

**A STUDY ON PROBLEMS FACED BY THE SERVICE PROVIDER
AND SERVICE USER ON THE NEW PARKING SYSTEM
INTRODUCED AT MAJLIS PERBANDARAN MUAR, JOHOR.**

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OCTOBER 2001

ACKNOWLEDGEMENT

In The Name of Allah SWT, The Most Gracious, The Most Compassionate and Most Merciful

Alhamdulillah, all thanks and praise are due to Allah SWT for making things possible; who gives me the strength, spiritual, physical and inspiration to complete this project paper accordingly.

First of all, I would like to place my sense of gratitude to my advisor, Prof. Madya Shahariah Hj. Osman – Senior Lecturer of MARA University of Technology for her valuable guidance, continuous support and encouragement that she has provided to me throughout the completion of this project paper. I also dedicate my special acknowledge to course tutor of BBA (Hons) marketing, Mr. Ismadi Bin Ismail. Special gratitude to Madam Nor Azizan Sulaiman for her valuable time to check my grammar errors in this project. Not forgotten to other lecturers of BBA (Hons) Marketing, MARA University of Technology, Alor Gajah Campus.

It is my pleasure to acknowledge and thank to Hj. Zaini Bin Osman, President of Majlis Perbandaran Muar, Mr. Jon Bin Ahmad, MPM Head of Administration Department, Hj. Mahfar Bin Tahir, Mr. Jaafar Bin Mohammad, Mr. Ismail Bin Suntong, Mrs. Zainah Bte Salleh and all MPM's Staff for their patient assistance and great course during my practical training from 2nd Mei 2001 until 31st July 2001. There are a lot of sweet memories and will the relationship do not end as practical program.

I also dedicate my deepest gratitude to my beloved parents with their blessing and cheerful face, provides my strength and supports to accomplish the final project. Also not forgotten to all my friends and colleagues whom with

endured directly or indirectly the pressure and strain of completing this research.
May Allah SWT bless them.

ABSTRACT

Modern society has an increasing appetite for the skills of others. As a result, the service industries are growing. They many aspects of personal life which some of the skills are technical and are learned through prolonged, intensive training.

In introducing the new system, Majlis Perbandaran Muar faced more problems to ensure the success of new system can be achieved. There are many barriers to change the public's attitude to accept the new system. As on of the government body, MPM is responsible to bring and create new system to ensure the development in the country can be achieved. So, the implementation can be achieved and improved by a combination of communities and governmental action.

This research was conducted with the purposes of analysing and identifying the problems and recommending alternatives courses of actions for service provider and service user to improve the new system. The study was concentrated on Majlis Perbandaran Muar' problem in introducing the new parking system.

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