

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

1. INTRODUCTION

The Perak State Secretariat Corporate Division conducted the State Secretariat Employee Satisfaction Survey to obtain information on the satisfaction level of staff on duty in the Administration. The survey results will be tabled at the Perak State Secretariat Management Meeting for the reference of the top administration and management. The objective of the survey is to ensure that employee satisfaction in the administration is at the optimum level, thus making the Perak State Secretariat service delivery system always performs at its very best.

2. SURVEY TARGET

Achievement of 85% employee satisfaction.

3. SURVEY ACHIEVEMENT

Category Of Overall Survey Answers	Achievement Percentage
Overall Answers Ticked 'Yes'	94.29%
Overall Answers Ticked 'No'	5.71%

The survey results showed that the overall employee satisfaction level at the Perak State Secretariat is 94.29% satisfied and 5.71% not satisfied. This data includes survey results from 585 employee respondents of the Perak State Secretariat.

4. SURVEY RESPONDENTS

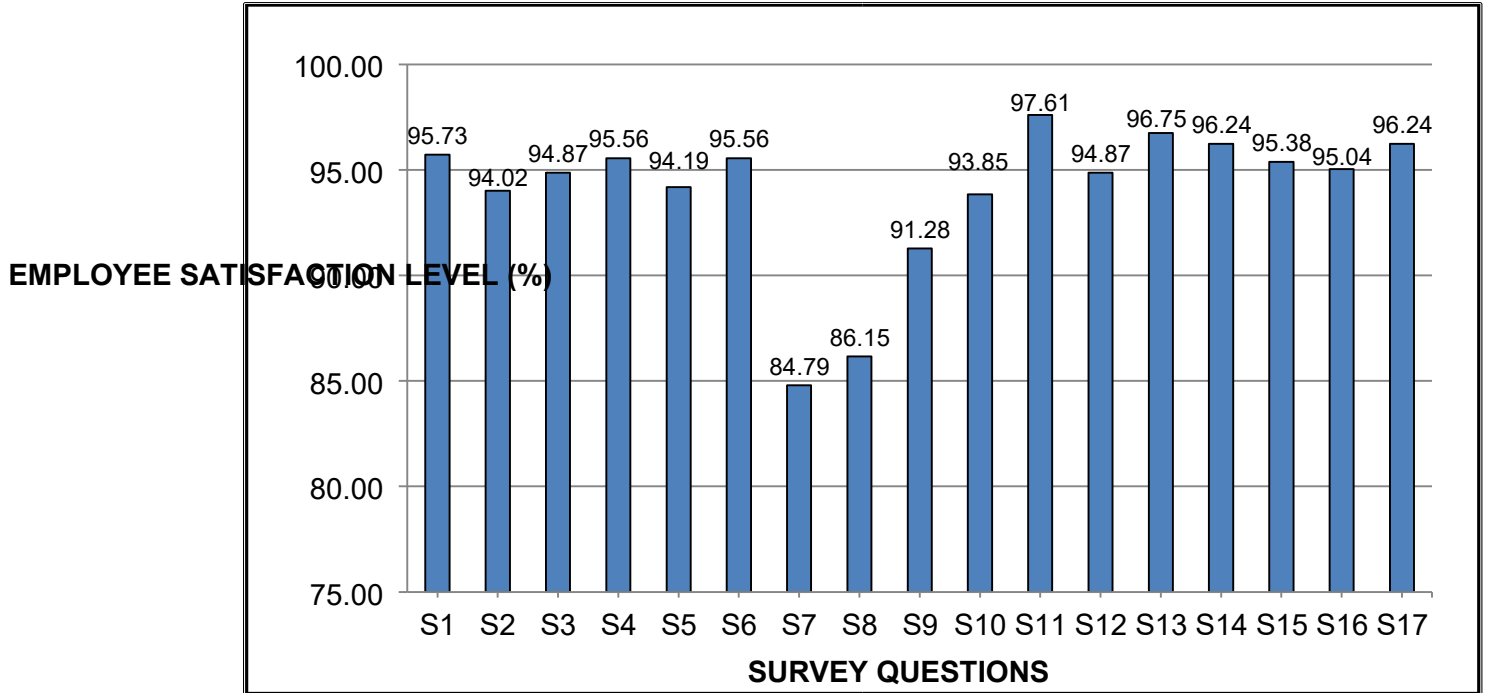
No.	Division / Department	Total Target Respondents	Actual Number Of Respondents	Target Respondents Percentage
1.	State Economic Planning Unit	48	48	100%
2.	Human Resource Management Division	73	73	100%
3.	Information Management Division	33	33	100%
4.	Management Services Division	194	194	100%
5.	Corporate Division	27	27	100%
6.	Local Government Division	30	30	100%
7.	State Assembly & Exco Division	80	80	100%
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	10	10	100%
	TOTAL	585	585	100%

