



CUSTOMER'S SATISFACTION ON SCAVENGING SERVICE  
BY THE SERIAN DISTRICT COUNCIL

ASMAWATI BINTI IDRIS 2008293796 CYBILL NATALIE ANAK  
WILSON 2008293846 TRIFIZIALY BINTI NGADAM  
2008293804

DIPLOMA IN PUBLIC ADMINISTRATION  
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY  
STUDIES

MARA UNIVERSITY OF SARAWAK

APRIL 2011



DIPLOMA IN PUBLIC ADMINISTRATION  
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY  
STUDIES

MARA UNIVERSITY OF TECHNOLOGY  
“DECLARATION OF ORIGINAL WORK”

1. Asmawati Binti Idris
2. Cybill Natalie Anak Wilson
3. Trifizialy Binti Ngadam

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other

degrees.

- This project-paper is the result of my independent work and investigation except where otherwise stated.
- All verbatim extracts have been distinguished by quotation, marks and sources of our information have been specifically knowledge.

Signature,

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\_\_\_\_\_ Date:

The Head of Program

Diploma in Public Administration

Faculty of Administrative Science and Policy

Studies Mara University of Technology

Kota Samarahan

Dear Sir/Miss/Madam

**SUBMISSION OF PROJECT (PAD340)**

Attached is the project title “**Customer’s Satisfaction on Scavenging Service by the Serian District Council**” to fulfill the requirement as needed by the Faculty of Administrative Science and Political Studies, Mara University of Technology.

Thank you.

Our sincerely,