

EMPLOYEE SATISFACTION SURVEY
PERAK STATE SECRETARIAT
JANUARY – JUNE 2021

1. INTRODUCTION

The Perak State Secretariat Corporate Division conducted the State Secretariat Employee Satisfaction Survey to assess the level of employee satisfaction among civil servants 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 so that the Perak State Secretariat service delivery system is always 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'	97.38%
Overall Answers Ticked 'No'	2.62%

The survey results showed that the overall employee satisfaction level at the Perak State Secretariat is **97.38% satisfied and 2.62% not satisfied**. This data includes survey results from a total respondent of **473 civil servants** in 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	45	45	100%
2	Human Resource Management Division	70	70	100%
3	Information Management Division	31	31	100%
4	Management Services Division	179	179	100%
5	Corporate Division	29	29	100%
6	Local Government Division	30	30	100%
7	State Assembly & State Exco Division	46	46	100%
8	Menteri Besar's Office	25	25	100%
9	Internal Audit Division	7	7	100%
10	Integrity Unit	11	11	100%
TOTAL		473	473	100%

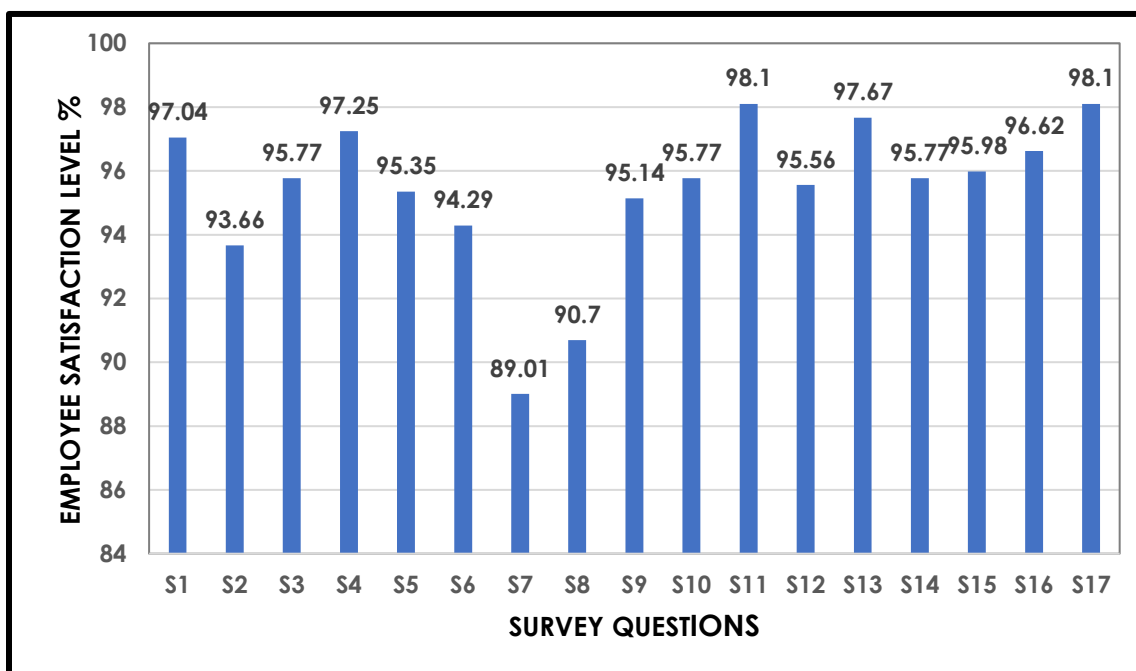
5. SURVEY ANALYSIS

5.1 FEEDBACK ACHIEVEMENT BASED ON SURVEY QUESTIONS

No.	Questions	Yes	Percentage (%)	No	Percentage (%)
1	I receive clear instructions from the management	459	97.04%	14	2.96%

