



**A STUDY ON THE IMPACT OF SERVICE  
QUALITY IN EPF**

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# DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION  
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## “DECLARATION OF ORIGINAL WORK”

I, Syaratul Ain bt Abd Aziz, (2006115127)

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 my information have been specifically acknowledged.

Signature : \_\_\_\_\_

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

## LETTER OF SUBMISSION

-- November 2008

The Head of Program  
Bachelor of Business Administration (Hons) Marketing  
Universiti Teknologi Mara  
Kampus Bandar Melaka  
Melaka

Dear Miss,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled "A STUDY ON THE IMPACT OF SERVICE QUALITY IN EPF" to fulfill the requirement as needed by the Faculty of Business Management Universiti Teknologi Mara.

Thank You.

Your sincerely,

SYARATUL AIN BT ABD AZIZ  
2006115127  
Bachelor of Business Administration (Hons) Marketing

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## **ABSTRACT**

This research paper is study on the impact of service quality in Employees Provident Fund (EPF) at Jalan Raja Laut, Kuala Lumpur and the purpose of this study is to measure the level of satisfaction of customers towards EPF services. This study also will identify the overall service quality level that customer perceived when they doing any transaction with EPF. A total of 50 respondents were selected to answer questionnaires and the findings can be concluded to identify the level of satisfaction of customer perceived and how the organization should improve their services.