

**CUSTOMER SATISFACTION SURVEY
PERAK STATE SECRETARIAT
JULY – SEPTEMBER 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 90% 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 78 customer respondents who had dealings with the Perak State Secretariat.

4. SURVEY RESPONDENTS

A total of **78** customers have filled out the customer satisfaction survey forms, comprising **65** employed people, **1** unemployed person, **10** students, **8** senior citizens and **0** disabled persons. The breakdown of respondents according to the divisions visited is as follows: -

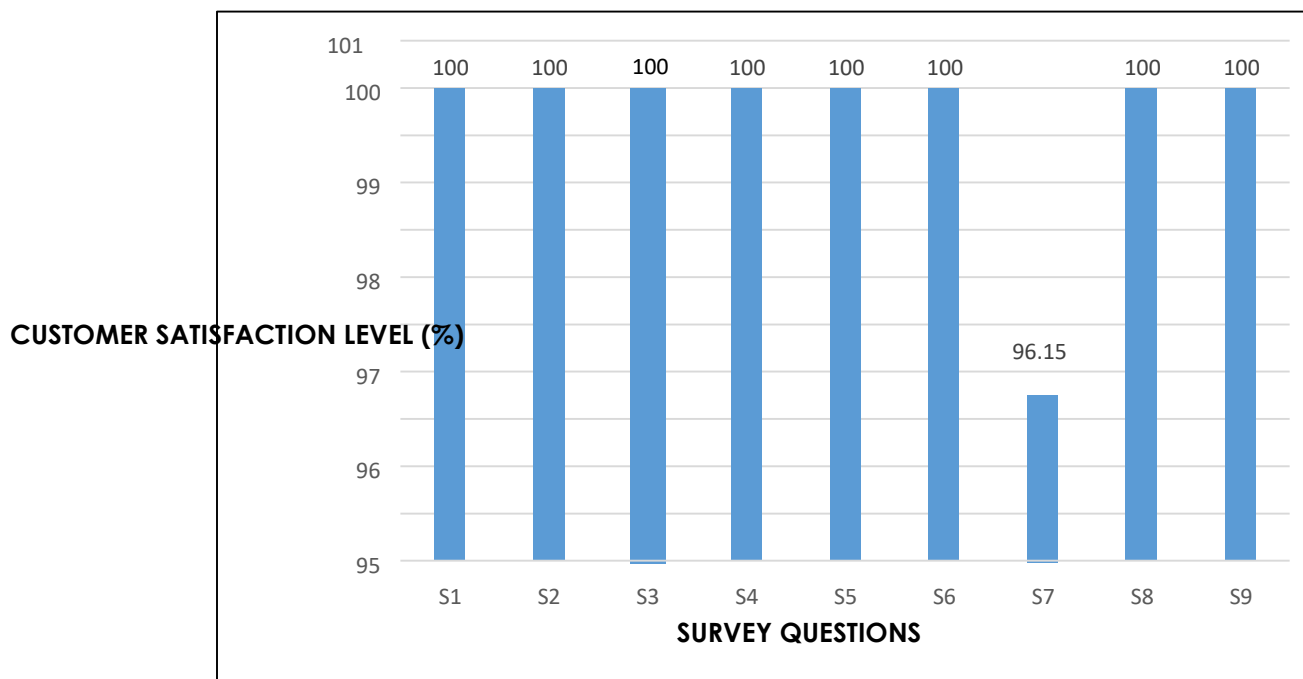
No.	Division / Department	Total
1.	Management Services Division	19
2.	Perak Housing And Property Board	17
3.	Human Resource Management Division	7
4.	State Financial Office	5
5.	State Economic Planning Unit	4
6.	State Legal Advisor's Office	4
7.	Local Government Division	3
8.	State Assembly & Exco Division	3
9.	Exco's Office	3
10.	State Secretary's Office	3
11.	Corporate Division	2
12.	Menteri Besar's Office	2
13.	State Treasury	2
14.	Information Management Division	1
15.	Internal Audit Division	1
16.	Integrity Unit	1
17.	Deputy State Secretary's Office	1
	TOTAL RESPONDENTS	78

