

**CUSTOMER SATISFACTION SURVEY
PERAK STATE SECRETARIAT
JULY – SEPTEMBER 2022**

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'	98.96%
Overall Answers Ticked 'No'	1.04%

The survey results showed that the overall customer satisfaction level at the Perak State Secretariat is **98.96%** satisfied and **1.04%** not satisfied. This data includes survey results from **43** customer respondents who had dealings with the Perak State Secretariat.

4. SURVEY RESPONDENTS

A total of **43** customers have filled out the customer satisfaction survey forms, comprising **41** employed people and **2** students. The breakdown of respondents according to the divisions visited is as follows: -

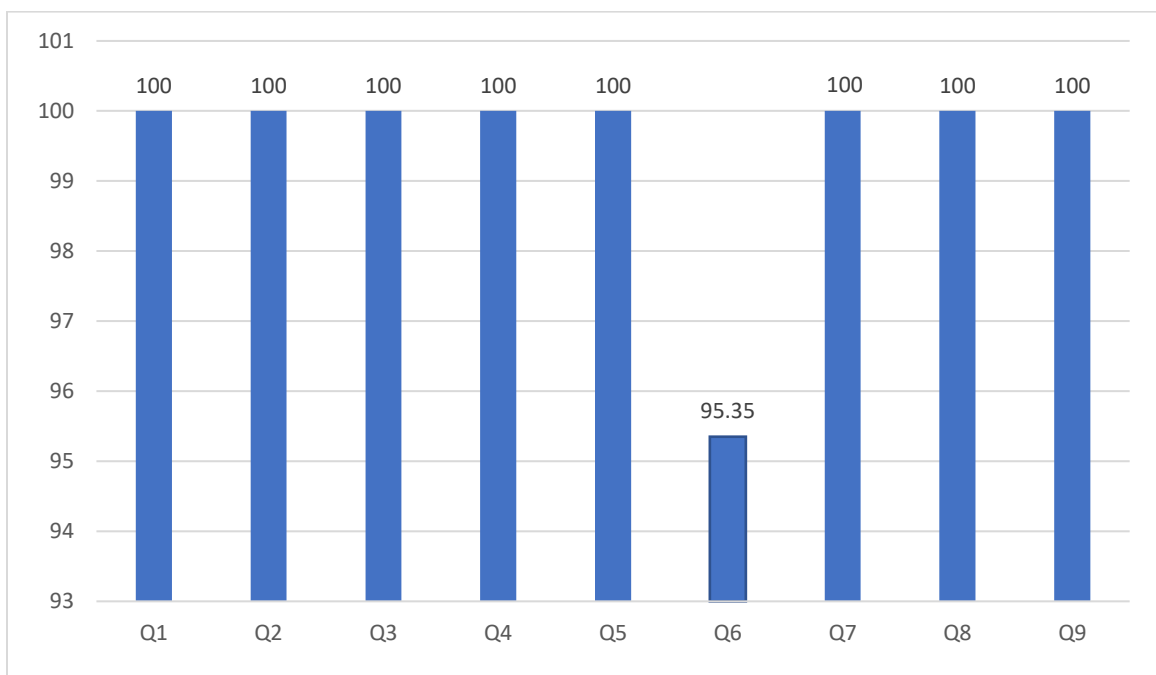
No.	Division / Department	Total
1.	Information Management Division	3
2.	Internal Audit Division	0
3.	State Treasury	0
4.	Integrity Unit	0
5.	Deputy State Secretary's Office	0
6.	Local Government Division	1
7.	State Legal Advisor's Office	2
8.	State Secretary's Office	1
9.	Corporate Division	2
10.	State Assembly & Exco Division	4
11.	State Economic Planning Unit	4
12.	Exco's Office	4
13.	State Financial Office	1
14.	Menteri Besar's Office	4
15.	Human Resource Management Division	6
16.	Management Services Division	9
17.	Perak Housing And Property Board	2
	TOTAL RESPONDENTS	43

