



**A STUDY ON THE INVOLVEMENT FELCRA BERHAD  
IN BEAUFORT DISTRICT:  
THE IMPACT ON THE STANDARD OF LIVING AND  
SATISFACTION LEVEL OF PARTICIPANTS**

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## ABSTRACT

This study is a study on “The Involvement of FELCRA Berhad in Beaufort District: The Impact on the Standard of Living and Satisfaction Level if Participants”. The objective of this study is to evaluate the participant’s satisfaction level on the services provided by FELCRA Berhad and the participants’ the standard of living.

Five major elements have been used in this study in order to determine the participant’s level of satisfaction towards FELCRA Berhad services such as management, dividend payment, education programs and gaining information. Besides that, there are four elements to measures the participant’s standard of living. For example, the participant’s household income, housing, types of vehicles, and education programs.

This study also conducted to 130 respondents, which are participants of FELCRA Berhad and all of the respondents give their feedback towards the questionnaire given. The finding of this study shows that most of the participants in Beaufort district are male rather than female. Their also already become participants since ten years ago. Most of the participants of FELCRA Berhad satisfied with the services provided by FELCRA Berhad. Furthermore, the findings also imply that participant’s standard of living has improved after joint Project Development from FELCRA Berhad.

This study also has the participant’s suggestion and recommendation to improve the services provided by FELCRA Berhad. This is useful to the company as guidance to improve their services to make the customer fully satisfied and loyal with them.