

**PERAK STATE SECRETARIAT EMPLOYEE SATISFACTION SURVEY
JANUARY – JULY 2020**

1. Introduction

This survey assessed the level of employee satisfaction and employee performance among the staff of the Perak State Secretariat. The results of the survey will be presented to the State Secretariat Management Meeting for the reference of the administration and management. The respondents in this survey comprised civil servants serving in the Perak State Secretariat Building. Also, the respondent's identity will be kept confidential as stipulated under the Personal Data Protection Act.

2. Total Respondents

The survey was based on the overall Total of Divisions and Units under the Perak State Secretariat. The following is the breakdown of respondents according to Division or Unit under the Perak State Secretariat.

No.	Division / Office	Total Target Respondents	Actual Number Of Respondents	Target Respondents Percentage
1	State Economic Planning Unit	48	46	95.83%
2	Human Resource Management Division	82	76	92.68%
3	Information Management Division	33	31	93.94%
4	Management Services Division	194	194	100%
5	Corporate Division	26	26	100%
6	Local Government Division	31	31	100%
7	State Assembly & State Exco Division	80	66	82.50%

8	Menteri Besar's Office	30	30	100%
9	Internal Audit Division	7	7	100%
10	State Sports Council	53	53	100%
11	Integrity Unit	11	10	90.91%
TOTAL		595	570	95.80%

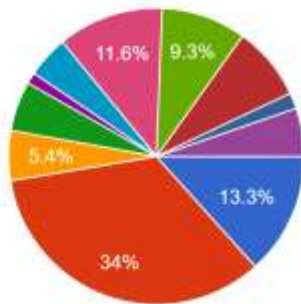
3. Employee Satisfaction Survey Respondents' Feedback

From a total of 595 respondents targeted (total staff), 570 (95.80%) have given their response to the survey conducted. The following are the survey findings based on the survey questionnaire. This is because the satisfaction survey included administrative staff on loan and contract staff.

4. Data Analysis According To Questions

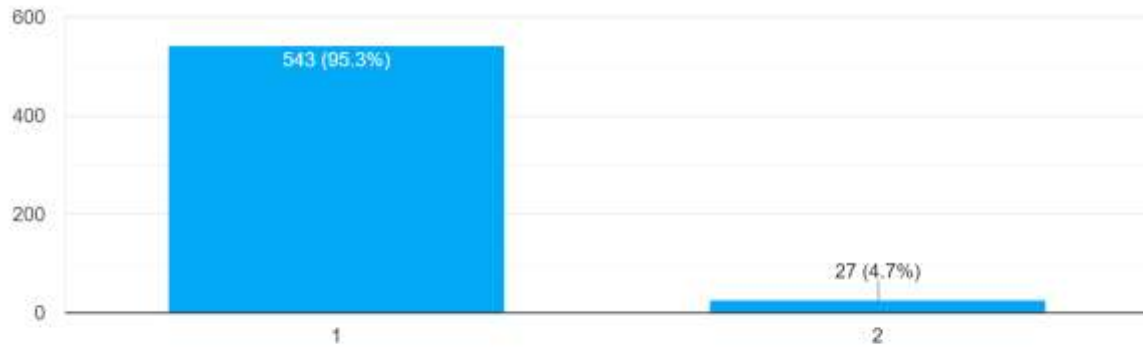
Analysis refers to answers given by respondents according to the questions provided. The following are the questions and answers received by the respondents:

