

**PERAK STATE SECRETARIAT
CUSTOMER SATISFACTION SURVEY
OCTOBER – DECEMBER 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

To achieve **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 show 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 **115** respondents who have dealings with the Perak State Secretariat.

4. SURVEY RESPONDENTS

A total of **115** customers have filled out the customer satisfaction survey forms, comprising **109** employed people, **4** students and **2** senior citizens. The breakdown of respondents according to the divisions visited is as follows: -

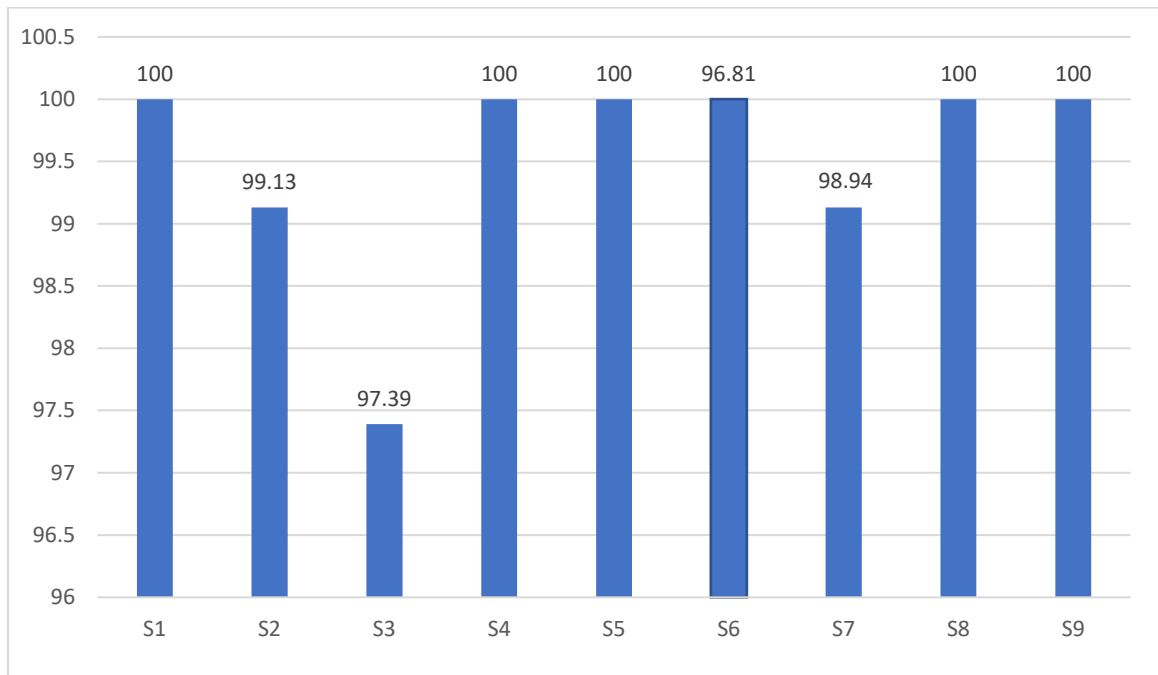
No.	Division / Department	Total
1.	Information Management Division	9
2.	Internal Audit Division	7
3.	State Treasury	10
4.	Integrity Unit	8
5.	Deputy State Secretary's Office	0
6.	Local Government Division	10
7.	State Legal Advisor's Office	7
8.	State Secretary's Office	0
9.	Corporate Division	6
10.	State Assembly & Exco Division	8
11.	State Economic Planning Unit	8
12.	Exco's Office	8
13.	State Financial Office	10
14.	Menteri Besar's Office	9
15.	Human Resource Management Division	8
16.	Management Services Division	7
	TOTAL RESPONDENTS	115

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?	115	100	0	100
2.	Are you satisfied with the service of the officer you met with?	114	99.13	1	0.87
3.	Is the waiting time to meet with an officer short and fast?	112	97.39	0	2.61
4.	Does the information obtained from the officer fulfill your request?	115	100	0	100
5.	Is the waiting room provided comfortable and to your satisfaction?	115	100	0	100
6.	Are you satisfied with the toilet facility provided?	115	100	0	100
7.	Are the signages in this building helpful to you?	114	99.13	1	0.87
8.	Are the surroundings inside and outside the building clean?	115	100	0	100
9.	Is the overall level of service provided very satisfactory?	115	100	0	100

