



**PERAK STATE SECRETARIAT
CUSTOMER SATISFACTION SURVEY REPORT
JANUARY – MARCH 2025**

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'	99.66%
Overall Answers Ticked 'No'	0.34%

The survey results show that the overall customer satisfaction level at the Perak State Secretariat is **99.66%** satisfied and **0.34%** not satisfied. This data includes survey results from **150** respondents who have dealings with the Perak State Secretariat.

4. SURVEY RESPONDENTS

A total of **150** customers have filled out the customer satisfaction survey forms. The breakdown of respondents is as follows: -

GENDER	TOTAL
Male	76
Female	74
Total	150

RACE	TOTAL
Malay	100
Chinese	25
Indian	25
Others	-
Total	150

AGE	TOTAL
29 years and below	61
30 to 40 years	17
41 to 59 years	72
60 years and above	-
Total	150

OCCUPATION	TOTAL
Civil Servant	10
Self-employed	94
Private Sector	39
Unemployed	1
Student	6
Total	150

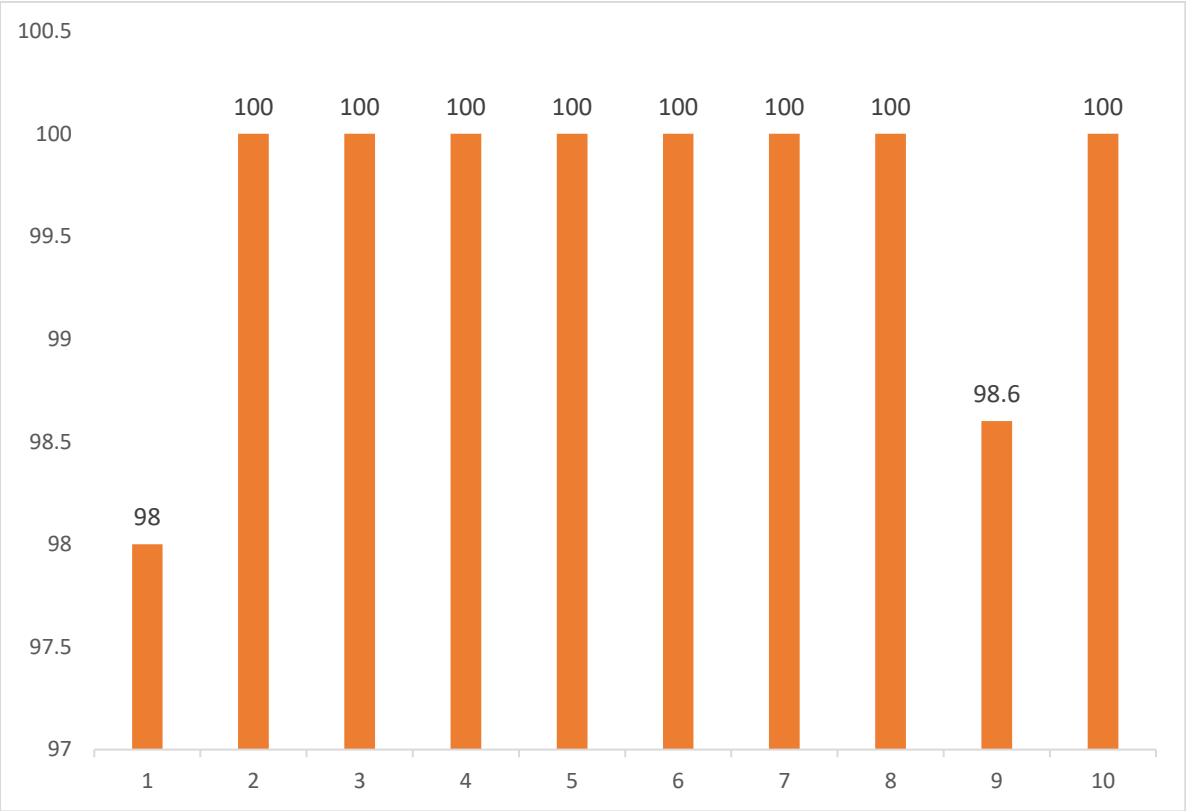
No.	Division / Department	No. of Respondents
1.	Information Management Division	7
2.	Internal Audit Division	9
3.	State Treasury	8
4.	Integrity Unit	12
5.	Deputy State Secretary's Office	0
6.	Local Government Division	10
7.	State Legal Advisor's Office	5
8.	State Secretary's Office	0
9.	Corporate Division	9
10.	State Assembly & Exco Division	11
11.	State Economic Planning Unit	15
12.	Exco's Office	15
13.	State Financial Office	9
14.	Menteri Besar's Office	8
15.	Human Resource Management Division	18
16.	Management Services Division	14
	TOTAL RESPONDENTS	150

