

# Relationship of Herbal Drugs with Customer Satisfaction in Malaysia

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## ABSTRACT

This study investigated the relation between service quality, perceived safety as independent variable and overall customer satisfaction as dependent variables that pertains multiple aspects in the context of herbal medicine among women in Malaysian. The investigation will elucidate the association between independent and dependent variables. The conclusion is that there is positive association between service quality, perceived safety (independent variables) and overall customer satisfaction (dependent variable). The questionnaires' response rate stands at 81%. Furthermore all the two hypotheses are accepted. This investigation will provide the new insights to herbal manufactures, retailers, educational institutions.

**Keywords:** herbal medicines, overall satisfaction, perceived safety, service quality, Malaysia.

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## INTRODUCTION

Home developed plant has been comprehensively used for remedial purposes for a long time. Out of date Chinese, Ayurveda Indian and Egyptian Papyrus are occurrences of old home developed masters that created point by point express common plants use in unequivocal cure in their step by step life. Various practices in indigenous social orders, for instance, Native American and African, depend upon herbs in dealing with retouching custom, while various social orders furthermore offered an explanation to have a deliberate made report on the usage of characteristic medications. Analyzes of various specialists show that various people far and wide will as a rule use the practically identical regular plant for similar purposes (Ang-Lee, Moss, & Yuan, 2001; Nguyen et al., 2019; Nikhashemi et al., 2013; Pathiratne et al., 2018; Seneviratne et al., 2019; Tarofder et al., 2019).

Right when current miracle in mid nineteenth century created, the procedures for substance examination were furthermore continued and improved. Analysts got available to artificially isolating and adjusting the plants dynamic fixings which open up open entryway for them to build up the other adjustment of substance based compound. This advancement later changed over from rough herbs to designed pharmaceutical. Due to that reason, common medication has been declined and superseded by pharmaceutical.

Home developed things are a mix between unpleasant meds and photochemical, for instance, protein, lipids, nucleic acids, lignins, tannins, glycosides, alkaloids and terpenoids. Herbs may fuse a couple of bits from various regular plants with different species or it might be a singular fixing and it is astounding to have more than five home developed fixings in a solitary home developed thing. An extensive part of home developed things are advanced as dietary improvements, healthy sustenance or characteristic medication (Ernst, 2002).

Home developed prescription is up 'til now a spine of about 75% to 80% of the complete people, mainly in

making countries, as basic human administrations. Home developed medicines are courses of action gotten from ordinarily happening plants with helpful or preventive properties. World Health Organization (WHO) described home developed medication as including helpful practices that has been in nearness for an immense number of years before the creation of present day drug (Izzo & Ernst, 2001).

Standard medicine is the mix of therapeutic age inclusion with specialist practice in indigenous prescription structure. Standard medicine contains normal fixings which includes remedial plants, mineral and common metal. The most prompt recorded evidence of their usage in Indian, Chinese, Egyptian, Greek, Roman and Syrian works dated back to around 5000 years. The customary Indian compositions consolidate Rigveda, Atharvaveda, Charak Samhita and Sushruta Samhita. The home developed solutions/traditional medicaments have subsequently been gotten from rich traditions of old human headways and legitimate heritage (Liang, Xie, & Chan, 2004).

The development in the jobs of normal prosperity things is being seen over the world. Today, the enthusiasm for regular remedy has gotten predominance for whatever length of time that hardly any decades. Complete masses of about 70% to 80% generally relies upon home developed prosperity as their fundamental drugs. Home developed prescriptions are incredibly standard among individuals similarly as fundamental therapeutic administrations provider in making countries. Common drug is an acclaimed technique in treating distresses and were used in various countries to treat afflictions and to propel prosperity success. Besides, in Malaysia, the ideas of attempted and untested regular arranging rose with more than 8000 home developed things enlisted with Ministry of Health in Malaysia continually 1999 (Willcox & Bodeker, 2004).

