A STUDY OF THE LEVEL OF SATISFACTION OF USER ON BRIDGE MANAGEMENT SYSTEM – CASE STUDY, PENANG SECOND BRIDGE

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I hereby declare that the work in this thesis is based on my original work except for quotations and citations which have been duly acknowledged. I also declare that it has not been previously or concurrently submitted for any other degree at Universiti Malaysia Pahang or any other institutions.

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<th>Abbreviation</th>
<th>Full Form</th>
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<tr>
<td>JSAHMS</td>
<td>Jambatan Sultan Abdul Halim Mu’adzam Shah</td>
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<tr>
<td>PBSB</td>
<td>Penang Bridge Sdn. Bhd</td>
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<tr>
<td>FHWA</td>
<td>Federal Highway Administration</td>
</tr>
<tr>
<td>JKR</td>
<td>Jabatan Kerja Raya</td>
</tr>
<tr>
<td>JKSB</td>
<td>Jambatan Kedua Sdn. Bhd</td>
</tr>
<tr>
<td>MHA</td>
<td>Malaysian Highway Authority</td>
</tr>
<tr>
<td>SPSS</td>
<td>Statistical Package for Social Science</td>
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