



ASSESSMENT OF HOUSEKEEPING SERVICES IN BANK
SAKIPAN NASIONAL (BSN) BRANCHES CARRIED OUT BY
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ABSTRACT

Customer Satisfaction is considered to be a critical success factor for an organization. As we know, cleanness is the most important aspect that should be take care as it is reflect to the personality of a person. Cleanness of the workplace represent the good image and attitude of an organization that will lead to satisfaction of their customers. Cleaning services usually will have conducted by other organization from other company with the contract 1 year or above. In this research, the aim to investigated the customers satisfaction towards company who doing this service which is Dana Hijau Enterprise (DHE). A survey conducted among the customers during working days and took time about three until four weeks to collect data as the customers are in every district around Sabah. Finding showed three area supplies of company, staff and cleaning workers and cleaning worker's wages. Further, this paper highlighted Dana Hijau services that necessary and needed improvement.