5. SURVEY ANALYSIS

5.1 FEEDBACK DATA BASED ON SURVEY QUESTIONS

No.	Survey Questions	Yes	Percentage (%)	No	Percentage (%)
1.	I receive clear instructions from the management.	565	95.73	25	4.27
2.	I receive feedback on my work performance.	550	94.02	35	5.98
3.	Communication among staff in this Division is very satisfactory.	555	94.87	30	5.13
4.	I have enough time to complete the work given as stipulated in the client charter.	559	95.56	26	4.44
5.	I am satisfied with the workload given to me.	551	94.19	34	5.81
6.	I receive enough monitoring & supervision from management in carrying out my work.	559	95.56	26	4.44
7.	I know how I will be assessed for promotion.	496	84.79	89	15.21
8.	I know of the criteria set to obtain the Competency Certificate / Excellent Service Award.	504	86.15	81	13.85
9.	There is no conflict among colleagues / management.	534	91.28	51	8.72
10.	I am satisfied with the cooperation given by colleagues and management.	549	93.85	36	6.15
11.	I get the support from my other colleagues.	571	97.61	14	2.39
12.	I have confidence in the officers of this division.	555	94.87	30	5.13
13.	A comfortable and safe environment helps in improving my work performance.	566	96.75	19	3.25
14.	The facility and equipment provided in the office help smoothen my work.	563	96.24	22	3.76
15.	Information can be obtained easily and fast via a complete documentation system.	558	95.38	27	4.62
16.	I am satisfied with the courses/training attended and they meet my personal needs.	556	95.04	29	4.96
17.	The directive on reducing the number of course days from 7 to 3 days is reasonable.	563	96.24	22	3.76

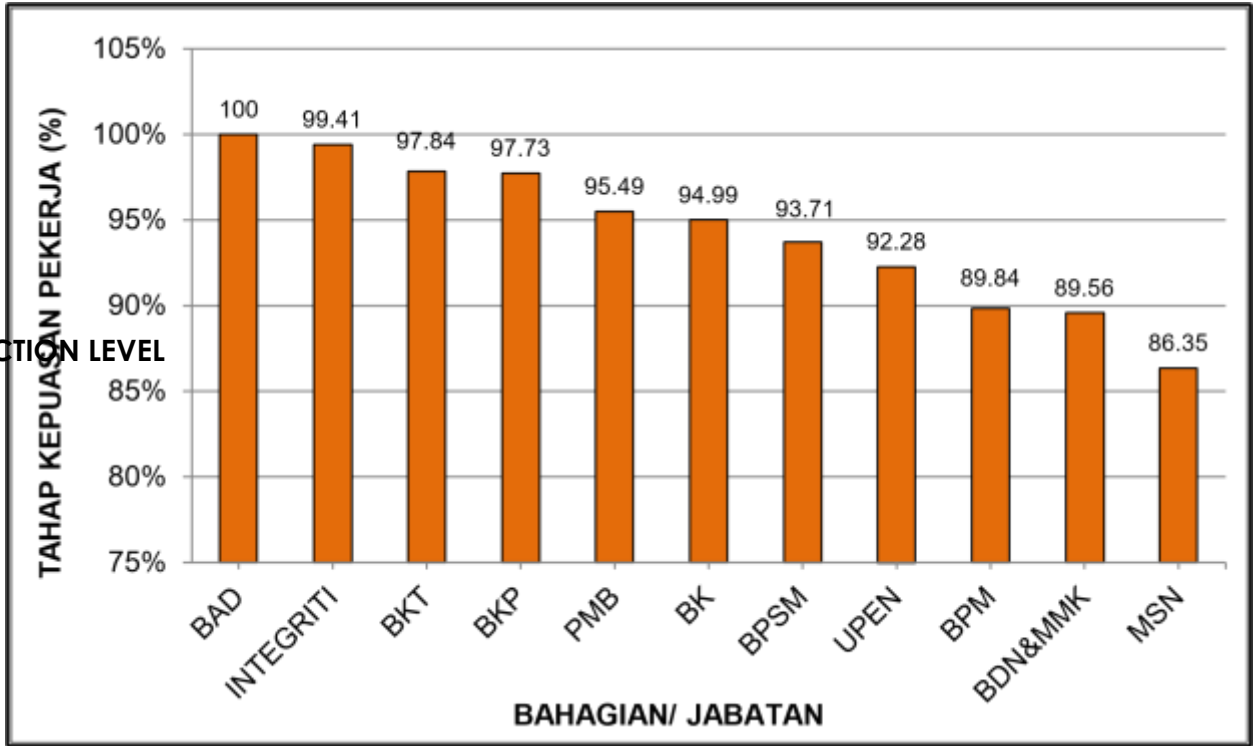
5.1.1 EMPLOYEE SATISFACTION ACHIEVEMENT LEVEL GRAPH ACCORDING TO SURVEY QUESTIONS