2	I receive feedback regarding my work performance.	443	93.66%	30	6.34%
3	Communication among staff in this Division is very satisfactory.	453	95.77%	20	4.23%
4	I have enough time to complete the work given as stipulated in the client charter.	460	97.25%	13	2.75%
5	I am satisfied with the workload given to me.	451	95.35%	22	4.65%
6	I get monitoring/supervision from management in carrying out my work.	446	94.29%	27	5.71%
7	I know how I will be assessed for promotion.	421	89.01%	52	10.99%
8	I know of the criteria set to obtain the Competency Certificate/Excellent Service Award.	429	90.70%	44	9.30%
9	There is no conflict among colleagues / management	450	95.14%	23	4.86%
10	I am satisfied with the cooperation given by my colleagues and management.	453	95.77%	20	4.23%
11	I get the support from my other colleagues.	464	98.10%	9	1.90%
12	I have confidence in the officers of this division.	452	95.56%	21	4.44%
13	A comfortable and safe environment helps in improving my service performance.	462	97.67%	11	2.33%
14	The facility and equipment provided in the office help smoothen my work.	453	95.77%	20	4.23%
15	Information can be obtained easily and fast via a complete documentation system.	454	95.98%	19	4.02%
16	I am satisfied with the courses/training attended and they meet my work scope.	457	96.62%	16	3.38%
17	The directive on reducing the number of days for courses from 7 to 3 days is reasonable.	464	98.10%	9	1.90%

5.1.1 GRAPH SHOWING EMPLOYEE SATISFACTION ACHIEVEMENT LEVEL ACCORDING TO SURVEY QUESTIONS

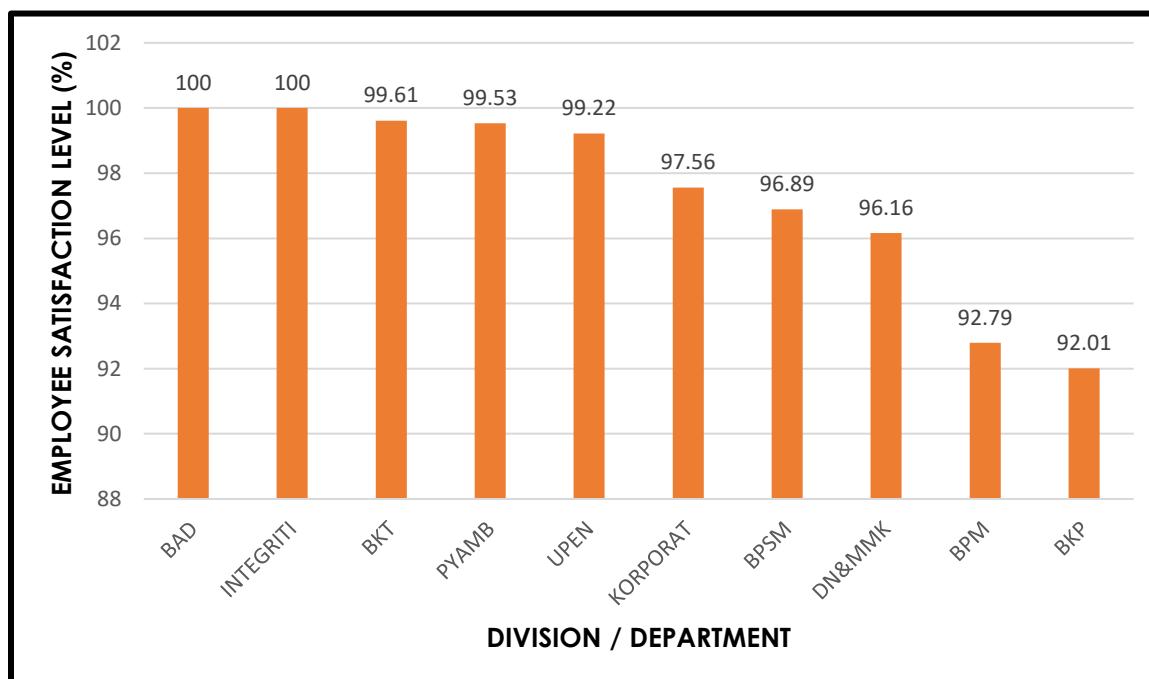


5.2 FEEDBACK ACHIEVEMENT ACCORDING TO DIVISIONS/DEPARTMENTS

No.	Division / Department	Total Target Respondents	Actual Number Of Respondents	Satisfied Percentage	Not Satisfied Percentage
1	Internal Audit Division (BAD)	7	7	100%	0.00%
2	Integrity Unit (INTEGRITI)	11	11	100%	0.00%
3	Local Government Division (BKT)	30	30	99.61%	0.39%
4	Menteri Besar's Office (PYAMB)	25	25	99.53%	0.47%
5	State Economic Planning Unit (UPEN)	45	45	99.22%	0.78%
6	Corporate Division (KORPORAT)	29	29	97.56%	2.44%

