

## CUSTOMER SATISFACTION SURVEY REPORT APRIL – JUNE 2020

### 1. Quality Objective

Assess service competency and effectiveness through customer satisfaction survey for the implementation of improvement actions.

### 2. Performance Indicator

Achievement of **85%** customer satisfaction

### 3. Implementation Record

- Questionnaire Form

### 4. Achievement Data

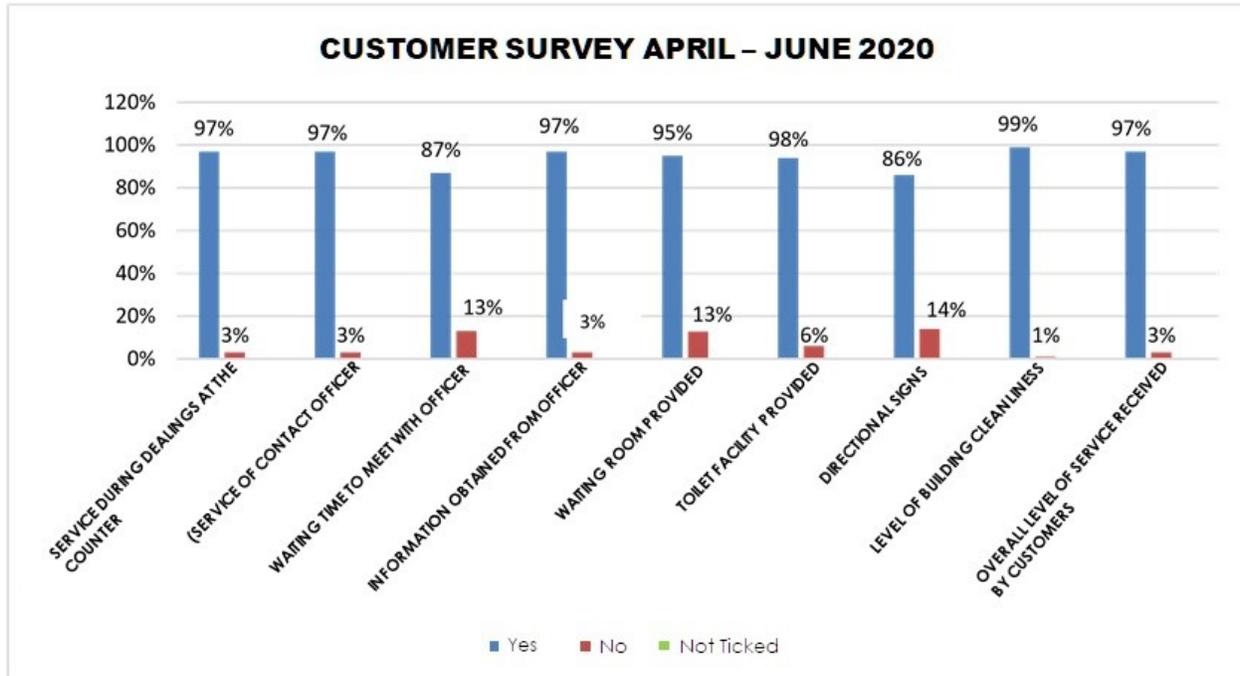
A total of **133** customers have filled out the customer satisfaction survey forms, i.e. **132** employed respondents and **1** student respondent.

	Yes	No	Not Ticked
Service during dealings at the counter	129 (97%)	4 (3%)	-
Service of contact officer	129 (97%)	4 (3%)	-
Waiting time to meet with officer	116 (87.2%)	17 (12.8%)	-
Information obtained from officer	129 (97%)	4 (3%)	-
Waiting room provided	127 (95.5%)	6 (6.40%)	-
Toilet facility provided	125 (94%)	8 (6%)	-
Directional Signs	114 (85.7%)	19 (14.3%)	-
Level of building cleanliness	132 (99.2%)	1 (0.8%)	-
Overall level of service received by customers	129 (97%)	4 (3%)	-

