

**PERAK STATE SECRETARIAT  
CUSTOMER SATISFACTION SURVEY REPORT  
OCTOBER – DECEMBER 2024**

## 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'	<b>99.68%</b>
Overall Answers Ticked 'No'	<b>0.32%</b>

The survey results show that the overall customer satisfaction level at the Perak State Secretariat is **99.68%** satisfied and **0.32%** not satisfied. This data includes survey results from **105** respondents who have dealings with the Perak State Secretariat.

## 4. SURVEY RESPONDENTS

A total of **105** customers have filled out the customer satisfaction survey forms, comprising **93** employed people, **8** students, **4** senior citizens and **0** unemployed people. The breakdown of respondents according to the divisions visited is as follows: -

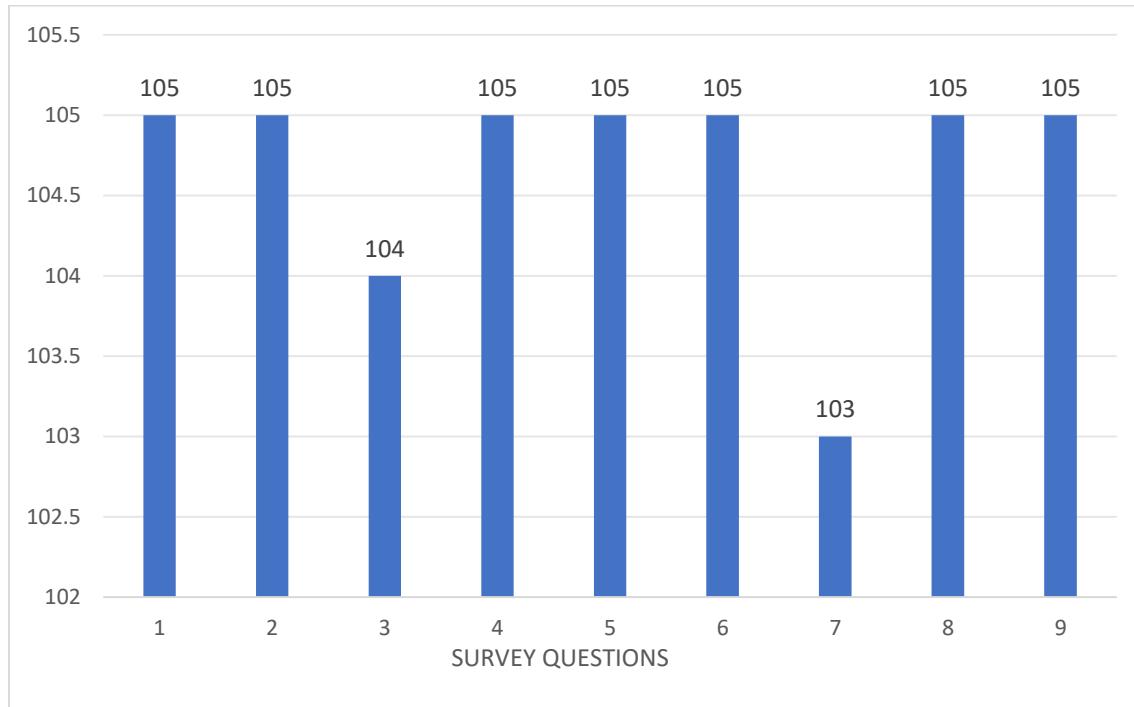
No.	Division / Department	No. of Respondents
1.	Information Management Division	6
2.	Internal Audit Division	0
3.	State Treasury	2
4.	Integrity Unit	0
5.	Deputy State Secretary's Office	0
6.	Local Government Division	6
7.	State Legal Advisor's Office	6
8.	State Secretary's Office	0
9.	Corporate Division	3
10.	State Assembly & Exco Division	2
11.	State Economic Planning Unit	6
12.	Exco's Office	20
13.	State Financial Office	3
14.	Menteri Besar's Office	25
15.	Human Resource Management Division	13
16.	Management Services Division	13
<b>TOTAL RESPONDENTS</b>		<b>105</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?	105	100	0	100
2.	Are you satisfied with the service of the officer you met with?	105	100	0	100
3.	Is the waiting time to meet with an officer short and fast?	104	99.05	1	0.95
4.	Does the information obtained from the officer fulfill your request?	105	100	0	100
5.	Is the waiting room provided comfortable and to your satisfaction?	105	100	0	100
6.	Are you satisfied with the toilet facility provided?	105	100	0	100
7.	Are the signages in this building helpful to you?	103	98.10	2	1.90
8.	Are the surroundings inside and outside the building clean?	105	100	0	100
9.	Is the overall level of service provided very satisfactory?	105	100	0	100

