

**PERAK STATE SECRETARIAT
EMPLOYEE SATISFACTION SURVEY
JANUARY – JUNE 2025**

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'	95.73%
Overall Answers Ticked 'No'	4.27%

The survey results show that the overall employee satisfaction level at the Perak State Secretariat is **95.73% satisfied and 4.27% not satisfied**. This data includes survey results from a total respondent of **553 civil servants** in the Perak State Secretariat.

4. SURVEY RESPONDENTS

NO.	DIVISION / DEPARTMENT	TOTAL TARGET RESPONDENTS	ACTUAL NUMBER OF RESPONDENTS	TARGET RESPONDENTS PERCENTAGE	SATISFIED %	NOT SATISFIED %
1	State Economic Planning Unit	48	37	77.08%	97.35%	2.65%
2	Human Resource Management Division	74	55	74.32%	95.18%	4.82%
3	Information Management Division	33	26	78.79%	93.85%	6.15%

4	Management Services Division	240	166	69.17%	94.67%	5.33%
5	Corporate Division	31	24	77.42%	99.37%	0.63%
6	Local Government Division	38	18	47.37%	99.44%	0.56%
7	State Assembly & State Exco Division	38	38	100%	98.82%	1.18%
8	Menteri Besar's Office	25	21	84.00%	94.76%	5.24%
9	Internal Audit Division	14	13	92.86%	93.08%	6.92%
10	Integrity Unit	12	12	100%	96.25%	3.75%
	TOTAL	553	410	74.14%	96.37%	3.63%

5. SURVEY ANALYSIS

5.1 FEEDBACK ACHIEVEMENT BASED ON SURVEY QUESTIONS

NO.	QUESTIONS	YES	PERCENTAGE (%)	NO	PERCENTAGE (%)
1	I receive clear instructions from my supervisor.	394	96.10%	16	3.90%
2	I receive feedback regarding my work performance from my supervisor.	382	93.20%	28	6.80%
3	I receive supervision and guidance from my supervisor.	387	94.40%	23	5.60%
4	I have good relationships with my colleagues in this Perak State Secretariat division/office.	401	97.80%	9	2.20%
5	I get good cooperation from staff of other divisions in the Perak State Secretariat.	403	98.30%	7	1.70%
6	Communication among staff in the Division I work in is very satisfactory.	391	95.40%	19	4.60%
7	My welfare and safety in the workplace are safeguarded.	395	96.30%	15	3.70%
8	I am satisfied with the leadership dan approach of my supervisor/head in the division I work in.	380	92.70%	30	7.30%
9	I have enough time to complete the work given as stipulated in the client charter.	389	94.90%	21	5.10%

10	I am satisfied with the workload given to me.	381	92.90%	29	7.10%
11	I feel that my responsibilities and duties contribute to the department's achievements.	404	98.50%	6	1.50%
12	I am given the opportunity to face new challenges and develop my skills.	398	97.10%	12	2.90%
13	I am given the opportunity to attend courses /seminars to improve my skills.	398	97.10%	12	2.90%
14	I have the space to share my opinions and suggestions in helping the department achieve its set work targets.	391	95.40%	19	4.60%
15	My work environment is in a conducive, comfortable and safe condition.	379	92.40%	31	7.60%
16	The infrastructure and logistics facilities provided help smoothen my work.	400	97.60%	10	2.40%
17	I am provided with the equipment and resources needed to perform my duties more effectively.	391	95.40%	19	4.60%
18	The spirit of cooperation and tolerance is always practiced in the department I work in.	397	96.80%	13	3.20%
19	A harmonious work environment exists in the department I work in.	389	94.90%	21	5.10%
20	I feel safe while carrying out my duties, including official duties outside the office.	399	97.30%	11	2.70%

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 facilities and upgrade services.	Internal Audit
2.	GOVERNANCE	Additional programmes that can foster the spirit of cooperation and family in delivering public services.	Internal Audit
3.	GOVERNANCE	Problem of mould in the office is still unresolved.	Internal Audit
4.	GOVERNANCE	If possible, provide an ATM machine at the SUK for staff use.	State Assembly & Exco
5.	GOVERNANCE	Upgrade basic facilities in the office, such as toilets and Division counters.	State Assembly & Exco
6.	GOVERNANCE	Career opportunities for 3–5 years contract to permanent.	State Assembly & Exco
7.	GOVERNANCE	More inter-division programmes.	State Assembly & Exco
8.	GOVERNANCE	Enhance cooperation between government departments to ensure more efficient and effective service delivery.	State Assembly & Exco
9.	GOVERNANCE	I hope that harmonious relations among civil servants do not involve any personal conflicts that contradict guidelines for civil servants. Thank you.	Local Government
10.	GOVERNANCE	Balanced distribution of workload and office driver facilities to facilitate the high demands of official duty movements for officers/staff.	Local Government
11.	GOVERNANCE	Always listen to staff opinions.	Local Government
12.	GOVERNANCE	Provide a more conducive office environment. For example, a more comfortable and safe office layout, as the current office situation is too crowded with equipment, partitions, chairs/staff tables.	Local Government