Tick the Division you are attached to
570 responses

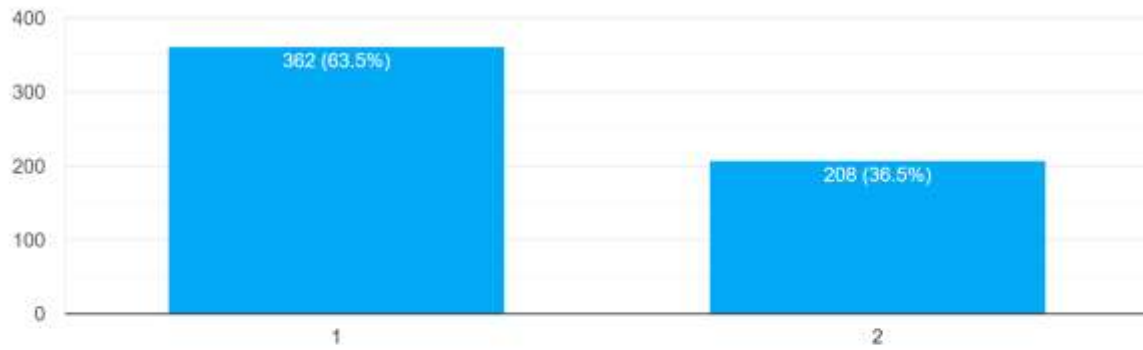


- Human Resource Management Division
- Management Services Division
- Information Management Division
- Local Government Division
- Internal Audit Division
- Corporate Division
- State Assembly & State Exco Division
- State Sports Council

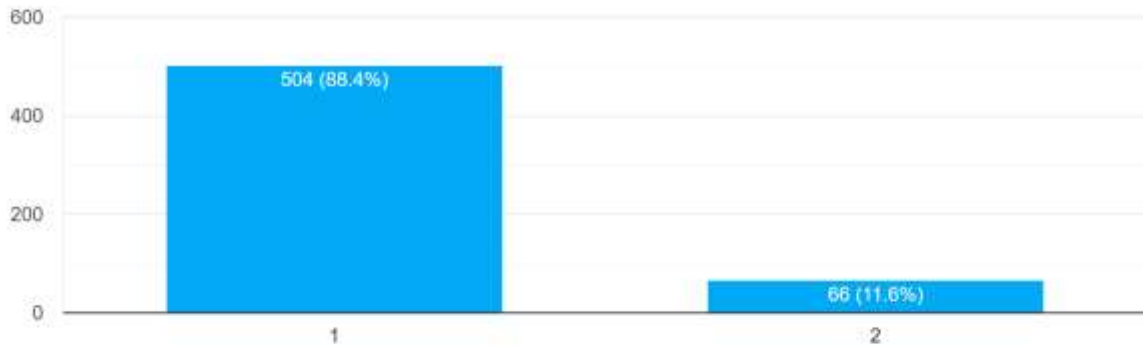
I receive clear instructions from the management.
570 responses



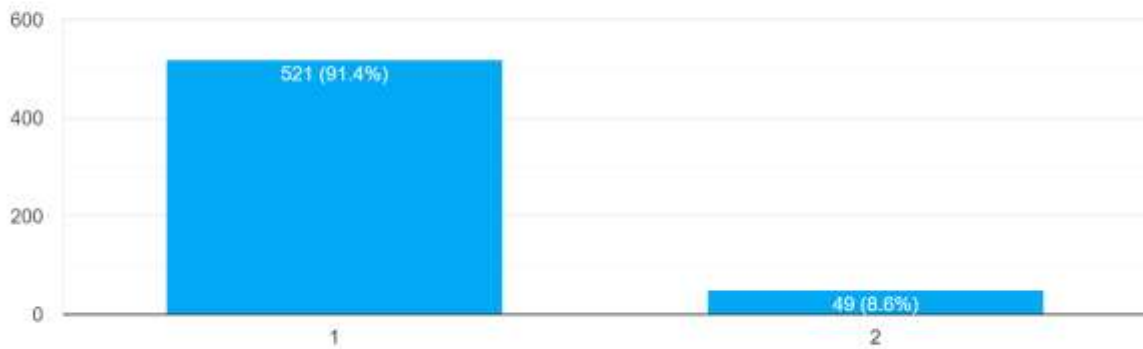
Feedback is only received when my performance is less than satisfactory.
570 responses