5.2 FEEDBACK DATA ACCORDING TO DIVISIONS / DEPARTMENTS

No.	Division / Department	Total Target Respondents	Actual Number Of Respondents	Satisfied Percentage	Not Satisfied Percentage
1.	Internal Audit Division	7	7	100%	0.00%
2.	Integrity Unit	10	10	99.41%	0.59%
3.	Local Government Division	30	30	97.84%	2.16%
4.	Management Services Division	194	194	97.73%	2.27%
5.	Menteri Besar's Office	30	30	95.49%	4.51%
6.	Corporate Division	27	27	94.99%	5.01%
7.	Human Resource Management Division	73	73	93.71%	6.29%
8.	State Economic Planning Unit	48	48	92.28%	7.72%
9.	Information Management Division	33	33	89.84%	10.16%
10.	State Assembly & Exco Division	80	80	89.56%	10.44%
11.	State Sports Council	53	53	86.35%	13.65%
TOTAL		585	585	94.29%	5.71%

5.2.1 EMPLOYEE SATISFACTION ACHIEVEMENT LEVEL GRAPH ACCORDING TO DIVISIONS / DEPARTMENTS



DIVISIONS/DEPARTMENTS

5.3 FEEDBACK DATA BASED ON SURVEY QUESTIONS ACCORDING TO DIVISIONS / DEPARTMENTS

1. I receive clear instructions from the management.

NO.	DIVISION	YES		NO	
1.	CORPORATE	27	100.00%	0	0.00%
2.	LGD	30	100.00%	0	0.00%
3.	INTERNAL AUDIT	7	100.00%	0	0.00%
4.	INTEGRITY UNIT	10	100.00%	0	0.00%
5.	MSD	191	98.45%	3	1.55%
6.	SEPU	47	97.92%	1	2.08%
7.	HRMD	69	94.52%	4	5.48%
8.	MBO	28	93.33%	2	6.67%
9.	SSC	49	92.45%	4	7.55%
10.	IMD	30	90.91%	3	9.09%
11.	SA & ED	72	90.00%	8	10.00%
	TOTAL	560	95.73%	25	4.27%

2. I receive feedback on my work performance.

NO.	DIVISION	YES		NO	
1.	LGD	30	100.00%	0	0.00%
2.	INTEGRITY UNIT	10	100.00%	0	0.00%
3.	INTERNAL AUDIT	7	100.00%	0	0.00%
4.	SEPU	47	97.92%	1	2.08%
5.	MSD	189	97.42%	5	2.58%
6.	IMD	32	96.97%	1	3.03%
7.	MBO	29	96.67%	1	3.33%
8.	CORPORATE	25	92.59%	2	7.41%
9.	HRMD	67	91.78%	6	8.22%
10.	SSC	48	90.57%	5	9.43%
11.	SA & ED	66	82.50%	14	17.50%
	TOTAL	550	94.02%	35	5.98%

3. Communication among staff in this Division is very satisfactory.

NO.	DIVISION	YES		NO	
1.	CORPORATE	27	100.00%	0	0.00%
2.	INTERNAL AUDIT	7	100.00%	0	0.00%
3.	INTEGRITY UNIT	10	100.00%	0	0.00%
4.	MSD	188	96.91%	6	3.09%
5.	LGD	29	96.67%	1	3.33%
6.	SEPU	46	95.83%	2	4.17%
7.	SA & ED	75	93.75%	5	6.25%
8.	MBO	28	93.33%	2	6.67%
9.	HRMD	68	93.15%	5	6.85%
10.	IMD	30	90.91%	3	9.09%
11.	SSC	47	88.68%	6	11.32%
	TOTAL	555	94.87%	30	5.13%

