

**EMPLOYEE SATISFACTION SURVEY**  
**PERAK STATE SECRETARIAT**  
**JULY – DECEMBER 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'	<b>96.14%</b>
Overall Answers Ticked 'No'	<b>3.86%</b>

The survey results showed that the overall employee satisfaction level at the Perak State Secretariat is **96.14% satisfied and 3.86% not satisfied**. This data includes survey results from a total respondent of **487 civil servants** in the Perak State Secretariat.

#### 4. SURVEY RESPONDENTS

No.	Division / Department	Total Target Respondents	Actual Number Of Respondents	Target Respondents Percentage
1	Management Services Division	198	198	100%
2	Human Resource Management Division	72	72	100%
3	State Economic Planning Unit	44	44	100%
4	Information Management Division	33	33	100%
5	Local Government Division	32	32	100%
6	State Assembly & State Exco Division	31	31	100%
7	Corporate Division	30	30	100%
8	Menteri Besar's Office	24	24	100%
9	Internal Audit Division	12	12	100%
10	Integrity Unit	11	11	100%
TOTAL		487	487	100%

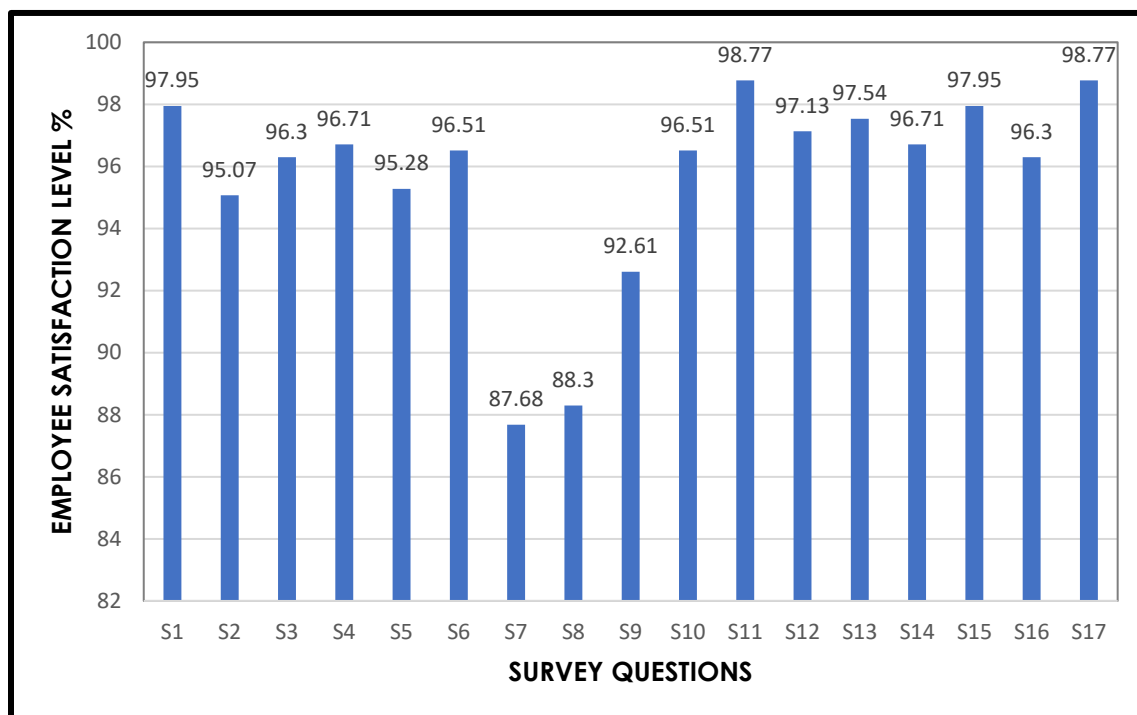
#### 5. SURVEY ANALYSIS

##### 5.1 FEEDBACK ACHIEVEMENT BASED ON SURVEY QUESTIONS

No.	Questions	Yes	Percentage (%)	No	Percentage (%)
1	I receive clear instructions from the management	477	97.95%	10	2.05%

