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## **Abstract**

This study seeks to examine the adequacy of TNB services provided by TNB itself as well as those provided by third parties on behalf of TNB in Cheras/Balakong area.

The study is done to determine the need to upgrade services in the area concerned. It focuses on the customers' direct requirements which have to be evaluated against the inevitable financial costs of providing those upgraded services.

Customer satisfaction on payment of billing and restoration of supply services in the area are explored. Currently, these services are mainly provided by third parties like Post Office, Telekom and Majlis Daerah under the 'one-stop payment' concept.

Paying patterns and paying habits of the customers in the area are also examined as well as customers' preference for the various types of facilities in a new collection center.

The findings indicated a need to improve all the above services, particularly bill paying services. The study also recommends a Consumers Service Center of the type with bill paying facilities (Consumer Collection Center) to be set up in either Balakong Town or Batu 9, as a minimum requirement. In addition, the collection center must provide for Sunday collection to be opened at least from 9.00 am to 12.00 PM.

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# Table of Contents

	<u>Page</u>
<b>Abstract.....</b>	<b>i</b>
<b>Acknowledgments.....</b>	<b>iii</b>
<b>1. Introduction.....</b>	<b>1</b>
1.1 Background of Organization.....	1
1.2 Background of Study.....	2
1.3 Objectives of Study.....	5
1.4 Significance/Benefits of Study.....	6
1.5 Organization of Study.....	6
<b>2. Research Methodology.....</b>	<b>8</b>
2.1 Sampling Design.....	8
2.2 Method of Data Collection.....	12
2.2.1 Survey Technique.....	12
2.2.2 Collection Procedure.....	14
<b>3. Results of Study.....</b>	<b>15</b>
3.1 Respondents Characteristics.....	15
3.2 Present Satisfaction Level.....	22

3.2.1	Billing/paying.....	22
3.2.2	Enquiries Satisfaction.....	29
3.2.3	Fault Restoration.....	38
3.3	Opinions on the new Collection Center..	48
3.3.1	Will a new collection center help?.....	48
3.3.2	Features Desirable by Consumers of a new Consumer Center.....	48
3.3.3	Sunday Service - potential patronage/usage.....	53
3.3.4	Sunday Service - Working hours (timing).....	54
3.4	Bill Paying Pattern.....	55
3.4.1	Payment Method.....	55
3.4.2	Pay Location.....	56
3.4.3	Collection Centers.....	57
3.4.4	Time of payment.....	58
3.4.5	Date of Payment.....	58
3.5	Summary of Results.....	60
3.5.1	Bill Paying Satisfaction.....	60
3.5.2	Enquiries Services Satisfaction..	60
3.5.3	Fault Restoration Satisfaction.....	61

3.5.4	Opinions on a new collection center	62
4.	<b>Conclusion and Recommendations</b> .....	64
4.1	Is there a need to improve services?...	64
4.2	Is there a need for a Consumer Service Center?.....	65
4.3	Where is the ideal location?.....	67
4.4	What are the features?.....	69
4.5	The type/level of the collection center	69
4.6	Suggestions for Future Research.....	70
4.6.1	Financial Considerations.....	70
4.6.2	Consumer Service Center Index.....	70
4.6.3	Probability Sample.....	71
5.	Appendix A - Survey Instrument.....	73

## List of Tables

<u>Table</u>		<u>Page</u>
1.	Distribution of TNB Consumers by Category and Tariff in Cheras/Balakang area.....	9
2.	Distribution of Study Sample by Tariff Type and Geographical Locations.....	10
3.	Distribution of Final sample by Tariff.....	15
4.	Distribution of Final Sample by Location....	16
5.	Distribution of Respondents by age group....	17
6.	Distribution of Respondents by Race.....	18
7.	Distribution of Respondents by Education Level.....	19
8.	Distribution of Respondents by Occupation....	20
9.	Distribution of Respondents by Income Level..	21
10.	Bill Paying Satisfaction by Residence/Premise Location.....	24
11.	Dissatisfied Respondents by Tariff.....	26
12.	Reasons for dissatisfaction with bill/paying services.....	27
13.	Disconnection for Non-Payment by Mistake....	29
14.	Reasons for Dissatisfaction with Enquiries Services.....	33
15.	Dissatisfied Enquirers by Tariff.....	35
16.	Percentage of Respondents that Enquired By Location.....	36



17.	Enquiries Satisfaction Level by Location.....	37
18.	Frequency of Interruptions experienced by Affected Respondents.....	40
19.	Speed of Restoration as Perceived by Respondents.....	43
20.	Reasons for Dissatisfaction on Existing Breakdown Services.....	47
21.	Features of New Consumers Center Ranked by Consumers.....	50
22.	Bill Paying Pattern by Time of Payment.....	58
23.	Bill Paying Pattern by Day of Payment.....	59

## List of Figures

<u>Figure</u>	<u>Title</u>	<u>Page</u>
1.	Map of Cheras/Balakang Area.....	11
2.	Paying Bills Satisfaction.....	23
3.	Level of Satisfaction with Enquiries Services.....	32
4.	Satisfaction Level regarding Speed of Restoration.....	42
5.	Satisfaction Level on existing Breakdown Center services.....	45
6.	Consumers' Opinions on New Collection Center.....	49
7.	Features Ranking.....	52
8.	Use of Sunday Service.....	53
9.	Sunday Service Time.....	54
10.	Payment Method.....	55
11.	Most Frequented Center (by Location).....	56
12.	Most Frequented Collection Center (by Organization).....	57