

**EMPLOYEE SATISFACTION SURVEY
PERAK STATE SECRETARIAT
JANUARY – JUNE 2022**

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 90% employee satisfaction.

3. SURVEY ACHIEVEMENT

Category Of Overall Survey Answers	Achievement Percentage
Overall Answers Ticked 'Yes'	95.68%
Overall Answers Ticked 'No'	4.32%

The survey results showed that the overall employee satisfaction level at the Perak State Secretariat is **95.68% satisfied and 4.32% not satisfied**. This data includes survey results from a total respondent of **461 civil servants** in the Perak State Secretariat.

4. SURVEY RESPONDENTS

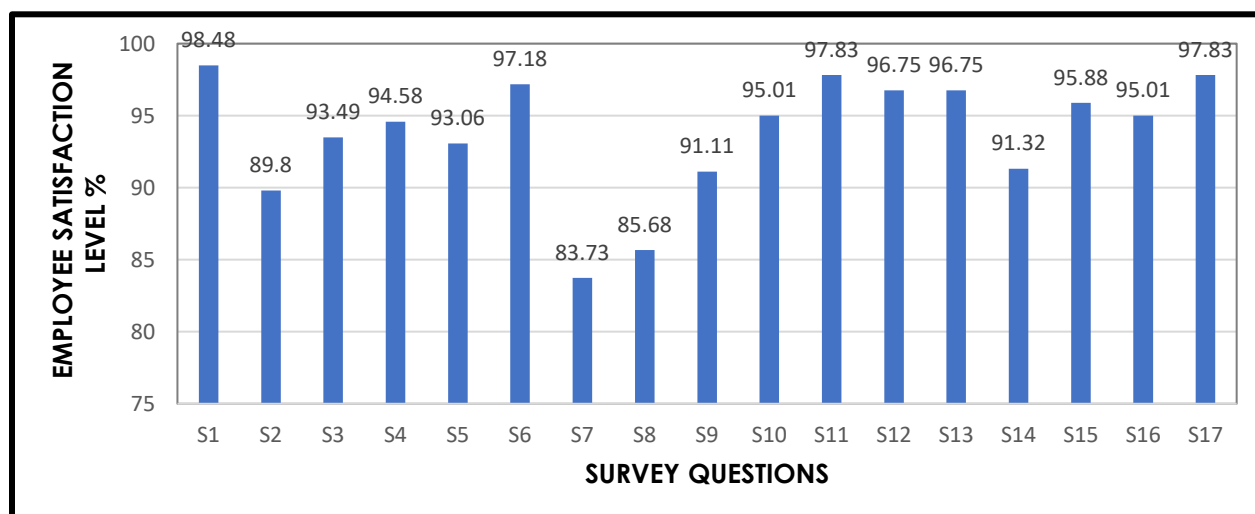
NO.	DIVISION / DEPARTMENT	TOTAL TARGET RESPONDENTS	ACTUAL NUMBER OF RESPONDENTS	TARGET RESPONDENTS PERCENTAGE
1	State Economic Planning Unit	40	40	100%
2	Human Resource Management Division	72	72	100%
3	Information Management Division	33	33	100%
4	Management Services Division	180	180	100%
5	Corporate Division	29	29	100%
6	Local Government Division	33	33	100%
7	State Assembly & State Exco Division	28	28	100%
8	Menteri Besar's Office	22	22	100%
9	Internal Audit Division	13	13	100%
10	Integrity Unit	11	11	100%
TOTAL		461	461	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	454	98.48%	7	1.52%
2	I receive feedback regarding my work performance.	414	89.80%	47	10.20%
3	Communication among staff in this Division is very satisfactory.	431	93.49%	30	6.51%
4	I have enough time to complete the work given as stipulated in the client charter.	436	94.58%	25	5.42%
5	I am satisfied with the workload given to me.	429	93.06%	32	6.94%
6	I get monitoring/supervision from management in carrying out my work.	448	97.18%	13	2.82%
7	I know how I will be assessed for promotion.	386	83.73%	75	16.27%
8	I know of the criteria set to obtain the Competency Certificate/Excellent Service Award.	395	85.68%	66	14.32%
9	There is no conflict among colleagues / management	420	91.11%	41	8.89%
10	I am satisfied with the cooperation given by my colleagues and management.	438	95.01%	23	4.99%
11	I get the support from my other colleagues.	451	97.83%	10	2.17%
12	I have confidence in the officers of this division.	446	96.75%	15	3.25%
13	A comfortable and safe environment helps in improving my service performance.	446	96.75%	15	3.25%
14	The facility and equipment provided in the office help smoothen my work.	421	91.32%	40	8.68%
15	Information can be obtained easily and fast via a complete documentation system.	442	95.88%	19	4.12%
16	I am satisfied with the courses/training attended and they meet my work scope.	438	95.01%	23	4.99%
17	The directive on reducing the number of days for courses from 7 to 3 days is reasonable.	451	97.83%	10	2.17%