Woman may experience periodical changes, for instance, ordinary expanding, crushing, crotchety, menstrual cycle

(amenorrhoea), premenstrual weight, flooding and generous cycles (Menorrhagia) which give an indication that extra thought towards reproducing body system is required. With the assistance of home developed medication and trademark raised consideration by bolstering regenerative tissue can supersede hormones by acting direct on the pituitary (pro organ) managing the appearance of the follicle stimulating hormone which sway ovarian limit and adrenal organs to help control menstrual stream, limit crushing and parity out demeanor changes (Wang, 1999).

The usage of home developed upgrade is major by women. They would consider the reasonability of the things and complexity it and other pharmaceutical things. Basically, study showed that women are the noteworthy customer of home developed solution appeared differently in relation to men and 68% of women in Iran are going to normal social protection place (Ang-Lee et al., 2001).

Home developed solution is significantly used by women in Malaysia. The high inescapability of home developed medication use is a direct result of strong conviction that the herbs they consumed are shielded. Additionally, this was insisted by past examination that various women unequivocally acknowledged of home developed solution security and is viewed as absent from any response (Bian & Forsythe, 2012).

Additionally, various examinations exhibited that regardless of the way that the home developed drug is dicey sensibly as protected, there are 62% of women continue eat up common solution without good data about the security and bit of leeway. In any case, herbs are found to contain dynamic pharmacological fixings that are deadly, whether or not they are customary.

What's more, herbs are extensively used during pre-pregnancy and postnatal depression period for minimization of bother which related with pregnancy and spare the imperativeness and body condition after pass on. Studies uncovered that transcendence of home developed medication during pregnancy some place in the scope of 9.1% and 55% and during postnatal anxiety period as high as 87.7%. Concentrates found that 51.4% and 34.3% of inescapability of herbs ingestion during pregnancy in Kelantan was governed by Malay (Chun, Shin, Choi, & Kim, 2013).

Women require a novel, unequivocal and multifaceted prosperity thought diverged from men during fundamental period of progress, for instance, progress of adulthood, wellbeing preparing and prosperity penchants. Multifaceted prosperity consideration that women need may join the weight contravention, mental issues, hazardous direct (CDC, 2012), psychosocial and conceptive prosperity (Wang, 1999). Also women are seen as progressively frail masses since they are stunning similarly as improvement and headway needs. They are incredible prosperity searchers anyway are restoratively underserved. On account of that reason, coordinating, screenings and convincing correspondence with human administrations providers are huge for women (Saeidi, Sofian, Saeidi, Saeidi, & Saeidi, 2015).

Malaysian home developed things promote has experienced moderate advancement for a long time due to extended eagerness among systems in the use of characteristic based things as medication. People are dynamically pivoting to regular eating up of characteristic things as alternative as opposed to customary remedial solution. Concentrates reported from the examination that generally RM1.2 billion of yearly normal things evaluated by the World Health Organization where around 3.5 billion

people contingent upon home developed remedy in the making countries around the world.

Characteristic things producer in Malaysia have used over 90% of rough materials which are imported from China, Indonesia and India. As showed by Statistic Department of Malaysia (1996), it is represented that RM93.4 billion worth of helpful plants were imported in 1986 and dynamically extended to 264.8 billion of each 1996, which extended about 283.1% in just 10 years.

Malaysia is rich with standard modalities and multicultural practices which among these modalities are notable use of common medicine during treatment of various ailments during pregnancy. In Malaysia, home developed solution gets well known and all around mentioned from open similarly as including systems. Also, these practices rely upon convenient experience, services and observations that get from sociological feelings that were passed down beginning with one age then onto the following age and from the mind blowing granddad to grandson. Therefore, this preparation has been seen with Malaysian society yet then become a critical factor and reason in keeping up thriving and prosperity the same old thing (Liang et al., 2004).

Home developed solution things are set up with ordinary course of action by watery concentrates using the herbs plant by sprinkling into hot or cold water and drink it or even set it up as powder or paste and use it remotely to the skin. Some were even mixed using own arrangements followed by specific petitions, administration serenades or severe practices.

