

**CUSTOMER SATISFACTION SURVEY
PERAK STATE SECRETARIAT
JANUARY 2021 – MARCH 2021**

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 its very best.

2. SURVEY TARGET

Achievement of 85% customer satisfaction.

3. SURVEY ACHIEVEMENT

Category Of Overall Survey Answers	Achievement Percentage
Overall Answers Ticked 'Yes'	99.57%
Overall Answers Ticked 'No'	0.43%

The survey results showed that the overall customer satisfaction level at the Perak State Secretariat is 99.57% satisfied and 0.43% not satisfied. This data includes survey results from 129 customer respondents who had dealings with the Perak State Secretariat.

4. SURVEY RESPONDENTS

A total of **129** customers have filled out the customer satisfaction survey forms, comprising **85** employed people, **3** unemployed people, **25** students, **15** senior citizens and **1** disabled person. The breakdown of respondents according to the divisions visited is as follows: -

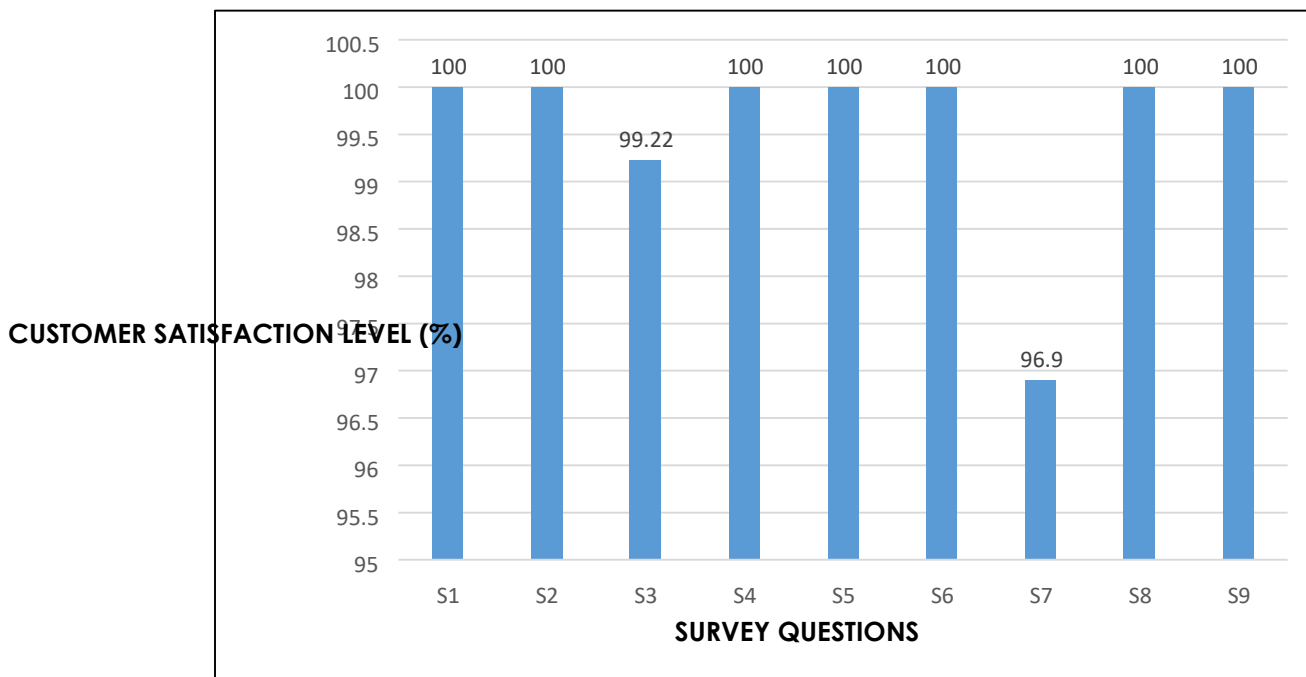
No.	Division / Department	Total
1.	State Economic Planning Unit	8
2.	Human Resource Management Division	38
3.	Information Management Division	3
4.	Management Services Division	25
5.	Corporate Division	7
6.	Local Government Division	2
7.	State Assembly & Exco Division	4
8.	Menteri Besar's Office	13
9.	Internal Audit Division	1
10.	State Treasury	2
11.	Perak Housing And Property Board	6
12.	Exco's Office	7
13.	State Financial Office	3
14.	Integrity Unit	1
15.	Legal Advisor's Office	4
16.	State Secretary's Office	4
17.	Deputy State Secretary's Office	1
	TOTAL RESPONDENTS	129

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?	129	100	0	0.00
2.	Are you satisfied with the service of the officer you met with?	129	100	0	0.00
3.	Is the waiting time to meet with an officer short and fast?	128	99.22	3	0.88
4.	Does the information obtained from the officer fulfill your request?	129	100	0	0.00
5.	Is the waiting room provided comfortable and to your satisfaction?	129	100	0	0.00
6.	Are you satisfied with the toilet facility provided?	129	100	1	0.29
7.	Are the signages in this building helpful to you?	125	96.90	1	0.29
8.	Are the surroundings inside and outside the building clean?	129	100	1	0.29
9.	Is the overall level of service provided very satisfactory?	129	100	0	0.00