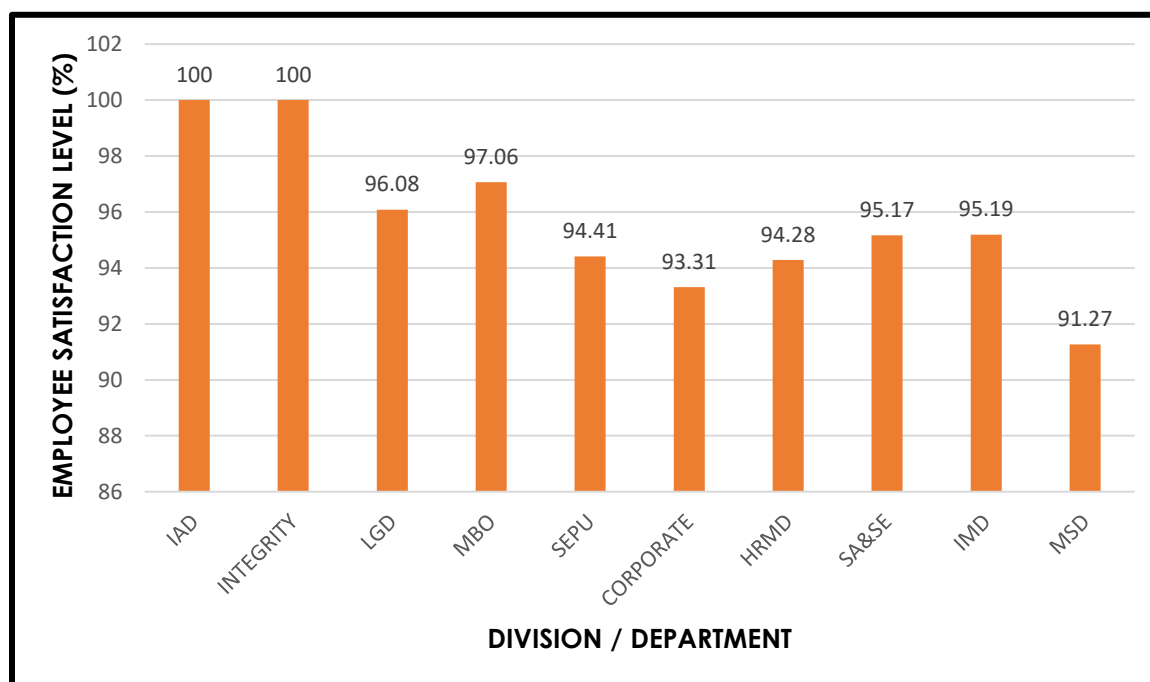
5.1.1 GRAPH SHOWING EMPLOYEE SATISFACTION ACHIEVEMENT LEVEL ACCORDING TO SURVEY QUESTIONS