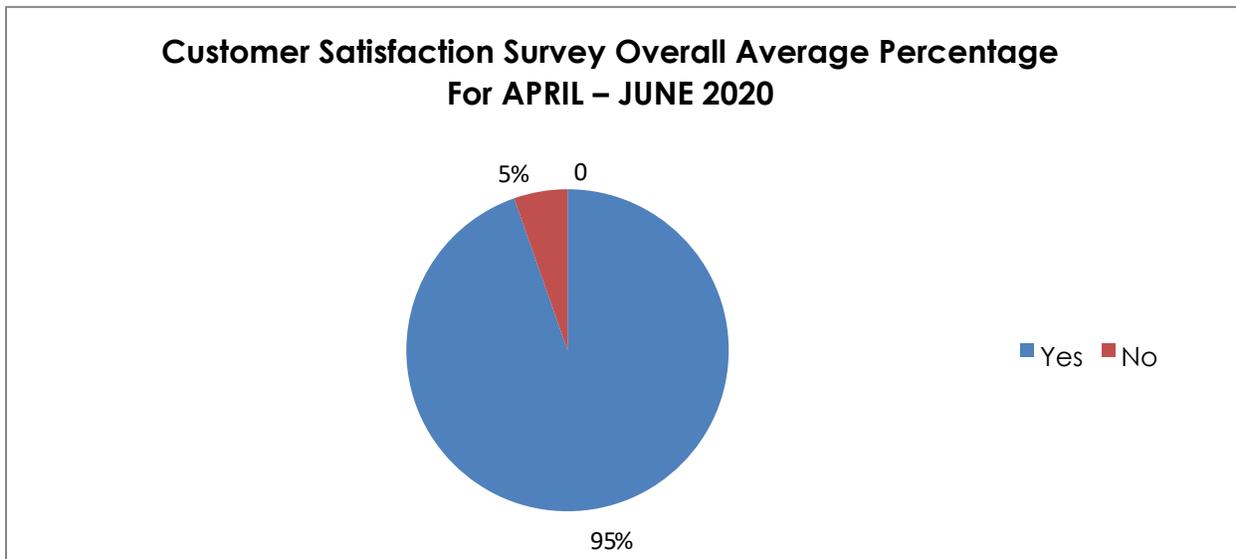
## Overall Average Of Achievement Data

Topic	Percentage (%)
Yes	94.4%
No	5.6%
Not Ticked	-

## 5. Statistical Technique



## 6. Conclusion Of Achievement



Overall, the Perak State Secretariat achieved 95% for the satisfied criteria and 5% not satisfied.

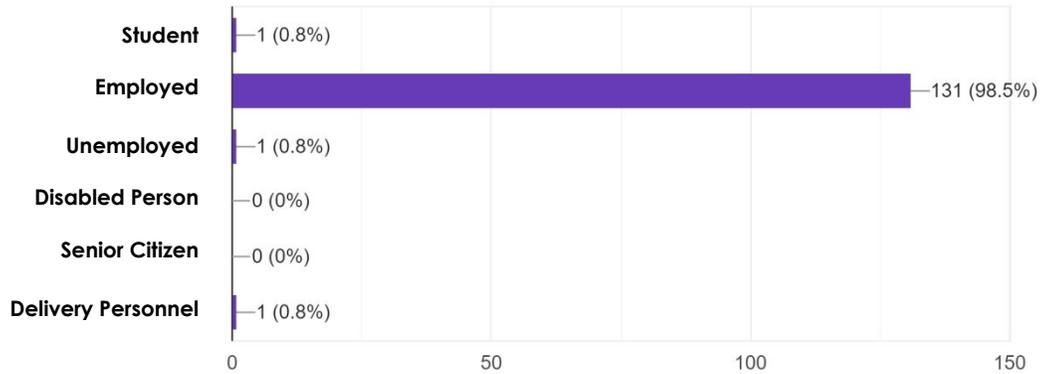
## 7. Recommendations For Improvement And Comments

1. Build covered walkways from the parking areas to the office building for the convenience of customers on official business when it rains.
2. Must be more customer-friendly, don't be arrogant
3. Air conditioner temperature to be colder
4. Increase number of directional signs and repair lifts not in working order
5. Car parks for customers dealing with SUK Perak are limited and sometimes they are forced to double-park, this hasn't taken into account large vehicles
6. Entry pass should be issued only to restricted service counters
7. Continue to be better
8. Insufficient car parks
9. Upgrade toilets so that they are more comfortable including for OKU

