

**CUSTOMER SATISFACTION SURVEY REPORT
JULY – SEPTEMBER 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. Survey Achievement

Category Of Overall Survey Answers	Percentage
Overall Answers Ticked 'Yes'	98.59%
Overall Answers Ticked 'No'	1.41%
Overall Answers Not Ticked	0.00%

5. Survey Data

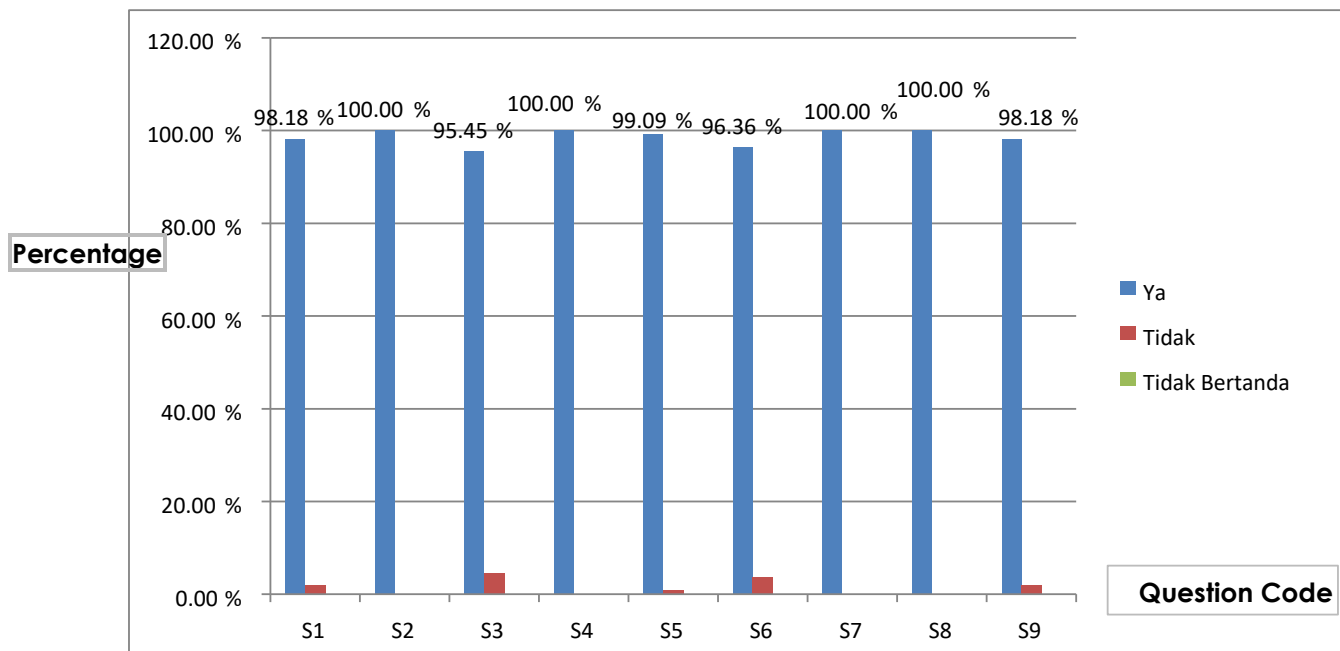
A total of **110** customers have filled out the customer satisfaction survey forms, i.e. **83** employed respondents, **5** unemployed respondents and **9** student respondents and **13** senior citizen respondents. While there were **0** disabled persons and **0** did not tick employment box.

No.	Division	Total
1.	State Economic Planning Unit	8
2.	Human Resource Management Division	20
3.	Information Management Division	6
4.	Management Services Division	7
5.	Corporate Division	6
6.	Local Government Division	4
7.	State Assembly & State Exco Division	13
8.	Menteri Besar's Office	7
9.	Internal Audit Division	1
10.	State Treasury	4
11.	Perak Housing And Property Board	5
12.	Exco's Office	9
13.	State Financial Office	5
14.	Selendang Perak Troupe	3
15.	Legal Advisor's Office	6
16.	State Secretary's Office	3
17.	Deputy State Secretary's Office	3
	Total	110

No.	Survey Questions	Yes	No	Not Ticked
1.	Are you satisfied with the service received at the counter?	108 (98.18%)	2 (1.82%)	0 (0%)
2.	Are you satisfied with the service of the officer you met with?	110 (100%)	0 (0%)	0 (0%)
3.	Is the waiting time to meet with an officer short and fast?	105 (95.45%)	5 (4.55%)	0 (0%)
4.	Does the information obtained from the officer fulfill your request?	110 (100%)	0 (0%)	0 (0%)
5.	Is the waiting room provided comfortable and to your satisfaction?	109 (99.09%)	1 (0.91%)	0 (0%)
6.	Are you satisfied with the toilet facility provided?	106 (96.36%)	4 (3.64%)	0 (0%)
7.	Are the signages in this building helpful to you?	110 (100%)	0 (0%)	0 (0%)
8.	Are the surroundings inside and outside the building clean?	110 (100%)	0 (0%)	0 (0%)
9.	Is the overall level of service provided very satisfactory?	108 (98.18%)	2 (1.82%)	0 (0%)

