, highlighting the prevalence of administrative and professional roles, along with a notable presence of self-employed individuals and support staff.

4.3 Importance factors that influenced community's perceptions.

The participants were queried about their perspectives on various features influencing the purchase of second-hand furniture within the community. Respondents were provided with six options to rank the importance of these features, ranging from the most critical to the least important when considering the acquisition of second-hand furniture products. As depicted in Figure 4.1, the influential factors in the realm of second-hand furniture purchasing highlight the significance placed on product design. Approximately 149 of respondents emphasized the role of design in shaping their perspectives on the factors influencing second-hand furniture purchases within the community. This finding underscores the importance attributed to the aesthetic aspects of second-hand furniture products within the surveyed community.

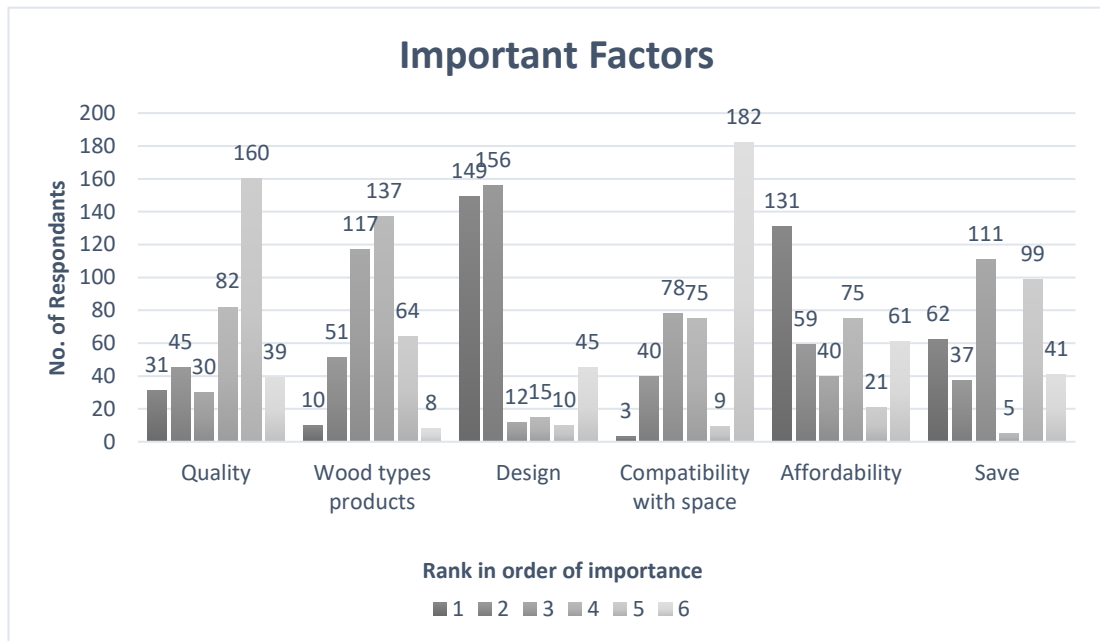


Figure 3: Important factors that influenced people to buy second-hand furniture

131 of respondents identified affordability as a pivotal factor influencing their decision to opt for second-hand furniture. This data suggests that a significant portion of the surveyed individuals values the cost- effectiveness of second-hand furniture, making it a key consideration in their purchasing decisions. Similarly, 62 of respondents indicated that the desire to save money plays a crucial role in motivating the respondents to buy second- hand furniture. This finding underscores the financial considerations that contribute to the popularity of second-hand furniture, as individuals seek economical options to furnish their spaces.

However, from the respondent's perspective, compatibility with space is not preferred to be the option in determining the factors that influence people to buy second-hand furniture. This is because, compatibility with space (182)

can be adjusted by removing another furniture to make a space for it. Moreover, 160 of the respondents highlighted that quality is not their priority factors in influence them to purchase second-hand furniture. As the respondents expect that it must be either defects or low in quality for second-hand furniture.