5. SURVEY ANALYSIS

5.1 FEEDBACK ACHIEVEMENT BASED ON SURVEY QUESTIONS

No.	Survey Questions	Yes	Percentage (%)	No	Percentage (%)
1.	Facilities provided, such as lobby, waiting area, surau, toilets and others are clean, tidy and comfortable.	147	98	3	2.0
2.	Direction signs / Counter signages / Directory are easy to refer to.	150	100	0	100
3.	Facilities for senior citizens and persons with disabilities are provided.	150	100	0	100
4.	Officers/Staff are friendly and respectful towards customers.	150	100	0	100
5.	Officers/Staff are efficient and responsive in delivering services.	150	100	0	100
6.	Officers/Staff behave professionally and ethically while attending to customers.	150	100	0	100
7.	Officers/Staff are able to deliver information accurately and consistently.	150	100	0	100
8.	I am satisfied with the explanation and service provided by the officers/staff.	150	100	0	100
9.	The duration of dealings is appropriate.	148	98.60	2	1.3
10.	I am satisfied with the overall level of service provided.	150	100	0	100

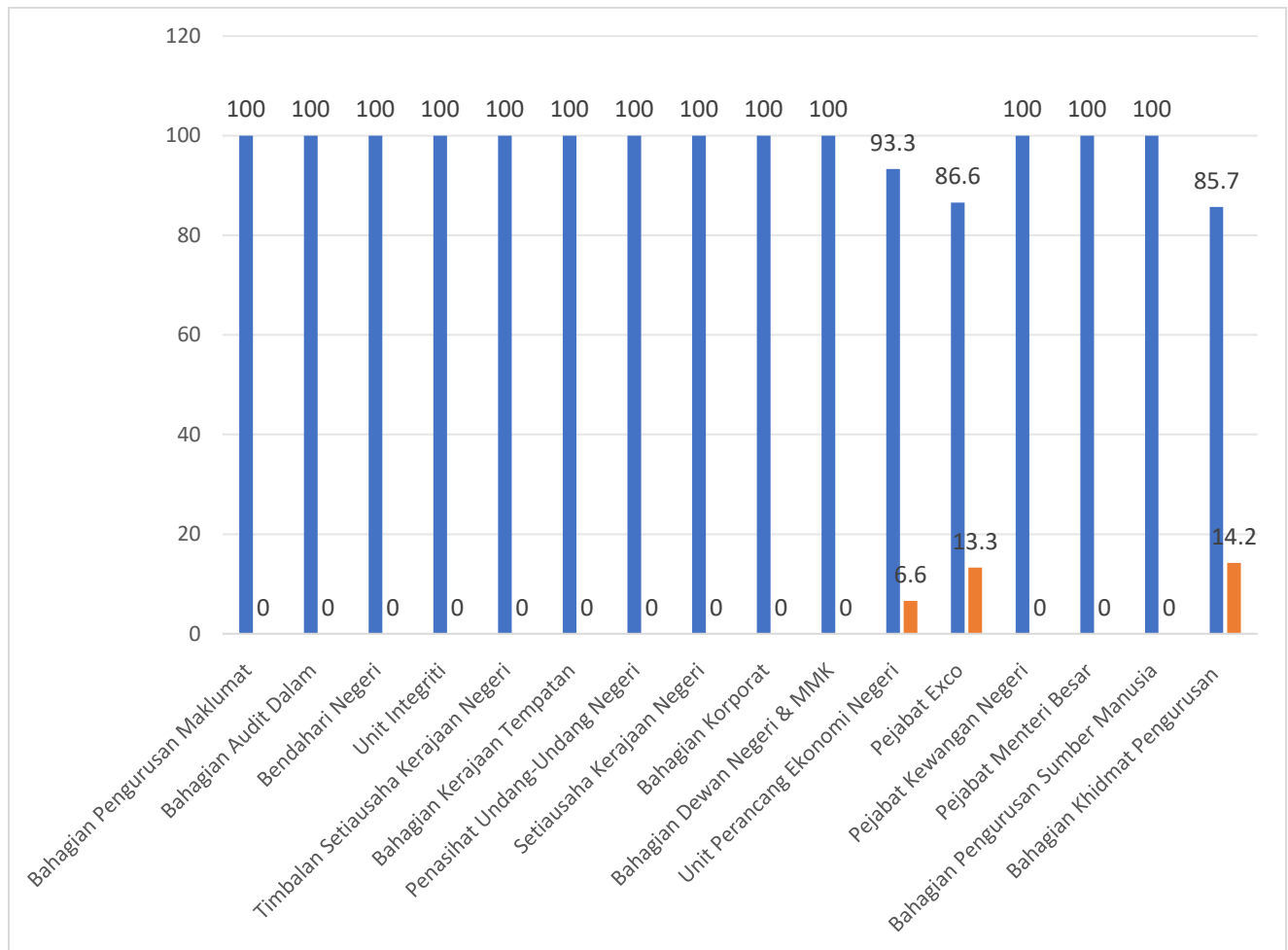
5.1.1 CUSTOMER SATISFACTION ACHIEVEMENT LEVEL GRAPH ACCORDING TO SURVEY QUESTIONS



