

**PERAK STATE SECRETARIAT
EMPLOYEE SATISFACTION SURVEY
JULY – DECEMBER 2024**

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 **97%** employee satisfaction.

3. SURVEY ACHIEVEMENT

| Category Of Overall Survey Answers | Achievement Percentage |
|------------------------------------|------------------------|
| Overall Answers Ticked 'Yes' | 98.10% |
| Overall Answers Ticked 'No' | 1.90% |

The survey results show that the overall employee satisfaction level at the Perak State Secretariat is **98.10% satisfied and 1.90% not satisfied**. This data includes survey results from a total respondent of **440 civil servants** in the Perak State Secretariat.

4. SURVEY RESPONDENTS

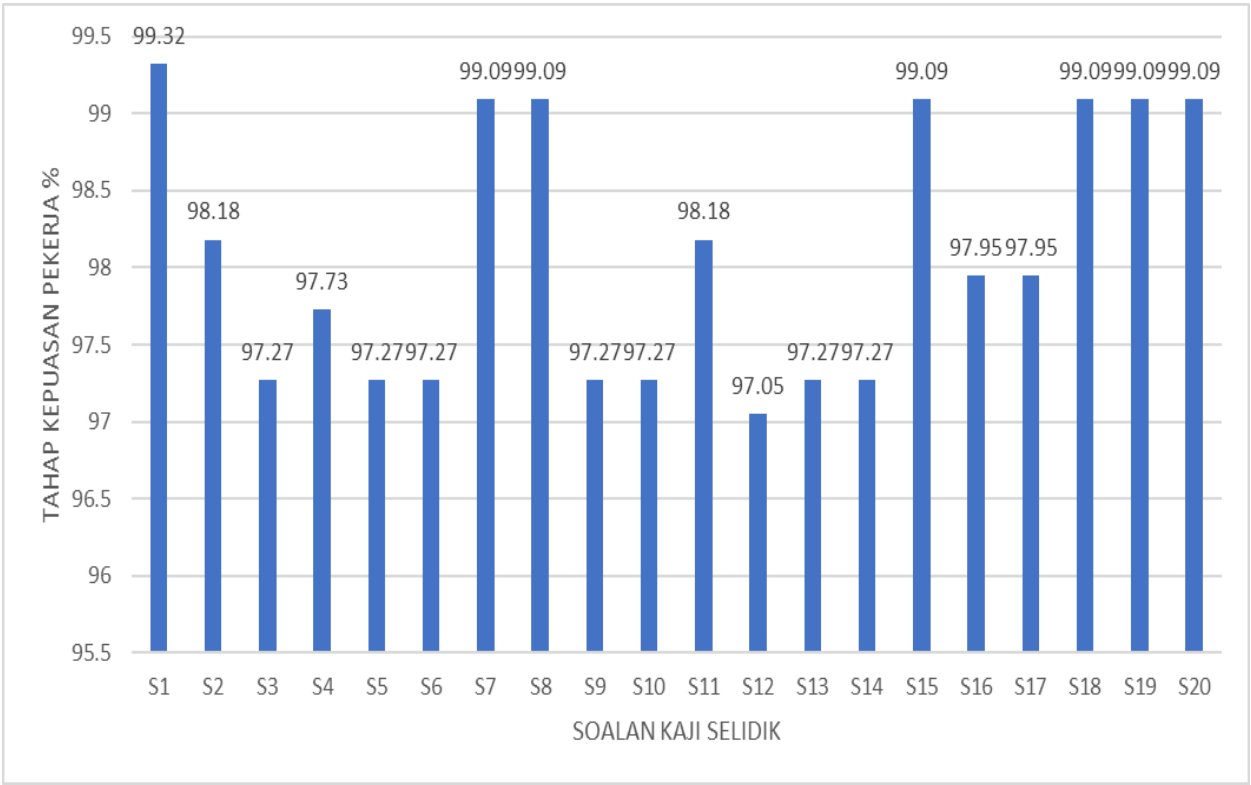
| NO. | DIVISION / DEPARTMENT | TOTAL TARGET RESPONDENTS | ACTUAL NUMBER OF RESPONDENTS | TARGET RESPONDENTS PERCENTAGE |
|-----|--------------------------------------|--------------------------|------------------------------|-------------------------------|
| 1 | State Economic Planning Unit | 46 | 46 | 100% |
| 2 | Human Resource Management Division | 70 | 70 | 100% |
| 3 | Information Management Division | 34 | 34 | 100% |
| 4 | Management Services Division | 144 | 144 | 100% |
| 5 | Corporate Division | 30 | 30 | 100% |
| 6 | Local Government Division | 32 | 32 | 100% |
| 7 | State Assembly & State Exco Division | 32 | 32 | 100% |
| 8 | Menteri Besar's Office | 27 | 27 | 100% |
| 9 | Internal Audit Division | 14 | 14 | 100% |
| 10 | Integrity Unit | 11 | 11 | 100% |
| | TOTAL | 440 | 440 | 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 | 437 | 99.32% | 3 | 0.68% |
| 2 | I receive feedback regarding my work performance. | 432 | 98.18% | 8 | 1.82% |
| 3 | Communication among staff in this Division is very satisfactory. | 428 | 97.27% | 12 | 2.73% |
| 4 | I have enough time to complete the work given as stipulated in the client charter. | 430 | 97.73% | 10 | 2.27% |
| 5 | I am satisfied with the workload given to me. | 428 | 97.27% | 12 | 2.73% |
| 6 | I get enough monitoring and supervision from management in carrying out my work. | 428 | 97.27% | 12 | 2.73% |
| 7 | I have good relationships with other divisions in the Perak State Secretariat. | 436 | 99.09% | 4 | 0.91% |
| 8 | My welfare in the workplace is safeguarded. | 436 | 99.09% | 4 | 0.91% |
| 9 | There is no conflict among colleagues / management | 428 | 97.27% | 12 | 2.73% |
| 10 | I am satisfied with the cooperation given by my colleagues and management. | 428 | 97.27% | 12 | 2.73% |
| 11 | I get the support from my other colleagues. | 432 | 98.18% | 8 | 1.82% |
| 12 | I have confidence in the superior officers of this division. | 427 | 97.05% | 13 | 2.95% |
| 13 | A comfortable and safe environment helps in improving my service performance. | 428 | 97.27% | 12 | 2.73% |
| 14 | The facility and equipment provided in the office help smoothen my work. | 428 | 97.27% | 12 | 2.73% |
| 15 | Information can be obtained easily and fast via a complete documentation system. | 436 | 99.09% | 4 | 0.91% |
| 16 | I am satisfied with the courses/training attended and they meet my work scope. | 431 | 97.95% | 9 | 2.05% |
| 17 | The directive on reducing the number of days for courses from 7 to 3 days is reasonable. | 431 | 97.95% | 9 | 2.05% |
| 18 | I feel safe performing my official duties, including duties outside the office. | 436 | 99.09% | 4 | 0.91% |
| 19 | I do not experience sexual harassment during work. | 436 | 99.09% | 4 | 0.91% |
| 20 | Flexible Working Hours gives me a lot of benefits. | 436 | 99.09% | 4 | 0.91% |