2	I receive feedback regarding my work performance.	463	95.07%	24	4.93%
3	Communication among staff in this Division is very satisfactory.	469	96.30%	18	3.70%
4	I have enough time to complete the work given as stipulated in the client charter.	471	96.71%	16	3.29%
5	I am satisfied with the workload given to me.	464	95.28%	23	4.72%
6	I get monitoring/supervision from management in carrying out my work.	470	96.51%	17	3.49%
7	I know how I will be assessed for promotion.	427	87.68%	60	12.32%
8	I know of the criteria set to obtain the Competency Certificate/Excellent Service Award.	430	88.30%	57	11.70%
9	There is no conflict among colleagues / management	451	92.61%	36	7.39%
10	I am satisfied with the cooperation given by my colleagues and management.	470	96.51%	17	3.49%
11	I get the support from my other colleagues.	481	98.77%	6	1.23%
12	I have confidence in the officers of this division.	473	97.13%	14	2.87%
13	A comfortable and safe environment helps in improving my service performance.	475	97.54%	12	2.46%
14	The facility and equipment provided in the office help smoothen my work.	471	96.71%	16	3.29%
15	Information can be obtained easily and fast via a complete documentation system.	477	97.95%	10	2.05%
16	I am satisfied with the courses/training attended and they meet my work scope.	469	96.30%	18	3.70%
17	The directive on reducing the number of days for courses from 7 to 3 days is reasonable.	481	98.77%	6	1.23%

