

**PERAK STATE SECRETARIAT
CUSTOMER SATISFACTION SURVEY
JULY – SEPTEMBER 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'	99.29%
Overall Answers Ticked 'No'	0.71%

The survey results show that the overall customer satisfaction level at the Perak State Secretariat is **99.29%** satisfied and **0.71%** not satisfied. This data includes survey results from **94** respondents who have dealings with the Perak State Secretariat.

4. SURVEY RESPONDENTS

A total of **94** customers have filled out the customer satisfaction survey forms, comprising **81** employed people, **9** students and **34** senior citizens. The breakdown of respondents according to the divisions visited is as follows: -

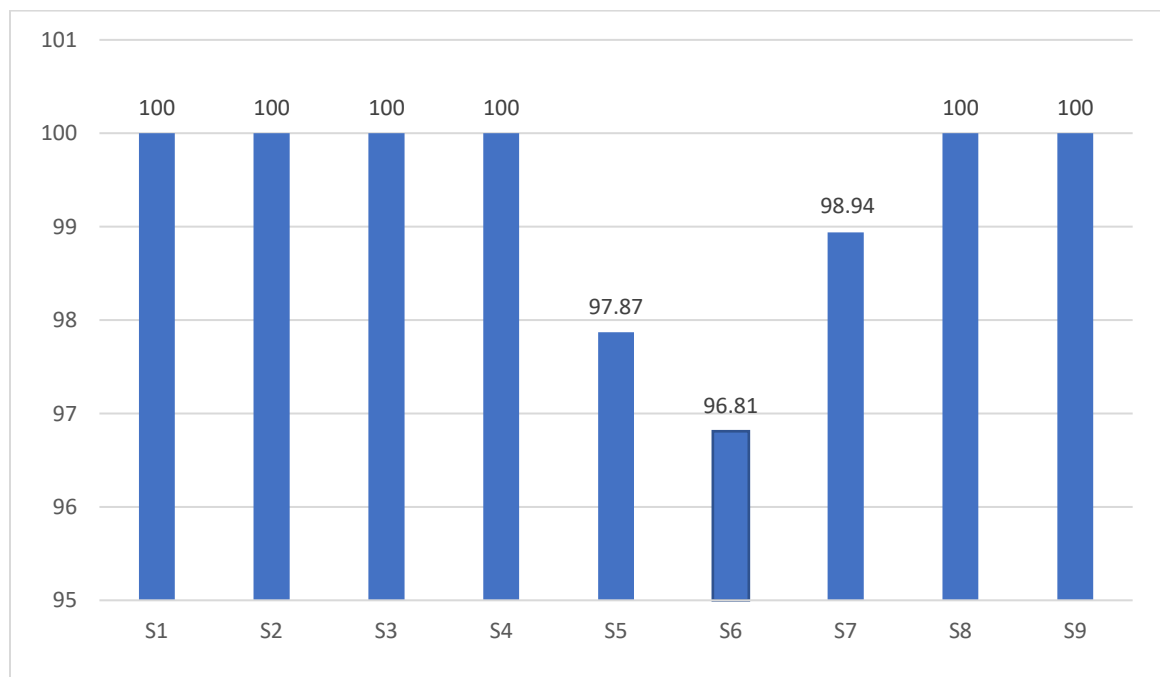
No.	Division / Department	Total
1.	Information Management Division	4
2.	Internal Audit Division	0
3.	State Treasury	2
4.	Integrity Unit	0
5.	Deputy State Secretary's Office	0
6.	Local Government Division	5
7.	State Legal Advisor's Office	6
8.	State Secretary's Office	4
9.	Corporate Division	3
10.	State Assembly & Exco Division	1
11.	State Economic Planning Unit	6
12.	Exco's Office	16
13.	State Financial Office	3
14.	Menteri Besar's Office	22
15.	Human Resource Management Division	4
16.	Management Services Division	11
TOTAL RESPONDENTS		94

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?	94	100	0	100
2.	Are you satisfied with the service of the officer you met with?	94	100	0	100
3.	Is the waiting time to meet with an officer short and fast?	94	100	0	100
4.	Does the information obtained from the officer fulfill your request?	94	100	0	100
5.	Is the waiting room provided comfortable and to your satisfaction?	92	97.87	2	2.13
6.	Are you satisfied with the toilet facility provided?	91	96.81	3	3.19
7.	Are the signages in this building helpful to you?	94	98.94	1	1.06
8.	Are the surroundings inside and outside the building clean?	94	100	0	100
9.	Is the overall level of service provided very satisfactory?	94	100	0	100