6. Statistical Framework

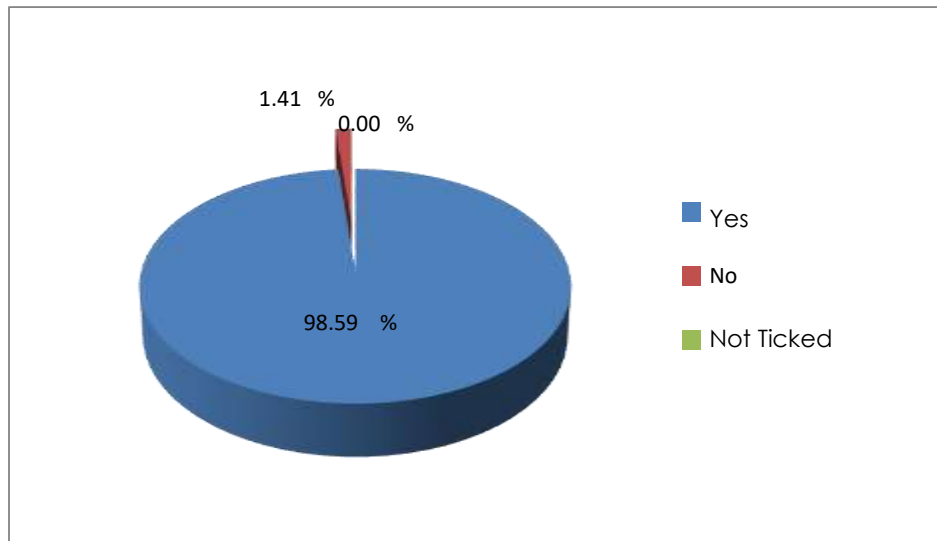
Percentage According To Survey Questions



Based on the survey question graph, questions 2, 4, 7 and 8 show the highest 'Yes' answer, i.e. 100%. While the lowest was question number three (3), i.e. 95.45%. The mean percentage for the other questions is 98.59%.

7. Conclusion Of Achievement

Overall Customer Satisfaction Survey July – September 2020



Overall, the Perak State Secretariat has obtained 98.59% for the satisfactory criteria, 1.41% not satisfactory. The percentage was influenced by customer satisfaction in question 3, related to satisfaction towards the waiting time to meet with an officer in the State Secretariat Building.

7. Comments And Recommendations

No.	Comments And Recommendations	Division Visited	Action By
1.	Increase number of parking lots	SEPU	MSD
2.	Staff must be more customer-friendly	SASE	SASE
3.	Parking lots for retirees	HRM	MSD
4.	Repair lift	HRM	MSD
5.	Lift not working	HRM	MSD

FEEDBACK DETAILS ACCORDING TO QUESTIONS

1) Are you satisfied with the service received at the counter?

No.	Division	Yes	No
1.	State Economic Planning Unit	8	0
2.	Human Resource Management Division	20	0
3.	Information Management Division	6	0
4.	Management Services Division	6	1
5.	Corporate Division	6	0
6.	Local Government Division	4	0
7.	State Assembly & Exco Division	13	0
8.	MB's Office	7	0
9.	Internal Audit Division	1	0
10.	State Treasury	4	0
11.	Housing And Property Board	5	0
12.	Exco's Office	9	0
13.	State Finance Office	5	0
14.	Selendang Perak Troupe	3	0
15.	Legal Advisor's Office	5	1
16.	State Secretary's Office	3	0
17.	Deputy State Secretary's Office	3	0
	Total	108	2

2) Are you satisfied with the service of the officer you met with?

No.	Division	Yes	No
1.	State Economic Planning Unit	8	0
2.	Human Resource Management Division	20	0
3.	Information Management Division	6	0
4.	Management Services Division	7	0
5.	Corporate Division	6	0
6.	Local Government Division	4	0
7.	State Assembly & Exco Division	13	0
8.	MB's Office	7	0
9.	Internal Audit Division	1	0
10.	State Treasury	4	0
11.	Housing And Property Board	5	0
12.	Exco's Office	9	0
13.	State Finance Office	5	0
14.	Selendang Perak Troupe	3	0
15.	Legal Advisor's Office	6	0
16.	State Secretary's Office	3	0
17.	Deputy State Secretary's Office	3	0
	Total	110	0

3) Is the waiting time to meet with an officer short and fast?

No.	Division	Yes	No
1.	State Economic Planning Unit	7	1
2.	Human Resource Management Division	20	0
3.	Information Management Division	6	0
4.	Management Services Division	6	1
5.	Corporate Division	6	0
6.	Local Government Division	4	0
7.	State Assembly & Exco Division	13	0
8.	MB's Office	7	0
9.	Internal Audit Division	1	0
10.	State Treasury	4	0
11.	Housing And Property Board	5	0
12.	Exco's Office	9	0
13.	State Finance Office	5	0
14.	Selendang Perak Troupe	3	0
15.	Legal Advisor's Office	4	2
16.	State Secretary's Office	3	0
17.	Deputy State Secretary's Office	2	1
	Total	105	5

4) Does the information obtained from the officer fulfill your request?