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	13	13	100%	0.00
2	Integrity Unit	11	11	100%	0.00
3	Local Government Division	33	33	96.08%	3.92%
4	Menteri Besar's Office	22	22	97.06%	2.94%
5	State Economic Planning Unit	40	40	94.41%	5.59%
6	Corporate Division	29	29	93.31%	6.69%
7	Human Resource Management Division	72	72	94.28%	5.72%
8	State Assembly & Exco Division	28	28	95.17%	4.83%
9	Information Management Division	33	33	95.19%	4.81%
10	Management Services Division	180	180	91.27%	8.73%
TOTAL		461	461	95.68%	4.32%

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	Internal Audit Division	13	100.00%	0	0.00%
2	Integrity Unit	11	100.00%	0	0.00%
3	Local Government Division	33	100.00%	0	0.00%
4	Information Management Division	33	100.00%	0	0.00%
5	Corporate Division	29	100.00%	0	0.00%
6	State Assembly & Exco Division	28	100.00%	0	0.00%
7	State Economic Planning Unit	40	100.00%	0	0.00%
8	Menteri Besar's Office	22	100.00%	0	0.00%
9	Human Resource Management Division	71	98.61%	1	1.39%
10	Management Services Division	174	96.67%	6	3.33%
TOTAL		454	98.48%	7	1.52%

2. I receive feedback regarding my work performance.

NO.	DIVISION	YES		NO	
1	Internal Audit Division	13	100.00%	0	0.00%
2	Integrity Unit	11	100.00%	0	0.00%
3	Local Government Division	32	96.97%	1	3.03%
4	Menteri Besar's Office	21	95.45%	1	4.55%
5	State Assembly & Exco Division State Economic Planning Unit	26	92.86%	2	7.14%
6	Human Resource Management Division	66	91.67%	6	8.33%
7	Information Management Division	30	90.91%	3	9.09%
8	Corporate Division	26	89.66%	3	10.34%
9	Management Services Division	155	86.11%	25	13.89%
10	State Assembly & Exco Division	34	85.00%	6	15.00%
TOTAL		414	89.80%	47	10.20%

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

NO.	DIVISION	YES		NO	
1	Internal Audit Division	13	100.00%	0	0.00%
2	Integrity Unit	11	100.00%	0	0.00%
3	Information Management Division	33	100.00%	0	0.00%
4	Corporate Division	29	100.00%	0	0.00%
5	State Economic Planning Unit	39	97.50%	1	2.50%
6	State Assembly & Exco Division	27	96.43%	1	3.57%
7	Menteri Besar's Office	21	95.45%	1	4.55%
8	Human Resource Management Division	68	94.44%	4	5.56%
9	Management Services Division	161	89.44%	19	10.56%
10	Local Government Division	29	87.88%	4	12.12%
TOTAL		431	93.49%	30	6.51%

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

NO.	DIVISION	YES		NO	
1	Internal Audit Division	13	100.00%	0	0.00%
2	Integrity Unit	11	100.00%	0	0.00%
3	State Economic Planning Unit	40	100.00%	0	0.00%
4	Corporate Division	28	96.55%	1	3.45%
5	Human Resource Management Division	69	95.83%	3	4.17%
6	Menteri Besar's Office	21	95.45%	1	4.55%
7	Local Government Division	31	93.94%	2	6.06%
8	State Assembly & Exco Division	26	92.86%	2	7.14%
9	Management Services Division	167	92.78%	13	7.22%
10	Information Management Division	30	90.91%	3	9.09%
TOTAL		436	94.58%	25	5.42%

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

NO.	DIVISION	YES		NO	
1	Internal Audit Division	13	100.00%	0	0.00%
2	Integrity Unit	11	100.00%	0	0.00%
3	State Economic Planning Unit	39	97.50%	1	2.50%
4	State Assembly & Exco Division	27	96.43%	1	3.57%
5	Menteri Besar's Office	21	95.45%	1	4.55%
6	Human Resource Management Division	68	94.44%	4	5.56%
7	Corporate Division	27	93.10%	2	6.90%
8	Local Government Division	30	90.91%	3	9.09%
9	Management Services Division	30	90.91%	3	9.09%
10	Information Management Division	163	90.56%	17	9.44%
TOTAL		429	93.06%	32	6.94%