### 5.1.1 GRAPH SHOWING EMPLOYEE SATISFACTION ACHIEVEMENT LEVEL ACCORDING TO SURVEY QUESTIONS

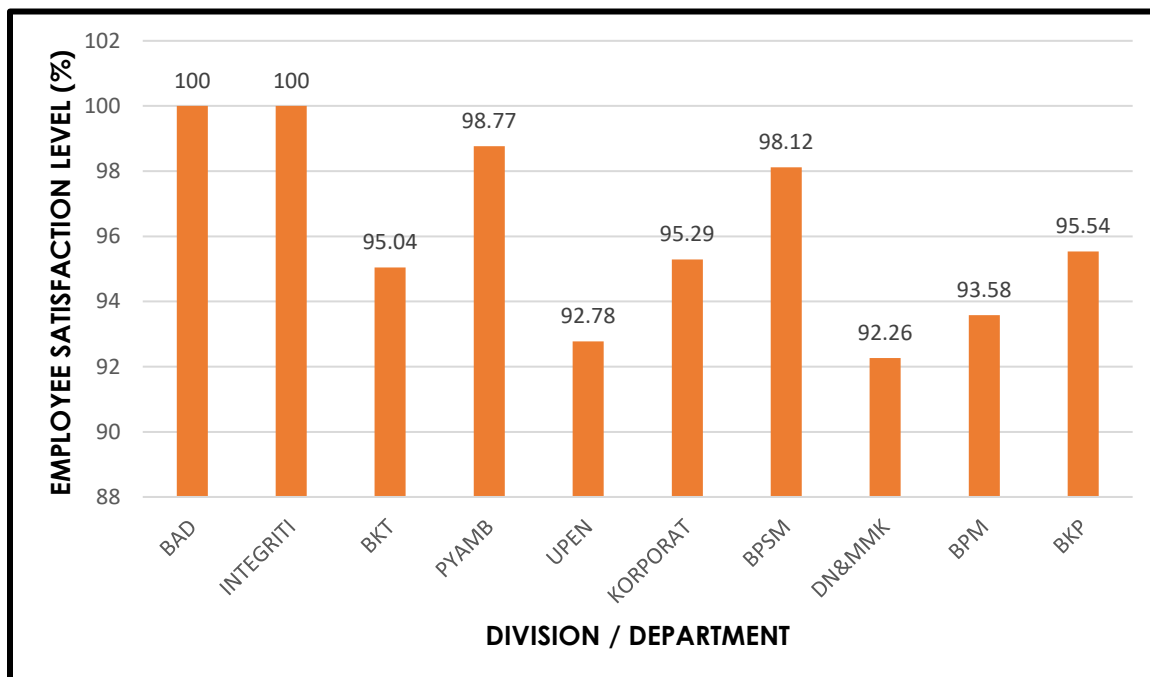


### 5.2 FEEDBACK ACHIEVEMENT ACCORDING TO DIVISIONS/DEPARTMENTS

No.	Division / Department	Total Target Respondents	Actual Number Of Respondents	Satisfied Percentage	Not Satisfied Percentage
1	Internal Audit Division (BAD)	12	12	100%	0.00%
2	Integrity Unit (INTEGRITI)	11	11	100%	0.00%
3	Menteri Besar's Office (PYAMB)	24	24	98.77%	1.23%
4	Human Resource Management Division (BPSM)	72	72	98.12%	1.88%
5	Management Services Division (BKP)	198	198	95.54%	4.46%
6	Corporate Division (KORPORAT)	30	30	95.29%	4.71%

7	<b>Local Government Division (BKT)</b>	32	32	95.04%	4.96%
8	<b>Information Management Division (BPM)</b>	33	33	93.58%	6.42%
9	<b>State Economic Planning Unit (UPEN)</b>	44	44	92.78%	7.22%
10	<b>State Assembly &amp; Exco Division (DN&amp;MMK)</b>	31	31	92.26%	7.74%
<b>TOTAL</b>		<b>487</b>	<b>487</b>	<b>96.14%</b>	<b>3.86%</b>

#### 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	SEPU	44	100.00%	0	0.00%
2	HRMD	72	100.00%	0	0.00%
3	IMD	30	100.00%	0	0.00%
4	LGD	32	100.00%	0	0.00%
5	MBO	24	100.00%	0	0.00%
6	INTERNAL AUDIT	12	100.00%	0	0.00%
7	INTEGRITY	11	100.00%	0	0.00%
8	MSD	193	97.47%	5	2.53%
9	CORPORATE	31	93.94%	2	6.06%
10	EXCO	28	90.32%	3	9.68%
<b>TOTAL</b>		<b>477</b>	<b>97.95%</b>	<b>10</b>	<b>2.05%</b>

#### 2. I receive feedback regarding my work performance.

NO.	DIVISION	YES		NO	
1	MBO	24	100.00%	0	0.00%
2	AUDIT	12	100.00%	0	0.00%
3	INTERNAL INTEGRITY	11	100.00%	0	0.00%
4	CORPORATE	29	96.67%	1	3.33%
5	HRMD	69	95.83%	3	4.17%
6	MSD	188	94.95%	10	5.05%
7	IMD	31	93.94%	2	6.06%
8	LGD	30	93.75%	2	6.25%
9	EXCO	29	93.55%	2	6.45%
10	SEPU	40	90.91%	4	9.09%
<b>TOTAL</b>		<b>463</b>	<b>95.07%</b>	<b>24</b>	<b>4.93%</b>

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

NO.	DIVISION	YES		NO	
1	INTERNAL AUDIT	12	100.00%	0	0.00%
2	CORPORATE	30	100.00%	0	0.00%
3	HRMD	72	100.00%	0	0.00%
4	INTEGRITY	11	100.00%	0	0.00%
5	SEPU	43	97.73%	1	2.27%
6	MBO	23	95.83%	1	4.17%
7	MSD	189	95.45%	9	4.55%
8	IMD	31	93.94%	2	6.06%
9	LGD	30	93.75%	2	6.25%
10	EXCO	29	90.63%	3	9.38%
<b>TOTAL</b>		<b>470</b>	<b>96.31%</b>	<b>18</b>	<b>3.69%</b>

