



**CUSTOMER SATISFACTION TOWARDS THE SERVICES OFFERED BY
SYNERGY CLEANING & MANPOWER SERVICES SDN. BHD.**

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ABSTRACT

The study was conducted to determine the level of satisfaction towards the quality of service that offered by the Synergy Cleaning & Manpower Services Sdn. Bhd. (SCMS). Since the company was given faith by big company which is Faber Medi-Serve in handling the tasks and be responsible to take care of cleanliness of hospital building. Or in other words, Faber Medi-serve was outsourced their financial to subcontractors in order to run the management properly. For the first six months, SCMS has fully managed the workers in 9 hospitals such as Queen Elizabeth Hospital, Mesra Bukit Padang Hospital, Makmal Kesihatan Awam Kota Kinabalu, Kota Belud Hospital, Kota Marudu Hospital, Kudat Hospital, Labuan Hospital, Tuaran Hospital, and Pitas Hospital. This study was conducted to identify and to evaluate the first six months progress of the management as take over by SCMS. The Synergy Cleaning & Manpower Services Sdn. Bhd. has only taken over all the management of the workers or cleaner in these 9 hospitals.