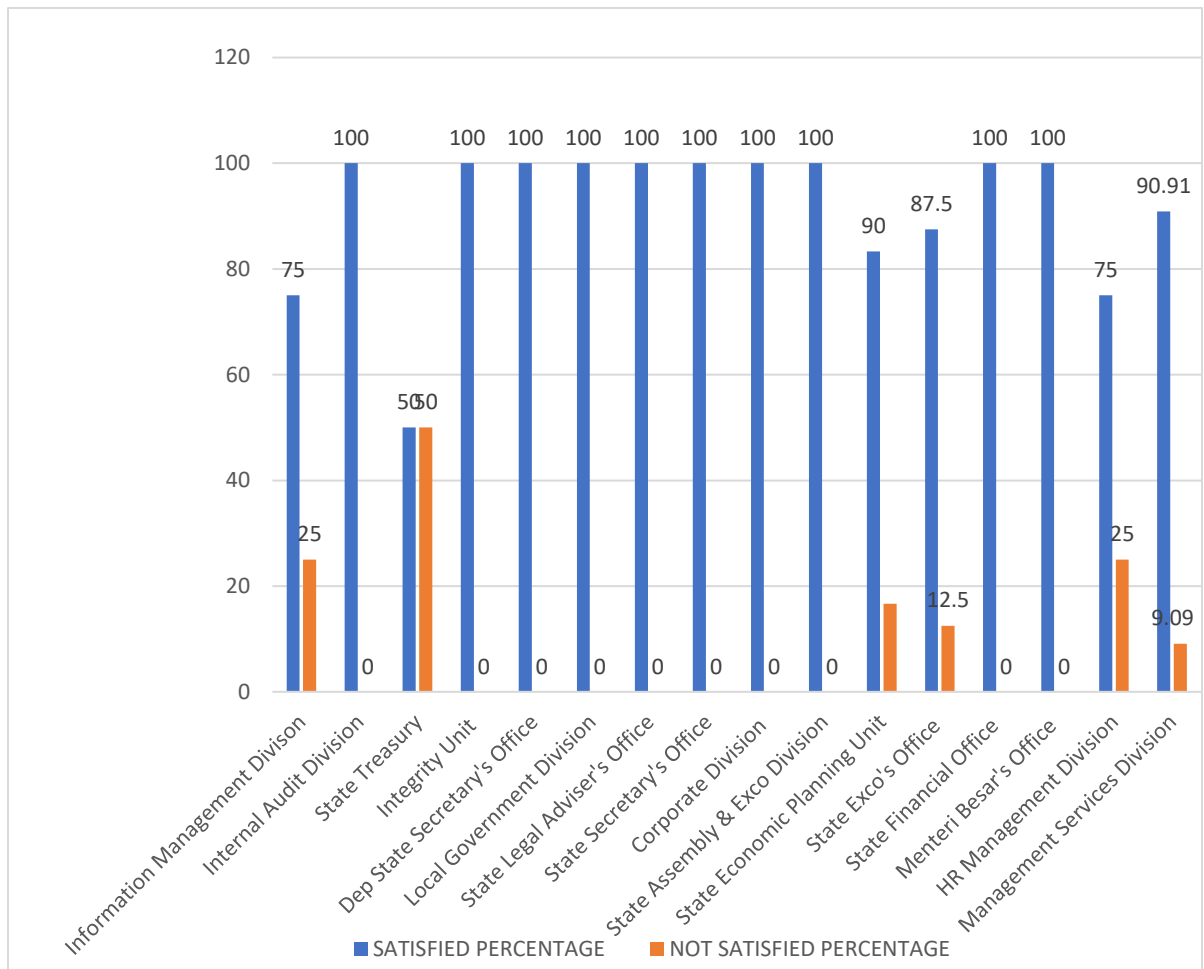
5.1.1 CUSTOMER SATISFACTION ACHIEVEMENT LEVEL GRAPH ACCORDING TO SURVEY QUESTIONS



5.2 FEEDBACK ACHIEVEMENT ACCORDING TO DIVISIONS / DEPARTMENTS

No.	Division / Department	Total Respondents	Satisfied Percentage (%)	Not Satisfied Percentage (%)
1.	Information Management Division	4	75%	25%
2.	Internal Audit Division	0	100%	0%
3.	State Treasury	2	50%	50%
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	6	100%	0%
8.	State Secretary's Office	4	100%	0%
9.	Corporate Division	3	100%	0%
10.	State Assembly & Exco Division	1	100%	0%
11.	State Economic Planning Unit	6	83.33%	16.67%
12.	Exco's Office	16	87.50%	12.50%
13.	State Financial Office	3	100%	0%
14.	Menteri Besar's Office	22	100%	0%
15.	Human Resource Management Division	4	75%	25%
16.	Management Services Division	11	90.91%	9.09%