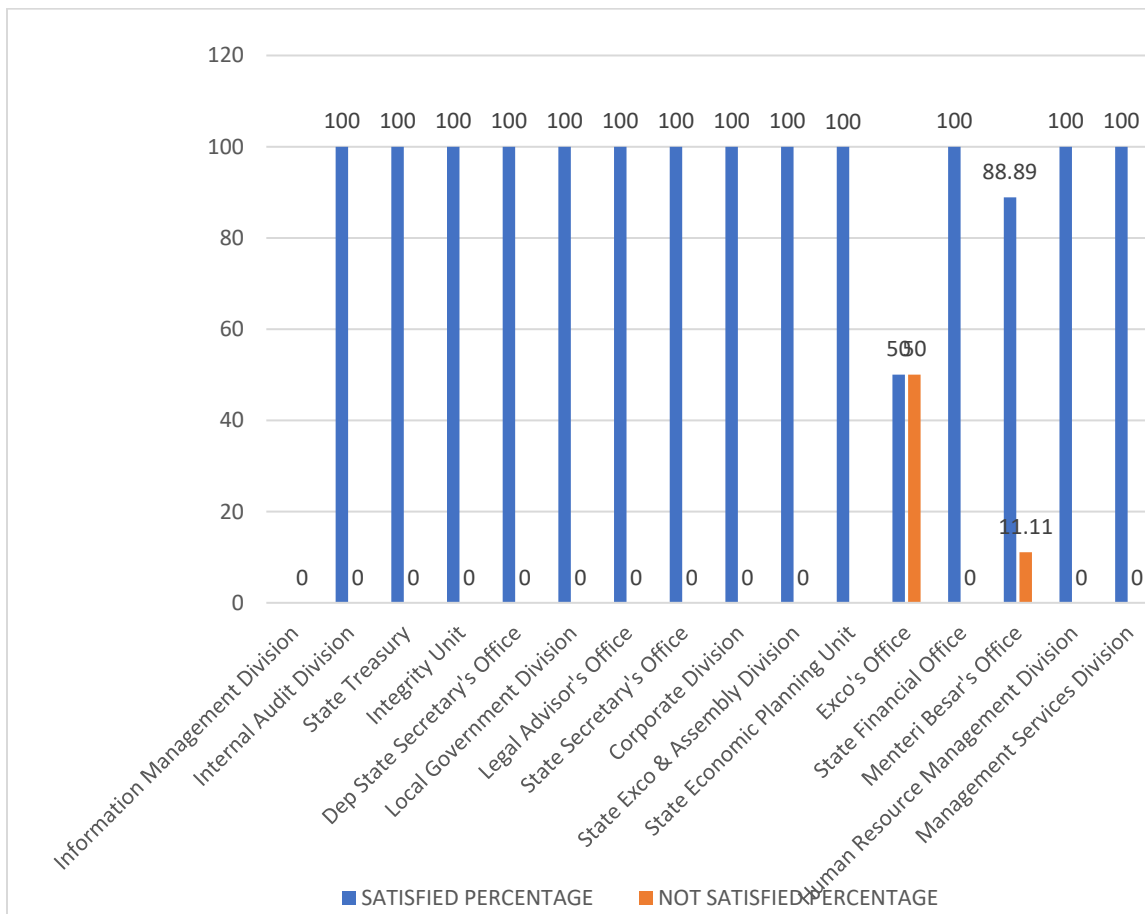
5.1.1 CUSTOMER SATISFACTION ACHIEVEMENT LEVEL GRAPH ACCORDING TO SURVEY QUESTIONS



5.2 FEEDBACK ACHIEVEMENT ACCORDING TO DIVISIONS / DEPARTMENTS

No.	Division / Department	Total Respondents	Satisfied Percentage (%)	Not Satisfied Percentage (%)
1.	Information Management Division	9	100%	0%
2.	Internal Audit Division	7	100%	0%
3.	State Treasury	10	100%	0%
4.	Integrity Unit	8	100%	0%
5.	Deputy State Secretary's Office	0	100%	0%
6.	Local Government Division	10	100%	0%
7.	State Legal Advisor's Office	7	100%	0%
8.	State Secretary's Office	0	100%	0%
9.	Corporate Division	6	100%	0%
10.	State Assembly & Exco Division	8	100%	0%
11.	State Economic Planning Unit	8	100%	0%
12.	Exco's Office	8	50%	50%
13.	State Financial Office	10	100%	0%
14.	Menteri Besar's Office	9	88.89%	11.11%
15.	Human Resource Management Division	8	100%	100%
16.	Management Services Division	7	100%	100%

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	9	0
2.	Internal Audit Division	7	0
3.	State Treasury	10	0
4.	Integrity Unit	8	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	10	0
7.	State Legal Advisor's Office	7	0
8.	State Secretary's Office	0	0
9.	Corporate Division	6	0
10.	State Assembly & Exco Division	8	0
11.	State Economic Planning Unit	8	0
12.	Exco's Office	8	0
13.	State Financial Office	10	0
14.	Menteri Besar's Office	9	0
15.	Human Resource Management Division	8	0
16.	Management Services Division	7	0
	TOTAL	115	0

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

No.	Division / Department	Yes	No
1.	Information Management Division	9	0
2.	Internal Audit Division	7	0
3.	State Treasury	10	0
4.	Integrity Unit	8	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	10	0
7.	State Legal Advisor's Office	7	0
8.	State Secretary's Office	0	0
9.	Corporate Division	6	0
10.	State Assembly & Exco Division	8	0
11.	State Economic Planning Unit	8	0
12.	Exco's Office	7	1
13.	State Financial Office	10	0
14.	Menteri Besar's Office	9	0
15.	Human Resource Management Division	8	0
16.	Management Services Division	7	0
	TOTAL	114	1

