

**PERAK STATE SECRETARIAT  
CUSTOMER SATISFACTION SURVEY  
APRIL – JUNE 2023**

**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 assess customer satisfaction via the survey form for the improvement of the services provided by the Perak State Secretariat to the people to always be at the very best level.

**2. SURVEY TARGET**

Achievement of **95%** customer satisfaction.

**3. SURVEY ACHIEVEMENT**

Category Of Overall Survey Answers	Achievement Percentage
Overall Answers Ticked 'Yes'	<b>99.57%</b>
Overall Answers Ticked 'No'	<b>0.43%</b>

The survey results show that the overall customer satisfaction level at the Perak State Secretariat is **99.57%** satisfied and **0.48%** not satisfied. This data includes survey results from **104** respondents who have dealings with the Perak State Secretariat.

**4. SURVEY RESPONDENTS**

A total of **104** customers have filled out the customer satisfaction survey forms, comprising **97** employed people, **4** students and **3** senior citizens. The breakdown of respondents according to the divisions visited is as follows: -

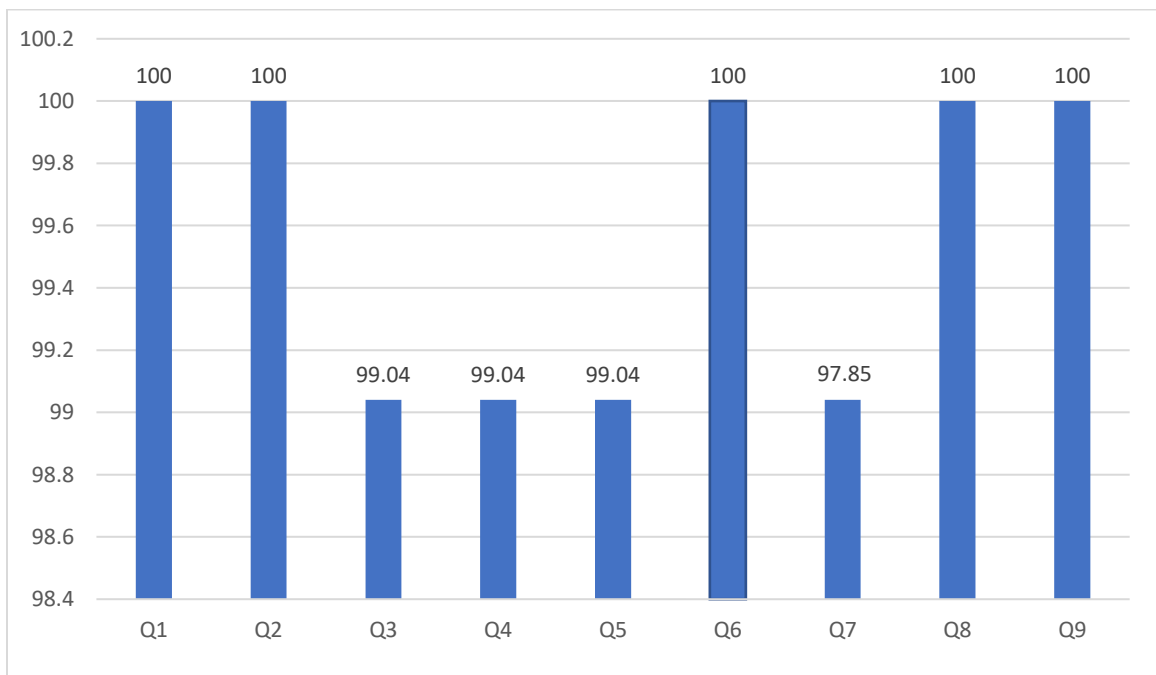
No.	Division / Department	Total
1.	Information Management Division	6
2.	Internal Audit Division	0
3.	State Treasury	2
4.	Integrity Unit	0
5.	Deputy State Secretary's Office	0
6.	Local Government Division	4
7.	State Legal Advisor's Office	4
8.	State Secretary's Office	0
9.	Corporate Division	2
10.	State Assembly & Exco Division	8
11.	State Economic Planning Unit	11
12.	Exco's Office	15
13.	State Financial Office	4
14.	Menteri Besar's Office	18
15.	Human Resource Management Division	15
16.	Management Services Division	15
<b>TOTAL RESPONDENTS</b>		<b>104</b>