5.2 FEEDBACK ACHIEVEMENT ACCORDING TO DIVISIONS / DEPARTMENTS

No.	Division / Department	Total Respondents	Satisfied Percentage (%)	Not Satisfied Percentage (%)
1.	Information Management Division	7	100	0
2.	Internal Audit Division	9	100	0
3.	State Treasury	8	100	0
4.	Integrity Unit	12	100	0
5.	Deputy State Secretary's Office	0	100	0
6.	Local Government Division	10	100	0
7.	State Legal Advisor's Office	5	100	0
8.	State Secretary's Office	0	100	0
9.	Corporate Division	9	100	0
10.	State Assembly & Exco Division	11	100	0
11.	State Economic Planning Unit	15	93.30	6.60
12.	Exco's Office	15	86.60	13.30
13.	State Financial Office	9	100	0
14.	Menteri Besar's Office	8	100	0
15.	Human Resource Management Division	18	100	0
16.	Management Services Division	14	85.70	14.20

5.2.1 CUSTOMER SATISFACTION ACHIEVEMENT LEVEL GRAPH ACCORDING TO DIVISIONS / DEPARTMENTS



Note:

<i>Bahagian Pengurusan Maklumat</i>	<i>Information Management Division</i>
<i>Bahagian Audit Dalam</i>	<i>Internal Audit Division</i>
<i>Bendahari Negeri</i>	<i>State Treasury</i>
<i>Unit Integriti</i>	<i>Integrity Unit</i>
<i>Timbalan Setiausaha Kerajaan Negeri</i>	<i>Deputy State Secretary's Office</i>
<i>Bahagian Kerajaan Tempatan</i>	<i>Local Government Division</i>
<i>Penasihat Undang-Undang Negeri</i>	<i>State Legal Advisor's Office</i>
<i>Setiausaha Kerajaan Negeri</i>	<i>State Secretary's Office</i>
<i>Bahagian Korporat</i>	<i>Corporate Division</i>
<i>Bahagian Dewan Negeri & MMK</i>	<i>State Assembly & Exco Division</i>
<i>Unit Perancang Ekonomi Negeri</i>	<i>State Economic Planning Unit</i>
<i>Pejabat Exco</i>	<i>Exco's Office</i>
<i>Pejabat Kewangan Negeri</i>	<i>State Financial Office</i>
<i>Pejabat Menteri Besar</i>	<i>Menteri Besar's Office</i>
<i>Bahagian Pengurusan Sumber Manusia</i>	<i>Human Resource Management Division</i>
<i>Bahagian Khidmat Pengurusan</i>	<i>Management Services Division</i>