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

NO.	DIVISION	YES		NO	
1	INTERNAL AUDIT	12	100.00%	0	0.00%
2	CORPORATE	30	100.00%	0	0.00%
3	HRMD	72	100.00%	0	0.00%
4	INTEGRITY	11	100.00%	0	0.00%
5	MSD	196	98.99%	2	1.01%
6	MBO	23	95.83%	1	4.17%
7	EXCO	29	93.55%	2	6.45%
8	SEPU	40	90.91%	4	9.09%
9	LGD	29	90.63%	3	9.38%
10	IMD	29	87.88%	4	12.12%
<b>TOTAL</b>		<b>471</b>	<b>96.71%</b>	<b>16</b>	<b>3.29%</b>

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

NO.	DIVISION	YES		NO	
1	MBO	24	100.00%	0	0.00%
2	INTEGRITY	11	100.00%	0	0.00%
3	INTERNAL AUDIT	12	100.00%	0	0.00%
4	HRMD	71	98.61%	1	1.39%
5	MSD	192	96.97%	6	3.03%
6	SEPU	30	96.77%	1	3.23%
7	CORPORATE	28	93.33%	2	6.67%
8	EXCO	40	90.91%	4	9.09%
9	IMD	29	87.88%	4	12.12%
10	LGD	27	84.38%	5	15.63%
<b>TOTAL</b>		<b>464</b>	<b>95.28%</b>	<b>23</b>	<b>4.72%</b>

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

NO.	DIVISION	YES		NO	
1	HRMD	72	100.00%	0	0.00%
2	MBO	24	100.00%	0	0.00%
3	INTEGRITY	11	100.00%	0	0.00%
4	INTERNAL AUDIT	12	100.00%	0	0.00%
5	CORPORATE	30	100.00%	0	0.00%
6	IMD	32	96.97%	1	3.03%
7	LGD	31	96.88%	1	3.13%
8	MSD	189	95.45%	9	4.55%
9	SEPU	41	93.18%	3	6.82%
10	EXCO	29	90.63%	3	9.38%
<b>TOTAL</b>		<b>471</b>	<b>96.52%</b>	<b>17</b>	<b>3.48%</b>



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

NO.	DIVISION	YES		NO	
1	INTERNAL AUDIT	12	100.00%	0	0.00%
2	INTEGRITY	11	100.00%	0	0.00%
3	LGD	30	93.75%	2	6.25%
4	MBO	22	91.67%	2	8.33%
5	CORPORATE	27	90.00%	3	10.00%
6	HRMD	64	88.89%	8	11.11%
7	MSD	173	87.37%	25	12.63%
8	IMD	28	84.85%	5	15.15%
9	EXCO	26	83.87%	5	16.13%
10	SEPU	34	77.27%	10	22.73%
<b>TOTAL</b>		<b>427</b>	<b>87.68%</b>	<b>60</b>	<b>12.32%</b>

19.57%

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

NO.	DIVISION	YES		NO	
1	INTERNAL AUDIT	12	100.00%	0	0.00%
2	INTEGRITY	11	100.00%	0	0.00%
3	MBO	23	95.83%	1	4.17%
4	LGD	29	90.63%	3	9.38%
5	HRMD	65	90.28%	7	9.72%
6	MSD	178	89.90%	20	10.10%
7	CORPORATE	29	87.88%	4	12.12%
8	IMD	26	86.67%	4	13.33%
9	EXCO	26	83.87%	5	16.13%
10	SEPU	31	70.45%	13	29.55%
<b>TOTAL</b>		<b>430</b>	<b>88.30%</b>	<b>57</b>	<b>9.30%</b>