## 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?	104	100	0	100
2.	Are you satisfied with the service of the officer you met with?	104	100	0	100
3.	Is the waiting time to meet with an officer short and fast?	103	99.04	1	0.96
4.	Does the information obtained from the officer fulfill your request?	103	99.04	1	0.96
5.	Is the waiting room provided comfortable and to your satisfaction?	103	99.04	1	0.96
6.	Are you satisfied with the toilet facility provided?	104	100	0	100
7.	Are the signages in this building helpful to you?	103	99.04	1	0.96
8.	Are the surroundings inside and outside the building clean?	104	100	0	100
9.	Is the overall level of service provided very satisfactory?	104	100	0	100

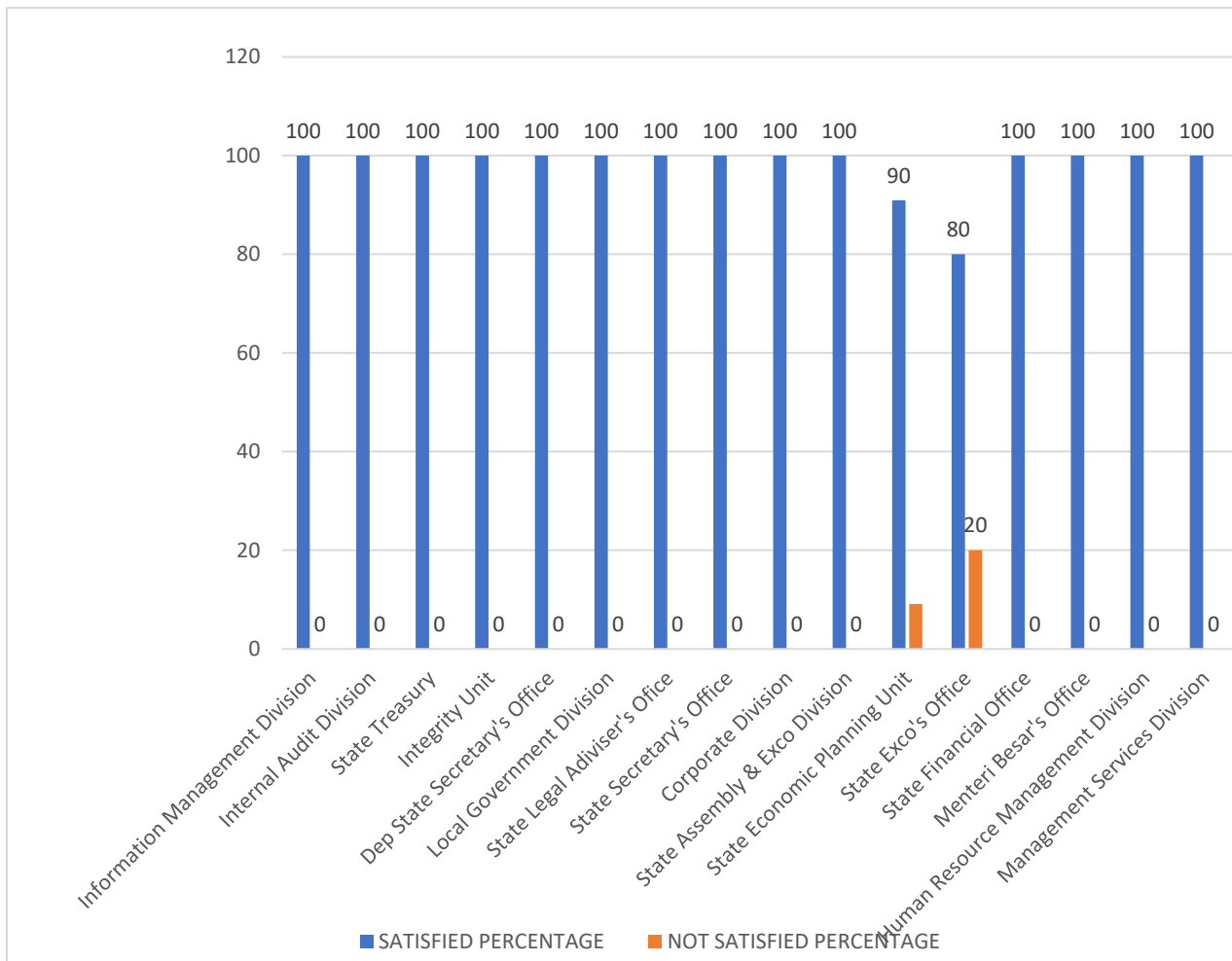
#### 5.1.1 CUSTOMER SATISFACTION ACHIEVEMENT LEVEL GRAPH ACCORDING TO SURVEY QUESTIONS