7	Human Resource Management Division (BPSM)	70	70	96.89%	3.11%
8	State Assembly & Exco Division (DN&MMK)	46	46	96.16%	3.84%
9	Information Management Division (BPM)	31	31	92.79%	7.21%
10	Management Services Division (BKP)	179	179	92.01%	7.99%
TOTAL		473	473	97.38%	2.62%

5.2.1 GRAPH SHOWING EMPLOYEE SATISFACTION ACHIEVEMENT LEVEL ACCORDING TO DIVISIONS / DEPARTMENTS



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

1. I receive clear instructions from the management.

NO.	DIVISION	YES		NO	
1	LGD	30	100.00%	0	0.00%
2	MBO	25	100.00%	0	0.00%
3	IMD	31	100.00%	0	0.00%
4	INTEGRITY	11	100.00%	0	0.00%
5	INTERNAL AUDIT	7	100.00%	0	0.00%
6	SEPU	45	100.00%	0	0.00%
7	EXCO	45	97.83%	1	2.17%
8	HRMD	68	97.14%	2	2.86%
9	CORPORATE	28	96.55%	1	3.45%
10	MSD	169	94.41%	10	5.59%
TOTAL		459	97.04%	14	2.96%

2. I receive feedback regarding my work performance.

NO.	DIVISION	YES		NO	
1	LGD	30	100.00%	0	0.00%
2	MBO	25	100.00%	0	0.00%
3	INTERNAL INTEGRITY	11	100.00%	0	0.00%
4	AUDIT	7	100.00%	0	0.00%
5	SEPU	44	97.78%	1	2.22%
6	IMD	30	96.77%	1	3.23%
7	CORPORATE	28	96.55%	1	3.45%
8	EXCO	43	93.48%	3	6.52%
9	HRMD	65	92.86%	5	7.14%
10	MSD	160	89.39%	19	10.61%
TOTAL		443	93.66%	30	6.34%

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

NO.	DIVISION	YES		NO	
1	INTEGRITY	11	100.00%	0	0.00%
2	INTERNAL AUDIT	7	100.00%	0	0.00%
3	CORPORATE	29	100.00%	0	0.00%
4	LGD	30	100.00%	0	0.00%
5	MBO	25	100.00%	0	0.00%
6	SEPU	45	100.00%	0	0.00%
7	EXCO	45	97.83%	1	2.17%
8	HRMD	68	97.14%	2	2.86%
9	IMD	29	93.55%	2	6.45%
10	MSD	164	91.62%	15	8.38%
TOTAL		453	95.77%	20	4.23%

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

NO.	DIVISION	YES		NO	
1	EXCO	46	100.00%	0	0.00%
2	LGD	30	100.00%	0	0.00%
3	MBO	25	100.00%	0	0.00%
4	INTEGRITY	11	100.00%	0	0.00%
5	INTERNAL AUDIT	7	100.00%	0	0.00%
6	SEPU	44	97.78%	1	2.22%
7	MSD	175	97.77%	4	2.23%
8	CORPORATE	28	96.55%	1	3.45%
9	HRMD	66	94.29%	4	5.71%
10	IMD	28	90.32%	3	9.68%
TOTAL		460	97.25%	13	2.75%

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

NO.	DIVISION	YES		NO	
1	INTEGRITY	11	100.00%	0	0.00%
2	INTERNAL AUDIT	7	100.00%	0	0.00%
3	CORPORATE	29	100.00%	0	0.00%
4	LGD	30	100.00%	0	0.00%
5	MBO	25	100.00%	0	0.00%
6	SEPU	44	97.78%	1	2.22%
7	HRMD	68	97.14%	2	2.86%
8	EXCO	44	95.65%	2	4.35%
9	MSD	166	92.74%	13	7.26%
10	IMD	27	87.10%	4	12.90%
TOTAL		451	95.35%	22	4.65%

