

**UNIVERSITI TEKNOLOGI MARA**

**CUSTOMER SATISFACTION  
TOWARDS EMPLOYMENT INJURY  
INSURANCE SCHEME PROVIDED  
BY SOCSO**

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Academic Writing submitted in partial fulfilment of the  
requirements for the degree of

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## AUTHOR'S DECLARATION

I declare that the work in this academic writing 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 acknowledge as referenced work. This academic writing has not been submitted to any other academic institution or nonacademic institution for any degree or qualification.

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

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## **ABSTRACT**

This study attempts to understand factors customer satisfaction towards scheme provided by SOCSO at Klang branch. The purpose of this research is to identify the factors that drive these people or customers whether the services given by the SOCSO (Klang) staffs are fulfilled their needs and wants. The sample size comprises 250 of the respondents from benefit receiver person came into SOCSO Klang to check their status payment and to check their claimant under the Employment Injury Insurance Scheme provided by SOCSO. The findings revealed that most of the customer or respondents are satisfied with the way they have treated by the SOCSO (Klang) staffs, employee responds, quality of the service and claim handling.

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