



**CUSTOMERS LEVEL OF SATISFACTION ON  
SERVICES PROVIDED BY PUSAT PUNGUTAN  
ZAKAT LABUAN FEDERAL TERRITORY**

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## ABSTRACT

Today, Pusat Pungutan Zakat Federal Territory is very proud of their achievements. In order to stay on top, PPZ had become convinced of the need for a company-wide focus on the customer and for a planned resources and developmental approach to achieved total customer satisfaction.

Therefore the objective of this study is to look into the level of customer satisfaction focusing on PPZ Regional office in Labuan. To establish the objective, descriptive research is utilised where questionnaire designed based on Servqual concept were used. This study is to provide information to corporate executives and human resources in order to improve the customer service used at PPZ.

The researcher intends to collect information that includes Consumer expectation, Management perception, Service quality specification, Service delivery to customer and Expected service to the internal types of customers in the PPZ Labuan regional offices who are dealing in a zakat activities.

Recommendation and suggestion are also put forward to improve the present customer service and any related factors for the maximisation of customer satisfaction.