



**PERAK STATE SECRETARIAT  
CUSTOMER SATISFACTION SURVEY REPORT  
JULY – SEPTEMBER 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**

<b>Category Of Overall Survey Answers</b>	<b>Achievement Percentage</b>
Overall Answers Ticked 'Yes'	<b>99.73%</b>
Overall Answers Ticked 'No'	<b>0.27%</b>

The survey results show that the overall customer satisfaction level at the Perak State Secretariat is **99.73%** satisfied and **0.27%** not satisfied. This data includes survey results from **75** respondents who have dealings with the Perak State Secretariat.

#### 4. SURVEY RESPONDENTS

A total of **75** customers have filled out the customer satisfaction survey forms. The breakdown of respondents is as follows: -

GENDER	TOTAL
Male	52
Female	23
<b>Total</b>	<b>75</b>

RACE	TOTAL
Malay	51
Chinese	13
Indian	11
Others	-
<b>Total</b>	<b>75</b>

AGE	TOTAL
29 years and below	19
30 to 40 years	21
41 to 59 years	33
60 years and above	2
<b>Total</b>	<b>75</b>

OCCUPATION	TOTAL
Civil Servant	26
Self-employed	21
Private Sector	15
Unemployed	5
Student	8
<b>Total</b>	<b>75</b>

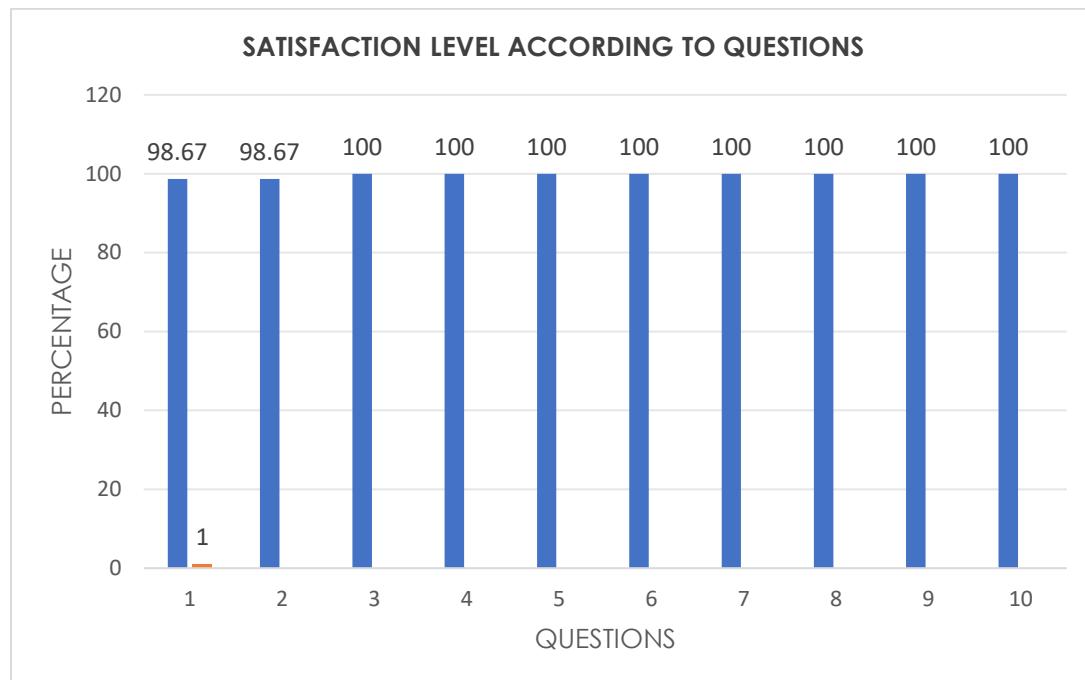
No.	Division / Department	No. of Respondents
1.	Information Management Division	4
2.	Internal Audit Division	1
3.	State Treasury	4
4.	Integrity Unit	0
5.	Deputy State Secretary's Office	0
6.	Local Government Division	2
7.	State Legal Advisor's Office	2
8.	State Secretary's Office	0
9.	Corporate Division	4
10.	State Assembly & Exco Division	10
11.	State Economic Planning Unit	4
12.	Exco's Office	16
13.	State Financial Office	2
14.	Menteri Besar's Office	11
15.	Human Resource Management Division	9
16.	Management Services Division	6
	<b>TOTAL RESPONDENTS</b>	<b>75</b>

