THE STUDY ON THE EFFECTIVENESS OF INQUIRY COUNTER SERVICE IN TENAGA NASIONAL BERHAD DISTRIBUTION KOTA TINGGI

SARIDAYU BTE ABU
2000349230

BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS (MARKETING)
FACULTY OF BUSINESS MANAGEMENT
MARA UNIVERSITY OF TECHNOLOGY
DUNGUN

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BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (MARKETING)
FACULTY OF BUSINESS MANAGEMENT
MARA UNIVERSITY OF TECHNOLOGY
"DECLARATION OF ORIGINAL WORK"

I, <u>SARIDAYU BTE ABU</u>, (I/C Number:<u> 790410-01-5256</u>)

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.

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ACKNOWLEDGEMENT

EXECUTIVE SUMMARY

This research project paper was focused on the effectiveness of inquiry counter service evaluation in Tenaga Nasional Berhad Kota Tinggi, Johor. There are some complaints towards their services such in terms of personnel; facilities and others in Call Management Center, Complaint form and Customer Satisfaction Index Research.

For this purpose researcher will determine the level of effectiveness in inquiry counter service by focusing on three variables which facilities, staff Attitude and Waiting Time. The scope of the studies covers inquiry counter service and lobby area inTNBD.

From the analysis, researcher found that TNBD inquiry counter service has effective service in terms of facilities and staff attitude, which most of the respondents satisfied and agree based on the question answered. For the waiting time, there is only slightly different between the agree respondents with do not agree.

Generally, researcher found that the customer in TNBD are satisfied with the service provide by TNB. It's also shows that the entire variable can contribute to the effectiveness in inquiry counter service and help organization to run the activities in smooth, fast and efficient manner. It's pleasure if TNBD willing to evaluate the suggestion from the customers and recommendations from the researcher.

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