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?	43	100	0	0
2.	Are you satisfied with the service of the officer you met with?	43	100	0	0
3.	Is the waiting time to meet with an officer short and fast?	43	100	0	0
4.	Does the information obtained from the officer fulfill your request?	43	100	0	0
5.	Is the waiting room provided comfortable and to your satisfaction?	43	100	0	0
6.	Are you satisfied with the toilet facility provided?	39	90.7	4	9.30
7.	Are the signages in this building helpful to you?	43	100	0	0
8.	Are the surroundings inside and outside the building clean?	43	100	0	0
9.	Is the overall level of service provided very satisfactory?	43	100	0	0

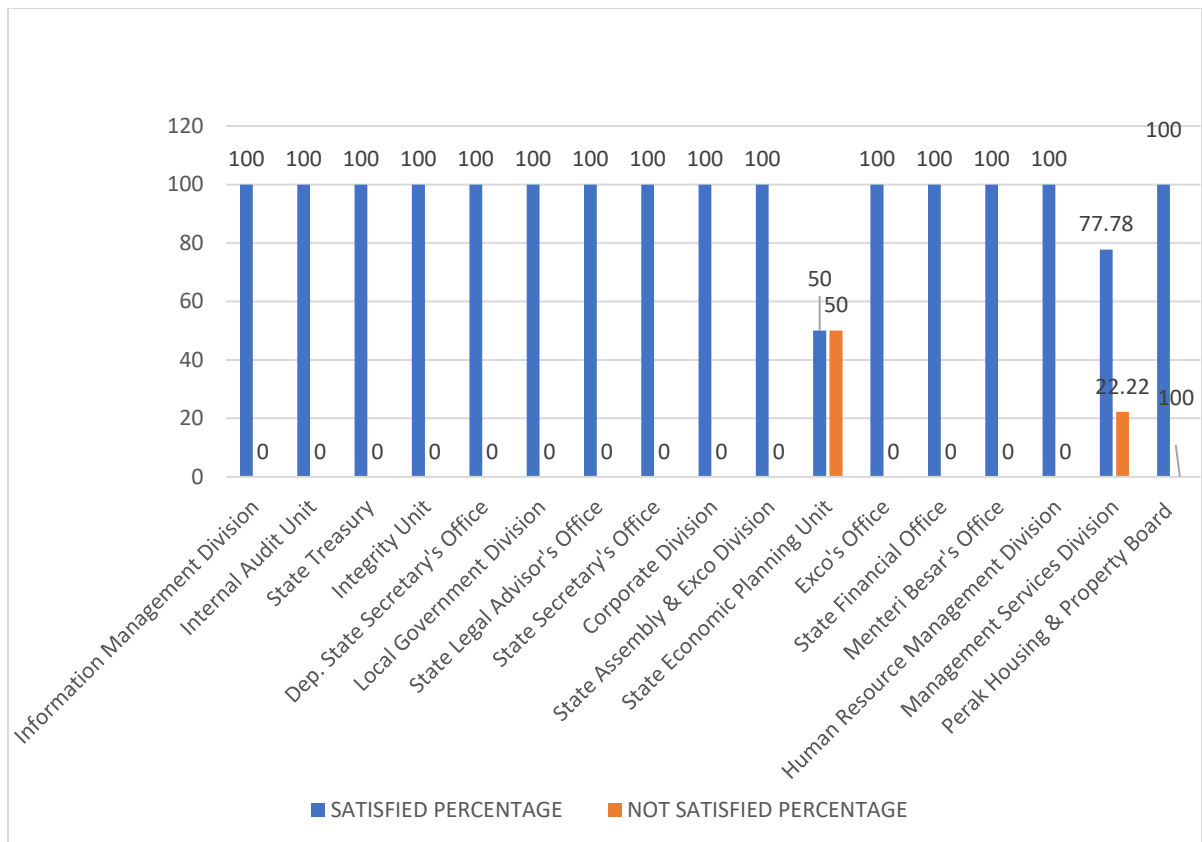
5.1.1 CUSTOMER SATISFACTION ACHIEVEMENT LEVEL GRAPH ACCORDING TO SURVEY QUESTIONS