## 5.2 FEEDBACK ACHIEVEMENT ACCORDING TO DIVISIONS / DEPARTMENTS

No.	Division / Department	Total Respondents	Satisfied Percentage (%)	Not Satisfied Percentage (%)
1.	Information Management Division	6	100%	0%
2.	Internal Audit Division	0	100%	0%
3.	State Treasury	2	100%	0%
4.	Integrity Unit	0	100%	0%
5.	Deputy State Secretary's Office	0	100%	0%
6.	Local Government Division	4	100%	0%
7.	State Legal Advisor's Office	4	100%	0%
8.	State Secretary's Office	0	100%	0%
9.	Corporate Division	2	100%	0%
10.	State Assembly & Exco Division	8	100%	0%
11.	State Economic Planning Unit	11	90.91%	9.09%
12.	Exco's Office	15	80%	20%
13.	State Financial Office	4	100%	0%
14.	Menteri Besar's Office	18	100%	0%
15.	Human Resource Management Division	15	100%	0%
16.	Management Services Division	15	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	6	0
2.	Internal Audit Division	0	0
3.	State Treasury	2	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	4	0
7.	State Legal Advisor's Office	4	0
8.	State Secretary's Office	0	0
9.	Corporate Division	2	0
10.	State Assembly & Exco Division	8	0
11.	State Economic Planning Unit	11	0
12.	Exco's Office	15	0
13.	State Financial Office	4	0
14.	Menteri Besar's Office	18	0
15.	Human Resource Management Division	15	0
16.	Management Services Division	15	0
	<b>TOTAL</b>	<b>104</b>	<b>0</b>

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

No.	Division / Department	Yes	No
1.	Information Management Division	6	0
2.	Internal Audit Division	0	0
3.	State Treasury	2	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	4	0
7.	State Legal Advisor's Office	4	0
8.	State Secretary's Office	0	0
9.	Corporate Division	2	0
10.	State Assembly & Exco Division	8	0
11.	State Economic Planning Unit	11	0
12.	Exco's Office	15	0
13.	State Financial Office	4	0
14.	Menteri Besar's Office	18	0
15.	Human Resource Management Division	15	0
16.	Management Services Division	15	0
	<b>TOTAL</b>	<b>104</b>	<b>0</b>

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

No.	Division / Department	Yes	No
1.	Information Management Division	6	0
2.	Internal Audit Division	0	0
3.	State Treasury	2	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	4	0
7.	State Legal Advisor's Office	4	0
8.	State Secretary's Office	0	0
9.	Corporate Division	2	0
10.	State Assembly & Exco Division	8	0
11.	State Economic Planning Unit	11	0
12.	Exco's Office	14	1
13.	State Financial Office	4	0
14.	Menteri Besar's Office	18	0
15.	Human Resource Management Division	15	0
16.	Management Services Division	15	0
	<b>TOTAL</b>	<b>103</b>	<b>1</b>

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

No.	Division / Department	Yes	No
1.	Information Management Division	6	0
2.	Internal Audit Division	0	0
3.	State Treasury	2	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	4	0
7.	State Legal Advisor's Office	4	0
8.	State Secretary's Office	0	0
9.	Corporate Division	2	0
10.	State Assembly & Exco Division	8	0
11.	State Economic Planning Unit	11	0
12.	Exco's Office	14	1
13.	State Financial Office	4	0
14.	Menteri Besar's Office	18	0
15.	Human Resource Management Division	15	0
16.	Management Services Division	15	0
	<b>TOTAL</b>	<b>103</b>	<b>1</b>