No.	Division	Yes	No
1.	State Economic Planning Unit	8	0
2.	Human Resource Management Division	20	0
3.	Information Management Division	6	0
4.	Management Services Division	7	0
5.	Corporate Division	6	0
6.	Local Government Division	4	0
7.	State Assembly & Exco Division	13	0
8.	MB's Office	7	0
9.	Internal Audit Division	1	0
10.	State Treasury	4	0
11.	Housing And Property Board	5	0
12.	Exco's Office	9	0
13.	State Finance Office	5	0
14.	Selendang Perak Troupe	3	0
15.	Legal Advisor's Office	6	0
16.	State Secretary's Office	3	0
17.	Deputy State Secretary's Office	3	0
	Total	110	0

5) Is the waiting room provided comfortable and to your satisfaction?

No.	Division	Yes	No
1.	State Economic Planning Unit	8	0
2.	Human Resource Management Division	20	0
3.	Information Management Division	6	0
4.	Management Services Division	7	0
5.	Corporate Division	6	0
6.	Local Government Division	4	0
7.	State Assembly & Exco Division	13	0
8.	MB's Office	7	0
9.	Internal Audit Division	1	0
10.	State Treasury	4	0
11.	Housing And Property Board	5	0
12.	Exco's Office	9	0
13.	State Finance Office	5	0
14.	Selendang Perak Troupe	3	0
15.	Legal Advisor's Office	5	1
16.	State Secretary's Office	3	0
17.	Deputy State Secretary's Office	3	0
	Total	110	1

6) Are you satisfied with the toilet facility provided?

No.	Division	Yes	No
1.	State Economic Planning Unit	7	1
2.	Human Resource Management Division	20	0
3.	Information Management Division	6	0
4.	Management Services Division	6	1
5.	Corporate Division	6	0
6.	Local Government Division	4	0
7.	State Assembly & Exco Division	12	1
8.	MB's Office	7	0
9.	Internal Audit Division	1	0
10.	State Treasury	4	0
11.	Housing And Property Board	4	1
12.	Exco's Office	9	0
13.	State Finance Office	5	0
14.	Selendang Perak Troupe	3	0
15.	Legal Advisor's Office	6	0
16.	State Secretary's Office	3	0
17.	Deputy State Secretary's Office	3	0
	Total	106	4

7) Are the signages in this building helpful to you?

No.	Division	Yes	No
1.	State Economic Planning Unit	8	0
2.	Human Resource Management Division	20	0
3.	Information Management Division	6	0
4.	Management Services Division	7	0
5.	Corporate Division	6	0
6.	Local Government Division	4	0
7.	State Assembly & Exco Division	13	0
8.	MB's Office	7	0
9.	Internal Audit Division	1	0
10.	State Treasury	4	0
11.	Housing And Property Board	5	0
12.	Exco's Office	9	0
13.	State Finance Office	5	0
14.	Selendang Perak Troupe	3	0
15.	Legal Advisor's Office	6	0
16.	State Secretary's Office	3	0
17.	Deputy State Secretary's Office	3	0
	Total	110	0

8) Are the surroundings inside and outside the building clean?

No.	Division	Yes	No
1.	State Economic Planning Unit	8	0
2.	Human Resource Management Division	20	0
3.	Information Management Division	6	0
4.	Management Services Division	7	0
5.	Corporate Division	6	0
6.	Local Government Division	4	0
7.	State Assembly & Exco Division	13	0
8.	MB's Office	7	0
9.	Internal Audit Division	1	0
10.	State Treasury	4	0
11.	Housing And Property Board	5	0
12.	Exco's Office	9	0
13.	State Finance Office	5	0
14.	Selendang Perak Troupe	3	0
15.	Legal Advisor's Office	6	0
16.	State Secretary's Office	3	0
17.	Deputy State Secretary's Office	3	0
	Total	110	0

9) Is the overall level of service provided very satisfactory?

No.	Division	Yes	No
1.	State Economic Planning Unit	8	0
2.	Human Resource Management Division	20	0
3.	Information Management Division	6	0
4.	Management Services Division	6	0
5.	Corporate Division	6	1
6.	Local Government Division	4	0
7.	State Assembly & Exco Division	13	0
8.	MB's Office	7	0
9.	Internal Audit Division	1	0
10.	State Treasury	4	0
11.	Housing And Property Board	5	0
12.	Exco's Office	9	0
13.	State Finance Office	5	0
14.	Selendang Perak Troupe	3	0
15.	Legal Advisor's Office	5	1
16.	State Secretary's Office	3	0
17.	Deputy State Secretary's Office	3	0
	Total	108	2