



**A STUDY ON THE SATISFACTION TOWARDS “GROUP
HOSPITAL AND SURGICAL INSURANCE” AMONGST
EMPLOYEES OF MALAYSIAN RE BERHAD**

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“DECLARATION OF ORIGINAL WORK”

I, MOHD FAIZOL RIZAL BIN MOHD RASID (I/C Number: 880611-11-5439)

Hereby, declare that,

- This work has not previously been accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this degree or any other degrees
- This project paper is the result of my independent work and investigation, except where otherwise stated
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been acknowledged.

Signature:.....

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LETTER OF SUBMISSION

April 2011

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Dear Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled **“A Study on Satisfaction Towards “Group Hospital and Surgical Insurance” Amongst Employees of Malaysian Re Berhad** to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you

Yours sincerely,

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ABSTRACT

Group Hospital and Surgical Insurance is a policy that is generally designed to cover the cost of private medical treatment, such as the cost of hospitalisation and healthcare services. The cost of getting hospitalized due to catastrophic illness can be astronomical and very few of us may be able to absorb the cost out of our own pocket. As such, staff of Malaysian Re Berhad as insured persons, expect to obtain the higher quality of services to attain their important needs .Therefore; the research is conducted to study the level of customers' satisfaction towards "Group Hospital and Surgical Insurance" amongst employees of Malaysian Re Berhad building.

Overall, most of employees agreed that they are neither satisfied nor dissatisfied with the product characteristics provided by the Insurance Company. There are several possible suggestions derived that can improve the product characteristics on the Group and Hospital Surgical Insurance scheme.

TABLE OF CONTENTS

ACKNOWLEDGEMENT	iv
LIST OF TABLES	v
LIST OF FIGURES	vi
ABSTRACT	vii
CHAPTER 1: INTRODUCTION	
1.1 Background of the Study	1
1.2 Problem Statement	3
1.3 Research Objectives	4
1.4 Research Questions	4
1.5 Scope of Study	5
1.6 Significance of Study	5
1.6.1 Insurer	5
1.6.2 Researcher	5
1.7 Limitations of Study	6
1.7.1 Time Constraint	6
1.7.2 Accessibility of Data	6
1.7.3 Lack of Experience	6
1.8 Definition of Terms	7
1.8.1 Employees	7
1.8.2 Policyholder	7
1.8.3 Accident	7
1.8.4 Sickness, Disease or Illness	7
1.8.5 Dependants	8
1.8.6 Customer Satisfaction	8
CHAPTER 2: LITERATURE REVIEW	
2.0 Definition of Customer Satisfaction	9
2.1 Factors That Can Affect Customer Satisfaction	11
Figure 1: Kano Model	
2.1.1 Threshold Attributes	11
2.1.2 Performance Attributes	12
2.1.3 Excitement Attributes	12
Figure 2: Perceived Quality of Product, Services Attributes and Features / Benefits.	13
2.2 Quality of Service	14
2.3 Claims Process	16
2.4 Health Insurance	18
2.4.1 Development of Medical and Health Insurance	18
2.4.2 Concept of Group Hospital and Surgical Insurance	19
2.6 Figure 3: Theoretical Framework	20