

**UNIVERSITI TEKNOLOGI MARA**

**Customers' Satisfaction towards Service Quality at  
Tabung Haji Kelana Jaya**

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Research Writing submitted in fulfillment  
Of the requirements for the degree of  
**Muamalat**

**Academy of Contemporary Islamic Studies**

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## AUTHOR'S DECLARATION

I declare that the work in this thesis was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This thesis has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

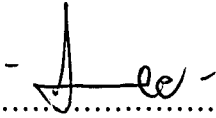
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## **ABSTRACT**

The purpose of this study was to examine customers' satisfaction on quality service at Lembaga Tabung Haji Kelana Jaya. These respondents were the customers' of Lembaga Tabung Haji Kelana Jaya. The questionnaire was distributed to 110 customers. Data was analyzed using SPSS software version 20. The data was tested by using descriptive statistic and correlation analysis to answer the question of study and achieve the objective of this study. This study shows customers of Lembaga Tabung Haji Kelana Jaya agreed that service quality of Lembaga Tabung Haji at Kelana Jaya is good and they satisfied with personal relationship with the staff. Through correlation analysis, the results showed that there is a positive relationship between the level of customers' satisfaction with dimensions of tangible, responsiveness and empathy. Therefore, Lembaga Tabung Haji at Kelana Jaya should ensure the physical and the environment are in good and they can provide more facilities like counters and waiting chairs.

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Nur Aleesya Binti Rafman.

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