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

NO.	DIVISION	YES		NO	
1.	INTERNAL AUDIT	7	100.00%	0	0.00%
2.	INTEGRITY UNIT	10	100.00%	0	0.00%
3.	MSD	192	98.97%	2	1.03%
4.	LGD	29	96.67%	1	3.33%
5.	SSC	51	96.23%	2	3.77%
6.	HRMD	69	94.52%	4	5.48%
7.	SA & ED	75	93.75%	5	6.25%
8.	MBO	28	93.33%	2	6.67%
9.	CORPORATE	25	92.59%	2	7.41%
10.	IMD	30	90.91%	3	9.09%
11.	SEPU	43	89.58%	5	10.42%
	TOTAL	559	95.56%	26	4.44%

5. I am satisfied with the workload given to me.

NO.	DIVISION	YES		NO	
1.	INTERNAL AUDIT	7	100.00%	0	0.00%
2.	INTEGRITY UNIT	10	100.00%	0	0.00%
3.	MSD	189	97.42%	5	2.58%
4.	LGD	29	96.67%	1	3.33%
5.	MBO	29	96.67%	1	3.33%
6.	CORPORATE	26	96.30%	1	3.70%
7.	HRMD	70	95.89%	3	4.11%
8.	SA & ED	75	93.75%	5	6.25%
9.	IMD	29	87.88%	4	12.12%
10.	SSC	46	86.79%	7	13.21%
11.	SEPU	41	85.42%	7	14.58%
	TOTAL	551	94.19%	34	5.81%

6. I receive enough monitoring & supervision from management in carrying out my work.

NO.	DIVISION	YES		NO	
1.	CORPORATE	27	100.00%	0	0.00%
2.	LGD	30	100.00%	0	0.00%
3.	INTERNAL AUDIT	7	100.00%	0	0.00%
4.	INTEGRITY UNIT	10	100.00%	0	0.00%
5.	HRMD	71	97.26%	2	2.74%
6.	MSD	189	97.42%	5	2.58%
7.	MBO	29	96.67%	1	3.33%
8.	SSC	49	92.45%	4	7.55%
9.	SEPU	44	91.67%	4	8.33%
10.	SA & ED	73	91.25%	7	8.75%
11.	IMD	30	90.91%	3	9.09%
	TOTAL	559	95.56%	26	4.44%

7. I know how I will be assessed for promotion.

NO.	DIVISION	YES		NO	
1.	INTEGRITY UNIT	10	100.00%	0	0.00%
2.	INTERNAL AUDIT	7	100.00%	0	0.00%
3.	LGD	29	96.67%	1	3.33%
4.	MSD	185	95.36%	9	4.64%
5.	MBO	28	93.33%	2	6.67%
6.	HRMD	64	87.67%	9	12.33%
7.	CORPORATE	22	81.48%	5	18.52%
8.	SA & ED	61	76.25%	19	23.75%
9.	SEPU	35	72.92%	13	27.08%
10.	IMD	22	66.67%	11	33.33%
11.	SSC	33	62.26%	20	37.74%
	TOTAL	496	84.79%	89	15.21%

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

NO.	DIVISION	YES		NO	
1.	INTERNAL AUDIT	7	100.00%	0	0.00%
2.	INTEGRITY UNIT	10	100.00%	0	0.00%
3.	MSD	188	96.91%	6	3.09%
4.	LGD	28	93.33%	2	6.67%
5.	HRMD	64	87.67%	9	12.33%
6.	MBO	26	86.67%	4	13.33%
7.	CORPORATE	23	85.19%	4	14.81%
8.	SA & ED	62	77.50%	18	22.50%
9.	IMD	36	75.00%	12	25.00%
10.	SEPU	35	66.04%	18	33.96%
11.	SSC	35	66.04%	18	33.96%
	TOTAL	504	86.15%	81	13.85%

