

A STUDY ON PORT USER SATISFACTION REGARDING TO  
FACILITIES AND SERVICES PROVIDED AT KEMAMAN SUPPLY  
BASE

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**A STUDY ON PORT USER SATISFACTION REGARDING  
TO FACILITIES AND SERVICES PROVIDED AT  
KEMAMAN SUPPLY BASE.**

**By**

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DEPARTMENT OF NAUTICAL SCIENCE AND MARITIME TRANSPORTATION  
 FACULTY OF MARITIME STUDIES AND MARINE SCIENCE  
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FINAL YEAR RESEARCH PROJECT

It is hereby declared and verified that this research report entitled:

A STUDY ON PORT USER SATISFACTION REGARDING TO FACILITIES AND SERVICES PROVIDED AT KEMAMUAN SUPPLY BASE

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## DECLARATION

I hereby declare that this thesis entitled The Assessment of Safety Aspects in Langkawi Passenger Ferry Services is the result of my own research expect as cited in the references.

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# **A STUDY ON PORT USER SATISFACTION REGARDING TO FACILITIES AND SERVICES PROVIDED AT KEMAMAN SUPPLY BASE.**

## **ABSTRACT**

Maritime industry in Malaysia is growing rapidly and as a result Malaysia is a maritime nations in Southeast Asia. This industry also growing fast when the existence of valuble and precious mineral resources beneath Malaysia waterways such as oil and natural gas. Consequently a lot of oil and gas companies such as Petronas, Exxon Mobi, BHP and others try to explore the sea in East Coast of Peninsular Malaysia especially in Terengganu. Indirectly, a port is need to support this offshore industry. Kemaman Supply Base located in strategic location in the city of Kemaman. It provides facilities such as jetties, warehouse and services that are needed by the ship and oil companies there. Therefore, a study was conducted to determine the level of satisfaction on the port facilities and services provided by the port. To meet this objectives in this study, a total of 70 questionnaires were given to the port user including offshore company and ships crews. The results of the analysis that was conducted, 64 survey forms were returned and found that most of the respondents or more than 50% of port users are satisfied with the port facilities and services provided. This study is directly helped KSB to identify the satisfaction of users based on port facilities and services provided by them.

## ABSTRAK

Industri maritim di Malaysia semakin berkembang pesat ekoran Malaysia merupakan salah sebuah negara maritim di Asia Tenggara. Industri ini juga bertambah maju lagi apabila wujudnya sumber-sumber galian berharga di bawah muka bumi Malaysia yang kaya dengan sumber minyak dan gas asli. Kesannya banyak syarikat minyak dan gas seperti PETRONAS, Exxon Mobil BHP dan lain-lain menerokai laut di Pantai Timur Malaysia iaitu di Terengganu. Secara tidak langsung, sebuah pangkalan di perlukan untuk menyokong industri *offshore* ini. Pangkalan Bekalan Kemaman terletak di kawasan yang strategik di bandar Kemaman. Ia menyediakan kemudahan-kemudahan seperti jeti, gudang penyimpanan barang-barang dan servis-servis yang di perlukan oleh syarikat kapal dan minyak di situ. Oleh itu, satu kajian telah dijalankan untuk mengenalpasti tahap kepuasan pengguna pelabuhan terhadap kemudahan dan servis yang disediakan oleh pihak pelabuhan. Untuk memenuhi kehendak objektif di dalam kajian ini, sebanyak 70 borang kaji selidik telah di berikan kepada pengguna-pengguna pelabuhan yang antaranya terdiri daripada syarikat kapal *offshore* dan krew kapal. Hasil daripada analisis yang telah dijalankan sebanyak 64 borang kaji selidik telah dipulangkan semula dan didapati bahawa hampir kesemua responden atau lebih daripada 50% pengguna pelabuhan ini berpuas hati dengan kemudahan dan servis yang disediakan. Dengan itu kajian ini sedikit sebanyak telah membantu Syarikat Pangkalan Bekalan Kemaman mengenalpasti tahap kepuasan pengguna-pengguna pelabuhan terhadap kemudahan dan servis yang disediakan oleh mereka.