#### LITERATURE REVIEW

Characteristic has been a long time earlier in the pharmacological treatment of sickness and this technique is seen as a show. Regardless, a segment of these traditions underneath, giving a couple of occurrences of the assortment of critical recovering practices the world over that used herbs therefore (Lamb & Liesch, 2002).

Malay recovering in Malaysia isn't limited to characteristic use, utilizing of home developed therapeutic and physical techniques, yet it is a comprehensive method to manage cook physical and significant strategies for infections. The experts are often called with the name of "bomoh", "dukun" or "pawang", which overwhelming in searching for of Malay traditional medicine. These sorts of therapeutic experts are furnished with capacity and data in arranging sets of properly prescribed drug, thinking of life, herbs supportive, metal, animal parts and relationship with recently referenced controls and trademark resources with individual. They are treated with high respect over the systems especially in rural area.

The data for the most part is passed beginning with one age then onto the following age allowing them to practice as healers. They will pick the more energetic in the family that respected commonly sensible to hand over the data and practices. The "bomoh" or "dukun" acknowledge how to pick reliant on the vault of the data. Malay medication can be found in the composed works that give the answers for the illnesses.

Chinese society has used standard Chinese medication as a bit of recovering strategy by combining animal and mineral use in their practicing yet simultaneously normal as a prime wellspring of fixes. More than 12,000 things are used by standard pro and around 500 things typically use plant things. As a matter of fact, plant things are used in some taking care of that may consolidate drenching or container singing in vinegar or wine followed by complex cure. Most of China masses are using this sort of remedy

especially in a common area. At the present time there are over than 5,000 ordinary fixes available in China and record for generally of one fifth of Chinese pharmaceutical Market (Ellsberg, Jansen, Heise, Watts, & Garcia-Moreno, 2008).

Likewise, it joins of more than 252 home grown substances, 45 mineral and 67 animal decided substances. Each herb has its restorative effect in term of reaction and genuine status strategy and toxicities are noted. There are different Chinese home developed remedial experts in Malaysia keeping up its outlets in scarcely any city and town that confirm their conspicuousness not only to Chinese social order yet notwithstanding various races (Liang et al., 2004).

Ayurveda is Indian customary therapeutic practiced and it was known for right around 5,000 years earlier. It fuses diet and normal fixes, while focusing on the body, mind and soul in infection contravention and treatment. Ayurveda got from Sanskrit words from Ayus, which infers life, and veda which is known as data. That suggests Ayurveda is the data on life that addresses life science. Ayurvedic medicine is a plan of standard medication neighborhood to Indian subcontinent and a kind of elective solution which is the most settled alluded to Ayurvedic messages as "Susruta Samshita" and the "Charaka Samhita". Ayurvedic experts have developed different restorative plans and medical procedures for the treatment of various sicknesses. All through the several years, the specialists of ayurvedic have made thousands of therapeutic game plans and medical procedures for treatment of various tribulations (Izzo & Ernst, 2009).

Under this remedy, they use phenomenal procedure end by using five recognizes; hearing, seeing, reaching, smelling and taste. Neatness is a value incorporated an Indian culture and is the central of Ayurvedic practice. This incorporates cleansing of teeth, solid skin, and eye washing and washing. The Ayurvedic theory suggests the human body which presents uncommon blend of bit that portrays the individual character and characteristics. Today, Ayurveda is commonly notable in South East Asia as an alternative rather than the people. Ayurveda in Malaysia is a notable elective remedy as a choice to show day sedate (Ang-Lee et al., 2001).

Homeopathy was made in Germany close to the completion of the eighteenth century. Homeopathy fixes is a course of action of medicine that incorporates treating human body with uncommonly debilitated substances with the purpose of setting off the bodies with trademark structures of recovering. A homeopathy proficient utilizations liquid mixes and uses pills which is containing little of mineral or plant dynamic components for treatment. Various examiners revealed that there is minimal evidence to help homeopathy as a convincing treatment for a specific ailments. Theoretically, homeopathy is much progressively secure technique for medication which use trademark resources that take out prescription effect and is exhibited as eased pro. Homeopathy has been overseen in the United State of America since 1938 and is seen as protected (Willcox & Bodeker, 2004).