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

NO.	DIVISION	YES		NO	
1	Internal Audit Division	13	100.00%	0	0.00%
2	Integrity Unit	11	100.00%	0	0.00%
3	Local Government Division	33	100.00%	0	0.00%
4	Information Management Division	33	100.00%	0	0.00%
5	Corporate Division	29	100.00%	0	0.00%
6	Human Resource Management Division	71	98.61%	1	1.39%
7	State Economic Planning Unit	39	97.50%	1	2.50%
8	State Assembly & Exco Division	27	96.43%	1	3.57%
9	Menteri Besar's Office	21	95.45%	1	4.55%
10	Management Services Division	171	95.00%	9	5.00%
TOTAL		448	97.18%	13	2.82%

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

NO.	DIVISION	YES		NO	
1	Internal Audit Division	13	100.00%	0	0.00%
2	Integrity Unit	11	100.00%	0	0.00%
3	Menteri Besar's Office	22	100.00%	0	0.00%
4	Local Government Division	31	93.94%	2	6.06%
5	Information Management Division	31	93.94%	2	6.06%
6	State Assembly & Exco Division	25	89.29%	3	10.71%
7	Human Resource Management Division	60	83.33%	12	16.67%
8	State Economic Planning Unit	32	80.00%	8	20.00%
9	Management Services Division	141	78.33%	39	21.67%
10	Corporate Division	20	68.97%	9	31.03%
TOTAL		386	83.73%	75	16.27%

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

NO.	DIVISION	YES		NO	
1	Internal Audit Division	13	100.00%	0	0.00%
2	Integrity Unit	11	100.00%	0	0.00%
3	Menteri Besar's Office	22	100.00%	0	0.00%
4	Local Government Division	30	90.91%	3	9.09%
5	State Assembly & Exco Division	25	89.29%	3	10.71%
6	Information Management Division	28	84.85%	5	15.15%
7	Management Services Division	151	83.89%	29	16.11%
8	Corporate Division	24	82.76%	5	17.24%
9	Human Resource Management Division	59	81.94%	13	18.06%
10	State Economic Planning Unit	32	80.00%	8	20.00%
TOTAL		395	85.68%	66	14.32%

9. There is no conflict among colleagues / management

NO.	DIVISION	YES		NO	
1	Internal Audit Division	13	100.00%	0	0.00%
2	Integrity Unit	11	100.00%	0	0.00%
3	Corporate Division	29	100.00%	0	0.00%
4	State Economic Planning Unit	38	95.00%	2	5.00%
5	Information Management Division	31	93.94%	2	6.06%
6	Human Resource Management Division	67	93.06%	5	6.94%
7	Local Government Division	30	90.91%	3	9.09%
8	Menteri Besar's Office	20	90.91%	2	9.09%
9	State Assembly & Exco Division	25	89.29%	3	10.71%
10	Management Services Division	156	86.67%	24	13.33%
TOTAL		420	91.11%	41	8.89%

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

NO.	DIVISION	YES		NO	
1	Internal Audit Division	13	100.00%	0	0.00%
2	Integrity Unit	11	100.00%	0	0.00%
3	Information Management Division	33	100.00%	0	0.00%
4	Corporate Division	29	100.00%	0	0.00%
5	Human Resource Management Division	71	98.61%	1	1.39%
6	State Economic Planning Unit	39	97.50%	1	2.50%
7	Local Government Division	32	96.97%	1	3.03%
8	State Assembly & Exco Division	27	96.43%	1	3.57%
9	Menteri Besar's Office	20	90.91%	2	9.09%
10	Management Services Division	163	90.56%	17	9.44%
TOTAL		438	95.01%	23	4.99%