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

NO.	DIVISION	YES		NO	
1	INTEGRITY	11	100.00%	0	0.00%
2	INTERNAL AUDIT	7	100.00%	0	0.00%
3	SEPU	45	100.00%	0	0.00%
4	MBO	25	100.00%	0	0.00%
5	EXCO	45	100.00%	0	2.17%
6	IMD	30	96.77%	1	3.23%
7	LGD	29	96.67%	1	3.33%
8	CORPORATE	28	96.55%	1	3.45%
9	HRMD	66	94.29%	4	5.71%
10	MSD	160	89.39%	19	10.61%
TOTAL		446	94.29%	27	5.71%

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

NO.	DIVISION	YES		NO	
1	INTEGRITY	11	100.00%	0	0.00%
2	INTERNAL AUDIT	7	100.00%	0	0.00%
3	LGD	30	100.00%	0	0.00%
4	MBO	25	100.00%	0	0.00%
5	SEPU	44	97.78%	1	0.00%
6	HRMD	67	95.71%	3	2.22%
7	CORPORATE	27	93.10%	2	4.29%
8	IMD	26	83.87%	5	6.90%
9	MSD	147	82.12%	32	16.13%
10	EXCO	37	80.43%	9	17.88%
TOTAL		421	89.01%	52	10.99%

19.57%

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

NO.	DIVISION	YES		NO	
1	LGD	30	100.00%	0	0.00%
2	MBO	25	100.00%	0	0.00%
3	INTEGRITY	11	100.00%	0	0.00%
4	INTERNAL AUDIT	7	100.00%	0	0.00%
5	SEPU	43	95.56%	2	4.44%
6	HRMD	66	94.29%	4	5.71%
7	CORPORATE	27	93.10%	2	6.90%
8	IMD	27	87.10%	4	12.90%
9	MSD	155	86.59%	24	13.41%
10	EXCO	38	82.61%	8	17.39%
TOTAL		429	90.70%	44	9.30%

9. There is no conflict among colleagues / management

NO.	DIVISION	YES		NO	
1	MSD	161	89.94%	18	10.06%
2	HRMD	68	97.14%	2	2.86%
3	EXCO	46	100.00%	0	0.00%
4	SEPU	45	100.00%	0	0.00%
5	LGD	30	100.00%	0	0.00%
6	CORPORATE	29	100.00%	0	0.00%
7	IMD	28	90.32%	3	9.68%
8	MBO	25	100.00%	0	0.00%
9	INTEGRITY	11	100.00%	0	0.00%
10	INTERNAL AUDIT	7	100.00%	0	0.00%
TOTAL		450	95.14%	23	4.86%

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

NO.	DIVISION	YES		NO	
1	INTEGRITY	11	100.00%	0	0.00%
2	INTERNAL AUDIT	7	100.00%	0	0.00%
3	CORPORATE	29	100.00%	0	0.00%
4	LGD	30	100.00%	0	0.00%
5	MBO	25	100.00%	0	0.00%
6	SEPU	45	100.00%	0	0.00%
7	HRMD	69	98.57%	1	1.43%
8	EXCO	45	97.83%	1	2.17%
9	MSD	164	91.62%	15	8.38%
10	IMD	28	90.32%	3	9.68%
TOTAL		453	95.77%	20	4.23%

11. I get the support from my other colleagues.

NO.	DIVISION	YES		NO	
1	HRMD	70	100.00%	0	0.00%
2	SEPU	45	100.00%	0	0.00%
3	EXCO	46	100.00%	0	0.00%
4	LGD	30	100.00%	0	0.00%
5	MBO	25	100.00%	0	0.00%
6	INTEGRITY	11	100.00%	0	0.00%
7	INTERNAL AUDIT	7	100.00%	0	0.00%
8	IMD	29	100.00%	0	0.00%
9	IMD CORPORATE	30	96.77%	1	3.23%
10	MSD	171	95.53%	8	4.47%
TOTAL		464	98.10%	9	1.90%