Concentrates grouped help as a movement or arrangement of exercises for progressively immaterial that occur in the connection between clients in giving the answer for them. In quality, there are barely any definitions according to analyst. Quality as the estimating of item or administrations. Studies ordered quality as conformance to prerequisite; an inward and outside disappointment is the proportion of value by tallying the

breakdowns (Jacobs, Gloyd, Gale, Jiménez, & Crothers, 1994).

Administration quality having two measurement significant parts which are useful viewpoint and specialized angle. The utilitarian perspective comprises of the subject of "how" the administration will be given and specialized angle will address on "what" administration will be given. The specialized viewpoint question is more to the assets utilization result process. Altogether the client will process inner saw capacity to process quality measurements.

In any case, administration quality is seen from the edge of corporate picture, physical quality and intuitive quality. Corporate picture is the manner by which the association keeping up present and potential clients in making view the picture of association. Physical quality alludes to substantial quality of specific items. Intelligent quality is about intuitive nature of the administration. Client may consider prior encounters as factor in making recognition on administration structure that they have been experienced. Moreover, picture has an effect on client discernment which makes good to have positive picture. In any case, on the off chance that there are minor slip-ups about the items or administrations, at that point the picture will be harmed (Lopez, Melendez, Sauer, Berger, & Wyssmann, 1998).

For natural wellbeing and drug items, client support quality is an apparatus to help the consumer loyalty and can be resources in producing delay benefit if the association can deal with it. Informal exchange from each other about the news and advantages of the administration nature of the items will impact others to follow and consequently become faithful to the items. This will help the specialist organization to distinguish which segments need improvement. Accordingly, settling client's grumblings can set aside time and cash by basically fulfilling them. Clients have their capacity to change to another supplier in the event that they don't get fulfillment. Moreover, improving assistance quality is the key technique for a long haul target and accomplishment for the benefit of home grown social insurance supplier.

Hazard is a significant factor in anticipating purchaser's decision and turns into a center idea for buyer conduct hypothesis. For hardly any decades, chance has been examined by numerous analysts to decide the significant factor of purchaser conduct explore. Impression of hazard alludes to individual accepting of various hazard is intrinsic specifically circumstance however in home grown wellbeing and drugs item it alludes to individual saw chance in medical problem from devouring of specific natural wellbeing and meds items. In this manner, it additionally depends back to person's readiness to acknowledge the degree of danger of expending of home grown wellbeing and prescriptions items (Esters, Cooker, & Ittenbach, 1998).

The apparent hazard is predictable with past explores that hazard is individual intellectual and full of feeling reactions that may be presented to items risk that for the most part consolidates with passionate or emotions segments and likelihood of event. In any case, in shopper conduct writing, the apparent hazard is being conceptualized in two distinct segments and there are outcomes and vulnerabilities. The results factor is buyer's recognition on danger of explicit item and vulnerability is item class hazard (Aikman, Crites Jr, & Fabrigar, 2006).

There is a nature heterogeneous incentive in home grown wellbeing and medication items as saw by numerous clients today. Albeit home grown is common fixings which

don't included the forced quality control, quality confirmation and administrative procedure, yet the vast majority of home grown items are not being exposed to any endorsement by medicate organization to show their security and viability. Studies ended to that some natural items contain mercury, arsenic, lead and corticosteroids and toxic natural substance in destructive sum which individuals don't know about it. Concentrate in Tanzania indicated that 25% of individuals that are utilizing home grown wellbeing items and 26% of youth medical issue was related with the utilization of natural items in Nigeria and the reaction of home grown item was checked on.

