

**CUSTOMER SATISFACTION SURVEY
PERAK STATE SECRETARIAT
OCTOBER 2020 – DECEMBER 2020**

1. INTRODUCTION

The Perak State Secretariat Corporate Division conducted the State Secretariat Customer Satisfaction Survey to assess the competency and effectiveness of services provided to customers 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 customer satisfaction in the administration is at the optimum level via implementation of continuous improvement efforts so that the Perak State Secretariat service delivery system provided to the people is always at the very best level.

2. SURVEY TARGET

Achievement of 85% customer satisfaction

3. SURVEY ACHIEVEMENT

Category Of Overall Survey Answers	Achievement Percentage
Overall Answers Ticked 'Yes'	99.80%
Overall Answers Ticked 'No'	0.20%

The survey results showed that the overall customer satisfaction level at the Perak State Secretariat is 99.80 satisfied and 0.20% not satisfied. This data includes survey results from 341 customer respondents who had dealings with the Perak State Secretariat.

4. SURVEY RESPONDENTS

A total of **341** customers have filled out the customer satisfaction survey forms, comprising **292** employed people, **6** unemployed people, **20** students, **22** senior citizens and **1** disabled person. The breakdown of respondents according to the divisions visited is as follows: -

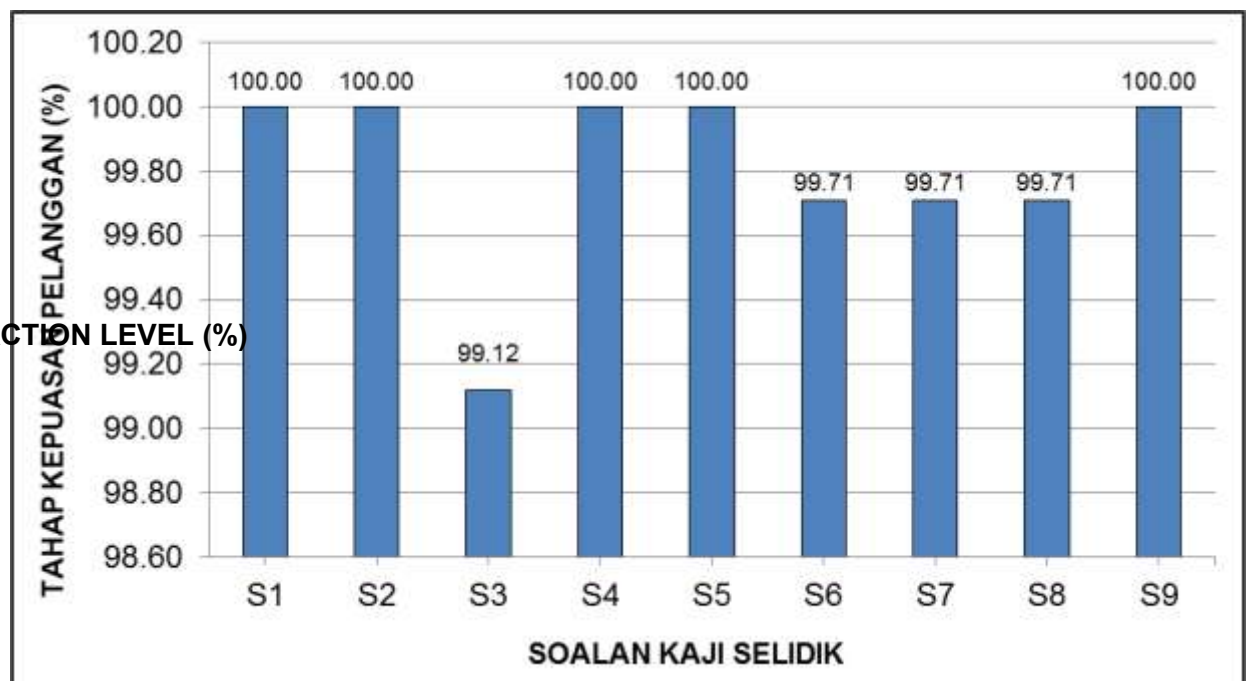
No.	Division / Department	Total
1.	State Economic Planning Unit	18
2.	Human Resource Management Division	42
3.	Information Management Division	13
4.	Management Services Division	47
5.	Corporate Division	12
6.	Local Government Division	13
7.	State Assembly & Exco Division	18
8.	Menteri Besar's Office	20
9.	Internal Audit Division	5
10.	State Treasury	6
11.	Perak Housing And Property Board	98
12.	Exco's Office	13
13.	State Financial Office	11
14.	Integrity Unit	1
15.	Legal Advisor's Office	15
16.	State Secretary's Office	9
17.	Deputy State Secretary's Office	0
	TOTAL RESPONDENTS	341

