

**CUSTOMER SATISFACTION SURVEY
PERAK STATE SECRETARIAT
JANUARY – MARCH 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'	99.52%
Overall Answers Ticked 'No'	0.48%

The survey results showed that the overall customer satisfaction level at the Perak State Secretariat is **99.52%** satisfied and **0.48%** not satisfied. This data includes survey results from **93** customer respondents who have dealings with the Perak State Secretariat.

4. SURVEY RESPONDENTS

A total of **93** customers have filled out the customer satisfaction survey forms, comprising **87** employed people, **4** students and **2** senior citizens. The breakdown of respondents according to the divisions visited is as follows: -

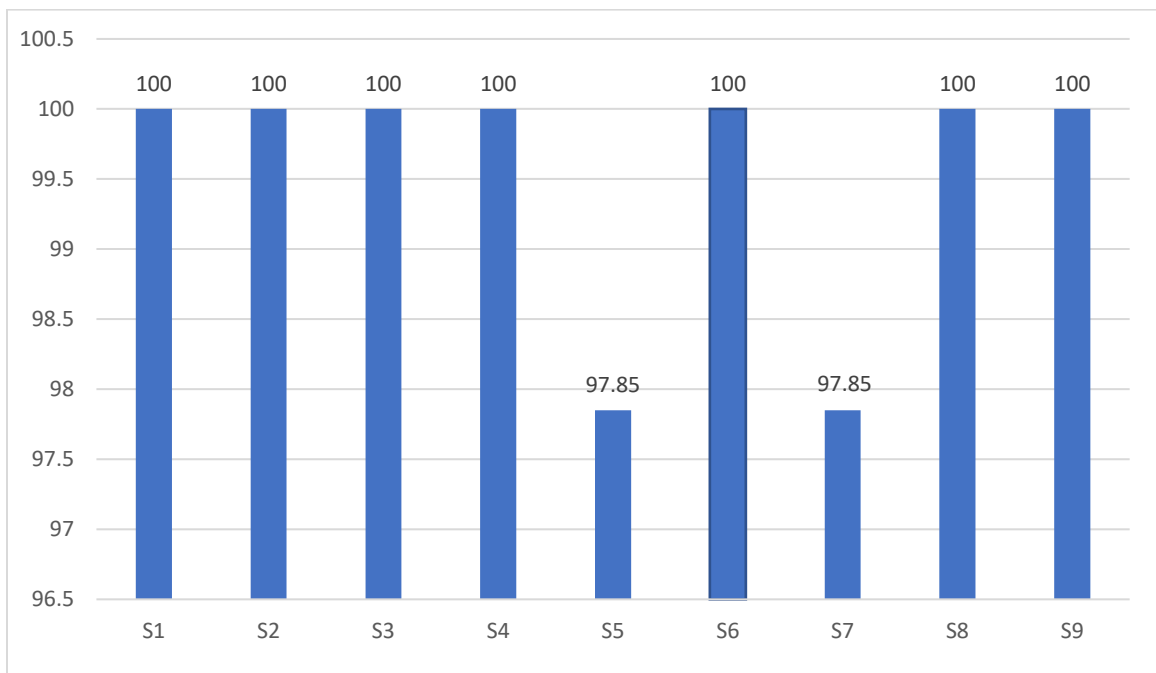
No.	Division / Department	Total
1.	Information Management Division	6
2.	Internal Audit Division	1
3.	State Treasury	1
4.	Integrity Unit	0
5.	Deputy State Secretary's Office	0
6.	Local Government Division	5
7.	State Legal Advisor's Office	3
8.	State Secretary's Office	0
9.	Corporate Division	4
10.	State Assembly & Exco Division	1
11.	State Economic Planning Unit	10
12.	Exco's Office	13
13.	State Financial Office	3
14.	Menteri Besar's Office	16
15.	Human Resource Management Division	15
16.	Management Services Division	14
	TOTAL RESPONDENTS	93

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?	93	100	0	100
2.	Are you satisfied with the service of the officer you met with?	93	100	0	100
3.	Is the waiting time to meet with an officer short and fast?	93	100	0	100
4.	Does the information obtained from the officer fulfill your request?	93	100	0	100
5.	Is the waiting room provided comfortable and to your satisfaction?	91	97.85	2	2.15
6.	Are you satisfied with the toilet facility provided?	93	100	0	100
7.	Are the signages in this building helpful to you?	91	97.85	2	2.15
8.	Are the surroundings inside and outside the building clean?	93	100	0	100
9.	Is the overall level of service provided very satisfactory?	93	100	0	100