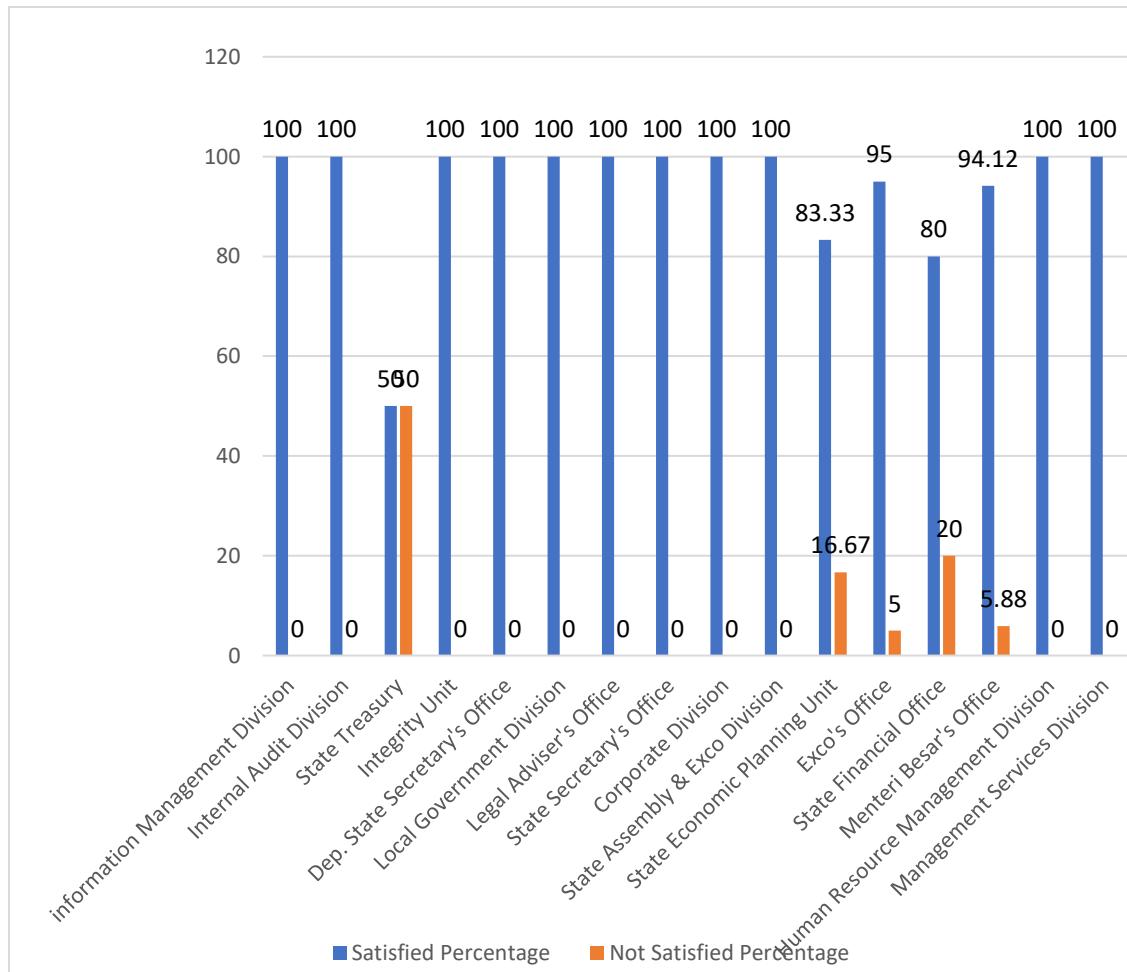
#### 5.1.1 CUSTOMER SATISFACTION ACHIEVEMENT LEVEL GRAPH ACCORDING TO SURVEY QUESTIONS



