

**CUSTOMERS LEVEL OF SATISFACTION ON
SERVICES PROVIDED BY SABAH
TECHNICAL, PETRONAS CARIGALI SABAH
REGION IN KOTA KINABALU**

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I hereby declare that,

This work has not previously been accepted in substance for any degree,
diploma or certificate and is not being concurrently submitted for this degree

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ABSTRACT

Today, Petronas Carigali is very proud of their achievements. Petronas turned 32 in August year 2006 and Petronas achievements to date have truly been breathtaking. However, in 2002, Petronas were faced with a major consolidation in the industry. However the competition between other oil and gas Companies has intensified especially in the last 20 years. In order to stay on top, Petroleum Nasional Berhad had become convinced of the need for a company-wide focus on the customer and for a planned resources and developmental approach to achieved total customer satisfaction.

Therefore the objective of this study is to look into the level of customer satisfaction focussing on Petronas Carigali Sabah Regional offices in Kota Kinabalu. To establish the objective, descriptive research is utilised where questionnaire designed based on Servqual concept were used. This study is to provide information to corporate executives and human resources in order to improve the customer service used at PCSB. The researcher intends to collect information that includes Consumer expectation, Management perception, Service quality specification, Service delivery to customer and Expected service to the internal types of customers in the PCSB Sabah regional offices who are dealing in a oil and gas business activities. Recommendation and suggestion are also put forward to improve the present customer service and any related factors for the maximisation of customer satisfaction.