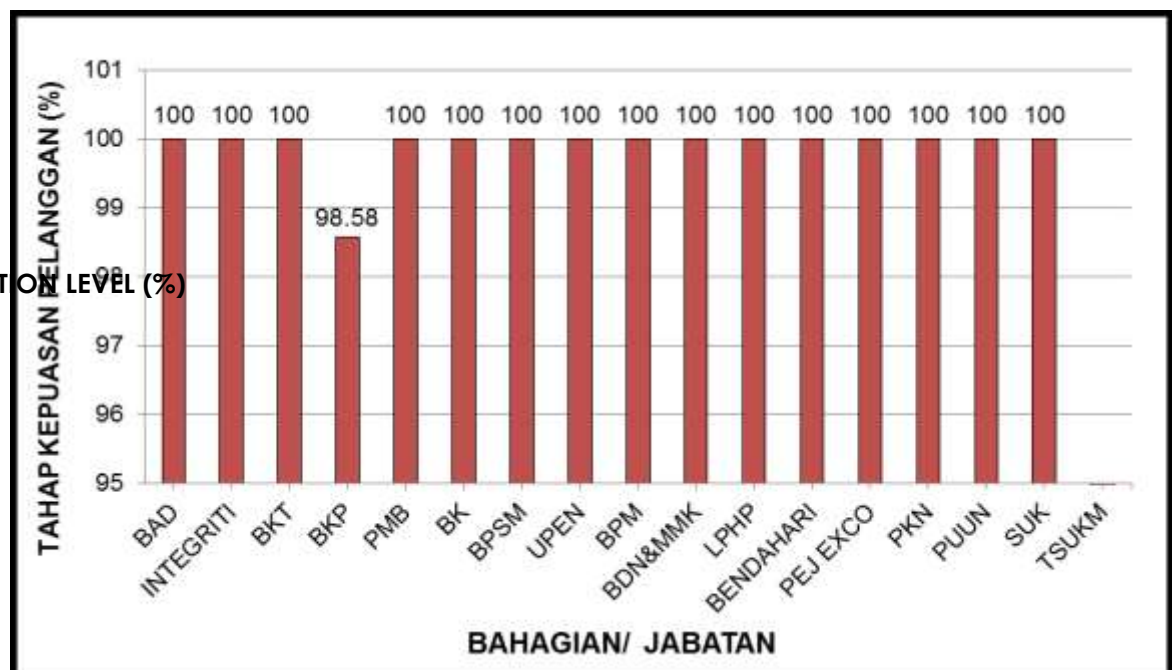
5.1.1 CUSTOMER SATISFACTION ACHIEVEMENT LEVEL GRAPH ACCORDING TO SURVEY QUESTIONS



5.2 FEEDBACK DATA ACCORDING TO DIVISIONS / DEPARTMENTS

No.	Division / Department	Total Respondents	Satisfied Percentage	Not Satisfied Percentage (%)
1.	Internal Audit Division	1	100	0.00
2.	Integrity Unit	1	100	0.00
3.	Local Government Division	1	100	0.00
4.	Management Services Division	25	99.11	1.42
5.	Menteri Besar's Office	13	100	0.00
6.	Corporate Division	7	98.41	0.00
7.	Human Resource Management Division	38	99.71	0.00
8.	State Economic Planning Unit	8	100	0.00
9.	Information Management Division	3	100	0.00
10.	State Assembly & Exco Division	4	100	0.00
11.	Perak Housing And Property Board	6	98.15	0.00
12.	State Treasury	2	100	0.00
13.	Exco's Office	7	100	0.00
14.	State Financial Office	3	100	0.00
15.	Legal Advisor's Office	4	100	0.00
16.	State Secretary's Office	4	100	0.00
17.	Deputy State Secretary's Office	1	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	8	0
2.	HRMD	38	0
3.	IMD	3	0
4.	MSD	25	0
5.	CORPORATE	7	0
6.	LGD	2	0
7.	SA&ED	4	0
8.	MBO	13	0
9.	INTERNAL AUDIT	1	0
10.	TREASURY	2	0
11.	PHPB	6	0
12.	EXCO	7	0
13.	FINANCE	3	0
14.	INTEGRITY UNIT	1	0
15.	LA	4	0
16.	SSO	4	0
17.	DSSO (M)	1	0
	TOTAL RESPONDENTS	129	0