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	4	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	5	0
7.	State Legal Advisor's Office	6	0
8.	State Secretary's Office	4	0
9.	Corporate Division	3	0
10.	State Assembly & Exco Division	1	0
11.	State Economic Planning Unit	6	0
12.	Exco's Office	16	0
13.	State Financial Office	3	0
14.	Menteri Besar's Office	22	0
15.	Human Resource Management Division	4	0
16.	Management Services Division	11	0
	TOTAL	94	0

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

No.	Division / Department	Yes	No
1.	Information Management Division	4	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	5	0
7.	State Legal Advisor's Office	6	0
8.	State Secretary's Office	4	0
9.	Corporate Division	3	0
10.	State Assembly & Exco Division	1	0
11.	State Economic Planning Unit	6	0
12.	Exco's Office	16	0
13.	State Financial Office	3	0
14.	Menteri Besar's Office	22	0
15.	Human Resource Management Division	4	0
16.	Management Services Division	11	0
	TOTAL	94	0

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

No.	Division / Department	Yes	No
1.	Information Management Division	4	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	5	0
7.	State Legal Advisor's Office	6	0
8.	State Secretary's Office	4	0
9.	Corporate Division	3	0
10.	State Assembly & Exco Division	1	0
11.	State Economic Planning Unit	6	0
12.	Exco's Office	16	1
13.	State Financial Office	3	0
14.	Menteri Besar's Office	22	0
15.	Human Resource Management Division	4	0
16.	Management Services Division	11	0
	TOTAL	93	1

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

No.	Division / Department	Yes	No
1.	Information Management Division	4	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	5	0
7.	State Legal Advisor's Office	6	0
8.	State Secretary's Office	4	0
9.	Corporate Division	3	0
10.	State Assembly & Exco Division	1	0
11.	State Economic Planning Unit	6	0
12.	Exco's Office	16	1
13.	State Financial Office	3	0
14.	Menteri Besar's Office	22	0
15.	Human Resource Management Division	4	0
16.	Management Services Division	11	0
	TOTAL	93	1

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

No.	Division / Department	Yes	No
1.	Information Management Division	4	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	5	0
7.	State Legal Advisor's Office	6	0
8.	State Secretary's Office	4	0
9.	Corporate Division	3	0
10.	State Assembly & Exco Division	1	0
11.	State Economic Planning Unit	6	0
12.	Exco's Office	14	2
13.	State Financial Office	3	0
14.	Menteri Besar's Office	22	0
15.	Human Resource Management Division	4	0
16.	Management Services Division	11	0
	TOTAL	92	2

6. Are you satisfied with the toilet facility provided?

No.	Division / Department	Yes	No
1.	Information Management Division	3	1
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	14	1
16.	Management Services Division	14	1
	TOTAL	91	3

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

No.	Division / Department	Yes	No
1.	Information Management Division	4	0
2.	Internal Audit Division	0	0
3.	State Treasury	2	1
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	6	0
8.	State Secretary's Office	4	0
9.	Corporate Division	3	0
10.	State Assembly & Exco Division	1	0
11.	State Economic Planning Unit	6	0
12.	Exco's Office	14	2
13.	State Financial Office	3	0
14.	Menteri Besar's Office	22	0
15.	Human Resource Management Division	4	0
16.	Management Services Division	11	0
	TOTAL	92	2

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

No.	Division / Department	Yes	No
1.	Information Management Division	4	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	5	0
7.	State Legal Advisor's Office	6	0
8.	State Secretary's Office	4	0
9.	Corporate Division	3	0
10.	State Assembly & Exco Division	1	0
11.	State Economic Planning Unit	6	0
12.	Exco's Office	16	0
13.	State Financial Office	3	0
14.	Menteri Besar's Office	22	0
15.	Human Resource Management Division	4	0
16.	Management Services Division	11	0
	TOTAL	94	0

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

No.	Division / Department	Yes	No
1.	Information Management Division	4	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	5	0
7.	State Legal Advisor's Office	6	0
8.	State Secretary's Office	4	0
9.	Corporate Division	3	0
10.	State Assembly & Exco Division	1	0
11.	State Economic Planning Unit	6	0
12.	Exco's Office	16	0
13.	State Financial Office	3	0
14.	Menteri Besar's Office	22	0
15.	Human Resource Management Division	4	0
16.	Management Services Division	11	0
	TOTAL	94	0

6. RESPONDENTS' COMMENTS AND RECOMMENDATIONS

- There are no comments/recommendations for July till September 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 there were 5 offices with unsatisfactory level of satisfaction, namely Management Services Division, Information Management Division, Human Resource Management Division, State Treasury and Exco's Office. For the Management Services Division, Information Management Division, Human Resource Management Division, the respondents were not satisfied with question 6 regarding the toilet facility provided.

As for the exco office, respondents were not satisfied with question 5 regarding the waiting room provided.

8. SUMMARY

Overall, this survey has recorded the customer satisfaction level in the Perak State Secretariat at **99.29** 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.