Communication among staff in this Division is very satisfactory.
570 responses

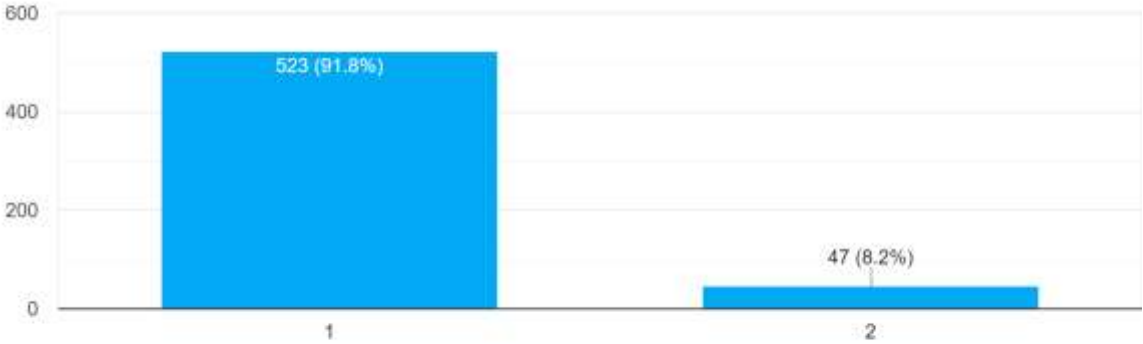


I have enough time to complete the work given as stipulated in the client charter.
570 responses



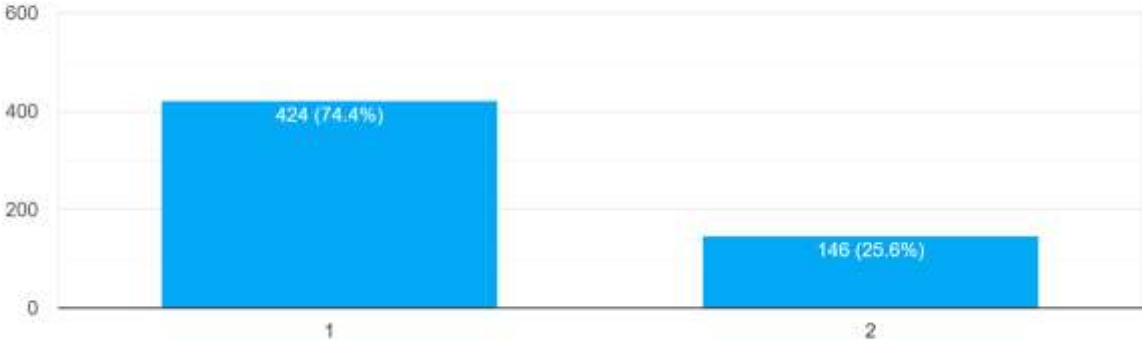
I am satisfied with the workload given to me.

570 responses



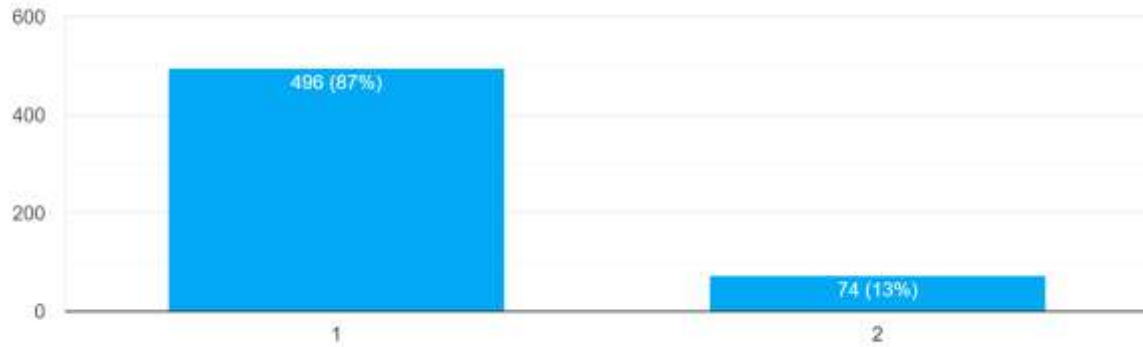
I require monitoring/supervision from management in carrying out my work.