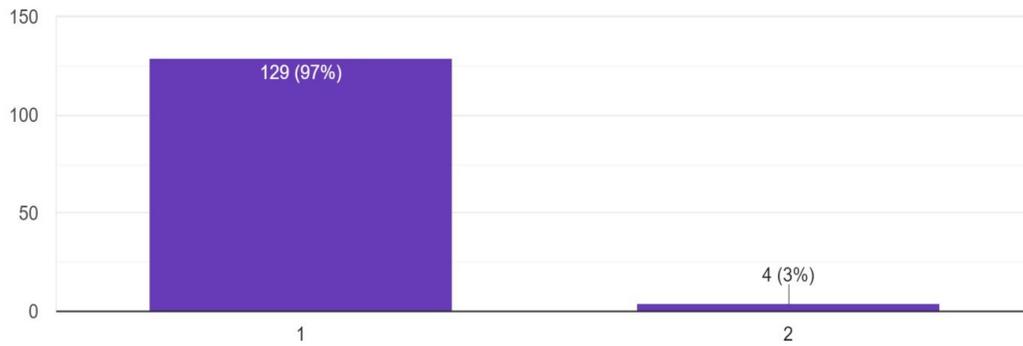
10. Increase number of public parking lots
11. Access card facilities for civil servants under the SUK Perak Administration (especially for officers grade 41 and above)
12. Duty officers at the guard house should come in earlier, at least half an hour before office opens because sometimes the duty officer arrives only 10 minutes before office hours
13. Clean the toilets
14. Many senior officers are hot-tempered
15. Increase Online business programmes among Perakians. By providing application platforms that can differentiate between ordering of goods from outside district/Perak and from within district/Perak, e.g. comparison of hotels such as TRIVAGO. This is because the advantage of quick delivery is an advantage in online business. Currently, owners of applications from outside Perak have successfully dominated the food ordering market such as Grab Food or Food Panda which are based outside of Perak, even though both the seller and buyer may be staying in the same district.
16. Develop land for the people
17. Increase the number of parking lots for staff
18. Provide more parking facilities for the public as they have to compete with the staff and owners of nearby shops
19. Repair the signboards. Confusing visitors who come on official business
20. I need a handphone application that can assist me while visiting the Building; as a stranger I need to know:
  - the nearest visitors' carpark inside or outside of the area
  - necessity to get a visitor's pass and conditions attached such as closing time for giving of visitors' pass. Main path nearest to the direction intended—path to the canteen and surau (if I am required to wait for a certain officer)
  - Special service for route/assistance to OKU and senior citizens (if any)
  - Contactless registration via QR Code, to anywhere just check/validation point from which I need service
  - Portal for appointment with the related counters with confirmation from the officer in charge
  - Many more things which can help in digitalising Perak to the fullest

## 8. Attachments (Data Collection)

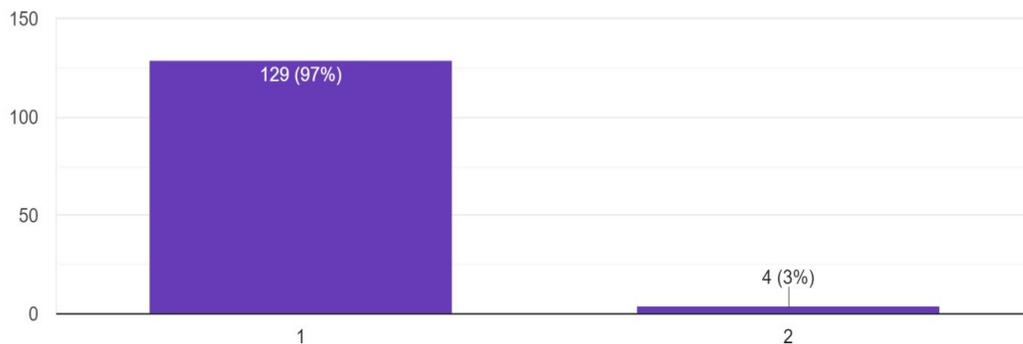
Tick the relevant box  
133 responses



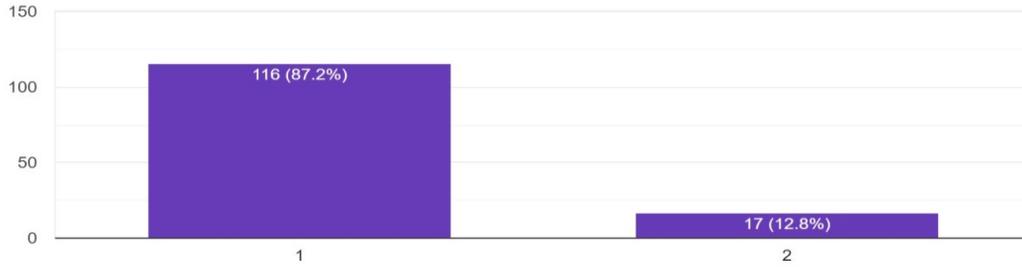
Are you satisfied with the service during your dealings at the counter?  
133 responses



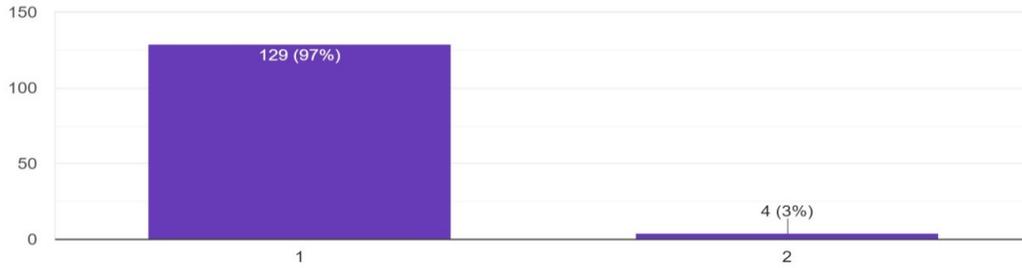
Are you satisfied with the service of the officer you met with?  
133 responses