Regardless of various symptoms from utilizing home grown wellbeing item, there are numerous explanations behind individuals to at present utilize natural treatments. Some of them despite everything trust in herbs in view of the idea of current medication has bombed them. Home cures, for example, sore throat, cold or honey bee sting by which the expert consideration in that specific time didn't accessible, badly designed, tedious and expensive. Because of this attitude and solace which is passed down from ages along these lines utilize home grown treatments is as yet being acknowledged as of not long ago (Ailawadi, Neslin, & Gedenk, 2001).

In provincial zone, the social worth practices support utilizing numerous organic and nature herbs is as yet solid. The cooperation rehearses in utilizing ranch in nature treatment offers ascend to a specific ailment and can be utilized it to fix afflictions.

As the affiliation stresses on the buyer loyalties, the thought in publicizing as part to make trust in customer has been made. It has been evaluated for better fathom customer direct towards affiliation staff and its general condition as results of significant worth association. Also, the customer's section establishments are to be considered as factor of satisfaction that prompts improved publicizing plan, courses of action, practices and culture of the affiliation (Kim & Ko, 2010).

Today, customer has logically optional income and progressively educated which has extended the care and picking power among them when appeared differently in relation to 10 years back. There are various sorts of home developed prosperity and restorative things available in the market as alternatives as opposed to the pharmaceutical things. The usage of customer care organizing is to be seen as while picking the tendencies of customer in picking the fix tendency on account of using the normal medications or regardless is a great deal of ward to the choice of customer.

To evaluate the shopper dependability's given by characteristic prosperity and medication things is especially depending to the organization given. Thusly, the inward factors of purchaser dedication and organization quality have become as instruments to choose quality help to them and these parts will contribute in an inconvenient estimation device for organization become regulated.

For an affiliation, it considers salary making into the association. Organizations estimation has constrained the exhibiting effort to grow bargains even it as an unfilled resource for produce pay. Regardless, various assessments have been coordinated by authorities using their own understanding and through correspondence with the people concern and the ace. Using five advancement scale are not especially standard in the estimation of customer faithfulness' in home developed prosperity and medication considering the way that the proximity of overall assistance quality territory.

Various examinations on shopper loyalties have been coordinated for instance Staff direct as fundamental variable in assessing of organization quality. Right now, assessing of shopper loyalties, the work to be used is temper as the major factor of standard customer similarly as experience or existing customers. Experience of customer while using the thing quiet a portion of the time will depict that they have surrounded an elevating air because of incredible help rendered to them. It will reflect back to the provider about the organization quality. In choosing the buyer loyalties, in an indirect way the provider impacts the manner showed up by customers. Nevertheless, to refresh perception will moderates it and becomes as part or organization quality and this will go on over and over. As a judgment for the recently referenced procedure, customer dedication is being seen as a device create. Customer's craving can be used by differentiating their satisfaction and the provider using experience and execution collected from the organization rendered. The four factors that acknowledge as segments for organization quality to be used are outlook, checking, saw quality and saw prosperity.

## METHODS

The study employed survey approach to find our consumers' overall satisfaction of herbal health and medicine products were research methodology is emphasized. Its prior investigation based method. Collected data was analysed with the usage of statistical techniques as frequencies distribution, t-test, one way ANOVA, correlation and multiple regression analysis.

## Theoretical Framework

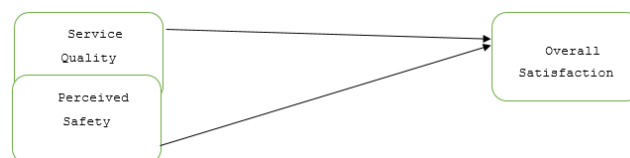


Figure 1: Model

The main variable namely Overall Satisfaction has 05 items for measurement, while predictors such as service quality has 05 items for measurement and finally perceived safety has 05 items for measurement.

