



**A STUDY ON THE QUALITY OF SIRIM SABAH SERVICES AND  
ITS EFFECTIVENESS TO HELP THE LOCAL SMALL MEDIUM  
ENTERPRISES (SMEs).**

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## **ABSTRACT**

The purpose of this research is to determine the quality of SIRIM Sabah services and its effectiveness to help Small Medium Enterprises (SMEs). SIRIM provided services to help Small Medium Enterprises (SMEs) such as Food Packaging Consultation, Food Machinery, Testing Services and the other services. Thus there were 120 respondents selected by the researcher to be the sample size of this research and they comprised of SMEs from food industries, construction industries, foundry and glasses industries and cosmetic business.

From the finding of the research the researcher founded that there were many category of customer that used SIRIM services which different in terms of races, education level, types of business, location of business and income per month. In addition of that, the researcher also found that there were many services that SIRIM provide to help SMEs. Besides that, SIRIM actually perform the pretty work to help SMEs in Sabah and only some of them felt not satisfied with the services. Respondents also have the opportunities to give suggestion to solve their problem while using SIRIM services. Hence the objectives of this research have been achieved.

# TABLE OF CONTENT

<b>CHAPTERS</b>	<b>PAGE</b>
<b>1. INTRODUCTION</b>	
1.1 Background of Study	1
1.2 An Overview of Company	1
1.3 Scope of Study	2
1.4 Problem Statement	2
1.5 Research Objectives	3
1.6 Research Questions	3
1.7 Theoretical Framework	4
1.8 Significance of Study	5
1.9 Limitation of Study	5
<b>2. LITERATURE REVIEW</b>	
2.1 Service Concept	6
2.2 Quality Concept	6
2.3 Service Quality	6
2.4 Relationship between Service Quality And Customer Satisfaction	7
2.5 The Development and Evolution Of The SERVQUAL Model	7
2.6 5 Dimension of SERVQUAL	8
2.7 FAMA	9
2.8 MARDI	9
2.9 Good Manufacturing Practice (GMP)	10
<b>3. RESEARCH METHODOLOGY AND DESIGN</b>	
3.0 Introduction	11
3.1 Research Design	11
3.2 Data Collection Method	11
3.2.1 Primary Data	11
3.2.2 Secondary Data	12
3.3 Sampling Design	12
3.3.1 Target Population	12
3.3.2 Sampling Techniques	12
3.3.3 Sampling Size	13

3.4 Data Entry and Data Processing	13
3.5 Data Analysis	13
3.5.1 Frequency Distribution	13
3.5.2 Reliability Test	13
3.5.3 Cross-Tabulations	14
<b>4. DATA FINDING AND ANALYSIS</b>	<b>15</b>
4.1 Respondent's Gender	16
4.2 Respondent's Race	17
4.3 Respondent's Education Level	19
4.4 Respondent's Monthly Income	20
4.5 Respondent's Types of Business	21
4.6 Location of Respondent's Business	22
4.7 Respondent's Period of Doing Business	24
4.8 Services that Respondents used in SIRIM Sabah	25
4.9 Appearance of Physical Facilities in SIRIM Sabah	27
4.10 Appearance of Physical Environment in SIRIM Sabah	28
4.11 SIRIM is Able to Perform the Promised Service to The Local SMEs	29
4.12 SIRIM provide the accurate and latest information for SMEs	30
4.13 Employees are willing to Give a Prompt Service to Their Customer	31
4.14 SIRIM Have The Courtesy to Inform Customer About Their Progress In Their Business	32
4.15 Customer feel secured to do Business with SIRIM Sabah because Their Information in Kept Confidential	33
4.16 Employees Provide Guidance and Support to SMEs When They Need Help	34
4.17 Respondents That Have Problem While Using SIRIM Services	35
4.18 Respondent's suggestion to Solve The Problem	36
4.19 Cross-tabulation	
a) Objective 1	38
b) Objective 2	40
c) Objective 3	43
d) Objective 4	45