5.1.1 GRAPH SHOWING EMPLOYEE SATISFACTION ACHIEVEMENT LEVEL ACCORDING TO SURVEY QUESTIONS



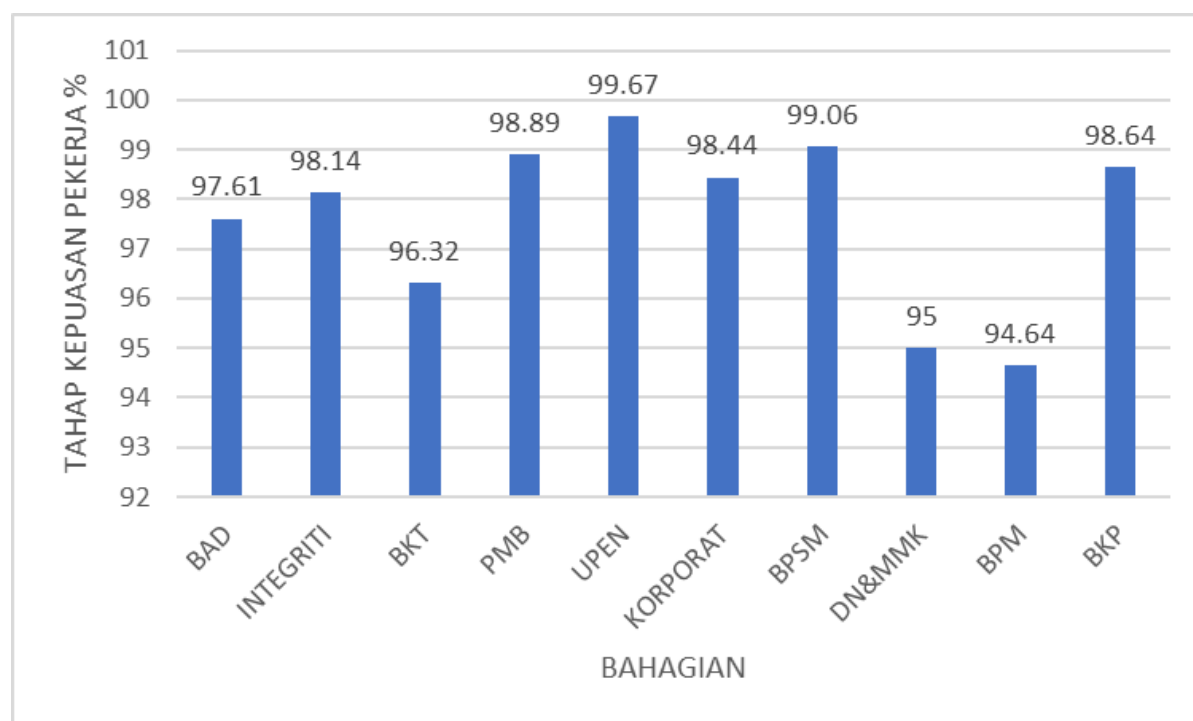
Note: Tahap Kepuasan Pekerja
Soalan Kaji Selidik