5.3 FEEDBACK ACHIEVEMENT BASED ON SURVEY QUESTIONS ACCORDING TO DIVISIONS / DEPARTMENTS

1. Facilities provided, such as lobby, waiting area, surau, toilets and others are clean, tidy and comfortable.

No.	Division / Department	Yes	No
1.	Information Management Division	7	0
2.	Internal Audit Division	9	0
3.	State Treasury	8	0
4.	Integrity Unit	12	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	10	0
7.	State Legal Advisor's Office	5	0
8.	State Secretary's Office	0	0
9.	Corporate Division	9	0
10.	State Assembly & Exco Division	11	0
11.	State Economic Planning Unit	14	1
12.	Exco's Office	13	2
13.	State Financial Office	9	0
14.	Menteri Besar's Office	8	0
15.	Human Resource Management Division	18	0
16.	Management Services Division	12	2
	TOTAL	145	5

2. Direction signs / Counter signages / Directory are easy to refer to.

No.	Division / Department	Yes	No
1.	Information Management Division	7	0
2.	Internal Audit Division	9	0
3.	State Treasury	8	0
4.	Integrity Unit	12	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	10	0
7.	State Legal Advisor's Office	5	0
8.	State Secretary's Office	0	0
9.	Corporate Division	9	0
10.	State Assembly & Exco Division	11	0
11.	State Economic Planning Unit	15	0
12.	Exco's Office	15	0
13.	State Financial Office	9	0
14.	Menteri Besar's Office	8	0
15.	Human Resource Management Division	18	0
16.	Management Services Division	14	0
	TOTAL	150	0

3. Facilities for senior citizens and persons with disabilities are provided.

No.	Division / Department	Yes	No
1.	Information Management Division	7	0
2.	Internal Audit Division	9	0
3.	State Treasury	8	0
4.	Integrity Unit	12	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	10	0
7.	State Legal Advisor's Office	5	0
8.	State Secretary's Office	0	0
9.	Corporate Division	9	0
10.	State Assembly & Exco Division	11	0
11.	State Economic Planning Unit	15	0
12.	Exco's Office	15	0
13.	State Financial Office	9	0
14.	Menteri Besar's Office	8	0
15.	Human Resource Management Division	18	0
16.	Management Services Division	14	0
	TOTAL	150	0

4. Officers/Staff are friendly and respectful towards customers

No.	Division / Department	Yes	No
1.	Information Management Division	7	0
2.	Internal Audit Division	9	0
3.	State Treasury	8	0
4.	Integrity Unit	12	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	10	0
7.	State Legal Advisor's Office	5	0
8.	State Secretary's Office	0	0
9.	Corporate Division	9	0
10.	State Assembly & Exco Division	11	0
11.	State Economic Planning Unit	15	0
12.	Exco's Office	15	0
13.	State Financial Office	9	0
14.	Menteri Besar's Office	8	0
15.	Human Resource Management Division	18	0
16.	Management Services Division	14	0
	TOTAL	150	0

5. **Officers/Staff are efficient and responsive in delivering services.**

No.	Division / Department	Yes	No
1.	Information Management Division	7	0
2.	Internal Audit Division	9	0
3.	State Treasury	8	0
4.	Integrity Unit	12	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	10	0
7.	State Legal Advisor's Office	5	0
8.	State Secretary's Office	0	0
9.	Corporate Division	9	0
10.	State Assembly & Exco Division	11	0
11.	State Economic Planning Unit	15	0
12.	Exco's Office	15	0
13.	State Financial Office	9	0
14.	Menteri Besar's Office	8	0
15.	Human Resource Management Division	18	0
16.	Management Services Division	14	0
	TOTAL	150	0