5. SURVEY ANALYSIS

5.1 FEEDBACK DATA BASED ON SURVEY QUESTIONS

No.	Survey Questions	Yes	Percentage (%)	No	Percentage (%)
1.	Are you satisfied with the service received at the counter?	341	100	0	0.00
2.	Are you satisfied with the service of the officer you met with?	341	100	0	0.00
3.	Is the waiting time to meet with an officer short and fast?	338	99.12	3	0.88
4.	Does the information obtained from the officer fulfill your request?	341	100	0	0.00
5.	Is the waiting room provided comfortable and to your satisfaction?	341	100	0	0.00
6.	Are you satisfied with the toilet facility provided?	340	99.71	1	0.29
7.	Are the signages in this building helpful to you?	340	99.71	1	0.29
8.	Are the surroundings inside and outside the building clean?	340	99.71	1	0.29
9.	Is the overall level of service provided very satisfactory?	341	100	0	0.00

5.1.1 CUSTOMER SATISFACTION ACHIEVEMENT LEVEL GRAPH ACCORDING TO SURVEY QUESTIONS

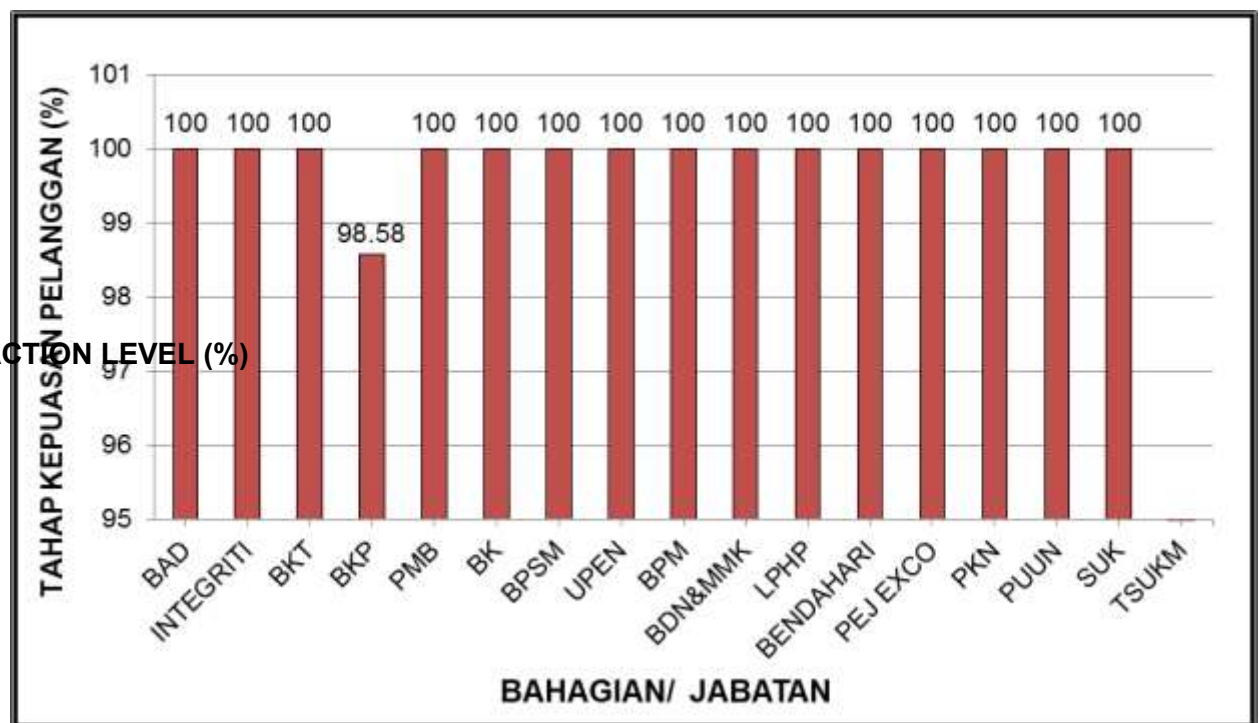


SURVEY QUESTIONS

5.2 FEEDBACK DATA ACCORDING TO DIVISIONS / DEPARTMENTS

No.	Division / Department	Total Respondents	Satisfied Percentage	Not Satisfied Percentage (%)
1.	Internal Audit Division	5	100	0.00
2.	Integrity Unit	1	100	0.00
3.	Local Government Division	13	100	0.00
4.	Management Services Division	47	98.58	1.42
5.	Menteri Besar's Office	20	100	0.00
6.	Corporate Division	12	100	0.00
7.	Human Resource Management Division	42	100	0.00
8.	State Economic Planning Unit	18	100	0.00
9.	Information Management Division	13	100	0.00
10.	State Assembly & Exco Division	18	100	0.00
11.	Perak Housing And Property Board	98	100	0.00
12.	State Treasury	6	100	0.00
13.	Exco's Office	13	100	0.00
14.	State Financial Office	11	100	0.00
15.	Legal Advisor's Office	15	100	0.00