= Employee Satisfaction Level
= Survey Question Number

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) | 14 | 14 | 97.61% | 2.39% |
| 2 | Integrity Unit (INTEGRITI) | 11 | 11 | 98.14% | 1.86% |
| 3 | Local Government Division (BKT) | 32 | 32 | 96.32% | 3.68% |
| 4 | Menteri Besar's Office (PMB) | 27 | 27 | 98.89% | 1.11% |
| 5 | State Economic Planning Unit (UPEN) | 46 | 46 | 99.67% | 0.33% |
| 6 | Corporate Division (BK) | 30 | 30 | 98.44% | 1.56% |
| 7 | Human Resource Management Division (BPSM) | 70 | 70 | 99.06% | 0.94% |
| 8 | State Assembly & Exco Division (BDN&MMK) | 32 | 32 | 95.00% | 5.00% |
| 9 | Information Management Division (BPM) | 34 | 34 | 94.64% | 5.36% |
| 10 | Management Services Division (BKP) | 144 | 144 | 98.64% | 1.36% |

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



Note: Tahap Kepuasan Pekerja Bahagian

**= Employee Satisfaction Level
= Division**

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 | 46 | 100.00% | 0 | 0.00% | |
| 2 | HRMD | 70 | 100.00% | 0 | 0.00% | |
| 3 | IMD | 33 | 97.06% | 1 | 2.94% | |
| 4 | MSD | 144 | 100.00% | 0 | 0.00% | |
| 5 | CORPORATE | 30 | 100.00% | 0 | 0.00% | |
| 6 | LGD | 31 | 96.88% | 1 | 3.13% | |
| 7 | SA & SE | 32 | 100.00% | 0 | 0.00% | |
| 8 | MBO | 27 | 100.00% | 0 | 0.00% | |
| 9 | INTERNAL AUDIT | 13 | 92.86% | 1 | 7.14% | |
| 10 | INTEGRITY UNIT | 11 | 100.00% | 0 | 0.00% | |
| TOTAL | | 445 | 437 | 99.32% | 3 | 0.68% |

2. I receive feedback regarding my work performance.

| NO. | DIVISION | YES | | NO | |
|-------|----------------|-----|---------|----|-------|
| 1 | SEPU | 44 | 95.65% | 2 | 4.35% |
| 2 | HRMD | 69 | 98.57% | 1 | 1.43% |
| 3 | IMD | 33 | 97.06% | 1 | 2.94% |
| 4 | MSD | 143 | 99.31% | 1 | 0.69% |
| 5 | CORPORATE | 30 | 100.00% | 0 | 0.00% |
| 6 | LGD | 32 | 100.00% | 0 | 0.00% |
| 7 | SA & SE | 31 | 96.88% | 1 | 3.13% |
| 8 | MBO | 25 | 92.59% | 2 | 7.41% |
| 9 | INTERNAL AUDIT | 14 | 100.00% | 0 | 0.00% |
| 10 | INTEGRITY UNIT | 11 | 100.00% | 0 | 0.00% |
| TOTAL | | 432 | 98.18% | 8 | 1.82% |

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

| NO. | DIVISION | YES | | NO | |
|-------|----------------|-----|---------|----|--------|
| 1 | SEPU | 43 | 93.48% | 3 | 6.52% |
| 2 | HRMD | 69 | 98.57% | 1 | 1.43% |
| 3 | IMD | 33 | 97.06% | 1 | 2.94% |
| 4 | MSD | 143 | 99.31% | 1 | 0.69% |
| 5 | CORPORATE | 28 | 93.33% | 2 | 0.00% |
| 6 | LGD | 32 | 100.00% | 0 | 0.00% |
| 7 | SA & SE | 32 | 100.00% | 0 | 0.00% |
| 8 | MBO | 25 | 92.59% | 2 | 7.41% |
| 9 | INTERNAL AUDIT | 12 | 85.71% | 2 | 14.29% |
| 10 | INTEGRITY UNIT | 11 | 100.00% | 0 | 0.00% |
| TOTAL | | 428 | 97.27% | 12 | 2.73% |