However, it depends on how the consumers handle and used the product. Next, 137 of respondents choose wood type products as their third factors that influenced them in purchasing second-hand furniture. The type of wood used in second-hand furniture is important because the type of wood can significantly influence the durability and longevity of the furniture. Certain types of wood are known for their sturdiness and resistance to wear and tear, ensuring that the second-hand furniture will continue to serve its purpose for an extended period.

4.4 Purchasing willingness for second-hand furniture

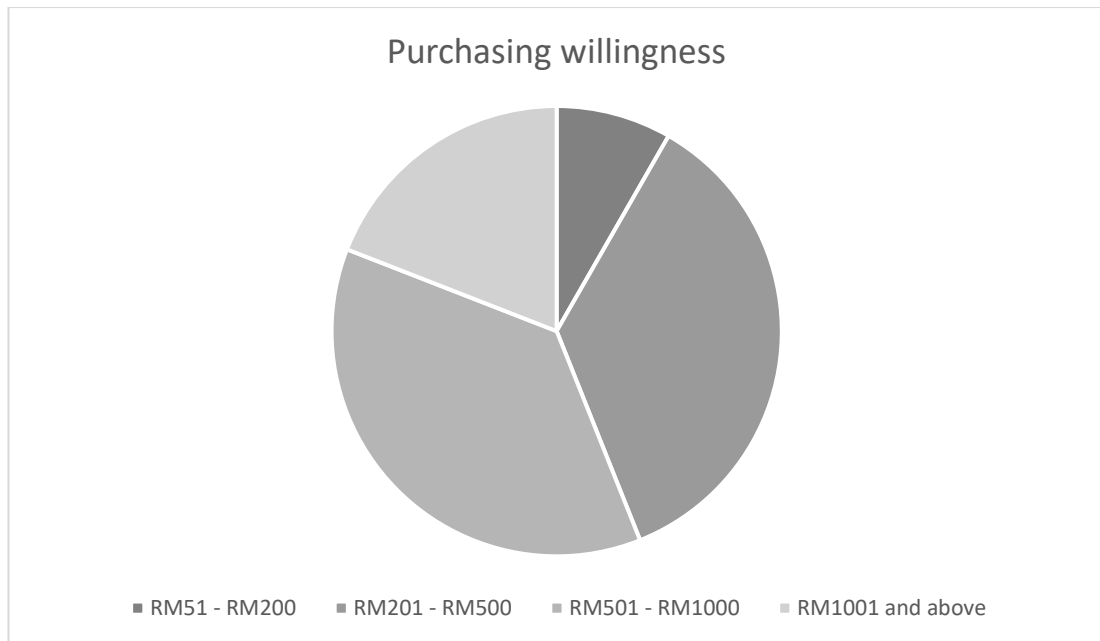


Figure 4: The purchasing willingness for second-hand furniture

The figure 4.2 shows in order considering purchasing second-hand furniture, the survey reveals that individuals have varying budget allocations for this purpose. Approximately 8.3% of respondents expressed a budget range between RM51 and RM200 for second-hand furniture. This suggests that a modest but notable section of buyers is looking for more affordable options within this price range. Moving on, most respondents, accounting for 35.7%, are comfortable allocating a budget between RM201 and RM500 for second-hand furniture. This indicates a significant proportion of individuals are willing to spend a moderate amount to acquire furniture that fits their needs and preferences.

Further, another substantial group, constituting 37.0% of respondents, is willing to invest in a higher budget range of RM501 to RM1000 for second-hand furniture. This implies that a considerable number of buyers prioritize both affordability and quality in their furniture choices. Lastly, about 19.1% of respondents are open to allocating a budget of RM1001 and above for second-hand furniture. This segment represents individuals who are willing to invest more significantly, possibly seeking higher-end or specialized pieces in the second-hand market.

In summary, the data indicates a diverse range of budget preferences among individuals looking to purchase second-hand furniture, with significant sections willing to spend across different budget brackets. This suggests that the second-hand furniture market caters to a broad spectrum of budgetary considerations and preferences within the surveyed population.