13.	GOVERNANCE	Increase social and self-development training as well as visits to other state administration offices for security and management staff.	MSD
14.	GOVERNANCE	Staff vehicle parking is insufficient.	MSD
15.	GOVERNANCE	Facilities for exercise and jogging.	MSD
16.	GOVERNANCE	It is mandatory to refine the JD of general service assistants as some are redundant, causing them to take advantage by playing games or disappear from the workplace and so on. The division should review whether these PKA BKP are still necessary or reassign them to places where they are needed. This will ensure that manpower and costs incurred by the state government can be used optimally and effectively.	MSD
17.	GOVERNANCE	Improve after working hours recreational facilities.	MSD
18.	GOVERNANCE	Offer training and skill development opportunities to staff.	MSD
19.	GOVERNANCE	Discuss from time to time for any improvements and consensus.	MSD
20.	GOVERNANCE	Respect each other, don't be too self-centred.	MSD
21.	GOVERNANCE	Enhance the task skills of Operations Assistants (N1).	MSD
22.	GOVERNANCE	Provide quarters again for staff.	MSD
23.	GOVERNANCE	Always monitor staff movements so that core duties are carried out correctly and not to make unjustified claims.	MSD
24.	GOVERNANCE	Insufficient car parking facilities.	MSD
25.	GOVERNANCE	Request for a bank ATM kiosk to be provided. This service is very useful.	Corporate
26.	GOVERNANCE	Staff parking facilities are still inadequate. It has been an ongoing for a long time. Staff welfare should be safeguarded.	Corporate
27.	GOVERNANCE	Mental health of staff has never been addressed.	IMD
28.	GOVERNANCE	A more conducive workspace and pay more attention to staff welfare.	IMD
29.	GOVERNANCE	Heads of Department should have good tolerance and cooperation with subordinates regardless of rank. Reprimanding should be	IMD

		prudent, without exposing staff shortcomings to outsiders.	
30.	GOVERNANCE	Too many sudden ad-hoc tasks. Management provides inspirations, but subordinates are surprised.	IMD
31.	GOVERNANCE	Upgrade e-card to biometric.	IMD
32.	GOVERNANCE	Establish a schedule for using the library or recreation room by divisions (1-2 hours per week) to allow staff to read materials beyond their work scope or use the game facilities in the recreation room.	IMD
33.	GOVERNANCE	Renovation is needed in the workplace.	IMD
34.	GOVERNANCE	Fix the low water pressure in HRMD toilets.	HRMD
35.	GOVERNANCE	Provide better PCs/computers.	HRMD
36.	GOVERNANCE	Hold monthly assemblies and increase activities between implementing group and SUK management.	HRMD
37.	GOVERNANCE	Improve the surau in the division and the toilets on Level 3, which are old.	HRMD
38.	GOVERNANCE	Upgrade HRMD so that we can work more comfortably.	HRMD
39.	GOVERNANCE	Senior Management should go down to the ground to all divisions to see the conditions and facilities, without spot checks.	HRMD
40.	GOVERNANCE	Kindly upgrade HRMD. It has flooded twice. High risk of flooding again.	HRMD
41.	GOVERNANCE	Upgrade office facilities in line with technology and provide adequate training for staff.	MBO
42.	GOVERNANCE	Air conditioning at the MB Office counter is too cold, very bad for health.	MBO
43.	GOVERNANCE	Comprehensive AI Implement at SUK, better training and human capital development.	MBO
44.	GOVERNANCE	Heads of Departments/Units should allow staff the opportunity to attend courses.	MBO
45.	GOVERNANCE	Air pollution caused by cigarette smoke inside the building is circulated via the centralised air-conditioning system, worsening staff health. It is hoped that SUK can enforce the smoking ban in	Integrity Unit

		government buildings as stipulated in existing regulations/laws.	
46.	GOVERNANCE	Continuous enforcement and monitoring should be carried out to improve services and facilities.	SEPU
47.	GOVERNANCE	Train department staff more effectively via technical training related to work, such as Canva, AI tools and basic technology software requirements.	SEPU
48.	GOVERNANCE	In terms of human resources, staff should be distributed according to departmental workload (use benchmarking from other states if necessary). Create an information gallery about SUK, State and PS2030. Improve signage inside the Perak State Secretariat Building, as it is difficult for the public to find their way.	SEPU
49.	GOVERNANCE	Expedite the process of claiming overtime allowance and leave/contract rewards for support and contract staff.	SEPU
50	GOVERNANCE	Repair surau facilities.	SEPU

7. DATA ANALYSIS

Based on the results of the survey, it was found that the employee satisfaction level at the Perak State Secretariat achieved **95.73%**. However, there was a dissatisfaction level of **4.27%**.

Data on employee satisfaction by question shows that Question 11 has the highest percentage of employees who answered 'YES' compared to other questions. However, there are questions that recorded a high number of 'NO', e.g. question 15. Employees in the Perak State Secretariat building mostly disagreed that the workplace environment is in a conducive, comfortable and safe condition.

Data on employee satisfaction levels by department shows that no department achieved 100% employee satisfaction level. However, the Internal Audit Division and the Information Management Division recorded the lowest satisfaction levels, answering 'NO' to most questions.

8. SUMMARY

Overall, this survey has recorded the employee satisfaction level in the Perak State Secretariat at **95.73 percent (%)**. From the data obtained based on the survey questions, the low satisfaction level at **92.40 percent (%)** is related to the question regarding the workplace environment is in a conducive, comfortable and safe condition. In this regard, it is recommended that the information on this matter be disseminated to all staff of the Perak State Secretariat to ensure that the employee satisfaction level will continue to rise, and thus ensuring this Administration's service delivery system is at an excellent level.