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

| NO. | DIVISION | YES | | NO | |
|--------------|----------------|------------|---------------|-----------|--------------|
| 1 | SEPU | 46 | 100.00% | 0 | 0.00% |
| 2 | HRMD | 68 | 97.14% | 2 | 2.86% |
| 3 | IMD | 32 | 94.12% | 2 | 5.88% |
| 4 | MSD | 142 | 98.61% | 2 | 1.39% |
| 5 | CORPORATE | 30 | 100.00% | 0 | 0.00% |
| 6 | LGD | 30 | 93.75% | 2 | 6.25% |
| 7 | SA & SE | 32 | 100.00% | 0 | 0.00% |
| 8 | MBO | 25 | 92.59% | 2 | 7.41% |
| 9 | INTERNAL AUDIT | 14 | 100.00% | 0 | 0.00% |
| 10 | INTEGRITY UNIT | 11 | 100.00% | 0 | 0.00% |
| TOTAL | | 430 | 97.73% | 10 | 2.27% |

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

| NO. | DIVISION | YES | | NO | |
|--------------|----------------|------------|---------------|-----------|--------------|
| 1 | SEPU | 44 | 95.65% | 2 | 4.35% |
| 2 | HRMD | 68 | 97.14% | 2 | 2.86% |
| 3 | IMD | 33 | 97.06% | 1 | 2.94% |
| 4 | MSD | 141 | 97.92% | 3 | 2.08% |
| 5 | CORPORATE | 30 | 100.00% | 0 | 0.00% |
| 6 | LGD | 31 | 96.88% | 1 | 3.13% |
| 7 | SA & SE | 32 | 100.00% | 0 | 0.00% |
| 8 | MBO | 26 | 96.30% | 1 | 3.70% |
| 9 | INTERNAL AUDIT | 13 | 92.86% | 1 | 7.14% |
| 10 | INTEGRITY UNIT | 10 | 90.91% | 1 | 9.09% |
| TOTAL | | 428 | 97.27% | 12 | 2.73% |

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

| NO. | DIVISION | YES | | NO | |
|--------------|----------------|------------|---------------|-----------|--------------|
| 1 | SEPU | 42 | 91.30% | 4 | 8.70% |
| 2 | HRMD | 69 | 98.57% | 1 | 1.43% |
| 3 | IMD | 33 | 97.06% | 1 | 2.94% |
| 4 | MSD | 143 | 99.31% | 1 | 0.69% |
| 5 | CORPORATE | 30 | 100.00% | 0 | 0.00% |
| 6 | LGD | 32 | 100.00% | 0 | 0.00% |
| 7 | SA & SE | 32 | 100.00% | 0 | 0.00% |
| 8 | MBO | 23 | 85.19% | 4 | 14.81% |
| 9 | INTERNAL AUDIT | 13 | 92.86% | 1 | 7.14% |
| 10 | INTEGRITY UNIT | 11 | 100.00% | 0 | 0.00% |
| TOTAL | | 428 | 97.27% | 12 | 2.73% |

7. I have good relationships with other divisions in the Perak State Secretariat.

| NO. | DIVISION | YES | | NO | |
|--------------|----------------|------------|---------------|----------|--------------|
| 1 | SEPU | 46 | 100.00% | 0 | 0.00% |
| 2 | HRMD | 70 | 100.00% | 0 | 0.00% |
| 3 | IMD | 33 | 97.06% | 1 | 2.94% |
| 4 | MSD | 143 | 99.31% | 1 | 0.69% |
| 5 | CORPORATE | 30 | 100.00% | 0 | 0.00% |
| 6 | LGD | 32 | 100.00% | 0 | 0.00% |
| 7 | SA & SE | 32 | 100.00% | 0 | 0.00% |
| 8 | MBO | 26 | 96.30% | 1 | 3.70% |
| 9 | INTERNAL AUDIT | 13 | 92.86% | 1 | 7.14% |
| 10 | INTEGRITY UNIT | 11 | 100.00% | 0 | 0.00% |
| TOTAL | | 436 | 99.09% | 4 | 0.91% |

8. My welfare in the workplace is safeguarded.

| NO. | DIVISION | YES | | NO | |
|--------------|----------------|------------|---------------|----------|--------------|
| 1 | SEPU | 46 | 100.00% | 0 | 0.00% |
| 2 | HRMD | 69 | 98.57% | 1 | 1.43% |
| 3 | IMD | 33 | 97.06% | 1 | 2.94% |
| 4 | MSD | 143 | 99.31% | 1 | 0.69% |
| 5 | CORPORATE | 30 | 100.00% | 0 | 0.00% |
| 6 | LGD | 32 | 100.00% | 0 | 0.00% |
| 7 | SA & SE | 32 | 100.00% | 0 | 0.00% |
| 8 | MBO | 26 | 96.30% | 1 | 3.70% |
| 9 | INTERNAL AUDIT | 14 | 100.00% | 0 | 0.00% |
| 10 | INTEGRITY UNIT | 11 | 100.00% | 0 | 0.00% |
| TOTAL | | 436 | 99.09% | 4 | 0.91% |

