ABSTRACT

The genuine purpose of the Military Pension System is for government to pay respect and convey appreciation to the military personnel deceased or injured in pursuance of official duties, and to provide remedies and relief to the bereaved families for prevailing a certain period of hardship. In order to fulfill the genuine purpose of the Military Pension System, the recognition and satisfaction of the bereaved families, active-duty personnel and their family shall be the critical course of execution. This research is achieved by using the questionnaires and Pearson to study the correlations among satisfaction, credence and behavioral intent with regard to Military Pension System. The conclusions are reached as follows. In the aspect of credence: the higher the credence, the more expectation and cognizant to the pension system. In the aspect of behavioral intent: the expectation and cognizant to the pension system are significantly influenced by the level of behavioral intent. In the aspects of credence and behavioral intent: there is a great correlation between both aspects. It brings a proportional link in the effectiveness between each other. In the aspects of satisfaction, credence and behavioral intent: there exists a mixture of influence among these three features. They possess direct manipulate to the effectiveness of pension system.

Keywords: Military Pension System, Satisfaction, Credence, Behavioral Intent