## 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	1	50%	50%
4.	Integrity Unit	0	100%	0%
5.	Deputy State Secretary's Office	0	100%	0%
6.	Local Government Division	6	100%	0%
7.	State Legal Advisor's Office	6	100%	0%
8.	State Secretary's Office	0	100%	0%
9.	Corporate Division	3	100%	0%
10.	State Assembly & Exco Division	2	100%	0%
11.	State Economic Planning Unit	5	83.33%	16.67%
12.	Exco's Office	19	95%	5%
13.	State Financial Office	3	100%	0%
14.	Menteri Besar's Office	25	100%	0%
15.	Human Resource Management Division	13	100%	0%
16.	Management Services Division	13	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	6	0
7.	State Legal Advisor's Office	6	0
8.	State Secretary's Office	0	0
9.	Corporate Division	3	0
10.	State Assembly & Exco Division	2	0
11.	State Economic Planning Unit	6	0
12.	Exco's Office	20	0
13.	State Financial Office	3	0
14.	Menteri Besar's Office	25	0
15.	Human Resource Management Division	13	0
16.	Management Services Division	13	0
<b>TOTAL</b>		<b>105</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	6	0
7.	State Legal Advisor's Office	6	0
8.	State Secretary's Office	0	0
9.	Corporate Division	3	0
10.	State Assembly & Exco Division	2	0
11.	State Economic Planning Unit	6	0
12.	Exco's Office	20	0
13.	State Financial Office	3	0
14.	Menteri Besar's Office	25	0
15.	Human Resource Management Division	13	0
16.	Management Services Division	13	0
<b>TOTAL</b>		<b>105</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	6	0
7.	State Legal Advisor's Office	6	0
8.	State Secretary's Office	0	0
9.	Corporate Division	3	0
10.	State Assembly & Exco Division	2	0
11.	State Economic Planning Unit	6	0
12.	Exco's Office	19	1
13.	State Financial Office	3	0
14.	Menteri Besar's Office	25	0
15.	Human Resource Management Division	13	0
16.	Management Services Division	13	0
	<b>TOTAL</b>	<b>104</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	6	0
7.	State Legal Advisor's Office	6	0
8.	State Secretary's Office	0	0
9.	Corporate Division	3	0
10.	State Assembly & Exco Division	2	0
11.	State Economic Planning Unit	6	0
12.	Exco's Office	20	0
13.	State Financial Office	3	0
14.	Menteri Besar's Office	25	1
15.	Human Resource Management Division	13	0
16.	Management Services Division	13	0
	<b>TOTAL</b>	<b>105</b>	<b>1</b>

**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	0	0
3.	State Treasury	2	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	6	0
7.	State Legal Advisor's Office	6	0
8.	State Secretary's Office	0	0
9.	Corporate Division	3	0
10.	State Assembly & Exco Division	2	0
11.	State Economic Planning Unit	6	0
12.	Exco's Office	20	0
13.	State Financial Office	3	0
14.	Menteri Besar's Office	25	0
15.	Human Resource Management Division	13	0
16.	Management Services Division	13	0
	<b>TOTAL</b>	<b>105</b>	<b>0</b>

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

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	6	0
7.	State Legal Advisor's Office	6	0
8.	State Secretary's Office	0	0
9.	Corporate Division	3	0
10.	State Assembly & Exco Division	2	0
11.	State Economic Planning Unit	6	0
12.	Exco's Office	20	0
13.	State Financial Office	3	0
14.	Menteri Besar's Office	25	0
15.	Human Resource Management Division	13	0
16.	Management Services Division	13	0
	<b>TOTAL</b>	<b>105</b>	<b>0</b>

**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	0	0
3.	State Treasury	1	1
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	6	0
7.	State Legal Advisor's Office	6	0
8.	State Secretary's Office	0	0
9.	Corporate Division	3	0
10.	State Assembly & Exco Division	2	0
11.	State Economic Planning Unit	5	1
12.	Exco's Office	20	0
13.	State Financial Office	3	0
14.	Menteri Besar's Office	25	0
15.	Human Resource Management Division	13	0
16.	Management Services Division	13	0
<b>TOTAL</b>		<b>103</b>	<b>2</b>

**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	0	0
3.	State Treasury	2	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	6	0
7.	State Legal Advisor's Office	6	0
8.	State Secretary's Office	0	0
9.	Corporate Division	3	0
10.	State Assembly & Exco Division	2	0
11.	State Economic Planning Unit	6	0
12.	Exco's Office	20	0
13.	State Financial Office	3	0
14.	Menteri Besar's Office	25	0
15.	Human Resource Management Division	13	0
16.	Management Services Division	13	0
<b>TOTAL</b>		<b>105</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	6	0
7.	State Legal Advisor's Office	6	0
8.	State Secretary's Office	0	0
9.	Corporate Division	3	0
10.	State Assembly & Exco Division	2	0
11.	State Economic Planning Unit	6	0
12.	Exco's Office	20	0
13.	State Financial Office	3	0
14.	Menteri Besar's Office	25	0
15.	Human Resource Management Division	13	0
16.	Management Services Division	13	0
<b>TOTAL</b>		<b>105</b>	<b>0</b>

## **6. RESPONDENTS' COMMENTS AND RECOMMENDATIONS**

- There are no comments/recommendations for October until December 2024.

## **7. DATA ANALYSIS**

Based on the results of the study, it was found that the level of customer satisfaction at the Perak State Secretariat reached **100%**. However, there were several divisions with unsatisfactory percentage levels, i.e., State Economic Planning Unit, State Treasury Office and Exco's Office.

For question 7, regarding the signages in Bangunan Perak Darul Ridzuan, there were respondents not satisfied with the State Economic Planning Unit and State Treasury Office.

As for the Exco's office, the respondents were not satisfied with question 3, regarding the waiting time to meet with an officer.

## **8. SUMMARY**

Overall, this survey has recorded the customer satisfaction level in the Perak State Secretariat at **99.68%**. In view of this, 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.

**Secretariat,  
Corporate Division,  
Perak State Secretariat.**

**Date: 1 January 2025**