4.5 Relationship between buying willingness and demographics

4.5.1 Gender

By using cross tabulation and chi-square test, the results show a statistically significant association between gender and buying willingness (p -value < 0.001). This means that there is a non-random relationship between the two variables. The crosstab table shows the distribution of respondents by gender and buying willingness allocation range. We can see that a higher proportion of females (17%) are willing to allocate RM51-RM200 for second-hand furniture compared to males (15%). For the other allocation

ranges, males tend to have a higher percentage than females. For example, 34% of males are willing to allocate RM501- RM1000 compared to 20% of females.

Table 2: Cross-tabulation of relationship between buying willingness and demographics (gender)

Purchasing Willingness for Second-hand Furniture	Gender		Total
	Male	Female	
RM51 – RM200	15	17	32
RM201 – RM500	82	56	138
RM501 – RM1000	34	109	143
RM1001 and above	32	42	74
Total	163	224	387

Table 3: Chi-Square Test of Relationship Between Buying Willingness and Demographics (Gender)

	Value	df	Asymptotic Significance (2-sided)
Peason Chi-Square	37.015 ^a	3	<0.001
Likelihood Ratio	38.126	3	<0.001
Linear-by-Linear Association	9.354	1	0.002
N of Valid Cases	387		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 13.48.

4.5.2 Age

The chi-square test results show a statistically significant association between age and buying willingness (p -value < 0.001). This means that there is a non-random relationship between the two variables. The cross tab table shows the distribution of respondents by age range and buying willingness allocation range. We can see that the highest percentage of respondents in all allocation ranges are in the 25-34 age group. The youngest age group (18- 24) has the lowest percentage of respondents in the highest allocation range (RM1001 and above). The oldest age group (55 years old and above) has the highest percentage of respondents in the highest allocation range (RM1001 and above).

Table 4: Cross-tabulation of relationship between buying willingness and demographics (age)

Purchasing Willingness for Second-hand Furniture	Age			
	19	21	22	23
RM51 – RM200	0	3	4	10
RM201 – RM500	0	2	5	9
RM501 – RM1000	1	0	1	2
RM1001 and above	0	0	0	0
Total	1	5	10	21

Table 5: Cross-tabulation of relationship between buying willingness and demographics (age)

Purchasing Willingness for Second-hand Furniture	Age			
	24	25	26	27
RM51 – RM200	1	2	4	0
RM201 – RM500	0	2	28	1
RM501 – RM1000	0	0	1	0
RM1001 and above	1	0	0	0
Total	2	4	33	1

Table 6: Cross-tabulation of relationship between buying willingness and demographics (age)

Purchasing Willingness for Second-hand Furniture	Age			
	24	25	26	27
RM51 – RM200	1	2	4	0
RM201 – RM500	0	2	28	1
RM501 – RM1000	0	0	1	0
RM1001 and above	1	0	0	0
Total	2	4	33	1

Table 7: Cross-tabulation of relationship between buying willingness and demographics (age)

Purchasing Willingness for Second-hand Furniture	Age			
	28	29	30	33
RM51 – RM200	0	3	1	0
RM201 – RM500	0		1	1
RM501 – RM1000	30	22	1	55
RM1001 and above	1	0	0	30
Total	31	26	3	86

Table 8: Cross-tabulation of relationship between buying willingness and demographics (age)

Purchasing Willingness for Second-hand Furniture	Age			
	34	35	37	38
RM51 – RM200	0	3	1	0
RM201 – RM500	0		1	45
RM501 – RM1000	30	22	30	0
RM1001 and above	1	0	1	0
Total	1	1	71	45

Table 9: Cross-tabulation of relationship between buying willingness and demographics (age)

Purchasing Willingness for Second-hand Furniture	Age			
	39	40	41	50
RM51 – RM200	0	0	0	1
RM201 – RM500	1	1	0	0
RM501 – RM1000	0	0	0	0
RM1001 and above	0	0	0	0
Total	1	1	0	1

Table 10: Cross-tabulation of relationship between buying willingness and demographics (age)

Purchasing Willingness for Second-hand Furniture	Age		Total
	51	54	
RM51 – RM200	1	0	32
RM201 – RM500	0	1	138
RM501 – RM1000	0	0	143
RM1001 and above	0	0	74
Total	1	1	387

Table 11: Chi-square test of relationship between buying willingness and demographics (age)

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	610.580 ^a	63	<0.001
Likelihood Ratio	588.190	63	<0.001
Linear-by-Linear Association	41.931	1	<0.001
N of Valid Cases	387		

- a. 64 cells (72.7%) have expected count less than 5. The minimum expected count is 0.08.