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

NO.	DIVISION	YES		NO	
1	INTEGRITY	11	100.00%	0	0.00%
2	INTERNAL AUDIT	7	100.00%	0	0.00%
3	CORPORATE	29	100.00%	0	0.00%
4	LGD	30	100.00%	0	0.00%
5	MBO	25	100.00%	0	0.00%
6	SEPU	45	100.00%	0	0.00%
7	EXCO	45	97.83%	1	2.17%
8	HRMD	68	97.14%	2	2.86%
9	IMD	29	93.55%	2	6.45%
10	MSD	163	91.06%	16	8.94%
TOTAL		452	95.56%	21	4.44%

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

NO.	DIVISION	YES		NO	
1	INTEGRITY	11	100.00%	0	0.00%
2	INTERNAL AUDIT	7	100.00%	0	0.00%
3	LGD	30	100.00%	0	0.00%
4	MBO	25	100.00%	0	0.00%
5	SEPU	45	100.00%	0	0.00%
6	HRMD	69	98.57%	1	1.43%
7	EXCO	45	97.83%	1	2.17%
8	IMD	30	96.77%	1	3.23%
9	MSD	173	96.65%	6	3.35%
10	CORPORATE	27	93.10%	2	6.90%
TOTAL		462	97.67%	11	2.33%

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

NO.	DIVISION	YES		NO	
1	INTEGRITY	11	100.00%	0	0.00%
2	INTERNAL AUDIT	7	100.00%	0	0.00%
3	HRMD	70	100.00%	0	0.00%
4	SEPU	45	100.00%	0	0.00%
5	LGD	30	100.00%	0	0.00%
6	EXCO	45	97.83%	1	2.17%
7	CORPORATE	28	96.55%	1	3.45%
8	MBO	24	96.00%	1	4.00%
9	IMD	29	93.55%	2	6.45%
10	MSD	164	91.62%	15	8.38%
TOTAL		453	95.77%	20	4.23%

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

NO.	DIVISION	YES		NO	
1	SEPU	45	100.00%	0	0.00%
2	EXCO	46	100.00%	0	0.00%
3	LGD	30	100.00%	0	0.00%
4	MBO	25	100.00%	0	0.00%
5	INTEGRITY	11	100.00%	0	0.00%
6	INTERNAL AUDIT	7	100.00%	0	0.00%
7	HRMD	69	98.57%	1	1.43%
8	CORPORATE	28	96.55%	1	3.45%
9	MSD	165	92.18%	14	7.82%
10	IMD	28	90.32%	3	9.68%
TOTAL		454	95.98%	19	4.02%

16. I am satisfied with the courses/training attended and they meet my work scope.

NO.	DIVISION	YES		NO	
1	INTEGRITY	11	100.00%	0	0.00%
2	INTERNAL AUDIT	7	100.00%	0	0.00%
3	CORPORATE	29	100.00%	0	0.00%
4	HRMD	70	100.00%	0	0.00%
5	SEPU	45	100.00%	0	0.00%
6	LGD	30	100.00%	0	0.00%
7	EXCO	45	97.83%	1	2.17%
8	MBO	24	96.00%	1	4.00%
9	IMD	29	93.55%	2	6.45%
10	MSD	167	93.30%	12	6.70%
TOTAL		457	96.62%	16	3.38%

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

NO.	DIVISION	YES		NO	
1	INTEGRITY	11	100.00%	0	0.00%
2	INTERNAL AUDIT	7	100.00%	0	0.00%
3	CORPORATE	29	100.00%	0	0.00%
4	SEPU	45	100.00%	0	0.00%
5	EXCO	46	100.00%	0	0.00%
6	MBO	25	100.00%	0	0.00%
7	MSD	176	98.32%	3	1.68%
8	IMD	30	96.77%	1	3.23%
9	LGD	29	96.67%	1	3.33%
10	HRMD	66	94.29%	4	5.71%
TOTAL		464	98.10%	9	1.90%

6. RESPONDENTS' COMMENTS AND RECOMMENDATIONS

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

NO.	ISSUE	SUBJECT	DIVISION
1.	GOVERNANCE	Communication skills must be prioritised	MSD
2.	GOVERNANCE	Managers must be forward-thinking	MSD
3.	GOVERNANCE	Discussions among officers and subordinates should be held to know of problems faced.	MSD
4.	GOVERNANCE	Create the latest portal system as a gateway to facilitate bookings and payments.	MSD
5.	GOVERNANCE	The strength of officers and staff must be reviewed and matched with the high workload, needs improvements.	MSD