9. There is no conflict among colleagues / management

| NO. | DIVISION | YES | | NO | |
|--------------|----------------|------------|---------------|-----------|--------------|
| 1 | SEPU | 44 | 95.65% | 2 | 4.35% |
| 2 | HRMD | 68 | 97.14% | 2 | 2.86% |
| 3 | IMD | 32 | 94.12% | 2 | 5.88% |
| 4 | MSD | 141 | 97.92% | 3 | 2.08% |
| 5 | CORPORATE | 30 | 100.00% | 0 | 0.00% |
| 6 | LGD | 31 | 96.88% | 1 | 3.13% |
| 7 | SA & SE | 31 | 96.88% | 1 | 3.13% |
| 8 | MBO | 27 | 100.00% | 0 | 0.00% |
| 9 | INTERNAL AUDIT | 13 | 92.86% | 1 | 7.14% |
| 10 | INTEGRITY UNIT | 11 | 100.00% | 0 | 0.00% |
| TOTAL | | 428 | 97.27% | 12 | 2.73% |

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

| NO. | DIVISION | YES | | NO | |
|--------------|----------------|------------|---------------|-----------|--------------|
| 1 | SEPU | 43 | 93.48% | 3 | 6.52% |
| 2 | HRMD | 69 | 98.57% | 1 | 1.43% |
| 3 | IMD | 33 | 97.06% | 1 | 2.94% |
| 4 | MSD | 143 | 99.31% | 1 | 0.69% |
| 5 | CORPORATE | 30 | 100.00% | 0 | 0.00% |
| 6 | LGD | 32 | 100.00% | 0 | 0.00% |
| 7 | SA & SE | 32 | 100.00% | 0 | 0.00% |
| 8 | MBO | 24 | 88.89% | 3 | 11.11% |
| 9 | INTERNAL AUDIT | 11 | 78.57% | 3 | 21.43% |
| 10 | INTEGRITY UNIT | 11 | 100.00% | 0 | 0.00% |
| TOTAL | | 428 | 97.27% | 12 | 2.73% |

11. I get the support from my other colleagues.

| NO. | DIVISION | YES | | NO | |
|--------------|----------------|------------|---------------|----------|--------------|
| 1 | SEPU | 46 | 100.00% | 0 | 0.00% |
| 2 | HRMD | 69 | 98.57% | 1 | 1.43% |
| 3 | IMD | 33 | 97.06% | 1 | 2.94% |
| 4 | MSD | 143 | 99.31% | 1 | 0.69% |
| 5 | CORPORATE | 30 | 100.00% | 0 | 0.00% |
| 6 | LGD | 31 | 96.88% | 1 | 3.13% |
| 7 | SA & SE | 31 | 96.88% | 1 | 3.13% |
| 8 | MBO | 26 | 96.30% | 1 | 3.70% |
| 9 | INTERNAL AUDIT | 12 | 85.71% | 2 | 14.29% |
| 10 | INTEGRITY UNIT | 11 | 100.00% | 0 | 0.00% |
| TOTAL | | 432 | 98.18% | 8 | 1.82% |

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

| NO. | DIVISION | YES | | NO | |
|--------------|----------------|------------|---------------|-----------|--------------|
| 1 | SEPU | 42 | 91.30% | 4 | 8.70% |
| 2 | HRMD | 69 | 98.57% | 1 | 1.43% |
| 3 | IMD | 33 | 97.06% | 1 | 2.94% |
| 4 | MSD | 143 | 99.31% | 1 | 0.69% |
| 5 | CORPORATE | 30 | 100.00% | 0 | 0.00% |
| 6 | LGD | 32 | 100.00% | 0 | 0.00% |
| 7 | SA & SE | 32 | 100.00% | 0 | 0.00% |
| 8 | MBO | 24 | 88.89% | 3 | 11.11% |
| 9 | INTERNAL AUDIT | 12 | 85.71% | 2 | 14.29% |
| 10 | INTEGRITY UNIT | 10 | 90.91% | 1 | 9.09% |
| TOTAL | | 427 | 97.05% | 13 | 2.95% |

