



A STUDY ON GOVERNMENT AGENCIES  
SATISFACTION TOWARDS BULK PAYMENT  
SYSTEM IMPLEMENTS BY SABAH ELECTRICITY  
SDN. BHD (SESB)

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## ABSTRACT

The main purpose of this thesis is to know the respondent's satisfaction towards Bulk Payment System provide Sabah Electricity Sdn. Bhd (SESB). How is their level of satisfaction towards this company? The respondents of this study are 7 Government Agencies that join this payment system. All the 7 agencies are Jabatan Hal Ehwal Islam Negeri Sabah (JAHEINS), Jabatan Perkhidmatan Kebajikan Am, Jabatan Keretapi Negeri Sabah, Jabatan Perkhidmatan Haiwan dan Perusahaan Ternak, Yayasan Sabah, Dewan Bandaraya Kota Kinabalu (DBKK) and Lembaga Tabung Haji. This study is conducted for the benefit for this company since it's concerning feedback from their customers towards their level of satisfaction. The result obtained is valuable to this company. Once result have been identified on how is their level of satisfaction towards this payment system, this company can adopt or to find better solution on how to improve their billing payment system.