4.5.3 Race

All three chi-square tests showed a statistically significant association between race and buying willingness (p -value < 0.001). This means that there is a non-random relationship between the two variables. The crosstab table shows the distribution of respondents by race and buying willingness allocation range. We can see that Malays have the highest percentage of respondents in the lowest allocation range (RM51-RM200) and the lowest percentage in the highest allocation range (RM1001 and above). Indians have the highest percentage of respondents in the second-highest allocation range (RM501-RM1000). Chinese have the highest percentage of respondents in the highest allocation range (RM1001 and above). The "expected count" note in the results table indicates that there are 5 cells with an expected count less than 5. This means that the results should be interpreted with caution, as the chi-square test may be less reliable when there are small expected counts.

Table 12: Cross-tabulation of relationship between buying willingness and demographics (race)

Purchasing Willingness for Second-hand Furniture	Race				Total
	Malay	Indian	Chinese	Others	
RM51 – RM200	27	3	1	1	32
RM201 – RM500	92	46	0	0	138
RM501 – RM1000	121	22	0	0	143
RM1001 and above	34	0	40	0	74
Total	274	71	41	1	387

Table 13: Chi-square test of relationship between buying willingness and demographics (race)

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	218.512 ^a	9	<0.001
Likelihood Ratio	188.210	9	<0.001
Linear-by-Linear Association	34.680	1	<0.001
N of Valid Cases	387		

a. 5 cells (31.3%) have expected count less than 5. The minimum expected count is 0.08.

4.5.4 Marital Status

The chi-square test statistic is 34.502, with 3 degrees of freedom and a p-value of less than 0.01. This indicates a statistically significant association between marital status and buying willingness. The crosstab table shows the distribution of respondents by marital status and buying willingness allocation range. A higher proportion of single respondents (12.3%) are willing to allocate the lowest amount (RM51-RM200) compared to married respondents (8.5%).

Conversely, married respondents have a higher percentage in the higher allocation ranges:

- RM201-RM500: 24.8% vs 18.8% for singles
- RM501-RM1000: 22.2% vs 15.0% for singles
- RM1001 and above: 21.5% vs 10.7% for singles

All the expected counts in the table are greater than 5, suggesting the chi-square test results are reliable.

Table 14: Cross-tabulation of relationship between buying willingness and demographics (marital status)

Purchasing Willingness for Second-hand Furniture	Marital Status		Total
	Single	Married	
RM51 – RM200	26	6	32
RM201 – RM500	94	44	138
RM501 – RM1000	58	85	143
RM1001 and above	32	42	74
Total	210	177	387

Table 15: Chi-square test of relationship between buying willingness and demographics (marital status)

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	34.502 ^a	3	<0.001
Likelihood Ratio	35.678	3	<0.001
Linear-by-Linear Association	26.787	1	<0.001
N of Valid Cases	387		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 14.64.

4.5.5 Educational Level

The chi-square test statistic is 452.032, with 15 degrees of freedom and a p-value of less than 0.001. This signifies a statistically significant association between educational level and buying willingness. The cross tab table reveals the distribution of respondents by educational level and buying willingness allocation range. Key observations include the individuals with lower educational attainment (High School or lower) have the highest percentage (29.8%) in the lowest allocation range (RM51-RM200). As educational level increases, the percentage of respondents willing to spend more also increases:

- Pre-university/bachelor's degree: 21.6% in RM501-RM1000 and 14.4% in RM1001 and above
- Master's Degree: 24.7% in RM501-RM1000 and 33.3% in RM1001 and above
- Doctorate Degree or higher: 30.0% in RM1001 and above

It's important to note that 13 cells (54.2%) in the crosstab have expected counts less than 5. This might affect the reliability of the chi-square test results.