11. I get the support from my other colleagues.

NO.	DIVISION	YES		NO	
1	Internal Audit Division	13	100.00%	0	0.00%
2	Integrity Unit	11	100.00%	0	0.00%
3	Local Government Division	33	100.00%	0	0.00%
4	Menteri Besar's Office	22	100.00%	0	0.00%
5	Corporate Division	29	100.00%	0	0.00%
6	Human Resource Management Division	71	98.61%	1	1.39%
7	State Economic Planning Unit	39	97.50%	1	2.50%
8	Management Services Division	175	97.22%	5	2.78%
9	Information Management Division	32	96.97%	1	3.03%
10	State Assembly & Exco Division	26	92.86%	2	7.14%
TOTAL		451	97.83%	10	2.17%

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

NO.	DIVISION	YES		NO	
1	Internal Audit Division	13	100.00%	0	0.00%
2	Integrity Unit	11	100.00%	0	0.00%
3	Corporate Division	29	100.00%	0	0.00%
4	State Assembly & Exco Division	28	100.00%	0	0.00%
5	State Economic Planning Unit	39	97.50%	1	2.50%
6	Human Resource Management Division	70	97.22%	2	2.78%
7	Local Government Division	32	96.97%	1	3.03%
8	Information Management Division	32	96.97%	1	3.03%
9	Menteri Besar's Office	21	95.45%	1	4.55%
10	Management Services Division	171	95.00%	9	5.00%
TOTAL		446	96.75%	15	3.25%

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

NO.	DIVISION	YES		NO	
1	Internal Audit Division	13	100.00%	0	0.00%
2	Integrity Unit	11	100.00%	0	0.00%
3	Local Government Division	33	100.00%	0	0.00%
4	Information Management Division	33	100.00%	0	0.00%
5	State Economic Planning Unit	39	97.50%	1	2.50%
6	Management Services Division	174	96.67%	6	3.33%
7	State Assembly & Exco Division	27	96.43%	1	3.57%
8	Human Resource Management Division	69	95.83%	3	4.17%
9	Menteri Besar's Office	21	95.45%	1	4.55%
10	Corporate Division	26	89.66%	3	10.34%
TOTAL		446	96.75%	15	3.25%

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

NO.	DIVISION	YES		NO	
1	Internal Audit Division	13	100.00%	0	0.00%
2	Integrity Unit	11	100.00%	0	0.00%
3	State Assembly & Exco Division	28	100.00%	0	0.00%
4	Menteri Besar's Office	22	100.00%	0	0.00%
5	Local Government Division	32	96.97%	1	3.03%
6	Information Management Division	31	93.94%	2	6.06%
7	State Economic Planning Unit	37	92.50%	3	7.50%
8	Human Resource Management Division	66	91.67%	6	8.33%
9	Management Services Division	158	87.78%	22	12.22%
10	Corporate Division	23	79.31%	6	20.69%
TOTAL		421	91.32%	40	8.68%

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

NO.	DIVISION	YES		NO	
1	Internal Audit Division	13	100.00%	0	0.00%
2	Integrity Unit	11	100.00%	0	0.00%
3	Local Government Division	33	100.00%	0	0.00%
4	Menteri Besar's Office	22	100.00%	0	0.00%
5	Human Resource Management Division	71	98.61%	1	1.39%
6	State Economic Planning Unit	39	97.50%	1	2.50%
7	Corporate Division	28	96.55%	1	3.45%
8	State Assembly & Exco Division	27	96.43%	1	3.57%
9	Management Services Division	168	93.33%	12	6.67%
10	Information Management Division	30	90.91%	3	9.09%
TOTAL		442	95.88%	19	4.12%

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

NO.	DIVISION	YES		NO	
1	Internal Audit Division	13	100.00%	0	0.00%
2	Integrity Unit	11	100.00%	0	0.00%
3	Local Government Division	33	100.00%	0	0.00%
4	Menteri Besar's Office	22	100.00%	0	0.00%
5	Information Management Division	32	96.97%	1	3.03%
6	State Economic Planning Unit	38	95.00%	2	5.00%
7	Human Resource Management Division	68	94.44%	4	5.56%
8	Management Services Division	168	93.33%	12	6.67%
9	Corporate Division	27	93.10%	2	6.90%
10	State Assembly & Exco Division	26	92.86%	2	7.14%
TOTAL		438	95.01%	23	4.99%

