



**A STUDY ON CUSTOMER SATISFACTION ON ICT
SERVICES PROVIDED BY i-PERINTIS**

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TABLE OF CONTENTS	PAGE
ACKNOWLEDGEMENT	iv
LIST OF TABLES	v-vii
LIST OF FIGURES	viii-x
ABSTRACT	xi
CHAPTER 1: INTRODUCTION	
1.0 Introduction	1-3
1.0.1 Scope of services provided by i-Perintis	4-5
1.0.2 Scope of Services provided by Helpdesk Services and Onsite Support Personnel	6
1.0.3 Process Flow	7-8
1.0.4 ICT Team	9
1.1 Scope of Study	10
1.2 Problem Statement	11
1.3 Research Objective	12
1.4 Definition of terms	13-14
1.5 Significance of study	15
1.6 Research Question	16
1.7 Research Framework	17
1.8 Limitation of Study	18
1.8.1 Data Collection and Respondent	18

Commitment

1.8.2	Time Constraints	18
1.8.3	Financial Constraints	18

CHAPTER 2: LITERATURE REVIEW

2.1	Definition of Customer Satisfaction	19
2.2	The Importance of Customer Satisfaction	20
2.3	Defining Services	21
2.4	The Importance of Customer Service	21-24
2.5	Service Quality	24-25
2.6	Dimensions of Service Quality	25
2.7	Measuring Service Quality	26-29
2.8	Quality of Customer Service	30-31
2.9	How Organization can improve Service Quality	32
2.9.1	Meeting and exceeding Customer Expectations	32
2.9.2	Achieving Total Customer Satisfaction	32
2.9.2.1	Zero defections	32
2.9.2.2	Service Guarantees	33
2.9.2.3	Service Recovery	34

CHAPTER 3: RESEARCH METHODOLOGY

3.1	Introduction	35-36
3.2	Sampling Design	36

ABSTRACT

This study was conducted to identify the satisfaction of PCSB-SBO staff on ICT services provided by i-Perintis Sdn. Bhd., a company that offers consulting, project management and implementation of service. PETRONAS, as the country's biggest oil and gas company, made a decision to embark on the ICT transformation program in 2002 had chosen i-Perintis to take over the functional and operational management of PETRONAS ICT service.

The research design used is descriptive study and both the primary and secondary data regarding the study were gathered. The target population of this study is PETRONAS Carigali Sdn. Bhd. – Sabah Operations personnel which is located at Menara PETRONAS, Offshore and Gas Terminals. 120 respondents were selected for this study. In analyzing the data, frequency distribution were used.

The findings of this study shows that most of the staff in PETRONAS Carigali Sdn. Bhd. – Sabah Operations are satisfied with the service rendered by i-Perintis personnel which is the Helpdesk personnel and Onsite Support Service personnel. Based on the analysis also shows that eventhough they are satisfied with the service provided by i-Perintis, some improvement need to be done especially on the part of Onsite Support Service which is very crucial for offshore and terminals operations.