

STUDENT'S DECLARATION

I, the undersigned, declare that this is my original work and has not been submitted to any other college, institution or university other than the Mountain Top University in Nigeria for academic credit.

Signed: _____ **Date:** _____

Igoh Onotoghene Andrew (15020201012)

This research project has been presented for examination with our approval as the appointed supervisor.

Signed: _____ **Date:** _____

Prof. Jackson .O. Olujide

Signed: _____ **Date:** _____

Prof. Jackson .O. Olujide

Head of Department

Business Administration

Mountain Top University

DEDICATION

To God be the glory great things hath done. I never knew this feat of achievement was possible, but it pleased you to honour me with this degree. In your Honour O! Lord I dedicate this work.

I dedicate this research project to all our friends and family for the support and dedication they have shown during the endless hours of research work and for their patience during the process.

ACKNOWLEDGEMENTS

Firstly, may the Almighty be glorified and praised forever .I still cannot comprehend your unlimited kindness and mercy over my life. May your name be glorified eternally.

I am very much indebted to my supervisor, Prof. Jackson .O. Olujide who in spite of his busy schedules and offer constructive ideas and other lecturers and friends Prof Ogundele, Doctor Ojo, kevwe Asagba for their invaluable contributions, suggestions for better presentation and also my fellow colleagues.

Finally, I wish to express my thanks to Prof. Jackson .O. Olujide who contributed in a way to the success of this project work.

ABSTRACT

This study searches to show how customers are being satisfied with their service of global system mobile telecommunication. This study employs MTN Lagos Nigeria as the case study. Precisely, this study seeks to find out whether the service provider has in place the full satisfaction of their customers.

This study employs a descriptive case study research design to identify the services of the telecommunication industry in Nigeria as it links with the customer or subscribers' satisfaction. The population of this study is drawn from the general public but MTN subscribers only. The population consists of all MTN subscribers in Lagos Nigeria. A total of 400 respondents will be utilized in this study. The sample size will be drawn from the total population of MTN subscribers in Lagos Nigeria.

Data to be used in this study are drawn from primary sources. Further, the data includes quantitative and qualitative data collected using both structured and unstructured questionnaires, documents and records. SPSS version 22 was used for data analysis. Findings and results for this study was presented in tables and figures.

This study found that, the customer care services and network connectivity is positively related to customer satisfaction.

This study therefore concluded that, the telecommunication organization should consistently review their services to its customer and also add new services to stand firm in the highly dynamic environment characterized by stringent competition.

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