Table 16: Cross-tabulation of relationship between buying willingness and demographics (educational level)

Purchasing Willingness for Second-hand Furniture	Education Level			
	High School or Lower	Pre- University	Bachelor's Degree	Master's Degree
RM51 – RM200	9	4	15	2
RM201 – RM500	4	0	130	2
RM501 – RM1000	0	1	73	107
RM1001 and above	0	0	73	0
Total	13	5	222	111

Table 17: Cross-tabulation of relationship between buying willingness and demographics (educational level)

Purchasing Willingness for Second-hand Furniture	Educational Level		Total
	Doctorate or higher	Others	
RM51 – RM200	0	2	32
RM201 – RM500	1	1	138
RM501 – RM1000	30	1	143
RM1001 and above	1	0	74
Total	32	4	387

Table 18: Chi-square test of relationship between buying willingness and demographics (educational level)

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	452.032 ^a	15	<0.001
Likelihood Ratio	472.135	15	<0.001
Linear-by-Linear Association	32.874	1	<0.001
N of Valid Cases	387		

- a. 13 cells (54.2%) have expected count less than 5. The minimum expected count is 0.33.

4.5.6 Occupational

The chi-square test statistic is 331.125, with 9 degrees of freedom and a p-value of less than 0.001. This signifies a statistically significant association between occupation and buying willingness. The crosstab table reveals the distribution of respondents by occupation and buying willingness allocation range. Key observations include the individuals in the "Support Staff" category have the highest percentage (32.0%) in the lowest allocation range (RM51-RM200). As occupational category suggests potentially higher income levels, the percentage of respondents willing to spend more also generally increases:

- "Professionals" and "Administrators" have higher percentages in the higher allocation ranges compared to "Support Staff" and "Self employed".
- "Professionals" have the highest percentage (21.4%) in the highest allocation range (RM1001 and above).

It's important to note that 2 cells (12.5%) in the crosstab have expected counts less than 5. This might affect the reliability of the chi-square test results slightly.

Table 19: Cross-tabulation of relationship between buying willingness and demographics (occupation)

Purchasing Willingness for Second-hand Furniture	Occupation	
	Professional	Administrator
RM51 – RM200	6	1
RM201 – RM500	6	115
RM501– RM1000	32	86
RM1001 and above	72	2
Total	116	204

Table 20: Cross-tabulation of relationship between buying willingness and demographics (occupation)

Purchasing Willingness for Second-hand Furniture	Occupation		Total
	Support Staff	Self- employed	
RM51 – RM200	11	14	32
RM201 – RM500	4	13	138
RM501– RM1000	23	2	143
RM1001 and above	0	0	74
Total	38	29	387

Table 21: Chi-square test of relationship between buying willingness and demographics (occupation)

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	331.125 ^a	9	<0.001
Likelihood Ratio	321.666	9	<0.001
Linear-by-Linear Association	125.081	1	<0.001
N of Valid Cases	387		

- a. 2 cells (12.5%) have expected count less than 5. The minimum expected count is 2.40.

4.5.7 Income

The chi-square test statistic is 231.274, with 9 degrees of freedom and a p-value of less than 0.001. This signifies a statistically significant association between income level and buying willingness. The crosstab table reveals the distribution of respondents by income range and buying willingness allocation range. Key observations include the respondents in the lowest income range ("Less than RM2000") have the highest percentage (34.1%) in the lowest allocation range (RM51-RM200).

As income level increases, the percentage of respondents willing to spend more also generally increases:

- Higher percentages are seen in the higher allocation ranges for those in the upper income brackets (RM4001-RM6000 and RM6001 or above) compared to lower income ranges.
- Notably, 68.2% of respondents in the highest income range are willing to spend at least RM501 (across the two highest allocation ranges).

The expected count note indicates that 1 cell (6.3%) has an expected count less than 5. This might affect the reliability of the chi-square test results slightly.

