



**TNB PAYMENT SYSTEM (BILLING)
AND CUSTOMER SATISFACTION:
A CASE STUDY OF TNB BANDA
KABA MELAKA**

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**BACHELOR IN BUSINESS ADMINISTRATION
(HONS) FINANCE
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APRIL 2009

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**Submitted in Partial Fulfillment of the Requirement
For the Bachelor of Business Administration
(Hons) Finance**

**FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
BANDARAYA MELAKA**

APRIL 2009

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION (HONS) FINANCE
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
MELAKA**

“DECLARATION OF ORIGINAL WORK”

I, SOLIHATON HANIM BINTI HALIM (I/C NUMBER: 831030-12-5590)

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 specifically acknowledged.

Signature: _____

Date: 10 April 2009

LETTER OF SUBMISSION

10th April 2009

The Head of Program
Bachelor of Business Administration (Hons) Finance
Faculty of Business Management
Universiti Teknologi MARA
Kampus Bandar Melaka

Dear Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled “**TNB PAYMENT SYSTEM (BILLING) AND CUSTOMER SATISFACTION AT TNB BANDA KABA MALACCA** to fulfill the requirement as needed by the Faculty of Business Management, University Teknologi MARA.

Thank you

Yours sincerely

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Bachelor of Business Administration (Hons) Finance

ABSTRACT

Organizations cannot exist without customers. As such, the customer must be the central focus of the organization. The purpose of this research is to study the TNB Payment System (Billing) and Customer Satisfaction at TNB Banda Kaba Malacca. This research also will determine whether customers are satisfied with service provided by TNB Banda Kaba Malacca.

In this study, the researcher collects the information from interview, observation, website and secondary data such as journal, article, annual report and text book. This study will help TNB Banda Kaba Malacca to identify their weakness in order to achieve the level of customer satisfaction toward payment system at TNB Banda Kaba Malacca. The study utilized questionnaire as the instrument for collecting data. Questionnaires have been distributed to 30 respondents. Our respondents grouped into two with 5 of them from internal staff and 25 respondents from public (customer).

In conclusion some suggestion and strategies have been made to minimize the problem occur in TNB. This is important because it will improve the profit and service quality of Tenaga Nasional Berhad (TNB). From the analysis researcher have identify that the significant relationship between TNB payment system (billing) and level of customer satisfaction towards TNB staff.