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

No.	Division / Department	Yes	No
1.	SEPU	8	0
2.	HRMD	38	0
3.	IMD	3	0
4.	MSD	25	0
5.	CORPORATE	7	0
6.	LGD	2	0
7.	SA&ED	4	0
8.	MBO	13	0
9.	INTERNAL AUDIT	1	0
10.	TREASURY	2	0
11.	PHPB	6	0
12.	EXCO	7	0
13.	FINANCE	3	0
14.	INTEGRITY UNIT	1	0
15.	LA	4	0
16.	SSO	4	0
17.	DSS (M)	1	0
	TOTAL RESPONDENTS	129	0

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

No.	Division / Department	Yes	No
1.	SEPU	8	0
2.	HRMD	38	0
3.	IMD	3	0
4.	MSD	24	1
5.	CORPORATE	7	0
6.	LGD	2	0
7.	SA&ED	4	0
8.	MBO	13	0
9.	INTERNAL AUDIT	1	0
10.	TREASURY	2	0
11.	PHPB	6	0
12.	EXCO	7	0
13.	FINANCE	3	0
14.	INTEGRITY UNIT	1	0
15.	LA	4	0
16.	SSO	4	0
17.	DSS (M)	1	0
	TOTAL RESPONDENTS	129	1

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

No.	Division / Department	Yes	No
1.	SEPU	8	0
2.	HRMD	38	0
3.	IMD	3	0
4.	MSD	25	0
5.	CORPORATE	7	0
6.	LGD	2	0
7.	SA&ED	4	0
8.	MBO	13	0
9.	INTERNAL AUDIT	1	0
10.	TREASURY	2	0
11.	PHPB	6	0
12.	EXCO	7	0
13.	FINANCE	3	0
14.	INTEGRITY UNIT	1	0
15.	LA	4	0
16.	SSO	4	0
17.	DSS (M)	1	0
	TOTAL RESPONDENTS	129	0

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

No.	Division / Department	Yes	No
1.	SEPU	8	0
2.	HRMD	38	0
3.	IMD	3	0
4.	MSD	25	0
5.	CORPORATE	7	0
6.	LGD	2	0
7.	SA&ED	4	0
8.	MBO	13	0
9.	INTERNAL AUDIT	1	0
10.	TREASURY	2	0
11.	PHPB	6	0
12.	EXCO	7	0
13.	FINANCE	3	0
14.	INTEGRITY UNIT	1	0
15.	LA	4	0
16.	SSO	4	0
17.	DSS (M)	1	0
	TOTAL RESPONDENTS	129	0

6. Are you satisfied with the toilet facility provided?

No.	Division / Department	Yes	No
1.	SEPU	8	0
2.	HRMD	38	0
3.	IMD	3	0
4.	MSD	25	0
5.	CORPORATE	7	0
6.	LGD	2	0
7.	SA&ED	4	0
8.	MBO	13	0
9.	INTERNAL AUDIT	1	0
10.	TREASURY	2	0
11.	PHPB	6	0
12.	EXCO	7	0
13.	FINANCE	3	0
14.	INTEGRITY UNIT	1	0
15.	LA	4	0
16.	SSO	4	0
17.	DSS (M)	1	0
	TOTAL RESPONDENTS	129	0

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

No.	Division / Department	Yes	No
1.	SEPU	8	0
2.	HRMD	38	1
3.	IMD	3	0
4.	MSD	24	1
5.	CORPORATE	7	1
6.	LGD	2	0
7.	SA&ED	4	0
8.	MBO	13	0
9.	INTERNAL AUDIT	1	0
10.	TREASURY	2	0
11.	PHPB	6	1
12.	EXCO	7	0
13.	FINANCE	3	0
14.	INTEGRITY UNIT	1	0
15.	LA	4	0
16.	SSO	4	0
17.	DSS (M)	1	0
	TOTAL RESPONDENTS	125	4

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

No.	Division / Department	Yes	No
1.	SEPU	8	0
2.	HRMD	38	0
3.	IMD	3	0
4.	MSD	25	1
5.	CORPORATE	7	0
6.	LGD	2	0
7.	SA&ED	4	0
8.	MBO	13	0
9.	INTERNAL AUDIT	1	0
10.	TREASURY	2	0
11.	PHPB	6	0
12.	EXCO	7	0
13.	FINANCE	3	0
14.	INTEGRITY UNIT	1	0
15.	LA	4	0
16.	SSO	4	0
17.	DSS (M)	1	0
	TOTAL RESPONDENTS	129	1

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

No.	Division / Department	Yes	No
1.	SEPU	8	0
2.	HRMD	38	0
3.	IMD	3	0
4.	MSD	25	0
5.	CORPORATE	7	0
6.	LGD	2	0
7.	SA&ED	4	0
8.	MBO	13	0
9.	INTERNAL AUDIT	1	0
10.	TREASURY	2	0
11.	PHPB	6	0
12.	EXCO	7	0
13.	FINANCE	3	0
14.	INTEGRITY UNIT	1	0
15.	LA	4	0
16.	SSO	4	0
17.	DSS (M)	1	0
	TOTAL RESPONDENTS	129	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 99.57 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 99.22 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.