9. There is no conflict among colleagues / management.

NO.	DIVISION	YES		NO	
1.	LGD	30	100.00%	0	0.00%
2.	INTEGRITY UNIT	10	100.00%	0	0.00%
3.	INTERNAL AUDIT	7	100.00%	0	0.00%
4.	SEPU	47	97.92%	1	2.08%
5.	MSD	186	95.88%	8	4.12%
6.	CORPORATE	25	92.59%	2	7.41%
7.	HRMD	67	91.78%	6	8.22%
8.	MBO	27	90.00%	3	10.00%
9.	SA & ED	70	87.50%	10	12.50%
10.	IMD	27	81.82%	6	18.18%
11.	SSC	38	71.70%	15	28.30%
	TOTAL	534	91.28%	51	8.72%

10. I am satisfied with the cooperation given by colleagues and management.

NO.	DIVISION	YES		NO	
1.	CORPORATE	27	100.00%	0	0.00%
2.	LGD	30	100.00%	0	0.00%
3.	INTERNAL AUDIT	7	100.00%	0	0.00%
4.	INTEGRITY UNIT	10	100.00%	0	0.00%
5.	MSD	188	96.91%	6	3.09%
6.	MBO	29	96.67%	1	3.33%
7.	HRMD	68	93.15%	5	6.85%
8.	SEPU	44	91.67%	4	8.33%
9.	SA & ED	72	90.00%	8	10.00%
10.	SSC	28	84.85%	5	15.15%
11.	IMD	28	84.85%	5	15.15%
	TOTAL	549	93.85%	36	6.15%

11. I get the support from my other colleagues.

NO.	DIVISION	YES		NO	
1.	IMD	33	100.00%	0	0.00%
2.	MSD	194	100.00%	0	0.00%
3.	CORPORATE	27	100.00%	0	0.00%
4.	LGD	30	100.00%	0	0.00%
5.	MBO	30	100.00%	0	0.00%
6.	INTERNAL AUDIT	7	100.00%	0	0.00%
7.	INTEGRITY UNIT	10	100.00%	0	0.00%
8.	SEPU	47	97.92%	1	2.08%
9.	HRMD	71	97.26%	2	2.74%
10.	SA & ED	75	93.75%	5	6.25%
11.	SSC	47	88.68%	6	11.32%
	TOTAL	571	97.61%	14	2.39%

12. I have confidence in the officers of this division.

NO.	DIVISION	YES		NO	
1.	MBO	30	100.00%	0	0.00%
2.	INTERNAL AUDIT	7	100.00%	0	0.00%
3.	INTEGRITY UNIT	10	100.00%	0	0.00%
4.	CORPORATE	27	100.00%	0	0.00%
5.	SEPU	47	97.92%	1	2.08%
6.	MSD	188	96.91%	6	3.09%
7.	LGD	29	96.67%	1	3.33%
8.	IMD	31	93.94%	2	6.06%
9.	SA & ED	74	92.50%	6	7.50%
10.	HRMD	67	91.78%	6	8.22%
11.	SSC	45	84.91%	8	15.09%
	TOTAL	555	94.87%	30	5.13%

13. A comfortable and safe environment helps in improving my work performance.

NO.	DIVISION	YES		NO	
1.	IMD	33	100.00%	0	0.00%
2.	MBO	30	100.00%	0	0.00%
3.	INTERNAL AUDIT	7	100.00%	0	0.00%
4.	LGD	30	100.00%	0	0.00%
5.	INTEGRITY UNIT	10	100.00%	0	0.00%
6.	MSD	193	99.48%	1	0.52%
7.	CORPORATE	126	96.30%	1	3.70%
8.	HRMD	70	95.89%	3	4.11%
9.	SEPU	46	95.83%	2	4.17%
10.	SA & ED	75	93.75%	5	6.25%
11.	SSC	46	86.79%	7	13.21%
	TOTAL	566	96.75%	19	3.25%

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

NO.	DIVISION	YES		NO	
1.	LGD	30	100.00%	0	0.00%
2.	INTERNAL AUDIT	7	100.00%	0	0.00%
3.	MSD	190	97.94%	4	2.06%
4.	HRMD	71	97.26%	2	2.74%
5.	IMD	32	96.97%	1	3.03%
6.	CORPORATE	26	96.30%	1	3.70%
7.	SSC	51	96.23%	2	3.77%
8.	SEPU	46	95.83%	2	4.17%
9.	MBO	28	93.33%	2	6.67%
10.	SA & ED	73	91.25%	7	8.75%
11.	INTEGRITY UNIT	9	90.00%	1	10.00%
	TOTAL	563	96.24%	22	3.76%