## 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.	74	98.67	1	1.33
2.	Direction signs / Counter signage / Directory are easy to refer to.	74	98.67	1	1.33
3.	Facilities for senior citizens and persons with disabilities are provided.	75	100	0	100
4.	Officers/Staff are friendly and respectful towards customers.	75	100	0	100
5.	Officers/Staff are efficient and responsive in delivering services.	75	100	0	100
6.	Officers/Staff behave professionally and ethically while attending to customers.	75	100	0	100
7.	Officers/Staff are able to provide information accurately and consistently.	75	100	0	100
8.	I am satisfied with the explanation and service provided by the officers/staff.	75	100	0	00
9.	The duration of dealings is appropriate.	75	100	0	100
10.	I am satisfied with the overall service provided.	75	100	0	100

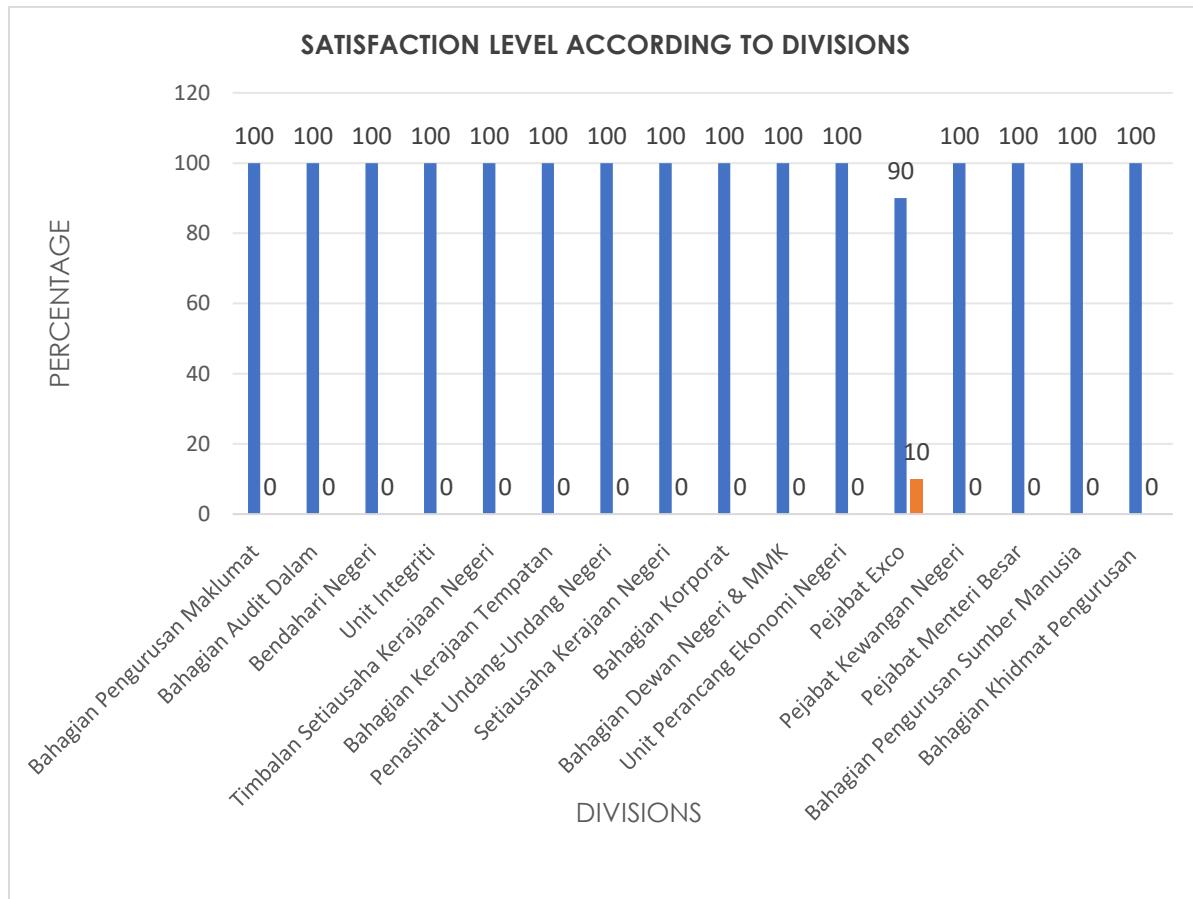
### 5.1.1 CUSTOMER SATISFACTION ACHIEVEMENT LEVEL GRAPH ACCORDING TO SURVEY QUESTIONS



