

A STUDY ON QUALITY GOOD TOWARD
AUDIO/VIDEO SERVICES PROVIDED
BY TELEKOM MALAYSIA

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LETTER OF TRANSMITAL

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Dear Sir,

Enclose here is my project paper entitle ' A study on quality good toward audio/video services provided by Telekom Malaysia'.

This project paper is try to get a general idea of good audio video services offer by Telekom Malaysia. It tries to evaluate the employee involvement, which impact the quality of service. Quality review should first apply internally before it can apply in customer view. Beside that it also tries to look on how different level of employee greatly involve to ensure total service quality deliver to customer.

Finally, I hope this project paper will fulfill the requirement and standard of BBA course and also achieved the objective of the study.

Thank you

Yours truly,



(Amran Zaidy Bin Jamaludin)

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ABSTRACT

This study was prepared with the intention of highlighting internal customer involvement to ensure quality of work deliver to customer. Before good quality can be served to customer, company need to its review quality intern of its employee performances, plans and strategy of department. A part of that the survey also looks on delegation of works between subordinates and empowerment to remove barrier.

Another key of good quality is the leadership role in making decision, developing subordinated by design proper training to enhance their knowledge on company.

In this study 50 respondent were selected to be a sample of the population. By using the information obtained through research, it can concludes that the that can be made improving process can play meaningful contribution to the company effectiveness and efficiency.

In order to ensure quality to be maintained participation between manger or leadership and employee should gear to quality direction. Teamwork is the alternative to reduce and solve problem. It plays a vital role to educate team members, sharing skill and knowledge.

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