5. SURVEY ANALYSIS

5.1 FEEDBACK ACHIEVEMENT BASED ON SURVEY QUESTIONS

No.	Survey Questions	Yes	Percentage (%)	No	Percentage (%)
1.	Are you satisfied with the service received at the counter?	78	100	0	0.00
2.	Are you satisfied with the service of the officer you met with?	78	100	0	0.00
3.	Is the waiting time to meet with an officer short and fast?	78	100	3	100
4.	Does the information obtained from the officer fulfill your request?	78	100	0	0.00
5.	Is the waiting room provided comfortable and to your satisfaction?	78	100	0	0.00
6.	Are you satisfied with the toilet facility provided?	78	100	0	100
7.	Are the signages in this building helpful to you?	75	96.15	3	3.85
8.	Are the surroundings inside and outside the building clean?	78	100	0	100
9.	Is the overall level of service provided very satisfactory?	78	100	0	0.00

5.1.1 CUSTOMER SATISFACTION ACHIEVEMENT LEVEL GRAPH ACCORDING TO SURVEY QUESTIONS



5.2 FEEDBACK ACHIEVEMENT 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	3	100	0.00
4.	Management Services Division	19	99.42	0.58
5.	Menteri Besar's Office	2	100	0.00
6.	Corporate Division	2	100	0.00
7.	Human Resource Management Division	7	100	0.00
8.	State Economic Planning Unit	4	100	0.00
9.	Information Management Division	1	100	0.00
10.	State Assembly & Exco Division	3	100	0.00
11.	Perak Housing And Property Board	17	99.35	0.65
12.	State Treasury	2	100	0.00
13.	Exco's Office	3	100	0.00
14.	State Financial Office	5	97.78	2.22
15.	State Legal Advisor's Office	4	100	0.00
16.	State Secretary's Office	3	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



**BAD (IAD) / INTEGRITI (INTEGRITY) / BKT (LGD) / BKP (MSD) / PMB (MBO) / BK (CORPORATE) / BPSM (HRMD) / UPEN (SEPU) / BPM (IMD) / BDN&MMK (SA&ED) / LPHP (PHPB) / BENDAHARI (TREASURY) / PEJ EXCO (EXCO) / PKN (SFO) / PUUN (SLA) / SUK (SSO) / TSUKM (DSSO)

5.3 FEEDBACK ACHIEVEMENT 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	4	0
2.	HRMD	7	0
3.	IMD	1	0
4.	MSD	19	0
5.	CORPORATE	2	0
6.	LGD	3	0
7.	SA&ED	3	0
8.	MBO	2	0
9.	INTERNAL AUDIT	1	0
10.	TREASURY	2	0
11.	PHPB	17	0
12.	EXCO	3	0
13.	FINANCE	5	0
14.	INTEGRITY UNIT	1	0
15.	SLA	4	0
16.	SSO	3	0
17.	DSSO (M)	1	0
	TOTAL	78	0

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

No.	Division / Department	Yes	No
1.	SEPU	4	0
2.	HRMD	7	0
3.	IMD	1	0
4.	MSD	19	0
5.	CORPORATE	2	0
6.	LGD	3	0
7.	SA&ED	3	0
8.	MBO	2	0
9.	INTERNAL AUDIT	1	0
10.	TREASURY	2	0
11.	PHPB	17	0
12.	EXCO	3	0
13.	FINANCE	5	0
14.	INTEGRITY UNIT	1	0
15.	SLA	4	0
16.	SSO	3	0
17.	DSS (M)	1	0
	TOTAL	78	0

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

No.	Division / Department	Yes	No
1.	SEPU	4	0
2.	HRMD	7	0
3.	IMD	1	0
4.	MSD	19	0
5.	CORPORATE	2	0
6.	LGD	3	0
7.	SA&ED	3	0
8.	MBO	2	0
9.	INTERNAL AUDIT	1	0
10.	TREASURY	2	0
11.	PHPB	17	0
12.	EXCO	3	0
13.	FINANCE	5	0
14.	INTEGRITY UNIT	1	0
15.	SLA	4	0
16.	SSO	3	0
17.	DSS (M)	1	0
	TOTAL	78	0