**9. There is no conflict among colleagues / management**

NO.	DIVISION	YES		NO	
1	MBO	24	100.00%	0	0.00%
2	INTEGRITY	11	100.00%	0	0.00%
3	INTERNAL AUDIT	12	100.00%	0	0.00%
4	HRMD	70	97.22%	2	2.78%
5	CORPORATE	29	96.67%	1	3.33%
6	MSD	184	92.93%	14	7.07%
7	SEPU	39	88.64%	5	11.36%
8	IMD	29	87.88%	4	12.12%
9	EXCO	27	87.10%	4	12.90%
10	LGD	26	81.25%	6	18.75%
<b>TOTAL</b>		<b>451</b>	<b>92.61%</b>	<b>36</b>	<b>4.86%</b>

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

NO.	DIVISION	YES		NO	
1	HRMD	72	100.00%	0	0.00%
2	MBO	24	100.00%	0	0.00%
3	INTEGRITY	11	100.00%	0	0.00%
4	INTERNAL AUDIT	12	100.00%	0	0.00%
5	LGD	32	100.00%	0	0.00%
6	CORPORATE	30	100.00%	0	0.00%
7	SEPU	42	95.45%	2	4.55%
8	MSD	188	94.95%	10	5.05%
9	IMD	31	93.94%	2	6.06%
10	EXCO	28	90.32%	3	9.68%
<b>TOTAL</b>		<b>470</b>	<b>96.51%</b>	<b>17</b>	<b>3.49%</b>

**11. I get the support from my other colleagues.**

NO.	DIVISION	YES		NO	
1	IMD	33	100.00%	0	0.00%
2	HRMD	72	100.00%	0	0.00%
3	MBO	24	100.00%	0	0.00%
4	INTEGRITY	11	100.00%	0	0.00%
5	SEPU	44	100.00%	0	0.00%
6	INTERNAL AUDIT	12	100.00%	0	0.00%
7	EXCO	31	100.00%	0	0.00%
8	LGD	32	100.00%	0	0.00%
9	MSD	193	97.47%	5	2.53%
10	CORPORATE	29	96.67%	1	3.33%
<b>TOTAL</b>		<b>481</b>	<b>98.77%</b>	<b>6</b>	<b>1.23%</b>

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

NO.	DIVISION	YES		NO	
1	HRMD	72	100.00%	0	0.00%
2	MBO	24	100.00%	0	0.00%
3	INTEGRITY	11	100.00%	0	0.00%
4	INTERNAL AUDIT	12	100.00%	0	0.00%
5	CORPORATE	30	100.00%	0	0.00%
6	SEPU	43	97.73%	1	2.27%
7	MSD	192	96.97%	6	3.03%
8	LGD	31	96.88%	1	3.13%
9	IMD	31	93.94%	2	6.06%
10	EXCO	27	87.10%	4	12.90%
<b>TOTAL</b>		<b>473</b>	<b>97.13%</b>	<b>14</b>	<b>2.87%</b>

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

NO.	DIVISION	YES		NO	
1	MBO	24	100.00%	0	0.00%
2	INTEGRITY	11	100.00%	0	0.00%
3	SEPU	44	100.00%	0	0.00%
4	IMD	33	100.00%	0	0.00%
5	INTERNAL AUDIT	12	100.00%	0	0.00%
6	LGD	32	100.00%	0	0.00%
7	HRMD	71	98.61%	1	1.39%
8	MSD	194	97.98%	4	2.02%
9	EXCO	29	93.55%	2	6.45%
10	CORPORATE	25	83.33%	5	16.67%
<b>TOTAL</b>		<b>475</b>	<b>97.54%</b>	<b>12</b>	<b>2.46%</b>