16.	State Secretary's Office	9	100	0.00
17.	Deputy State Secretary's Office	0	100	0.00

5.2.1 CUSTOMER SATISFACTION ACHIEVEMENT LEVEL GRAPH ACCORDING TO DIVISIONS / DEPARTMENTS



DIVISIONS / DEPARTMENTS

5.3 FEEDBACK DATA BASED ON SURVEY QUESTIONS ACCORDING TO DIVISIONS / DEPARTMENTS

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

No.	Division / Department	Yes	No
1.	SEPU	18	0
2.	HRMD	42	0
3.	IMD	13	0
4.	MSD	47	0
5.	CORPORATE	12	0
6.	LGD	13	0
7.	SA&ED	18	0
8.	MBO	20	0
9.	INTERNAL AUDIT	5	0
10.	TREASURY	6	0
11.	PHPB	98	0
12.	EXCO	13	0
13.	FINANCE	11	0
14.	INTEGRITY UNIT	1	0
15.	LA	15	0
16.	SSO	9	0
17.	DSS (M)	0	0
	TOTAL RESPONDENTS	341	0

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

No.	Division / Department	Yes	No
1.	SEPU	18	0
2.	HRMD	42	0
3.	IMD	13	0
4.	MSD	47	0
5.	CORPORATE	12	0
6.	LGD	13	0
7.	SA&ED	18	0
8.	MBO	20	0
9.	INTERNAL AUDIT	5	0
10.	TREASURY	6	0
11.	PHPB	98	0
12.	EXCO	13	0
13.	FINANCE	11	0
14.	INTEGRITY UNIT	1	0
15.	LA	15	0
16.	SSO	9	0
17.	DSS (M)	0	0
	TOTAL RESPONDENTS	341	0

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

No.	Division / Department	Yes	No
1.	SEPU	18	0
2.	HRMD	42	0
3.	IMD	13	0
4.	MSD	44	3
5.	CORPORATE	12	0
6.	LGD	13	0
7.	SA&ED	18	0
8.	MBO	20	0
9.	INTERNAL AUDIT	5	0
10.	TREASURY	6	0
11.	PHPB	98	0
12.	EXCO	13	0
13.	FINANCE	11	0
14.	INTEGRITY UNIT	1	0
15.	LA	15	0
16.	SSO	9	0
17.	DSS (M)	0	0
	TOTAL RESPONDENTS	338	3

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

No.	Division / Department	Yes	No
1.	SEPU	18	0
2.	HRMD	42	0
3.	IMD	13	0
4.	MSD	47	0
5.	CORPORATE	12	0
6.	LGD	13	0
7.	SA&ED	18	0
8.	MBO	20	0
9.	INTERNAL AUDIT	5	0
10.	TREASURY	6	0
11.	PHPB	98	0
12.	EXCO	13	0
13.	FINANCE	11	0
14.	INTEGRITY UNIT	1	0
15.	LA	15	0
16.	SSO	9	0
17.	DSS (M)	0	0
	TOTAL RESPONDENTS	341	0