## ANALYSIS

Correlation plays its role there when researcher are in need of measure the relation between two variables. The range of the correlations exist between -1 to +1. For Pearson correlation  $r$  between  $X - Y$ ,  $s_x$  and  $s_y$  are standard deviation template:-

$$r_{xy} = \frac{\sum_{i=1}^n (x_i - \bar{x})(y_i - \bar{y})}{(n-1)s_x s_y} = \frac{\sum_{i=1}^n (x_i - \bar{x})(y_i - \bar{y})}{\sqrt{\sum_{i=1}^n (x_i - \bar{x})^2 \sum_{i=1}^n (y_i - \bar{y})^2}}$$

In case of measurement of correlation level measurement between the independent and dependent researches employed Pearson Product Moment Correlation.



**Table 1: Correlation Analysis.**

|           |                     | Age of Respondents | Income per Month | SERVICE QUALITY | PERCEIVED SAFETY | OVERALL SATISFACTION |
|-----------|---------------------|--------------------|------------------|-----------------|------------------|----------------------|
| INTENTION | Pearson Correlation | .030               | .138*            | .715**          | .647**           | .819**               |
|           | Sig. (2-tailed)     | .672               | .048             | .000            | .000             | .000                 |
|           | N                   | 206                | 206              | 206             | 206              | 206                  |

H1: There are significant relationships between service quality and overall satisfaction.

Table 1 above shows that the results of Pearson Correlation test has been conducted between two dimensions of service quality and overall satisfaction. The results state that there is significant value between these two dimensions as the p value smaller than significant value, (p=0.000 which < 0.05). The results revealed that there none of the respondents did not agree with service quality and overall satisfaction. Therefore, service quality contributes to overall satisfaction. Furthermore there is moderate correlation between these two dimensions as correlation coefficient is at (0.715). Thus H1 is accepted.

H2: There are significant relationships between perceived safety and overall satisfaction.

Tables 1 show the correlation analysis result of perceived safety and overall satisfaction. Since both variables are interval, Pearson Correlation test was conducted. There is a positive correlation between critical success factor of perceived safety and overall satisfaction with significant value of 0.000 which is <0.05. The results revealed that there is zero (0) percentages in which the respondents did not agree with perceived safety on overall satisfaction. Thus, perceived safety has significant relationship on overall satisfaction. The direction is moderate high status which majority direction was back up by perceived safety. So H2 is accepted. Perceived safety and overall satisfaction related with a moderate high correlation coefficient is at (0.647).

The results of multiple regression analysis among five independents variable against dependent variable, intention to purchase among respondents can be seen in the table. The model summary table shows that R correlation of two independent variables which is x1 is service quality (SQ), x2 is perceived safety (PS) and x: with dependent variable intentional behaviour (IB) is equal to 0.871. After inter-correlation R square (0.759) is generated actually the square of R  $\sqrt{0.751}$ . This means that 87.1 percent of five independent variables have impact on the dependent variable. In other word, 87.1 percent of variance in intention behaviour was explained by the independent variable. Based on rule of thumbs, the remaining of 22.9 percent cannot explain by the regression analysis.

**Table 2: Model Summary**

| Model | R                 | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1     | .871 <sup>a</sup> | .759     | .751              | .38136                     |

a. Predictors: (Constant), perceived safety, service quality, overall satisfaction

**Table 3: ANOVA**

| Model |            | Sum of Squares | df  | Mean Square | F      | Sig.              |
|-------|------------|----------------|-----|-------------|--------|-------------------|
| 1     | Regression | 90.701         | 7   | 12.957      | 89.093 | .000 <sup>a</sup> |
|       | Residual   | 28.796         | 198 | .145        |        |                   |
|       | Total      | 119.497        | 205 |             |        |                   |

a. Predictors: (Constant), service Quality, Perceived Safety,

B. Dependent variable: Overall Satisfaction

**Table 4: Coefficients**

| Model |                      | Unstandardized Coefficients |            | Standardized Coefficients | T      | Sig. |
|-------|----------------------|-----------------------------|------------|---------------------------|--------|------|
|       |                      | B                           | Std. Error | Beta                      |        |      |
| 1     | (Constant)           | -.192                       | .168       |                           | -1.141 | .255 |
|       | Service Quality      | .150                        | .060       | .156                      | 2.516  | .013 |
|       | Perceived Safety     | .096                        | .052       | .088                      | 1.858  | .065 |
|       | OVERALL_SATISFACTION | .491                        | .065       | .488                      | 7.537  | .000 |