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

| NO. | DIVISION | YES | | NO | |
|--------------|----------------|------------|---------------|-----------|--------------|
| 1 | SEPU | 46 | 100.00% | 0 | 0.00% |
| 2 | HRMD | 67 | 95.71% | 3 | 4.29% |
| 3 | IMD | 33 | 97.06% | 1 | 2.94% |
| 4 | MSD | 141 | 97.92% | 3 | 2.08% |
| 5 | CORPORATE | 30 | 100.00% | 0 | 0.00% |
| 6 | LGD | 30 | 93.75% | 2 | 6.25% |
| 7 | SA & SE | 32 | 100.00% | 0 | 0.00% |
| 8 | MBO | 26 | 96.30% | 1 | 3.70% |
| 9 | INTERNAL AUDIT | 13 | 92.86% | 1 | 7.14% |
| 10 | INTEGRITY UNIT | 10 | 90.91% | 1 | 9.09% |
| TOTAL | | 428 | 97.27% | 12 | 2.73% |

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

| NO. | DIVISION | YES | | NO | |
|--------------|----------------|------------|---------------|-----------|--------------|
| 1 | SEPU | 46 | 100.00% | 0 | 0.00% |
| 2 | HRMD | 68 | 97.14% | 2 | 2.86% |
| 3 | IMD | 31 | 91.18% | 3 | 8.82% |
| 4 | MSD | 140 | 97.22% | 4 | 2.78% |
| 5 | CORPORATE | 30 | 100.00% | 0 | 0.00% |
| 6 | LGD | 32 | 100.00% | 0 | 0.00% |
| 7 | SA & SE | 31 | 96.88% | 1 | 3.13% |
| 8 | MBO | 25 | 92.59% | 2 | 7.41% |
| 9 | INTERNAL AUDIT | 14 | 100.00% | 0 | 0.00% |
| 10 | INTEGRITY UNIT | 11 | 100.00% | 0 | 0.00% |
| TOTAL | | 428 | 97.27% | 12 | 2.73% |

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

| NO. | DIVISION | YES | | NO | |
|--------------|----------------|------------|---------------|----------|--------------|
| 1 | SEPU | 46 | 100.00% | 0 | 0.00% |
| 2 | HRMD | 69 | 98.57% | 1 | 1.43% |
| 3 | IMD | 34 | 100.00% | 0 | 0.00% |
| 4 | MSD | 142 | 98.61% | 2 | 1.39% |
| 5 | CORPORATE | 30 | 100.00% | 0 | 0.00% |
| 6 | LGD | 32 | 100.00% | 0 | 0.00% |
| 7 | SA & SE | 32 | 100.00% | 0 | 0.00% |
| 8 | MBO | 26 | 96.30% | 1 | 3.70% |
| 9 | INTERNAL AUDIT | 14 | 100.00% | 0 | 0.00% |
| 10 | INTEGRITY UNIT | 11 | 100.00% | 0 | 0.00% |
| TOTAL | | 436 | 99.09% | 4 | 0.91% |

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

| NO. | DIVISION | YES | | NO | |
|--------------|----------------|------------|---------------|----------|--------------|
| 1 | SEPU | 46 | 100.00% | 0 | 0.00% |
| 2 | HRMD | 68 | 97.14% | 2 | 2.86% |
| 3 | IMD | 32 | 94.12% | 2 | 5.88% |
| 4 | MSD | 142 | 98.61% | 2 | 1.39% |
| 5 | CORPORATE | 30 | 100.00% | 0 | 0.00% |
| 6 | LGD | 30 | 93.75% | 2 | 6.25% |
| 7 | SA & SE | 32 | 100.00% | 0 | 0.00% |
| 8 | MBO | 26 | 96.30% | 1 | 3.70% |
| 9 | INTERNAL AUDIT | 14 | 100.00% | 0 | 0.00% |
| 10 | INTEGRITY UNIT | 11 | 100.00% | 0 | 0.00% |
| TOTAL | | 431 | 97.95% | 9 | 2.05% |

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

| NO. | DIVISION | YES | | NO | |
|--------------|----------------|------------|---------------|----------|--------------|
| 1 | SEPU | 45 | 97.83% | 1 | 2.17% |
| 2 | HRMD | 68 | 97.14% | 2 | 2.86% |
| 3 | IMD | 32 | 94.12% | 2 | 5.88% |
| 4 | MSD | 142 | 98.61% | 2 | 1.39% |
| 5 | CORPORATE | 30 | 100.00% | 0 | 0.00% |
| 6 | LGD | 32 | 100.00% | 0 | 0.00% |
| 7 | SA & SE | 31 | 96.88% | 1 | 3.13% |
| 8 | MBO | 26 | 96.30% | 1 | 3.70% |
| 9 | INTERNAL AUDIT | 14 | 100.00% | 0 | 0.00% |
| 10 | INTEGRITY UNIT | 11 | 100.00% | 0 | 0.00% |
| TOTAL | | 431 | 97.95% | 9 | 2.05% |