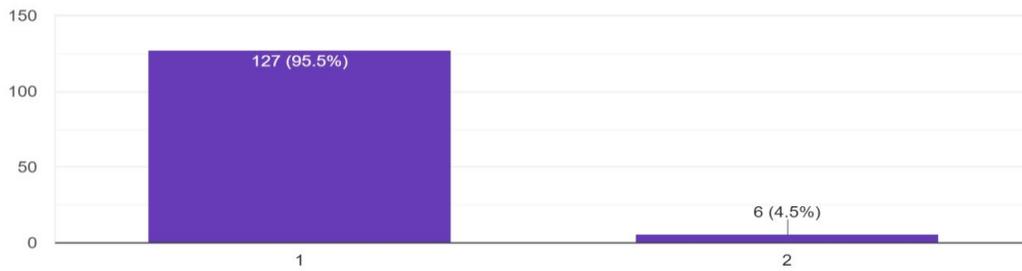
**Is the waiting time to meet with the officer short and fast?**  
133 responses



**Does the information obtained from the officer fulfill your request?**  
133 responses

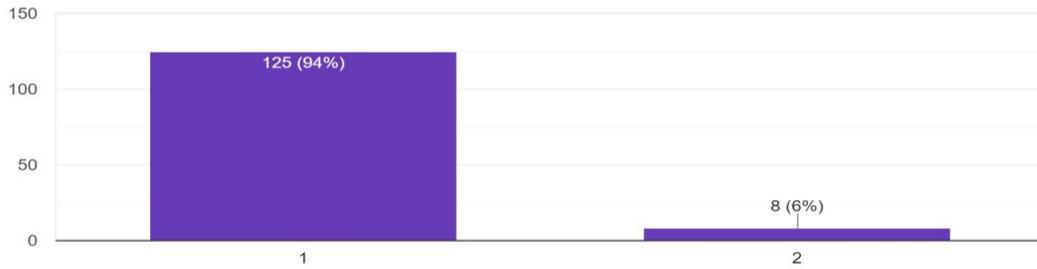


**Is the waiting room provided comfortable and to your satisfaction?**  
133 responses



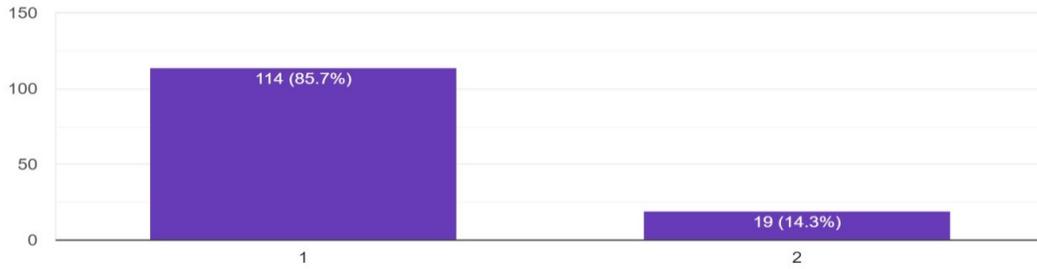
**Are you satisfied with the toilet facility provided?**

133 responses



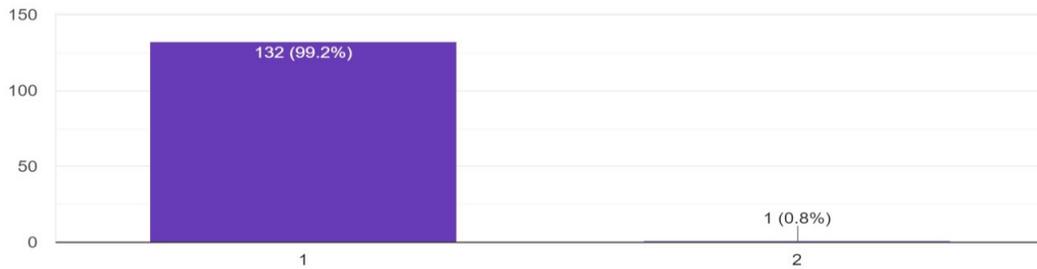
**Are the directional signs in this building helpful to you?**

133 responses



**The surroundings inside and outside the Building are clean.**

133 responses



**The overall level of service received by customers was very satisfactory.**  
**133 responses**