570 responses



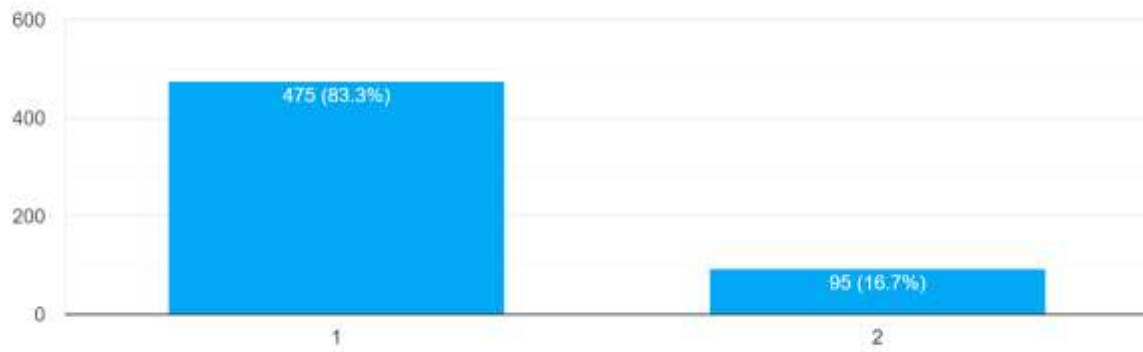
I know and am sure of how I will be assessed for career progress (pay increment and promotion).

570 responses

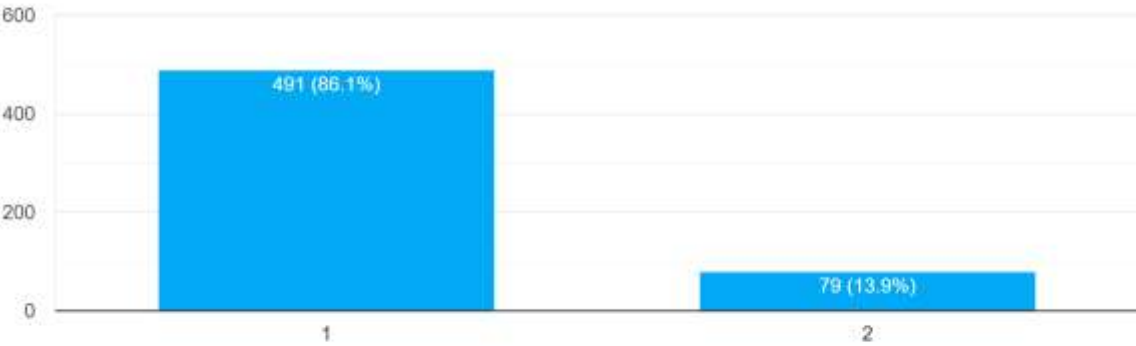


I know of the criteria set to obtain the Competency Certificate/Excellent Service Award.