18. I feel safe performing my official duties, including duties outside the office.

| NO. | DIVISION | YES | | NO | |
|--------------|----------------|------------|---------------|----------|--------------|
| 1 | SEPU | 45 | 97.83% | 1 | 2.17% |
| 2 | HRMD | 69 | 98.57% | 1 | 1.43% |
| 3 | IMD | 33 | 97.06% | 1 | 2.94% |
| 4 | MSD | 143 | 99.31% | 1 | 0.69% |
| 5 | CORPORATE | 30 | 100.00% | 0 | 0.00% |
| 6 | LGD | 32 | 100.00% | 0 | 0.00% |
| 7 | SA & SE | 32 | 100.00% | 0 | 0.00% |
| 8 | MBO | 27 | 100.00% | 0 | 0.00% |
| 9 | INTERNAL AUDIT | 14 | 100.00% | 0 | 0.00% |
| 10 | INTEGRITY UNIT | 11 | 100.00% | 0 | 0.00% |
| TOTAL | | 436 | 99.09% | 4 | 0.91% |

19. I do not experience sexual harassment during work.

| NO. | DIVISION | YES | | NO | |
|--------------|----------------|------------|---------------|----------|--------------|
| 1 | SEPU | 46 | 100.00% | 0 | 0.00% |
| 2 | HRMD | 69 | 98.57% | 1 | 1.43% |
| 3 | IMD | 33 | 97.06% | 1 | 2.94% |
| 4 | MSD | 143 | 99.31% | 1 | 0.69% |
| 5 | CORPORATE | 30 | 100.00% | 0 | 0.00% |
| 6 | LGD | 32 | 100.00% | 0 | 0.00% |
| 7 | SA & SE | 31 | 96.88% | 1 | 3.13% |
| 8 | MBO | 27 | 100.00% | 0 | 0.00% |
| 9 | INTERNAL AUDIT | 14 | 100.00% | 0 | 0.00% |
| 10 | INTEGRITY UNIT | 11 | 100.00% | 0 | 0.00% |
| TOTAL | | 436 | 99.09% | 4 | 0.91% |

20. Flexible Working Hours gives me a lot of benefits.

| NO. | DIVISION | YES | | NO | |
|--------------|----------------|------------|---------------|----------|--------------|
| 1 | SEPU | 46 | 100.00% | 0 | 0.00% |
| 2 | HRMD | 69 | 98.57% | 1 | 1.43% |
| 3 | IMD | 33 | 97.06% | 1 | 2.94% |
| 4 | MSD | 143 | 99.31% | 1 | 0.69% |
| 5 | CORPORATE | 30 | 100.00% | 0 | 0.00% |
| 6 | LGD | 32 | 100.00% | 0 | 0.00% |
| 7 | SA & SE | 32 | 100.00% | 0 | 0.00% |
| 8 | MBO | 26 | 96.30% | 1 | 3.70% |
| 9 | INTERNAL AUDIT | 14 | 100.00% | 0 | 0.00% |
| 10 | INTEGRITY UNIT | 11 | 100.00% | 0 | 0.00% |
| TOTAL | | 436 | 99.09% | 4 | 0.91% |

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 | Increase the number of operations assistants for physical assignments. | INTERNAL AUDIT |
| 2. | GOVERNANCE | Create parking lots for grade 29 and above, as well as parking facilities for pregnant mothers. | SA & SE |
| 3. | GOVERNANCE | Increase courses for drivers. | MSD |
| 4. | GOVERNANCE | Expand car parking lots, request for covered parking and only civil servants are allowed to park in the compound. | MSD |
| 5. | GOVERNANCE | Hope that the parking area be expanded. | MSD |
| 6. | GOVERNANCE | Provide adequate car parking for employees, monthly top-up access cards to buy food/beverages at SUK cafeteria & café, a cafeteria that sells various foods with the concept of stall rental to traders. | MSD |
| 7. | GOVERNANCE | If working on Saturdays and Sundays can be given overtime it can reduce the family's daily expenses. | MSD |
| 8. | GOVERNANCE | Proposal to increase car parking lots. Department cars no longer in use be disposed of and not left in the SUK area, so that parking can be used by other staff. Upgrade Wifi for public use. | MSD |
| 9. | GOVERNANCE | Request for management to give leave to security personnel on Saturday and Sunday, if they work, should be given overtime allowances. Request consideration of management, as other staff have 2 days off, Saturday and Sunday. | MSD |
| 10. | GOVERNANCE | Duties exceed existing manpower. | MSD |
| 11. | GOVERNANCE | Should prioritise employees' welfare. | MSD |
| 12. | GOVERNANCE | Propose that parking lots be increased to accommodate the increasing number of cars. Provide parking for unused department vehicles without taking up the existing parking space. | MSD |
| 13. | GOVERNANCE | Improvements to covered parking. | MSD |
| 14. | GOVERNANCE | Request for increase in number of courses for the Drivers Unit. | MSD |