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

NO.	DIVISION	YES		NO	
1	Internal Audit Division	13	100.00%	0	0.00%
2	Integrity Unit	11	100.00%	0	0.00%
3	State Assembly & Exco Division	28	100.00%	0	0.00%
4	Menteri Besar's Office	22	100.00%	0	0.00%
5	Management Services Division	177	98.33%	3	1.67%
6	State Economic Planning Unit	39	97.50%	1	2.50%
7	Local Government Division	32	96.97%	1	3.03%
8	Information Management Division	32	96.97%	1	3.03%
9	Corporate Division	28	96.55%	1	3.45%
10	Human Resource Management Division	69	95.83%	3	4.17%
TOTAL		451	97.83%	10	2.17%

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	Need to carry out reshuffle of duties and a study on workload so that the workload is balanced and not to be seen as given based on a person's ability and capability; train all staff to do multi-tasking.	MSD
2.	GOVERNANCE	Reshuffle the management, especially those in our division. The current system used is outdated. It is not bad, but the system and method used are not relevant for 2022.	MSD
3.	GOVERNANCE	Conduct personal meeting sessions between Division Secretary and subordinate staff.	MSD
4.	GOVERNANCE	Do excuse me if this suggestion is unrelated. Please improve the cafeteria as the taste of the food is inconsistent. Sometimes OK, some days no taste. Forgive me for the comment. Thank you.	SEPU
5.	GOVERNANCE	Have a meet-the-staff day regularly in every division to inform of any issues on improvement to unit, self and so forth.	IMD
6.	GOVERNANCE	I hope the management of duty is conducted according to proper procedures and distributed fairly.	MSD
7.	GOVERNANCE	Conduct scheduled forum, such as monthly assembly and friendly gathering, for the support group to get information and to give their views to the top management.	IMD
8.	GOVERNANCE	Hope that management is concerned with the welfare of the staff.	MSD
9.	GOVERNANCE	Reduce the working days from 5 days to 4 days a week.	MSD
10.	GOVERNANCE	Financial unit must not delay the claims of subordinate staff. It's of no use asking us to submit early, but are kept together with late submission. We work daily, not once a month.	SA & SE
11.	GOVERNANCE	Officers and staff on duty should have regular briefings.	MSD
12.	GOVERNANCE	Technical division should have a group A technical officer.	CORPORATE
13.	INFRASTRUCTURE & LANDSCAPE	Improve the information delivery system so that it is more transparent and better, as well as increasing the equipment required by the staff.	MSD
14.	INFRASTRUCTURE & LANDSCAPE	Insufficient work space and vehicle parking lots. Should be provided according to grade of post. Thank you.	MSD
15.	INFRASTRUCTURE & LANDSCAPE	My suggestion is that our office at Kumpulan Selendang Perak needs to be expanded.	MSD
16.	INFRASTRUCTURE & LANDSCAPE	Please install an ATM kiosk at SUK Perak.	MSD

17.	INFRASTRUCTURE & LANDSCAPE	Work place is not comfortable. The air conditioner had broken down ages ago.	MSD
18.	INFRASTRUCTURE & LANDSCAPE	Request for a gym and a rest and relax space as a strategy to ensure the staff and officers remain physically and mentally healthy.	MSD
19.	INFRASTRUCTURE & LANDSCAPE	Improve office space.	CORPRATE
20.	INFRASTRUCTURE & LANDSCAPE	Request for HRMD to transfer staff who have worked in this division for more than 10 years. This is because these long-time staff have been teaching new staff wrong things, going against directives given and not respecting their boss. These long-time staff must be given the opportunity to contribute to new departments as they possess experience in the service. A new work experience will motivate them to work better.	LGD

7. SUMMARY

Overall, this survey has recorded the employee satisfaction level in the Perak State Secretariat at **95.68** 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 **83.73** percent (%) is 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.