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

NO.	DIVISION	YES		NO	
1.	INTERNAL AUDIT	7	100.00%	0	0.00%
2.	LGD	30	100.00%	0	0.00%
3.	INTEGRITY UNIT	10	100.00%	0	0.00%
4.	MSD	190	97.94%	4	2.06%
5.	HRMD	71	97.26%	2	2.74%
6.	IMD	32	96.97%	1	3.03%
7.	MBO	29	96.67%	1	3.33%
8.	SEPU	46	95.83%	2	4.17%
9.	CORPORATE	25	92.59%	2	7.41%
10.	SA & ED	74	92.50%	6	7.50%
11.	SSC	44	83.02%	9	16.98%
	TOTAL	558	95.38%	27	4.62%

16. I am satisfied with the courses/training attended and they meet my personal needs.

NO.	DIVISION	YES		NO	
1.	INTERNAL AUDIT	7	100.00%	0	0.00%
2.	LGD	30	100.00%	0	0.00%
3.	INTEGRITY UNIT	10	100.00%	0	0.00%
4.	SSC	52	98.11%	1	1.89%
5.	MSD	190	97.94%	4	2.06%
6.	HRMD	71	97.26%	2	2.74%
7.	MBO	29	96.67%	1	3.33%
8.	SEPU	43	89.58%	5	10.42%
9.	CORPORATE	24	88.89%	3	11.11%
10.	SA & ED	71	88.75%	9	11.25%
11.	IMD	29	87.88%	4	12.12%
	TOTAL	556	95.04%	29	4.96%

17. The directive on reducing the number of course days from 7 to 3 days is reasonable.

NO.	DIVISION	YES		NO	
1.	CORPORATE	27	100.00%	0	0.00%
2.	MBO	30	100.00%	0	0.00%
3.	INTERNAL AUDIT	7	100.00%	0	0.00%
4.	INTEGRITY UNIT	10	100.00%	0	0.00%
5.	SEPU	48	100.00%	0	0.00%
6.	MSD	193	99.48%	1	0.52%
7.	SSC	51	96.23%	2	3.77%
8.	IMD	31	93.94%	2	6.06%
9.	SA & ED	75	93.75%	5	6.25%
10.	HRMD	65	89.04%	8	10.96%
11.	LGD	26	86.67%	4	13.33%
	TOTAL	563	96.24%	22	3.76%

6. RESPONDENTS' COMMENTS AND RECOMMENDATIONS

The survey conducted has received several comments and views from the respondents, such as follows: -

NO.	ISSUE	SUBJECT	DIVISION
1.	POST & PLACEMENT	Contract staff of more than 10 years will be given the chance for permanent posts.	SSC
2.	POST & PLACEMENT	HRMD needs to establish more posts so that contract staff with the appropriate eligibility and academic qualification can hold the post.	SSC
3.	POST & PLACEMENT	This division needs more ppt/male officers for outside duties, especially units with high heavy workload.	MSD
4.	GOVERNANCE	Monitoring superior officers' work procedures which create conflicts and divide the subordinate staff.	SSC
5.	GOVERNANCE	Encouraging morning prayers and tazkirah in every department.	HRMD
6.	GOVERNANCE	Encouraging work from home for the time being.	CORPORATE
7.	GOVERNANCE	Enhancing understanding among staff.	IMD
8.	GOVERNANCE	Main issue is, there is no effective two-way communication and very often making ad hoc decisions alone even though group decisions have been agreed upon earlier.	

		The head is unable to accept views that can benefit and grow the department; and frequently being branded 'fighting the boss' has become the culture. Action taken on any internal issue is seen as slow, and making it feels as if it is better to keep silent. The head needs to play the main role in harmonising and developing his/her division@family.	IMD
9.	GOVERNANCE	If there is information received, kindly inform the other departments earlier, not on the spot then only inform want to use or there is a meeting.	IMD
10.	GOVERNANCE	I suggest that the Perak State Secretariat JDC includes the Perak State Sports Council as PSSC is a Division under the SUK Perak.	SSC
11.	GOVERNANCE	The FILE keeping system needs to be improved-important as a storage for history, information, guidelines for officers and staff.	SSC
12.	GOVERNANCE	Officers must be able to make good, holistic and permanent decisions before giving orders.	IMD
13.	GOVERNANCE	Improving practices for work health e.g. stress management, safe and comfortable workplace.	SA & SE
14.	GOVERNANCE	Task Specialisation Method / work must be in line with globalisation era and new normal.	MB'S OFFICE
15.	GOVERNANCE	Increase the air-con temperature – too cold.	SA & SE
16.	GOVERNANCE	Exco office needs a colour printer.	SA & SE
17.	GOVERNANCE	Monthly or weekly meetings are encouraged for more efficient and effective work or information delivery system.	SA & SE
18.	GOVERNANCE	Increase activities among staff.	MSD
19.	GOVERNANCE	Selection of excellent service award candidates must undergo comprehensive vetting such as discipline, communication and so forth.	MSD