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| 15. | GOVERNANCE | Have made complaint regarding the ispeks portal which was still unusable from the date the officer reported for duty, and this matter was complained to the finance department online and also walk-in but still have not received any response from them. Request for help from officers who are facing the same problem. | MSD |
| 16. | GOVERNANCE | Improvements to car parking lots. | MSD |
| 17. | GOVERNANCE | Please add parking space for motorcycles. | CORPORATE |
| 18. | GOVERNANCE | The Publication, Publicity and Media Relations Unit must have an officer of grade 41 and above to issue work directives and make decisions on the work affairs of this unit. | CORPORATE |
| 19. | GOVERNANCE | IMMEDIATELY establish a multi-storey car park. With the increase in vehicles entering the Perak State Secretariat premises, it is only FITTING that attention be given to this basic necessity for civil servants. | CORPORATE |
| 20. | GOVERNANCE | Request for a study to improve the welfare of scheme F which involves focusing more time on the use of computers. | IMD |
| 21. | GOVERNANCE | Encourage staff to adopt a healthy lifestyle by eating healthy and exercising. | IMD |
| 22. | GOVERNANCE | Request to improve the facilities at BPSM which are in disrepair. | HRMD |
| 23. | GOVERNANCE | Lateral transfers of officers between Divisions to increase knowledge and experience. | HRMD |
| 24. | GOVERNANCE | Need for new carpets and chairs. | HRMD |
| 25. | GOVERNANCE | <p>1) Improve basic infrastructure/facilities such as toilets, surau, parking and counters before providing additional facilities (recreational) that are rarely used.</p> <p>2) Kindly ask the BKP Security Guards not to get too close to the left and right of cars during the sticker check in the early morning, as they block the way and it is difficult to touch the card.</p> <p>3) Please close the boom gate during working hours because SUK staff go in and out at will without any monitoring.</p> | HRMD |
| 26. | GOVERNANCE | Harmony is the pillar of the smooth running of every organisation. It is hoped that there is no discrimination in treatment between civil servants and contract staff. | MBO |

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| 27. | GOVERNANCE | The management of equipment and facilities should be further improved to meet the objectives @work output. | MBO |
| 28. | GOVERNANCE | 1) Update the rates of overtime allowance claims. 2) Change the lawn mowers to rabbit mowers to shorten the time of mowing grass for large scale areas like fields. 3) Expedite the process of increasing the number of civil servants for the implementer service scheme. | MBO |
| 29. | GOVERNANCE | Increase the rate of overtime allowance. | MBO |
| 30. | GOVERNANCE | Please upgrade the women's prayer room on Level G near the banquet hall. There is no air conditioning in this prayer room. Should also provide a long mirror to facilitate wearing of tudung. | MBO |
| 31. | GOVERNANCE | Management must ensure that work directives are issued at least 3 days in advance, and circulate the tasks with clear instructions. | UPEN |
| 32. | GOVERNANCE | Provide mental and physical health check-ups for employees every 2 weeks. | UPEN |
| 33. | GOVERNANCE | EO Admin & CC Admin should have administrative knowledge. EO Admin & CC Admin are very unhelpful; no one seems to know anything. There is no initiative to call PSM or SPA to get information. In the end, the staff has to handle everything themselves. | UPEN |

7. DATA ANALYSIS

Based on the results of the study, it was found that the employee satisfaction level at the Perak State Secretariat reached **98.10%**. However, there was a dissatisfaction level of **1.90%**.

The findings of the employee satisfaction level graph analysis according to the questions showed that Question 1 has the highest percentage of employees who answered 'YES' compared to other questions. However, there were questions that recorded a high number of 'NO', e.g. question 12. The employees in the Perak State Secretariat building mostly have no confidence in the superior officers of their respective divisions.

The achievement graph of employee satisfaction levels by department showed 2 divisions attained **99.00%** employee satisfaction levels where the employees in these departments were satisfied with all the questions given. However, the State Assembly and Exco division and the Information Management Division recorded the lowest satisfaction level, answering 'NO' for most questions.

8. SUMMARY

Overall, this survey has recorded the employee satisfaction level in the Perak State Secretariat at **98.10 percent (%)**. The employee satisfaction level based on the divisions / departments is in the range of 100 percent (%) to 97.00 percent (%). From the data obtained based on the survey questions, the low satisfaction level at **97.05 percent (%)** is related to the question on there is no confidence in the superior officer. Consequently, it has been suggested that the dissemination of this matter be carried out to all Perak State Secretariat staff to ensure that the employee satisfaction level will continue to rise; thus ensuring the administration's service delivery system is at the excellent level.