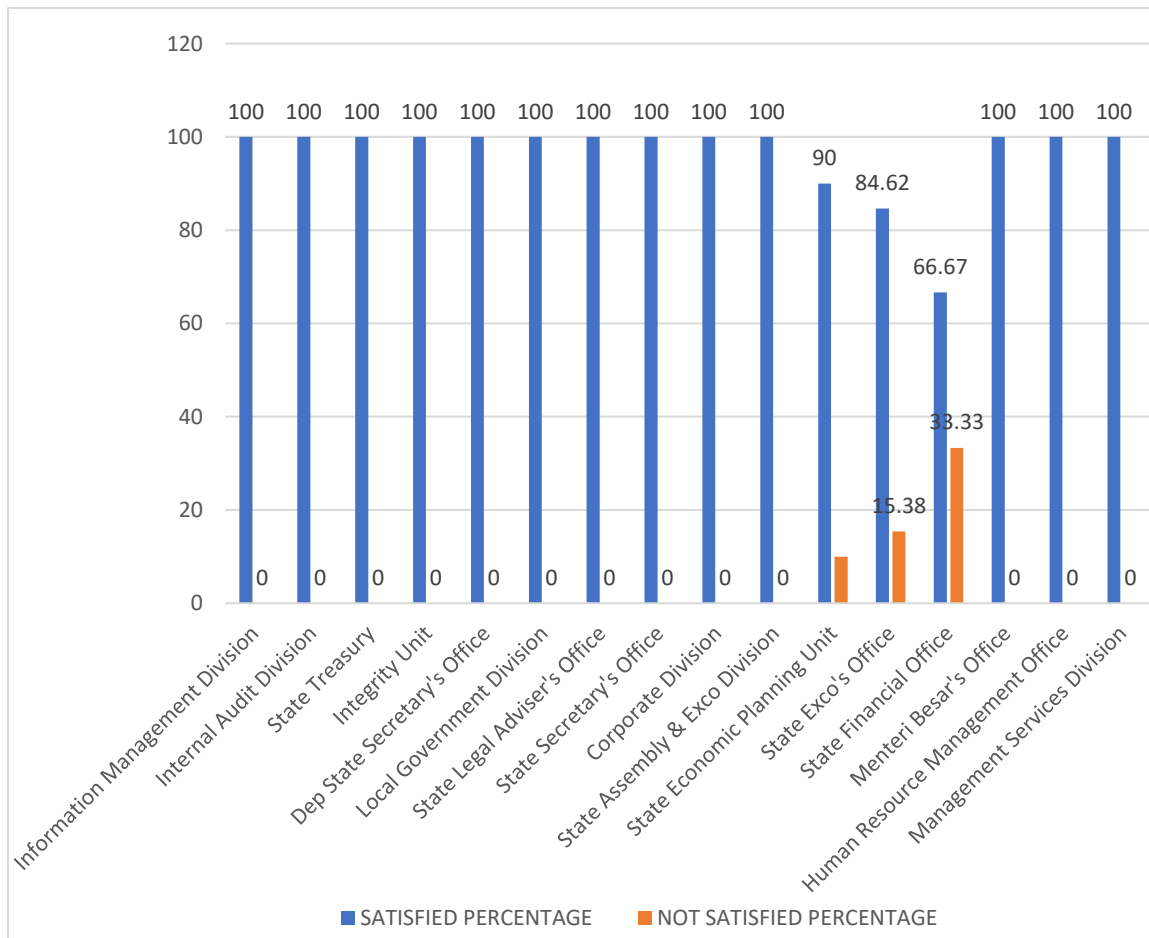
5.1.1 CUSTOMER SATISFACTION ACHIEVEMENT LEVEL GRAPH ACCORDING TO SURVEY QUESTIONS



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	1	100%	0%
3.	State Treasury	1	100%	0%
4.	Integrity Unit	0	100%	0%
5.	Deputy State Secretary's Office	0	100%	0%
6.	Local Government Division	5	100%	0%
7.	State Legal Advisor's Office	3	100%	0%
8.	State Secretary's Office	0	100%	0%
9.	Corporate Division	4	100%	0%
10.	State Assembly & Exco Division	1	100%	0%
11.	State Economic Planning Unit	10	90%	10%
12.	Exco's Office	13	84.62%	15.38%
13.	State Financial Office	3	66.67%	33.33%
14.	Menteri Besar's Office	16	100%	0%
15.	Human Resource Management Division	15	100%	0%
16.	Management Services Division	14	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	1	0
3.	State Treasury	1	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	5	0
7.	State Legal Advisor's Office	3	0
8.	State Secretary's Office	0	0
9.	Corporate Division	4	0
10.	State Assembly & Exco Division	1	0
11.	State Economic Planning Unit	10	0
12.	Exco's Office	13	0
13.	State Financial Office	3	0
14.	Menteri Besar's Office	16	0
15.	Human Resource Management Division	15	0
16.	Management Services Division	14	0
	TOTAL	93	0