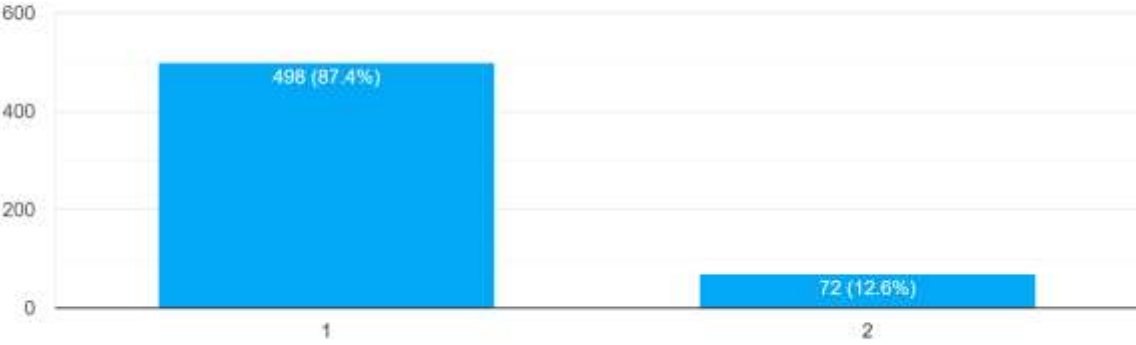
570 responses



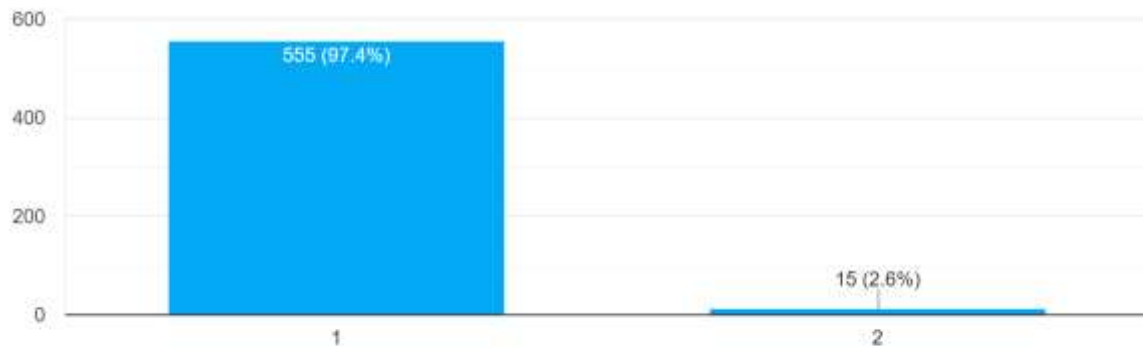
There is no conflict among colleagues/management.
570 responses



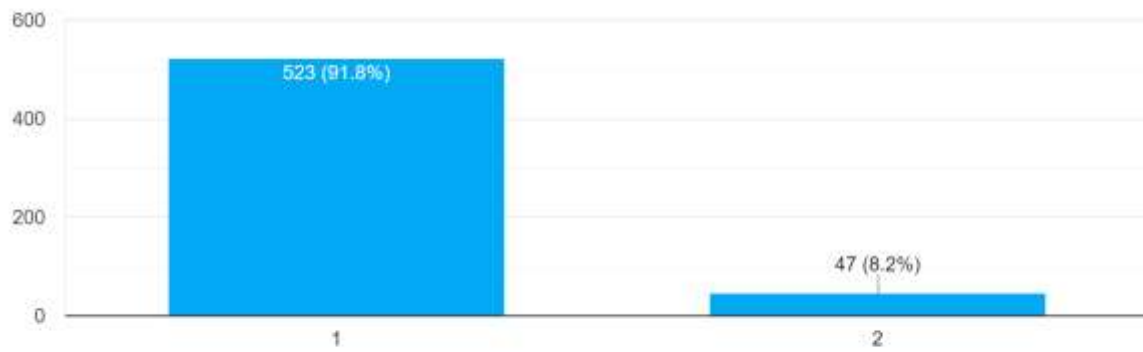
There is no conflict between officers and staff in this division.
570 responses



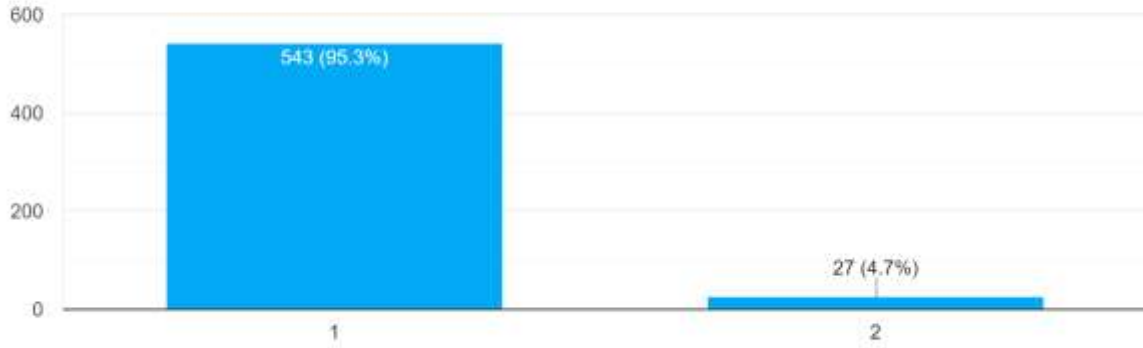
I get the support from my other colleagues.
570 responses



