

Title of Thesis	A Study Of Impact Of Medical Insurance Toward The Working Adults In Miri Sarawak
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ABSTRACT

The purpose of this research is to study and research about the impact of medical insurance towards working adults in Miri Sarawak.

A total of 100 copies of questionnaires were distributed and all were returned and utilized for this research. The sample was limited to a population that was easily accessible. A questionnaire was developed and used as tool for data collection in this study. After that, the data for the research was analysed and used statistical data including percentage, frequency and average, and was presented in tables form.

Based on the data analysed, majority Mirians expect the insurance agents have good communication skills and an excellent customer services. Good communication can make you more confident while you sharing product to your clients and also representative that you know your product of knowledge very well.

An excellent customer service is important for every customer. It also includes friendliness to customers and to understand customer's needs. While insurance company can do well in these two parts, the satisfaction on customers will be high.