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

NO.	DIVISION	YES		NO	
1	HRMD	72	100.00%	0	0.00%
2	MBO	24	100.00%	0	0.00%
3	INTEGRITY	11	100.00%	0	0.00%
4	INTERNAL AUDIT	12	100.00%	0	0.00%
5	LGD	32	100.00%	0	0.00%
6	IMD	32	96.97%	1	3.03%
7	MSD	190	95.96%	8	4.04%
8	SEPU	42	95.45%	2	4.55%
9	EXCO	29	93.55%	2	6.45%
10	CORPORATE	27	90.00%	3	10.00%
<b>TOTAL</b>		<b>471</b>	<b>96.71%</b>	<b>16</b>	<b>3.29%</b>

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

NO.	DIVISION	YES		NO	
1	IMD	33	100.00%	0	0.00%
2	HRMD	72	100.00%	0	0.00%
3	MBO	24	100.00%	0	0.00%
4	INTEGRITY	11	100.00%	0	0.00%
5	INTERNAL AUDIT	12	100.00%	0	0.00%
6	LGD	32	100.00%	0	0.00%
7	MSD	194	97.98%	4	2.02%
8	EXCO	30	96.77%	1	3.23%
9	CORPORATE	28	93.33%	2	6.67%
10	SEPU	41	93.18%	3	6.82%
<b>TOTAL</b>		<b>477</b>	<b>97.95%</b>	<b>10</b>	<b>2.05%</b>

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

NO.	DIVISION	YES		NO	
1	HRMD	72	100.00%	0	0.00%
2	MBO	24	100.00%	0	0.00%
3	INTEGRITY	11	100.00%	0	0.00%
4	INTERNAL AUDIT	12	100.00%	0	0.00%
5	LGD	31	96.88%	1	3.13%
6	EXCO	30	96.77%	1	3.23%
7	SEPU	42	95.45%	2	4.55%
8	MSD	188	94.95%	10	5.05%
9	IMD	31	93.94%	2	6.06%
10	CORPORATE	28	93.33%	2	6.67%
<b>TOTAL</b>		<b>469</b>	<b>96.30%</b>	<b>18</b>	<b>3.70%</b>

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

NO.	DIVISION	YES		NO	
1	MBO	24	100.00%	0	0.00%
2	INTEGRITY	11	100.00%	0	0.00%
3	SEPU	44	100.00%	0	0.00%
4	INTERNAL AUDIT	12	100.00%	0	0.00%
5	EXCO	31	100.00%	0	0.00%
6	CORPORATE	30	100.00%	0	0.00%
7	HRMD	71	98.61%	1	1.39%
8	MSD	195	98.48%	3	1.52%
9	IMD	32	96.97%	1	3.03%
10	LGD	31	96.88%	1	3.13%
<b>TOTAL</b>		<b>481</b>	<b>98.77%</b>	<b>6</b>	<b>1.23%</b>

**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	Superior officers who oppress support staff are unreasonable. Each time it happens, even a small mistake, the support staff will be blamed and transferred immediately without being questioned first. Request management to investigate this issue in the State Assembly and Exco Division.	SA & EXCO
2.	GOVERNANCE	Facilities need to be improved.	SA & EXCO
3.	GOVERNANCE	Need officers who can listen to the opinions of other staff without scolding before checking.	SA & EXCO
4.	GOVERNANCE	Officers who can accept the views of staff and do not make hasty decisions or actions against subordinate staff	SA & EXCO