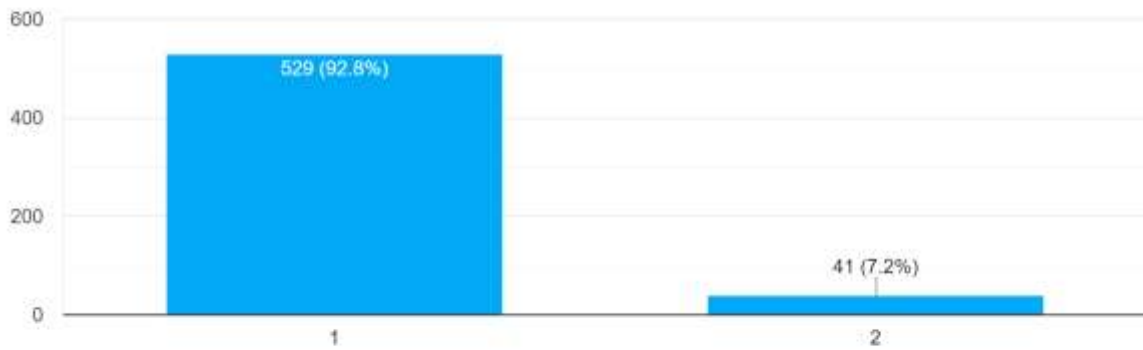
I have confidence in the officers of this division.
570 responses



A comfortable and safe environment helps in improving my service performance.
570 responses



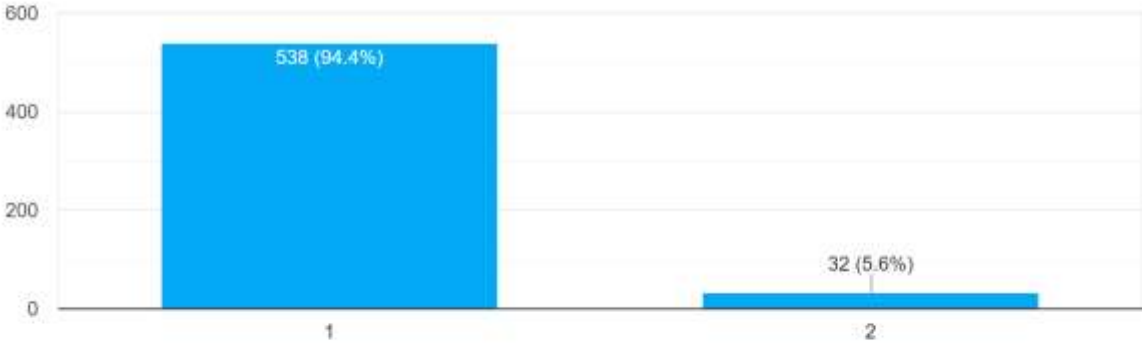
The facility and equipment provided in the office help smoothen my work.
570 responses



Information can be obtained easily and fast through a complete documentation system.

570 responses

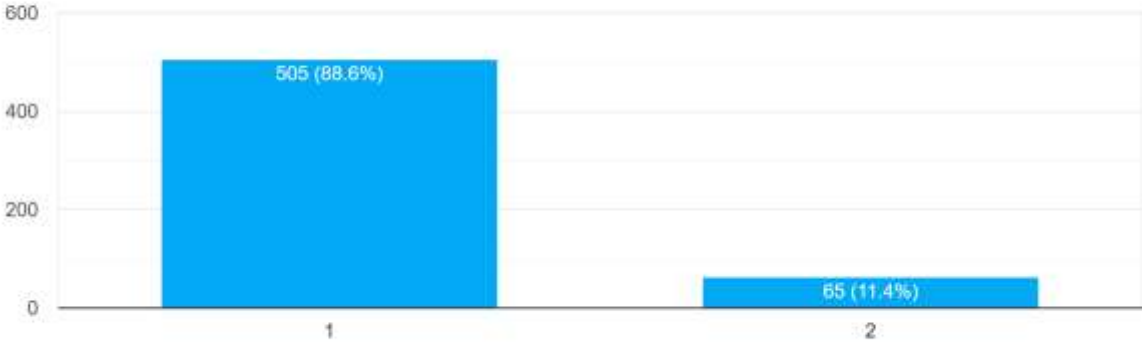
9.