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

<b>No.</b>	<b>Division / Department</b>	<b>Yes</b>	<b>No</b>
1.	Information Management Division	6	0
2.	Internal Audit Division	0	0
3.	State Treasury	2	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	4	0
7.	State Legal Advisor's Office	4	0
8.	State Secretary's Office	0	0
9.	Corporate Division	2	0
10.	State Assembly & Exco Division	8	0
11.	State Economic Planning Unit	11	0
12.	Exco's Office	14	1
13.	State Financial Office	4	0
14.	Menteri Besar's Office	18	0
15.	Human Resource Management Division	15	0
16.	Management Services Division	15	0
	<b>TOTAL</b>	<b>103</b>	<b>1</b>

**6. Are you satisfied with the toilet facility provided?**

<b>No.</b>	<b>Division / Department</b>	<b>Yes</b>	<b>No</b>
1.	Information Management Division	6	0
2.	Internal Audit Division	0	0
3.	State Treasury	2	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	4	0
7.	State Legal Advisor's Office	4	0
8.	State Secretary's Office	0	0
9.	Corporate Division	2	0
10.	State Assembly & Exco Division	8	0
11.	State Economic Planning Unit	11	0
12.	Exco's Office	15	0
13.	State Financial Office	4	0
14.	Menteri Besar's Office	18	0
15.	Human Resource Management Division	15	0
16.	Management Services Division	15	0
	<b>TOTAL</b>	<b>104</b>	<b>0</b>

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

<b>No.</b>	<b>Division / Department</b>	<b>Yes</b>	<b>No</b>
1.	Information Management Division	6	0
2.	Internal Audit Division	0	0
3.	State Treasury	2	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	4	0
7.	State Legal Advisor's Office	4	0
8.	State Secretary's Office	0	0
9.	Corporate Division	2	0
10.	State Assembly & Exco Division	8	0
11.	State Economic Planning Unit	10	1
12.	Exco's Office	15	0
13.	State Financial Office	4	0
14.	Menteri Besar's Office	18	0
15.	Human Resource Management Division	15	0
16.	Management Services Division	15	0
	<b>TOTAL</b>	<b>103</b>	<b>1</b>

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

<b>No.</b>	<b>Division / Department</b>	<b>Yes</b>	<b>No</b>
1.	Information Management Division	6	0
2.	Internal Audit Division	0	0
3.	State Treasury	2	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	4	0
7.	State Legal Advisor's Office	4	0
8.	State Secretary's Office	0	0
9.	Corporate Division	2	0
10.	State Assembly & Exco Division	8	0
11.	State Economic Planning Unit	11	0
12.	Exco's Office	15	0
13.	State Financial Office	4	0
14.	Menteri Besar's Office	18	0
15.	Human Resource Management Division	15	0
16.	Management Services Division	15	0
	<b>TOTAL</b>	<b>104</b>	<b>0</b>

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

No.	Division / Department	Yes	No
1.	Information Management Division	6	0
2.	Internal Audit Division	0	0
3.	State Treasury	2	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	4	0
7.	State Legal Advisor's Office	4	0
8.	State Secretary's Office	0	0
9.	Corporate Division	2	0
10.	State Assembly & Exco Division	8	0
11.	State Economic Planning Unit	11	0
12.	Exco's Office	15	0
13.	State Financial Office	4	0
14.	Menteri Besar's Office	18	0
15.	Human Resource Management Division	15	0
16.	Management Services Division	15	0
	<b>TOTAL</b>	<b>104</b>	<b>0</b>

## 6. RESPONDENTS' COMMENTS AND RECOMMENDATIONS

- There are no comments/recommendations for April till June 2023.

## 7. DATA ANALYSIS

Based on the results of the study, it was found that the level of customer satisfaction at the Perak State Secretariat achieved 100% customer satisfaction. However, there were some offices that have unsatisfactory percentage levels.

The findings of the data graph analysis showed that the State Economic Planning Unit and the Exco Office have unsatisfactory percentage. For the State Economic Planning Unit, respondents were not satisfied with question 7, which is regarding the signages inside the building.

As for the exco office, respondents were not satisfied with questions 3, 4 and 5. Question 3 is on the waiting time to meet with officers. Question 4 is regarding the information obtained from the officer. While the last question, question 5, is about the waiting room provided.

## 8. SUMMARY

Overall, this survey has recorded the customer satisfaction level in the Perak State Secretariat at **99.57** 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.