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	1	0
3.	State Treasury	1	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	5	0
7.	State Legal Advisor's Office	3	0
8.	State Secretary's Office	0	0
9.	Corporate Division	4	0
10.	State Assembly & Exco Division	1	0
11.	State Economic Planning Unit	10	0
12.	Exco's Office	13	0
13.	State Financial Office	3	0
14.	Menteri Besar's Office	16	0
15.	Human Resource Management Division	15	0
16.	Management Services Division	14	0
	TOTAL	93	0

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	1	0
3.	State Treasury	1	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	5	0
7.	State Legal Advisor's Office	3	0
8.	State Secretary's Office	0	0
9.	Corporate Division	4	0
10.	State Assembly & Exco Division	1	0
11.	State Economic Planning Unit	10	0
12.	Exco's Office	13	0
13.	State Financial Office	3	0
14.	Menteri Besar's Office	16	0
15.	Human Resource Management Division	15	0
16.	Management Services Division	14	0
	TOTAL	93	0

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	1	0
3.	State Treasury	1	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	5	0
7.	State Legal Advisor's Office	3	0
8.	State Secretary's Office	0	0
9.	Corporate Division	4	0
10.	State Assembly & Exco Division	1	0
11.	State Economic Planning Unit	10	0
12.	Exco's Office	13	0
13.	State Financial Office	3	0
14.	Menteri Besar's Office	16	0
15.	Human Resource Management Division	15	0
16.	Management Services Division	14	0
	TOTAL	93	0

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

No.	Division / Department	Yes	No
1.	Information Management Division	6	0
2.	Internal Audit Division	1	0
3.	State Treasury	1	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	5	0
7.	State Legal Advisor's Office	3	0
8.	State Secretary's Office	0	0
9.	Corporate Division	4	0
10.	State Assembly & Exco Division	1	0
11.	State Economic Planning Unit	10	0
12.	Exco's Office	11	2
13.	State Financial Office	3	0
14.	Menteri Besar's Office	16	0
15.	Human Resource Management Division	15	0
16.	Management Services Division	14	0
	TOTAL	91	2

6. Are you satisfied with the toilet facility provided?

No.	Division / Department	Yes	No
1.	Information Management Division	6	0
2.	Internal Audit Division	1	0
3.	State Treasury	1	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	5	0
7.	State Legal Advisor's Office	3	0
8.	State Secretary's Office	0	0
9.	Corporate Division	4	0
10.	State Assembly & Exco Division	1	0
11.	State Economic Planning Unit	10	0
12.	Exco's Office	13	0
13.	State Financial Office	3	0
14.	Menteri Besar's Office	16	0
15.	Human Resource Management Division	15	0
16.	Management Services Division	14	0
	TOTAL	93	0

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

No.	Division / Department	Yes	No
1.	Information Management Division	6	0
2.	Internal Audit Division	1	0
3.	State Treasury	1	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	5	0
7.	State Legal Advisor's Office	3	0
8.	State Secretary's Office	0	0
9.	Corporate Division	4	0
10.	State Assembly & Exco Division	1	0
11.	State Economic Planning Unit	9	1
12.	Exco's Office	13	0
13.	State Financial Office	2	1
14.	Menteri Besar's Office	16	0
15.	Human Resource Management Division	15	0
16.	Management Services Division	14	0
	TOTAL	91	2

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

No.	Division / Department	Yes	No
1.	Information Management Division	6	0
2.	Internal Audit Division	1	0
3.	State Treasury	1	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	5	0
7.	State Legal Advisor's Office	3	0
8.	State Secretary's Office	0	0
9.	Corporate Division	4	0
10.	State Assembly & Exco Division	1	0
11.	State Economic Planning Unit	10	0
12.	Exco's Office	13	0
13.	State Financial Office	3	0
14.	Menteri Besar's Office	16	0
15.	Human Resource Management Division	15	0
16.	Management Services Division	14	0
	TOTAL	93	0

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	1	0
3.	State Treasury	1	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	5	0
7.	State Legal Advisor's Office	3	0
8.	State Secretary's Office	0	0
9.	Corporate Division	4	0
10.	State Assembly & Exco Division	1	0
11.	State Economic Planning Unit	10	0
12.	Exco's Office	13	0
13.	State Financial Office	3	0
14.	Menteri Besar's Office	16	0
15.	Human Resource Management Division	15	0
16.	Management Services Division	14	0
	TOTAL	93	0

6. RESPONDENTS' COMMENTS AND RECOMMENDATIONS

- There are no comments/recommendations for January till March 2023.

7. SUMMARY

Overall, this survey has recorded the customer satisfaction level in the Perak State Secretariat at **99.52** 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.