

**CUSTOMER SATISFACTION SURVEY REPORT
JANUARY – MARCH 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 **7** customers have filled out the customer satisfaction survey forms, i.e. **6** employed respondents, **0** unemployed respondents, **0** student respondents and **1** senior citizen respondent. While **0** disabled persons and **0** did not tick the employment box.

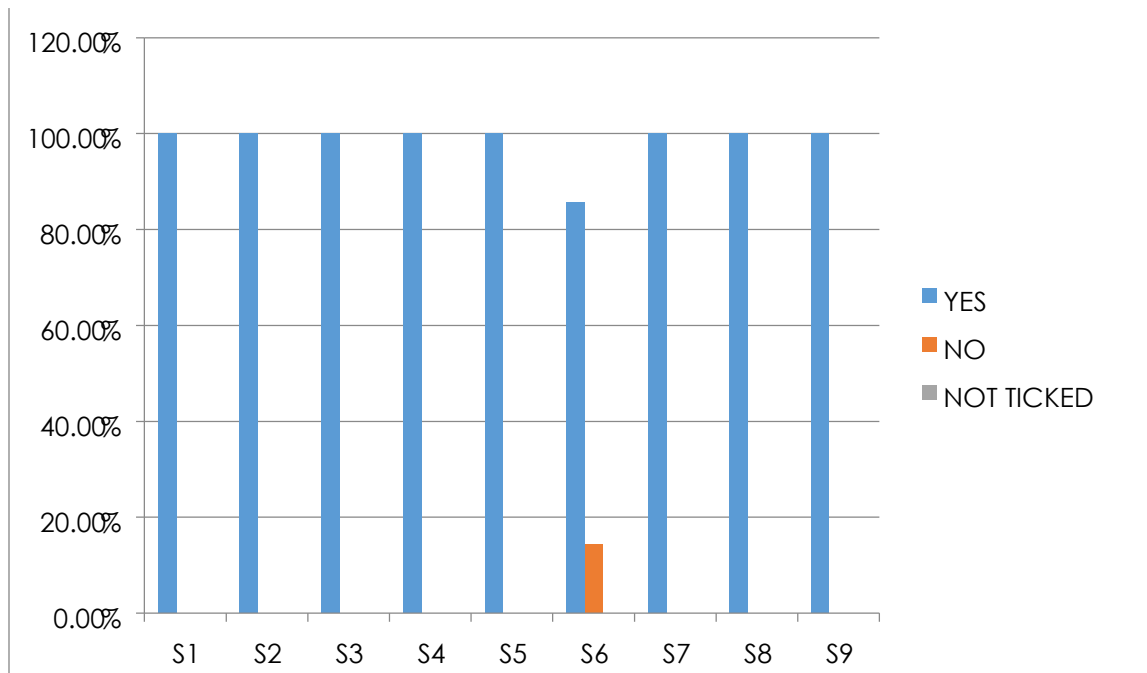
Question Code	Survey Questions	Yes	No	Not Ticked
Q1	Service during dealings at the counter	7 100.00%	0 0.00%	0 0.00%
Q2	Service of contact officer	7 100.00%	0 0.00%	0 0.00%
Q3	Waiting time to meet with officer	7 100.00%	0 0.00%	0 0.00%
Q4	Information obtained from officer	7 100.00%	0 0.00%	0 0.00%
Q5	Waiting room provided	7 100.00%	0 0.00%	0 0.00%
Q6	Toilet facility provided	6 85.71%	1 14.29%	0 0.00%
Q7	Directional Signs	7 100.00%	0 0.00%	0 0.00%
Q8	Level of building cleanliness	7 100.00%	0 0.00%	0 0.00%
Q9	Overall level of service received by customers	7 100.00%	0 0.00%	0 0.00%

Overall Average Of Achievement Data

Categories Of Overall Survey Answers	Percentage
Overall Answers Ticked 'Yes'	98.41%
Overall Answers Ticked 'No'	1.59%
Overall Answers Not Ticked	0.00%

5. Statistical Framework

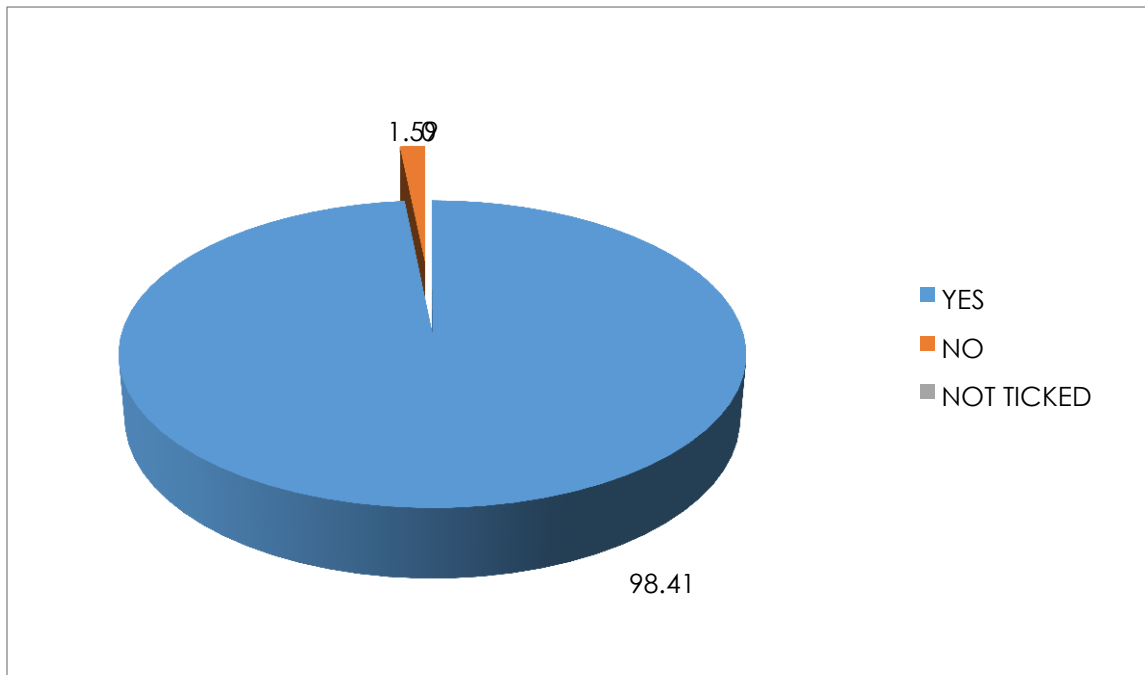
Percentage According To Survey Questions



Based on the survey question graph, questions 1,2,3,4,5,7 and 8 showed the highest 'Yes' answer, i.e. 100.00%. While the lowest was question number six (6), i.e. 85.71%.

6. Conclusion Of Achievement

Customer Satisfaction Survey Overall Average For January Until March 2020



Overall, the Perak State Secretariat has obtained 98.41% for the satisfactory criteria, 1.59% not satisfactory and 0.00% not ticked. The percentage was influenced by customer satisfaction in question 6, related to satisfaction towards toilet facilities in the State Secretariat Building.

7. Recommendations For Improvement

NIL