



**MEASURING SERVICE QUALITY AND CUSTOMER SATISFACTION:
THE CASE STUDY OF ASAJAYA DISTRICT OFFICE**

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JULY 2013

DECLARATION OF ORIGINAL WORK



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SARAWAK

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Hereby declared that:

- This work has not been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degree.
- This project paper is the result of my independent work and investigation and investigation except where otherwise stated.
- All verbatim and sources of my information have been specially acknowledgement.

Signature: _____

A handwritten signature in black ink, appearing to be 'Nazatul', written over a horizontal line.

Date: _____

12/7/13

LETTER OF TRANSMITTAL

4 JULY 2013

**The Head of Program
Bachelor of Business Administration with Honours (Finance)
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Universiti of Teknologi MARA
Kota Samarahan
Kuching**

Dear Sir/Madam,

SUBMISSION OF PROJECT PAPER (FIN667)

Attached the project paper titled **“MEASURING SERVICE QUALITY AND CUSTOMER SATISFACTION: THE CASE STUDY OF ASAJAYA DISTRICT OFFICE”** to fulfil the requirement that as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you

Yours sincerely,



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