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**A STUDY ON USER SATISFACTION PUBLIC CLEANING SERVICES AND
WASTE DISPOSAL PROVIDED BY LOCAL AUTHORITIES IN MEDIUM COST
RESIDENTIAL AREA.**

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SUPERVISOR'S DECLARATION

Academic Project Title:

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BY LOCAL AUTHORITIES IN MEDIUM COST RESIDENTIAL AREA**

I admit that I had read this report and from my opinion it has fulfilled the requirements and qualified for the purpose of conferment of Degree of Bachelor of BUILDING SURVEYING (Hons.).

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ABSTRACT

The user satisfaction on cleaning services and waste disposal has become an important part of any residential, especially to local authority and for seen the successful of local authority in manage the public cleaning services and waste disposal. However, the user satisfaction on public cleaning services are difficult to measure by local authority because the resident in residential actually want the good services from local authority especially drain cleaning, grass cutting and waste disposal. This of threes part services in residential area is very important to comfortable to occupant. More attention has been focused on the user satisfaction public cleaning services and waste disposal provided by local authority such as drain cleaning, grass cutting, and waste disposal.

This research already discusses about user satisfaction cleaning services and waste disposal provided by local authority. The study comprised of literature review, observation and survey questionnaire to three case study such as Perak Tengah, Seri Manjung, and Setiawan. This research also is aims to find out this study was to identify the customer satisfaction with cleaning services and waste disposal provided by the Local Authority in three districts, in managing the system of drainage cleaning, grass cutting and waste disposal effective and the type of services offered to the population in managing the system cleaning services provided through collection of opinions. The identified in these services will help the resident to set a direction for future development and provide better services for the community.

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