6.	GOVERNANCE	Formed a special panel for meeting with respective department staff, panel must be neutral and with no special interest.	MSD
7.	GOVERNANCE	Selection process of recipients for Excellent Service Award should be more comprehensive and in compliance with work ethics.	MSD
8.	GOVERNANCE	Conduct regular sanitisation of building as Covid-19 cases are increasing day by day.	MSD
9.	GOVERNANCE	Must inform in detail with explanation to all new employees reporting for work on the charter and be acquainted with all officers in every division.	SA & SECD
10.	GOVERNANCE	Clear explanation on charter and work procedures as stated in work contract letter. Orientation for all officers of every division to get acquainted.	SA & SECD
11.	GOVERNANCE	All officers and staff must have records of work priority in order to remember the deadline of each task so as not to inconvenience other officers and staff to complete the said task.	MSD
12.	GOVERNANCE	Clear briefing of work directives according to procedures to all staff.	IMD
13.	GOVERNANCE	Implement job rotation as per KSN directive.	HRMD
14.	GOVERNANCE	Have questionnaire on work environment during MCO, whether or not in compliance with SOP such as wearing of mask and using of sanitiser.	SEPU
15.	GOVERNANCE	Saw the manager making his subordinates handle his work.	MSD
16.	GOVERNANCE	Have more meetings among us.	MSD
17.	GOVERNANCE	Improve the communication system among the officers and other staff.	MSD
18.	GOVERNANCE	Don't marginalise subordinate staff.	MSD
19.	GOVERNANCE	Established monthly gatherings for officers and subordinates.	MSD

20.	POST & PLACEMENT	Request for the higher-ups to help contract workers who have served 8 years with good performance to be absorbed into permanent post by recommending them to Perak PSC; have sympathy for contract workers who have served with full commitment as assessed on their work performance by their immediate superior. Request for kind consideration and help.	LGD
21.	POST & PLACEMENT	Need to increase MBJ SUK Perak membership to achieve the objectives. MBJ representatives must represent service schemes and service scheme unions as SUK Perak encompasses all posts in Perak.	MSD
22.	POST & PLACEMENT	For the good image and improve the trust and transparency of fairness, staff involved in transfer should also be involved in office rotation. More than 13 years in the same department can be considered as a long time, what more if more than 20 years. Do give a chance to the other staff. Besides, such a place can be categorised as "sensitive post."	HRMD
23.	POST & PLACEMENT	Request for the higher-ups to assist and assess contract workers with nearly 8 years of service with good performance report so that they can be absorbed into permanent post.	LGD
24.	POST & PLACEMENT	Auxiliary Police promotion and permanent post.	MSD
25.	INFRASTRUCTURE & LANDSCAPE	Install an ATM kiosk in Bangunan Perak.	MBO
26.	INFRASTRUCTURE & LANDSCAPE	Request for chairs, tables and partitions for all staff in SUK Perak.	MSD
27.	INFRASTRUCTURE & LANDSCAPE	Location of Integrity Unit office must be suitable for all the staff in one place.	INTEGRITY UNIT
28.	INFRASTRUCTURE & LANDSCAPE	More conducive office must be created to ensure quality of work that is more effective and comfortable.	CORPORATE
29.	COURSES & TRAINING	Minimum of 5 days training.	IMD

30.	COURSES & TRAINING	Conduct USRAH every Friday to enhance the spiritual strength of staff in the MB's office.	MBO
31.	COURSES & TRAINING	Targeted Course organised by each administration to ensure every staff under its supervision can attend a 3-day course, as not all have got approval for E-Latihan, and with the current pandemic it is difficult to attend courses.	MSD
32.	COURSES & TRAINING	Abolish the courses, it's a waste.	MBO

7. SUMMARY

Overall, this survey has recorded the employee satisfaction level in the Perak State Secretariat at 97.38 percent (%). The employee satisfaction level based on the divisions / departments is in the range of 100 percent (%) to 92.01 percent (%). From the data obtained based on the survey questions, the low satisfaction level at 89.01 percent (%) and 86.15 percent (%) was related to the question on the staff's knowledge regarding how they are assessed for promotion. Consequently, it has been suggested that the dissemination of such matters be 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.