5.2 FEEDBACK ACHIEVEMENT ACCORDING TO DIVISIONS / DEPARTMENTS

No.	Division / Department	Total Respondents	Satisfied Percentage (%)	Not Satisfied Percentage (%)
1.	Information Management Division	3	100%	0%
2.	Internal Audit Division	0	100%	0%
3.	State Treasury	0	100%	0%
4.	Integrity Unit	0	100%	0%
5.	Deputy State Secretary's Office	0	100%	0%
6.	Local Government Division	1	100%	0%
7.	State Legal Advisor's Office	2	100%	0%
8.	State Secretary's Office	1	100%	0%
9.	Corporate Division	2	100%	0%
10.	State Assembly & Exco Division	4	100%	0%
11.	State Economic Planning Unit	4	50%	50%
12.	Exco's Office	4	100%	0%
13.	State Financial Office	1	100%	0%
14.	Menteri Besar's Office	4	100%	0%
15.	Human Resource Management Division	3	100%	0%
16.	Management Services Division	9	77.78%	22.22%
17.	Perak Housing And Property Board	2	100%	0%

5.2.1 CUSTOMER SATISFACTION ACHIEVEMENT LEVEL GRAPH ACCORDING TO DIVISIONS / DEPARTMENTS



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.	Information Management Division	3	0
2.	Internal Audit Division	0	0
3.	State Treasury	0	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	1	0
7.	State Legal Advisor's Office	2	0
8.	State Secretary's Office	1	0
9.	Corporate Division	2	0
10.	State Assembly & Exco Division	4	0
11.	State Economic Planning Unit	4	0
12.	Exco's Office	4	0
13.	State Financial Office	1	0
14.	Menteri Besar's Office	4	0
15.	Human Resource Management Division	6	0
16.	Management Services Division	9	0
17.	Perak Housing And Property Board	2	0
	TOTAL	43	0

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

No.	Division / Department	Yes	No
1.	Information Management Division	3	0
2.	Internal Audit Division	0	0
3.	State Treasury	0	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	1	0
7.	State Legal Advisor's Office	2	0
8.	State Secretary's Office	1	0
9.	Corporate Division	2	0
10.	State Assembly & Exco Division	4	0
11.	State Economic Planning Unit	4	0
12.	Exco's Office	4	0
13.	State Financial Office	1	0
14.	Menteri Besar's Office	4	0
15.	Human Resource Management Division	6	0
16.	Management Services Division	9	0
17.	Perak Housing And Property Board	2	0
	TOTAL	43	0

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

No.	Division / Department	Yes	No
1.	Information Management Division	3	0
2.	Internal Audit Division	0	0
3.	State Treasury	0	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	1	0
7.	State Legal Advisor's Office	2	0
8.	State Secretary's Office	1	0
9.	Corporate Division	2	0
10.	State Assembly & Exco Division	4	0
11.	State Economic Planning Unit	4	0
12.	Exco's Office	4	0
13.	State Financial Office	1	0
14.	Menteri Besar's Office	4	0
15.	Human Resource Management Division	6	0
16.	Management Services Division	9	0
17.	Perak Housing And Property Board	2	0
	TOTAL	43	0

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

No.	Division / Department	Yes	No
1.	Information Management Division	3	0
2.	Internal Audit Division	0	0
3.	State Treasury	0	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	1	0
7.	State Legal Advisor's Office	2	0
8.	State Secretary's Office	1	0
9.	Corporate Division	2	0
10.	State Assembly & Exco Division	4	0
11.	State Economic Planning Unit	4	0
12.	Exco's Office	4	0
13.	State Financial Office	1	0
14.	Menteri Besar's Office	4	0
15.	Human Resource Management Division	6	0
16.	Management Services Division	9	0
17.	Perak Housing And Property Board	2	0
	TOTAL	43	0