The courses/training attended meet my work scope.

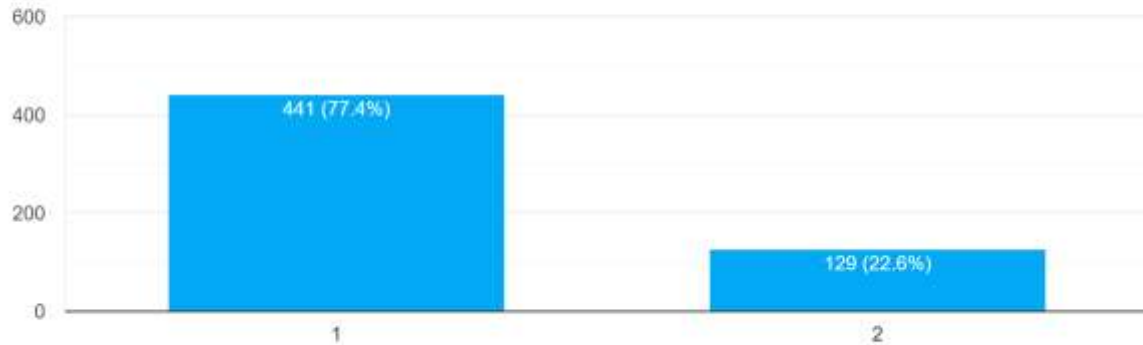
570 responses

10.



The directive on compulsory attendance of courses at least 7 days in a year is not a burden to me.

570 responses



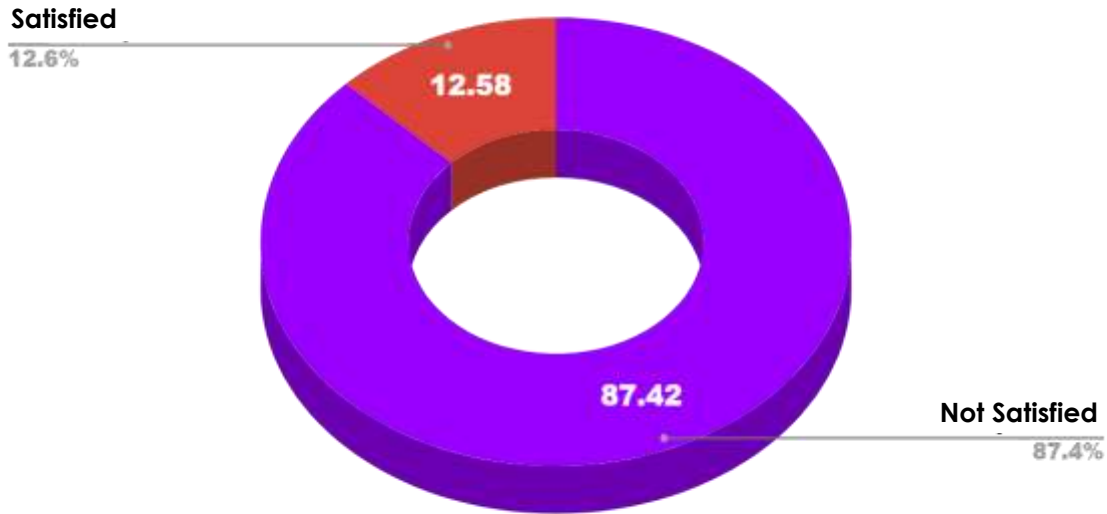
5. Overall Satisfaction Data

No.	Question	Yes	No
1	I receive clear instructions from the management	543	27
2	Feedback is only received when my performance is less than satisfactory.	362	208
3	Communication among staff in this Division is very satisfactory.	504	66
4	I have enough time to complete the work given as stipulated in the client charter.	521	49
5	I am satisfied with the workload given to me.	523	47
6	I require monitoring/supervision from management in carrying out my work.	424	146
7	I know and am sure of how I will be assessed for career progress (pay increment and promotion).	496	74

