



**MEASURING INTERNAL CUSTOMER SATISFACTION TOWARDS  
FINANCE UNIT SERVICE QUALITY AT  
SARAWAK PRISON HEADQUARTERS**

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**APRIL 2009**

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## **ABSTRACT**

This report presents the result of study on customer satisfaction towards Finance Unit service quality at Sarawak Prison Headquarters (SPHQ). The primary proposes of this study was to evaluate the internal customer's satisfaction towards the quality service provided by Finance Unit at SPHQ. The second objective of this study is to identify areas relating to service quality that are lacking and that need improvement. The third objective is to identify ways to improve the current Finance Unit working system to meet the customer's satisfaction. The researcher used a SERVQUAL survey instrument to collect primary data from internal staffs who are working at SPHQ. Data was analyzed through Statistical Package for Social Sciences (SPSS). Areas of possible deficiencies were identified by descriptive analysis – frequency distribution, cross tabulation and correlation analysis. The findings suggest that generally, dimension that has the greatest service quality deficits is empathy dimension and tangibles dimension has the last service quality deficits. Finally, based on the analysis and findings, recommendations were given to improve the Finance Unit service quality and customer satisfactions.

# **CHAPTER 1: INTRODUCTION**

## **1.1 Background and Scope of Study**

Finance Unit is a one of the supporting unit in all organization either in Public Sector or in Privates Sector. Generally, Finance Unit is involved with financial management either receiving or making payment and also maintains the account of the company. Without the finance service, the organization will not function properly. In the government office, Finance Unit is in charge of yearly budget, staff monthly salaries, monthly claims etc and dealing with Accountancy Department of Malaysia (ANM) as a final approval before execute payment.

In The Sarawak Prison Headquarters (SPHQ), officer and staff will deal with staff at Finance Unit once their have a problems such as monthly salaries, monthly claims, asking to issue the Local Purchase Order etc that is involve with finance matter. Finance Unit when dealing with ANM will be using the Electronic Budget Planning and Control System (e-SPKB). The SPHQ is under Prison Department of Malaysia (JPM) which is an organization under the Ministry of Home Affair (KDN).

This study is focuses on measuring the internal customer satisfaction (i.e staff working at SPHQ about overall service) towards service quality provided by Finance Unit.

## **2.2 JPM and SPHQ**

### **2.2.1 Prison History**

Prisons are different from others institutions found in a modern society. It is a place where a group of trained personnel managers looking after a group known as “prisoners”. These second groups of people do not come voluntarily; there are instead forced into these places and are prevented from leaving by guards, walls and gates. In others word, the Prison Departments cannot choose its clients and they have no power to release them. These prisoners have to live according to set of prescribed rules and their movements are tightly controlled.

According to the current of imprisonment, prisons are places where prisoners are detained, guarded and undergo various rehabilitation activities until their release. Society should realize that this philosophy of imprisonment is a measurement of how civilized our society are.

### **2.2.2 JPM**

The JPM is the final institutions in the implementation of Criminal Justice System, and it is accountable to the Ministry of Home Affairs. The Department serves the community by detaining those who are sentenced by the court.