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

No.	Division / Department	Yes	No
1.	SEPU	4	0
2.	HRMD	7	0
3.	IMD	1	0
4.	MSD	19	0
5.	CORPORATE	2	0
6.	LGD	3	0
7.	SA&ED	3	0
8.	MBO	2	0
9.	INTERNAL AUDIT	1	0
10.	TREASURY	2	0
11.	PHPB	17	0
12.	EXCO	3	0
13.	FINANCE	5	0
14.	INTEGRITY UNIT	1	0
15.	SLA	4	0
16.	SSO	3	0
17.	DSS (M)	1	0
	TOTAL	78	0

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

No.	Division / Department	Yes	No
1.	SEPU	4	0
2.	HRMD	7	0
3.	IMD	1	0
4.	MSD	19	0
5.	CORPORATE	2	0
6.	LGD	3	0
7.	SA&ED	3	0
8.	MBO	2	0
9.	INTERNAL AUDIT	1	0
10.	TREASURY	2	0
11.	PHPB	17	0
12.	EXCO	3	0
13.	FINANCE	5	0
14.	INTEGRITY UNIT	1	0
15.	SLA	4	0
16.	SSO	3	0
17.	DSS (M)	1	0
	TOTAL	78	0

6. Are you satisfied with the toilet facility provided?

No.	Division / Department	Yes	No
1.	SEPU	4	0
2.	HRMD	7	0
3.	IMD	1	0
4.	MSD	19	0
5.	CORPORATE	2	0
6.	LGD	3	0
7.	SA&ED	3	0
8.	MBO	2	0
9.	INTERNAL AUDIT	1	0
10.	TREASURY	2	0
11.	PHPB	17	0
12.	EXCO	3	0
13.	FINANCE	5	0
14.	INTEGRITY UNIT	1	0
15.	SLA	4	0
16.	SSO	3	0
17.	DSS (M)	1	0
	TOTAL	78	0

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

No.	Division / Department	Yes	No
1.	SEPU	4	0
2.	HRMD	7	0
3.	IMD	1	0
4.	MSD	18	1
5.	CORPORATE	2	0
6.	LGD	3	0
7.	SA&ED	3	0
8.	MBO	2	0
9.	INTERNAL AUDIT	1	0
10.	TREASURY	2	0
11.	PHPB	16	1
12.	EXCO	3	0
13.	FINANCE	4	1
14.	INTEGRITY UNIT	1	0
15.	SLA	4	0
16.	SSO	3	0
17.	DSS (M)	1	0
	TOTAL	75	3

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

No.	Division / Department	Yes	No
1.	SEPU	4	0
2.	HRMD	7	0
3.	IMD	1	0
4.	MSD	19	0
5.	CORPORATE	2	0
6.	LGD	3	0
7.	SA&ED	3	0
8.	MBO	2	0
9.	INTERNAL AUDIT	1	0
10.	TREASURY	2	0
11.	PHPB	17	0
12.	EXCO	3	0
13.	FINANCE	5	0
14.	INTEGRITY UNIT	1	0
15.	SLA	4	0
16.	SSO	3	0
17.	DSS (M)	1	0
	TOTAL	78	0

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

No.	Division / Department	Yes	No
1.	SEPU	4	0
2.	HRMD	7	0
3.	IMD	1	0
4.	MSD	19	0
5.	CORPORATE	2	0
6.	LGD	3	0
7.	SA&ED	3	0
8.	MBO	2	0
9.	INTERNAL AUDIT	1	0
10.	TREASURY	2	0
11.	PHPB	17	0
12.	EXCO	3	0
13.	FINANCE	5	0
14.	INTEGRITY UNIT	1	0
15.	SLA	4	0
16.	SSO	3	0
17.	DSS (M)	1	0
	TOTAL	78	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 97.78 percent (%). From the data obtained based on the survey questions, the lowest customer satisfaction level was at 96.15 percent (%) concerning the survey question on the signages in the Perak State Secretariat building. 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.