8	I know of the criteria set to obtain the Competency Certificate/Excellent Service Award.)	475	95
9	There is no conflict among colleagues/management	491	79
10	There is no conflict between officers and staff in this division	498	72
11	I get the support from my other colleagues	555	15
12	I have confidence in the officers of this division	523	47
13	A comfortable and safe environment helps in improving my service performance	543	27
14	The facility and equipment provided in the office help smoothen my work	529	41
15	Information can be obtained easily and fast through a complete documentation system	538	32
16	The courses/training attended meet my work scope	505	65
17	The directive on compulsory attendance of courses at least 7 days in a year is not a burden to me	441	129

6. Summary

OVERALL ANALYSIS OF EMPLOYEE SATISFACTION SURVEY

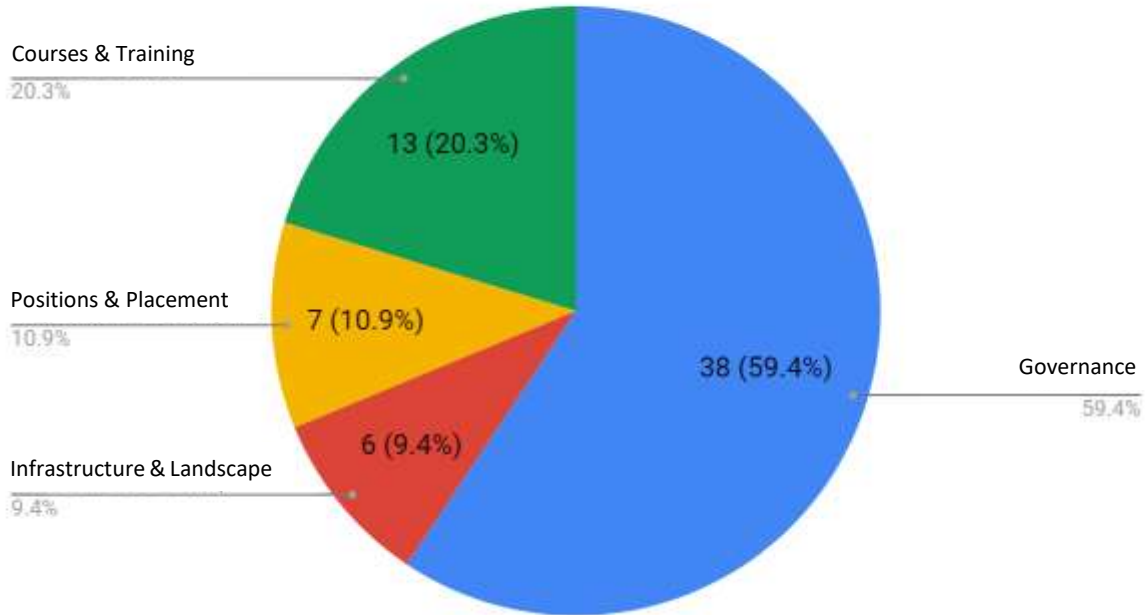


The survey results found that the overall level of employee satisfaction in the Perak State Secretariat was 87.42% satisfied and 12.58% not satisfied. The Data comprised a total respondent of 570 staff in the Perak State Secretariat.

7. Respondents' Comments and Recommendations

The survey conducted received several comments and views from the employees who were the survey respondents. The list of comments and recommendations is as follows:

Summary of Comments and Recommendations



8. Conclusion

This survey focussed only on the employee satisfaction for the Perak State Secretariat. The survey, which targeted at least 70% of the total positions, has been conducted and succeeded in receiving feedback of 95.80% (570 staff) from the total staff. From the data seen, the total percentage was more than the total staff was due to the involvement of contract staff in the State Secretariat Building.