

**FACTORS INFLUENCING THE FELDA SETTLERS' SATISFACTION
TOWARDS SERVICES RENDERED BY FELDA TECHNOPLANT SDN
BHD: A CASE STUDY AT FELDA KEMENDUR, MELAKA.**

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Partial Fulfillment of the Requirement for the
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DECLARATION

This Final Year Project is a partial fulfillment of the requirements for a degree of Bachelor of Science (Hons.) Plantation Technology and Management, Faculty of Plantation and Agrotechnology, Universiti Teknologi MARA.

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ABSTRACT

FACTORS INFLUENCING THE FELDA SETTLERS' SATISFACTION TOWARDS SERVICES RENDERED BY FELDA TECHNOPLANT SDN BHD

This study provides insight into the factors that influencing FELDA settlers' satisfaction towards services rendered by FELDA Technoplant Sdn Bhd. In order to obtain the information, FELDA settlers were chosen as the respondent for this study. 92 settlers from 120 settlers that received services from FELDA Technoplant Sdn Bhd were analyzed. The research project was conducted at FELDA Kemendor, Melaka. This research is important to inform the FELDA Technoplant Sdn Bhd about settler's level of satisfaction towards their services since the quality services affect the livelihood such as economy to survive as a smallholder farmer. Further more, the satisfaction of settlers is important as a benchmark of FELDA Technoplant Sdn Bhd that needs to achieve. The variable in this research that was tested towards factor influence satisfaction are commitment, timeline, efficiency and integrity.