20.	GOVERNANCE	Fungus problem must be overcome.	INTERNAL AUDIT
21.	GOVERNANCE	Good & Fair Governance according to SOP guidelines. Stressed on Principles of Integrity & Trust	
22.	GOVERNANCE	Request for LGD not to be merged with SEPU. The existing workload already unable to handle. Thank you for understanding.	LOCAL GOVERNMENT
23.	GOVERNANCE	Hope management will take firm action against staff with no discipline, absent from work with unreasonable excuses; and hopefully no staff is involved in corruption.	LOCAL GOVERNMENT
24.	GOVERNANCE	Need for clear and transparent communication among staff and supervisors for improvement of performance excellence and a more harmonious environment in the office.	MSD
25.	GOVERNANCE	Hopefully, there are improvements from time to time.	MSD
26.	GOVERNANCE	Communication sessions between officers and subordinates should be held at least fortnightly. Documentation system needs to be more efficient in line with current technology.	MSD
27.	GOVERNANCE	If the current Covid-19 situation has improved, a proposal is made for a visit among other state secretariat divisions, e.g. MSD SUK Perak visits MSD SUK Perlis to study the work structure and officers' strength, besides sharing of inputs.	MSD
28.	GOVERNANCE	Improving vehicles maintenance and equitable division of duties.	MSD
29.	GOVERNANCE	Management needs to revamp ways of taking care of subordinates' welfare.	MSD
30.	INFRASTRUCTURE & LANDSCAPE	Need to provide a perfect office condition for the continuous usage of confidential files and documents.	INTEGRITY UNIT
31.	INFRASTRUCTURE & LANDSCAPE	Office space facility and equipment need to be upgraded based on the latest work scope.	INTEGRITY UNIT
32.	INFRASTRUCTURE & LANDSCAPE	Need for more progressive work equipment.	HRMD

33.	INFRASTRUCTURE & LANDSCAPE	Establish a gym for all staff in the Perak State Secretariat Building.	HRMD
34.	INFRASTRUCTURE & LANDSCAPE	Provide a gym in Perak State Secretariat.	SA & SE
35.	INFRASTRUCTURE & LANDSCAPE	We request a room for drivers to rest.	SEPU
36.	INFRASTRUCTURE & LANDSCAPE	Furniture in SEPU need to be renewed as many are old and broken down e.g. office chairs with torn cushion and misaligned partitions.	SEPU
37.	INFRASTRUCTURE & LANDSCAPE	Improvement of reception counters in management services division.	MSD
38.	COURSES & TRAINING	Increasing number of division in-house courses.	SA & SE
39.	COURSES & TRAINING	Team building twice a year.	SEPU
40.	COURSES & TRAINING	Opportunity to attend programmes / training modules which are of more quality and specific based on the individual's interest & career advancement chances. For example, training in the latest management tools, strategic management and other professional courses.	SEPU
41.	COURSES & TRAINING	Security guards need to attend security courses at least once a year.	MSD
42.	COURSES & TRAINING	Increase number of 4x4 courses.	MSD

7. SUMMARY

Overall, this survey has recorded the employee satisfaction level in the Perak State Secretariat at 94.29 percent (%). The employee satisfaction level based on the divisions / departments is in the range of 100 percent (%) to 86.35 percent (%). From the data obtained based on the survey questions, the low satisfaction level at 84.79 percent (%) and 86.15 percent (%) was related to the questions on the staff's knowledge regarding how they are assessed for promotion and knowledge concerning the criteria set to obtain the Competency Certificate / Excellent Service Award. Consequently, it has been suggested that the dissemination of such matters is carried out to all Perak State Secretariat staff to ensure that the employee satisfaction level will continue to rise; and thus ensuring the administration's service delivery system is at the excellent level.