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

No.	Division / Department	Yes	No
1.	SEPU	18	0
2.	HRMD	42	0
3.	IMD	13	0
4.	MSD	47	0
5.	CORPORATE	12	0
6.	LGD	13	0
7.	SA&ED	18	0
8.	MBO	20	0
9.	INTERNAL AUDIT	5	0
10.	TREASURY	6	0
11.	PHPB	98	0
12.	EXCO	13	0
13.	FINANCE	11	0
14.	INTEGRITY UNIT	1	0
15.	LA	15	0
16.	SSO	9	0
17.	DSS (M)	0	0
	TOTAL RESPONDENTS	341	0

6. Are you satisfied with the toilet facility provided?

No.	Division / Department	Yes	No
1.	SEPU	18	0
2.	HRMD	42	0
3.	IMD	13	0
4.	MSD	46	1
5.	CORPORATE	12	0
6.	LGD	13	0
7.	SA&ED	18	0
8.	MBO	20	0
9.	INTERNAL AUDIT	5	0
10.	TREASURY	6	0
11.	PHPB	98	0
12.	EXCO	13	0
13.	FINANCE	11	0
14.	INTEGRITY UNIT	1	0
15.	LA	15	0
16.	SSO	9	0
17.	DSS (M)	0	0
	TOTAL RESPONDENTS	340	1

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

No.	Division / Department	Yes	No
1.	SEPU	18	0
2.	HRMD	42	0
3.	IMD	13	0
4.	MSD	46	1
5.	CORPORATE	12	0
6.	LGD	13	0
7.	SA&ED	18	0
8.	MBO	20	0
9.	INTERNAL AUDIT	5	0
10.	TREASURY	6	0
11.	PHPB	98	0
12.	EXCO	13	0
13.	FINANCE	11	0
14.	INTEGRITY UNIT	1	0
15.	LA	15	0
16.	SSO	9	0
17.	DSS (M)	0	0
	TOTAL RESPONDENTS	340	1

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

No.	Division / Department	Yes	No
1.	SEPU	18	0
2.	HRMD	42	0
3.	IMD	13	0
4.	MSD	46	1
5.	CORPORATE	12	0
6.	LGD	13	0
7.	SA&ED	18	0
8.	MBO	20	0
9.	INTERNAL AUDIT	5	0
10.	TREASURY	6	0
11.	PHPB	98	0
12.	EXCO	13	0
13.	FINANCE	11	0
14.	INTEGRITY UNIT	1	0
15.	LA	15	0
16.	SSO	9	0
17.	DSS (M)	0	0
	TOTAL RESPONDENTS	340	1

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

No.	Division / Department	Yes	No
1.	SEPU	18	0
2.	HRMD	42	0
3.	IMD	13	0
4.	MSD	47	0
5.	CORPORATE	12	0
6.	LGD	13	0
7.	SA&ED	18	0
8.	MBO	20	0
9.	INTERNAL AUDIT	5	0
10.	TREASURY	6	0
11.	PHPB	98	0
12.	EXCO	13	0
13.	FINANCE	11	0
14.	INTEGRITY UNIT	1	0
15.	LA	15	0
16.	SSO	9	0
17.	DSS (M)	0	0
	TOTAL RESPONDENTS	341	0

6. RESPONDENTS' COMMENTS AND RECOMMENDATIONS

No comments or recommendations recorded.

7. SUMMARY

Overall, this survey has recorded the customer satisfaction level in the Perak State Secretariat at 99.80 percent (%). The customer satisfaction level based on the divisions visited is in the range of 100 percent (%) to 98.58 percent (%). From the data obtained based on the survey questions, the lowest customer satisfaction level was at 99.12 percent (%) concerning the survey question on the waiting time to meet and deal with an officer. As such, it has been suggested that every Perak State Secretariat division must ensure that all customers who come for dealings be attended to quickly and efficiently to satisfy them; thus ensuring the administration's service delivery system is at the excellent level.