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

No.	Division / Department	Yes	No
1.	Information Management Division	9	0
2.	Internal Audit Division	7	0
3.	State Treasury	10	0
4.	Integrity Unit	8	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	10	0
7.	State Legal Advisor's Office	7	0
8.	State Secretary's Office	0	0
9.	Corporate Division	6	0
10.	State Assembly & Exco Division	8	0
11.	State Economic Planning Unit	8	0
12.	Exco's Office	6	2
13.	State Financial Office	10	0
14.	Menteri Besar's Office	8	1
15.	Human Resource Management Division	8	0
16.	Management Services Division	7	0
	TOTAL	112	3

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

No.	Division / Department	Yes	No
1.	Information Management Division	9	0
2.	Internal Audit Division	7	0
3.	State Treasury	10	0
4.	Integrity Unit	8	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	10	0
7.	State Legal Advisor's Office	7	0
8.	State Secretary's Office	0	0
9.	Corporate Division	6	0
10.	State Assembly & Exco Division	8	0
11.	State Economic Planning Unit	8	0
12.	Exco's Office	8	0
13.	State Financial Office	10	0
14.	Menteri Besar's Office	9	0
15.	Human Resource Management Division	8	0
16.	Management Services Division	7	0
	TOTAL	115	0

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

No.	Division / Department	Yes	No
1.	Information Management Division	9	0
2.	Internal Audit Division	7	0
3.	State Treasury	10	0
4.	Integrity Unit	8	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	10	0
7.	State Legal Advisor's Office	7	0
8.	State Secretary's Office	0	0
9.	Corporate Division	6	0
10.	State Assembly & Exco Division	8	0
11.	State Economic Planning Unit	8	0
12.	Exco's Office	8	0
13.	State Financial Office	10	0
14.	Menteri Besar's Office	9	0
15.	Human Resource Management Division	8	0
16.	Management Services Division	7	0
	TOTAL	115	0

6. Are you satisfied with the toilet facility provided?

No.	Division / Department	Yes	No
1.	Information Management Division	9	0
2.	Internal Audit Division	7	0
3.	State Treasury	10	0
4.	Integrity Unit	8	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	10	0
7.	State Legal Advisor's Office	7	0
8.	State Secretary's Office	0	0
9.	Corporate Division	6	0
10.	State Assembly & Exco Division	8	0
11.	State Economic Planning Unit	8	0
12.	Exco's Office	8	0
13.	State Financial Office	10	0
14.	Menteri Besar's Office	9	0
15.	Human Resource Management Division	8	0
16.	Management Services Division	7	0
	TOTAL	115	0

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

No.	Division / Department	Yes	No
1.	Information Management Division	9	0
2.	Internal Audit Division	7	0
3.	State Treasury	10	1
4.	Integrity Unit	8	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	10	0
7.	State Legal Advisor's Office	7	0
8.	State Secretary's Office	0	0
9.	Corporate Division	6	0
10.	State Assembly & Exco Division	8	0
11.	State Economic Planning Unit	8	0
12.	Exco's Office	7	1
13.	State Financial Office	10	0
14.	Menteri Besar's Office	9	0
15.	Human Resource Management Division	8	0
16.	Management Services Division	7	0
	TOTAL	114	1

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

No.	Division / Department	Yes	No
1.	Information Management Division	9	0
2.	Internal Audit Division	7	0
3.	State Treasury	10	0
4.	Integrity Unit	8	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	10	0
7.	State Legal Advisor's Office	7	0
8.	State Secretary's Office	0	0
9.	Corporate Division	6	0
10.	State Assembly & Exco Division	8	0
11.	State Economic Planning Unit	8	0
12.	Exco's Office	8	0
13.	State Financial Office	10	0
14.	Menteri Besar's Office	9	0
15.	Human Resource Management Division	8	0
16.	Management Services Division	7	0
	TOTAL	115	0

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

No.	Division / Department	Yes	No
1.	Information Management Division	9	0
2.	Internal Audit Division	7	0
3.	State Treasury	10	0
4.	Integrity Unit	8	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	10	0
7.	State Legal Advisor's Office	7	0
8.	State Secretary's Office	0	0
9.	Corporate Division	6	0
10.	State Assembly & Exco Division	8	0
11.	State Economic Planning Unit	8	0
12.	Exco's Office	8	0
13.	State Financial Office	10	0
14.	Menteri Besar's Office	9	0
15.	Human Resource Management Division	8	0
16.	Management Services Division	7	0
	TOTAL	115	0

6. RESPONDENTS' COMMENTS AND RECOMMENDATIONS

- There are no comments/recommendations for October till December 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 **2** offices with unsatisfactory level of satisfaction, namely Menteri Besar's Office and Exco's Office. For the Menteri Besar's office, the respondents were not satisfied with question 3: Is the waiting time to meet with an officer short and fast?

As for the exco office, the respondents were not satisfied with question 2 and 7, regarding the service of the officer concerned and the signages in the building.

8. SUMMARY

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