Table 22: Cross-tabulation of relationship between buying willingness and demographics (income)

Purchasing Willingness for Second-hand Furniture	Income	
	Less than RM2000	RM2001 - RM4000
RM51 – RM200	15	15
RM201 – RM500	14	52
RM501– RM1000	5	23
RM1001 and above	0	2
Total	34	92

Table 23: Cross-tabulation of relationship between buying willingness and demographics (income)

Purchasing Willingness for Second-hand Furniture	Income		Total
	RM4001 – RM6000	RM6001 or above	
RM51 – RM200	1	1	32
RM201 – RM500	68	4	138
RM501– RM1000	55	60	143
RM1001 and above	71	1	74
Total	38	29	387

Table 24: Chi-square test of relationship between buying willingness and demographics (income)

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	231.274 ^a	9	<0.001
Likelihood Ratio	225.188	9	<0.001
Linear-by-Linear Association	83.210	1	<0.001
N of Valid Cases	387		

- a. cells (6.3%) have expected count less than 5. The minimum expected count is 2.81.

CHAPTER 5

CONCLUSION, LIMITATION AND RECOMMENDATION

5.1 Conclusion

Understanding the perspective of second-hand furniture within the Taman Sri Serdang community in Selangor involves assessing the residents' knowledge of second-hand furniture products, their willingness to purchase such items, and exploring any potential correlations between buying intentions and demographic factors. The findings of this study highlight the significance of consumers' familiarity with second-hand furniture, influencing their ability to identify and choose suitable items. The majority of respondents demonstrated adequate knowledge of second-hand furniture, with a notable 4.7% lacking recognition of these items.

Examining external factors influencing the purchase of second-hand furniture, such as design, quality, price, and material, revealed that price exerted the most significant influence on the respondents in Taman Sri Serdang. This emphasizes the economic considerations in their decision-making process.

Furthermore, an analysis of the relationship between education levels and the ability to recognize types of second-hand furniture materials showed a positive correlation. Respondents with higher education levels exhibited a

greater proficiency in identifying wood composites. However, no significant association was found between knowledge of wood composites and the prioritized external factors considered before purchasing furniture. Surprisingly, the study suggests that variables such as respondent income may play a more influential role in shaping the preferences for external factors in the purchase of second-hand furniture, rather than their knowledge of the materials used.

In conclusion, the perspective of second-hand furniture within the Taman Sri Serdang community is shaped by a nuanced interplay of factors, including knowledge, economic considerations, and demographic influences. Understanding these dynamics is crucial for comprehensively addressing the preferences and behaviors of the community towards second-hand furniture products.

5.2 Limitation of Study

During the survey conducted to explore the perspective of second-hand furniture in Taman Sri Serdang, Selangor, several real-time challenges are encountered that influenced the study's outcomes. These actual limitations provide insights into the dynamics of conducting research in a specific community such as realities of self-reported data. The reliance on self-reported data in this study introduced the potential for respondent bias. Participants might have shared responses that they believed were socially desirable or in line with perceived expectations, rather than expressing their

genuine opinions or behaviors. This aspect of the study poses a challenge in accurately capturing the true attitudes and actions of the participants, as their responses may have been influenced by a desire to conform to societal norms or present themselves in a favorable light.

Finally, the outcomes of the survey were shaped by the characteristics of the sample population, and there is a possibility that the sample may not have been fully representative of the entire Taman Sri Serdang community. This lack of complete representation within the sample introduces a potential limitation, as it may impact the accuracy of the study in reflecting the broader perspectives and diversity present within the community. The findings should be interpreted with caution, recognizing that they may not fully capture the range of opinions and experiences that exist across the entire Taman Sri Serdang population.

5.3 Recommendation

Further studies could implement more diverse sampling strategies to ensure a representative cross-section of the Taman Sri Serdang community. This may involve reaching out to various demographic groups, socioeconomic classes, and residential areas to capture a more comprehensive range of perspectives. Besides, it's better to spread the word about the good things of second-hand furniture. So, the messages about saving money, helping the environment, and finding unique pieces can be shared. If people know about these benefits, people might be more open to trying second-hand items.

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