a. Dependent Variable: OVERALL\_SATISFACTION

Regression analysis of coefficient test shown in table 3 is used to test the coefficient between independent variable and dependent variable. The seven independent variables explain 87.1 percent of the variance in intention behaviour. The results from the table shows that Beta of age is -0.015, income is -0.09, attitude is 0.150, branding is 0.096, service quality is (0.274), perceived safety is 0.030, and overall satisfaction is 0.491. It means that every 1 percent increase of independent variable will effect by Beta for each variable. Based on the result, overall satisfaction and service quality have the highest impact on intentional behaviour.

This independent variables have been scored regression value  $r = 0.590$ . Whereas p value stand for  $p = 0.000$ . It also shows positive relationship, which perceived in branding is increasing, customers perceived branding will correlate with satisfaction and intention behaviour and vice versa. In addition from the statistical report it can be interpreted that an increasing of customer's awareness in branding will increase consumer's purchase intention and experience which lead to customers recommended repurchase activities. This can be conclude that people who have positive in branding will create customer value and intent to recommend to other family, friend or relative. This type of branding awareness creates customer value that had a direct relationship with customer's loyalty. In their study of assessing the effects of quality, value and customer satisfaction on consumer behavioural intentions in service environments, both direct and indirect effects of service value on behavioural intentions. Therefore, branding has an influence on intentional behaviour and this indicates that there is acceptance level in branding toward herbal health and medicine products.

## DISCUSSION

Theory one was essentially positive connection between the two factors with  $p=0.00$  and  $r=0.747$ . This demonstrates the solid connection between the two factors. Huge numbers of studies have been affirmed that demeanour is a most grounded indicator of aim in social just as nourishment setting. These predictable with past examinations in the space of sociology and particularly in nourishment utilization conduct, this was help by current investigations that mentality was profoundly huge to conduct. Demeanour as evaluative nature which alludes to unmistakable or incognito evaluative reacting to subjective, full of feeling, or conduct reactions. This is most well-known explanation which recognize subjective, effect and social however extremely helpful to isolate between nonverbal reactions between the classes. In disposition is recommended that conviction social is a prime determinant. Demeanour partner with the time required to acquire and to buy.

What's more from the measurable report it very well may be deciphered that an expanding of client's mindfulness in marking will build purchaser's buy aim and experience which lead to clients prescribed repurchase exercises. This can be infer that individuals who have positive in marking will make client worth and goal to prescribe to other family, companion or relative. This kind of marking mindfulness makes client esteem that had an immediate association with client's unwaveringness. In their investigation of surveying the impacts of value, worth and consumer loyalty on customer conduct aims in

administration situations, both immediate and circuitous impacts of administration esteem on social goals. Subsequently, marking has an impact on purposeful conduct and this demonstrates there is acknowledgment level in marking toward home grown wellbeing and medication items.

## CONCLUSIONS

As in Malaysian context the herbal medicines having a healthy value. So this investigation will help the herbal product manufacturers to organize their performance. Only a few investigations conducted on herbal health intentions behaviour, medicine products. In this regards this investigation provides the important and valuable insights to not only manufactures but also marketers, intermediaries, government bodies, educational institutions and finally to customers.

The different marketing approach is needed to influence and stimulates the herbal health and medicine products compared with other medicinal consumption. Thus the finding of this study suggested that the positive attitude towards consuming of herbal health and medicine products would significantly contribute many herbal health business owners to consider increase the customer's purchase intention power. There are some suggestions to service provider and researcher as below:- Limitations and Future Directions

Some of the limitations i.e basis of selection, This was due to the fact that the participation in the study was based on voluntary basis, usually those who volunteered are satisfied and do not have any complains towards the herbal health and medicine products. Some future directions like some more elements can be added to test the model.

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