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

No.	Division / Department	Yes	No
1.	Information Management Division	3	0
2.	Internal Audit Division	0	0
3.	State Treasury	0	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	1	0
7.	State Legal Advisor's Office	2	0
8.	State Secretary's Office	1	0
9.	Corporate Division	2	0
10.	State Assembly & Exco Division	4	0
11.	State Economic Planning Unit	4	0
12.	Exco's Office	4	0
13.	State Financial Office	1	0
14.	Menteri Besar's Office	4	0
15.	Human Resource Management Division	6	0
16.	Management Services Division	9	0
17.	Perak Housing And Property Board	2	0
TOTAL		43	0

6. Are you satisfied with the toilet facility provided?

No.	Division / Department	Yes	No
1.	Information Management Division	0	0
2.	Internal Audit Division	0	0
3.	State Treasury	0	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	1	0
7.	State Legal Advisor's Office	1	0
8.	State Secretary's Office	1	0
9.	Corporate Division	2	0
10.	State Assembly & Exco Division	2	0
11.	State Economic Planning Unit	2	0
12.	Exco's Office	4	2
13.	State Financial Office	4	0
14.	Menteri Besar's Office	7	0
15.	Human Resource Management Division	9	0
16.	Management Services Division	7	2
17.	Perak Housing And Property Board	10	0
TOTAL		39	4

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

No.	Division / Department	Yes	No
1.	Information Management Division	3	0
2.	Internal Audit Division	0	0
3.	State Treasury	0	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	1	0
7.	State Legal Advisor's Office	2	0
8.	State Secretary's Office	1	0
9.	Corporate Division	2	0
10.	State Assembly & Exco Division	4	0
11.	State Economic Planning Unit	4	0
12.	Exco's Office	4	0
13.	State Financial Office	1	0
14.	Menteri Besar's Office	4	0
15.	Human Resource Management Division	6	0
16.	Management Services Division	9	0
17.	Perak Housing And Property Board	2	0
	TOTAL	43	0

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

No.	Division / Department	Yes	No
1.	Information Management Division	3	0
2.	Internal Audit Division	0	0
3.	State Treasury	0	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	1	0
7.	State Legal Advisor's Office	2	0
8.	State Secretary's Office	1	0
9.	Corporate Division	2	0
10.	State Assembly & Exco Division	4	0
11.	State Economic Planning Unit	4	0
12.	Exco's Office	4	0
13.	State Financial Office	1	0
14.	Menteri Besar's Office	4	0
15.	Human Resource Management Division	6	0
16.	Management Services Division	9	0
17.	Perak Housing And Property Board	2	0
	TOTAL	43	0

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

No.	Division / Department	Yes	No
1.	Information Management Division	3	0
2.	Internal Audit Division	0	0
3.	State Treasury	0	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	1	0
7.	State Legal Advisor's Office	2	0
8.	State Secretary's Office	1	0
9.	Corporate Division	2	0
10.	State Assembly & Exco Division	4	0
11.	State Economic Planning Unit	4	0
12.	Exco's Office	4	0
13.	State Financial Office	1	0
14.	Menteri Besar's Office	4	0
15.	Human Resource Management Division	6	0
16.	Management Services Division	9	0
17.	Perak Housing And Property Board	2	0
	TOTAL	43	0

6. RESPONDENTS' COMMENTS AND RECOMMENDATIONS

En. Shahir and En. Khairuddin are very concerned in providing very good services

7. SUMMARY

Overall, this survey has recorded the customer satisfaction level in the Perak State Secretariat at **98.96** percent (%). Consequently, 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.