6. Officers/Staff behave professionally and ethically while attending to customers.

No.	Division / Department	Yes	No
1.	Information Management Division	7	0
2.	Internal Audit Division	9	0
3.	State Treasury	8	0
4.	Integrity Unit	12	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	10	0
7.	State Legal Advisor's Office	5	0
8.	State Secretary's Office	0	0
9.	Corporate Division	9	0
10.	State Assembly & Exco Division	11	0
11.	State Economic Planning Unit	15	0
12.	Exco's Office	15	0
13.	State Financial Office	9	0
14.	Menteri Besar's Office	8	0
15.	Human Resource Management Division	18	0
16.	Management Services Division	14	0
	TOTAL	150	0

7. Officers/Staff are able to deliver information accurately and consistently.

No.	Division / Department	Yes	No
1.	Information Management Division	7	0
2.	Internal Audit Division	9	0
3.	State Treasury	8	0
4.	Integrity Unit	12	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	10	0
7.	State Legal Advisor's Office	5	0
8.	State Secretary's Office	0	0
9.	Corporate Division	9	0
10.	State Assembly & Exco Division	11	0
11.	State Economic Planning Unit	15	0
12.	Exco's Office	15	0
13.	State Financial Office	9	0
14.	Menteri Besar's Office	8	0
15.	Human Resource Management Division	18	0
16.	Management Services Division	14	0
	TOTAL	150	0

8. I am satisfied with the explanation and service provided by the officers/staff.

No.	Division / Department	Yes	No
1.	Information Management Division	7	0
2.	Internal Audit Division	9	0
3.	State Treasury	8	0
4.	Integrity Unit	12	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	10	0
7.	State Legal Advisor's Office	5	0
8.	State Secretary's Office	0	0
9.	Corporate Division	9	0
10.	State Assembly & Exco Division	11	0
11.	State Economic Planning Unit	15	0
12.	Exco's Office	15	0
13.	State Financial Office	9	0
14.	Menteri Besar's Office	8	0
15.	Human Resource Management Division	18	0
16.	Management Services Division	14	0
	TOTAL	150	0

9. The duration of dealings is appropriate.

No.	Division / Department	Yes	No
1.	Information Management Division	7	0
2.	Internal Audit Division	9	0
3.	State Treasury	8	0
4.	Integrity Unit	12	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	10	0
7.	State Legal Advisor's Office	5	0
8.	State Secretary's Office	0	0
9.	Corporate Division	9	0
10.	State Assembly & Exco Division	11	0
11.	State Economic Planning Unit	15	0
12.	Exco's Office	13	2
13.	State Financial Office	9	0
14.	Menteri Besar's Office	8	0
15.	Human Resource Management Division	18	0
16.	Management Services Division	14	0
	TOTAL	148	2

10. I am satisfied with the overall level of service provided.

No.	Division / Department	Yes	No
1.	Information Management Division	7	0
2.	Internal Audit Division	9	0
3.	State Treasury	8	0
4.	Integrity Unit	12	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	10	0
7.	State Legal Advisor's Office	5	0
8.	State Secretary's Office	0	0
9.	Corporate Division	9	0
10.	State Assembly & Exco Division	11	0
11.	State Economic Planning Unit	15	0
12.	Exco's Office	15	0
13.	State Financial Office	9	0
14.	Menteri Besar's Office	8	0
15.	Human Resource Management Division	18	0
16.	Management Services Division	14	0
	TOTAL	150	0

6. RESPONDENTS' COMMENTS AND RECOMMENDATIONS

- There are no comments/recommendations for January until March 2025.

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, Management Services Division and Exco's Office.

For question 1, regarding the facilities provided, such as lobby, waiting area, surau, toilets and others are clean, tidy and comfortable, there were respondents not satisfied with the State Economic Planning Unit and Management Services Division.

As for the Exco's office, the respondents were not satisfied with question 9, regarding the duration of dealings is appropriate.

8. SUMMARY

Overall, this survey has recorded the customer satisfaction level in the Perak State Secretariat at **99.66%**. In view of this, it has been suggested that every division in the Perak State Secretariat 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 April 2025