



THE RELATIONSHIP BETWEEN SERVICE QUALITY AND EMPLOYEE  
SATISFACTION AT MENARA FELDA

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## DECLARATION OF ORIGINAL WORK



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Date: 11<sup>th</sup> July 2017

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## TABLE OF CONTENT

DECLARATION OF ORIGINAL WORK.....	ii
LETTER OF SUBMISSION .....	iii
ACKNOWLEDGEMENT .....	iv
LIST OF ABBRAVIATION.....	x
ABSTRACT .....	xi
CHAPTER 1 .....	1
INTRODUCTION .....	1
1.0 OVERVIEW .....	1
1.1 BACKGROUND OF THE COMPANY.....	2
1.2 PROBLEM STATEMENT .....	3
1.3 RESEARCH QUESTION .....	4
1.4 RESEARCH OBJECTIVE.....	5
1.4.1 General Objective.....	5
1.4.2 Specific Objective.....	5
1.5 STATEMENT OF SIGNIFICANT .....	6
1.5.1 Researcher .....	6
1.5.2 Employees .....	6
1.5.3 Company.....	6
1.6 THE SCOPE OF STUDY.....	7
SUMMARY OF THE CHAPTER.....	7
CHAPTER 2 .....	8
LITERATURE REVIEW AND CONCEPTUAL FRAMEWORK .....	8
2.0 OVERVIEW .....	8
2.1 DEPENDENT VARIABLE .....	8
2.1.1 Employee Satisfaction.....	8
2.2 INDEPENDENT VARIABLE .....	9
2.2.1 Service Quality .....	9
2.3 THEORETICAL FRAMEWORK .....	12
2.4 HYPHOTHESIS DEVELOPMENT .....	13
SUMMARY OF THE CHAPTER.....	13
CHAPTER 3 .....	14
METHODOLOGY .....	14

## ABSTRACT

Service quality and employee satisfaction are very important concept that company must understand in order to remain competitive in business and hence grow. It is very important to improve the service that company provide to the employee. This study attempts to study the relationship between service quality and employee satisfaction. The questionnaires designated and delivered to a sample of 100 respondents in Menara Felda. The findings of this study reveal that service quality is a vital factor that determines the level of employee satisfaction. Specially, the result of this study reveals that the better the service quality provided, the higher the level of employee satisfaction.