5.	GOVERNANCE	Staff work under stress, officers must be able to listen to the opinions of other staff, easily forgive without insulting staff like an uneducated person. There is no need for officers to threaten staff with renewal of contract. Kindly google all evaluation forms and listen to the voices of other staff.	SA & EXCO
6.	GOVERNANCE	TNT and OT payments must be paid according to the set time. The problem started in August, as before this there was no problem with OT and TNT.	SA & EXCO
7.	GOVERNANCE	The Excellent Service Award (APC) should be given to staff with the highest marks in the annual performance appraisals, and should be expedited.	MBO
8.	GOVERNANCE	The Technical Unit should have a technical officer with knowledge of the technical duties, and the technical office space should be separated from the administrative unit.	CORPORATE
9.	GOVERNANCE	The workload for each staff should be reviewed for the purpose of equal distribution of duties for all staff because some of them have too much workload compared to others.	MSD
10.	GOVERNANCE	Officers who have been promoted should be transferred out of a department and to continuously enhance their Spiritual & Physical emphasis to train, improve skills and knowledge in the field of professional career development.	LGD
11.	GOVERNANCE	In fact, officers who have been promoted must be transferred out of an organisation.	LGD
12.	GOVERNANCE	1. MSD needs allocation to add workstation partitions and computers to accommodate the increasing number of staff, without having 2 staff sharing 1 workstation as the workspace is small. 2. Need to create more promotion posts for support and implementer levels. 3. Joint Departmental Council meetings need to be expanded by increasing the membership of employee representatives from various organisations and unions. This is because the State Secretariat is for all districts in Perak and information can be expedited and effective to members.	MSD
13.	GOVERNANCE	More details on contract of service. Why are there no EPF deductions such as COS and permanent appointments and no pay rise?	MBO
14.	GOVERNANCE	Should hold meetings once a month with all staff for academic session and sharing of views.	HRMD

15.	GOVERNANCE	Have discussions before reshuffling the duties of staff in the unit.	SEPU
16.	GOVERNANCE	Organisational structure is not changed frequently.	SEPU
17.	GOVERNANCE	Increase the overtime rate.	SEPU
18.	GOVERNANCE	Division needs to organise more social activities that can strengthen relationships among SUK staff.	IMD
19.	GOVERNANCE	Have more inter-division sports.	MSD
20.	GOVERNANCE	I need an assistant for government asset management.	MSD
21.	GOVERNANCE	Recreational and sports activities among officers and staff held inside or outside the department.	MBO
22.	GOVERNANCE	Briefings on the criteria to obtain APC.	HRMD
23.	GOVERNANCE	Conduct annual event to fete staff of this unit.	MSD
24.	GOVERNANCE	Canteen. Please improve on the choice and price of food.	MBO
25.	INFRASTRUCTURE & LANDSCAPE	Problem of insufficient parking space. Computers always hang.	SA & EXCO
26.	INFRASTRUCTURE & LANDSCAPE	Improve the SUK boom gate access card system for staff. The public should park outside of the SUK building.	MSD
27.	INFRASTRUCTURE & LANDSCAPE	Our office space is too small.	CORPORATE
28.	INFRASTRUCTURE & LANDSCAPE	Please provide proper workspace/officer's room because there are still officers who do not have a room. This is in response to the ISO audit comments, and the security factor of documents handled involving the government's confidential work due to the fear of information leakage.	HRMD
29.	INFRASTRUCTURE & LANDSCAPE	Office space needs to be renovated to provide a more conducive, livelier and comfortable work atmosphere.	LGD
30.	COURSES & TRAINING	Courses conducted must be relevant to the officer's duty and post.	IMD
31.	COURSES & TRAINING	Need work-related courses.	MSD
32.	COURSES & TRAINING	Request for unit officers and heads to undergo further courses on areas or matters being implemented to facilitate the smooth implementation of tasks and be more	MSD



		knowledgeable in the management and administration of work processes.	
33.	COURSES & TRAINING	Request for mandatory courses of more than 3 days, especially technical courses.	IMD
34.	POST & PLACEMENT	My post is not related to the work I am doing for nearly 3 years. Post of a cultural artiste but doing administrative assistant work. My superiors disregarded my complaints.	MSD

## 7. SUMMARY

Overall, this survey has recorded the employee satisfaction level in the Perak State Secretariat at 96.14 percent (%). The employee satisfaction level based on the divisions / departments is in the range of 100 percent (%) to 92.26 percent (%). From the data obtained based on the survey questions, the low satisfaction level at 87.68 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.