## 5.2 FEEDBACK ACHIEVEMENT ACCORDING TO DIVISIONS / DEPARTMENTS

No.	Division / Department	Total Respondents	Satisfied Percentage (%)	Not Satisfied Percentage (%)
1.	Information Management Division	4	100	0
2.	Internal Audit Division	1	100	0
3.	State Treasury	4	100	0
4.	Integrity Unit	0	100	0
5.	Deputy State Secretary's Office	0	100	0
6.	Local Government Division	2	100	0
7.	State Legal Advisor's Office	2	100	0
8.	State Secretary's Office	0	100	0
9.	Corporate Division	4	100	0
10.	State Assembly & Exco Division	10	100	0
11.	State Economic Planning Unit	4	100	0
12.	Exco's Office	16	90.00	10.00
13.	State Financial Office	2	100	0
14.	Menteri Besar's Office	11	100	0
15.	Human Resource Management Division	9	100	0
16.	Management Services Division	6	100	0

### 5.2.1 CUSTOMER SATISFACTION ACHIEVEMENT LEVEL GRAPH ACCORDING TO DIVISIONS / DEPARTMENTS



**Note:**

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

### 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	4	0
2.	Internal Audit Division	1	0
3.	State Treasury	4	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	2	0
7.	State Legal Advisor's Office	2	0
8.	State Secretary's Office	0	0
9.	Corporate Division	4	0
10.	State Assembly & Exco Division	10	0
11.	State Economic Planning Unit	4	0
12.	Exco's Office	15	1
13.	State Financial Office	2	0
14.	Menteri Besar's Office	11	0
15.	Human Resource Management Division	9	0
16.	Management Services Division	6	0
	<b>TOTAL</b>	<b>74</b>	<b>1</b>

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

No.	Division / Department	Yes	No
1.	Information Management Division	4	0
2.	Internal Audit Division	1	0
3.	State Treasury	4	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	2	0
7.	State Legal Advisor's Office	2	0
8.	State Secretary's Office	0	0
9.	Corporate Division	4	0
10.	State Assembly & Exco Division	10	0
11.	State Economic Planning Unit	4	0
12.	Exco's Office	16	0
13.	State Financial Office	2	0
14.	Menteri Besar's Office	11	0
15.	Human Resource Management Division	9	0
16.	Management Services Division	6	0
	<b>TOTAL</b>	<b>75</b>	<b>0</b>

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

No.	Division / Department	Yes	No
1.	Information Management Division	4	0
2.	Internal Audit Division	1	0
3.	State Treasury	4	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	2	0
7.	State Legal Advisor's Office	2	0
8.	State Secretary's Office	0	0
9.	Corporate Division	4	0
10.	State Assembly & Exco Division	10	0
11.	State Economic Planning Unit	4	0
12.	Exco's Office	16	0
13.	State Financial Office	2	0
14.	Menteri Besar's Office	11	0
15.	Human Resource Management Division	9	0
16.	Management Services Division	6	0
	<b>TOTAL</b>	<b>75</b>	<b>0</b>

**4. Officers/Staff are friendly and respectful towards customers**

No.	Division / Department	Yes	No
1.	Information Management Division	4	0
2.	Internal Audit Division	1	0
3.	State Treasury	4	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	2	0
7.	State Legal Advisor's Office	2	0
8.	State Secretary's Office	0	0
9.	Corporate Division	4	0
10.	State Assembly & Exco Division	10	0
11.	State Economic Planning Unit	4	0
12.	Exco's Office	16	0
13.	State Financial Office	2	0
14.	Menteri Besar's Office	11	0
15.	Human Resource Management Division	9	0
16.	Management Services Division	6	0
	<b>TOTAL</b>	<b>75</b>	<b>0</b>

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

No.	Division / Department	Yes	No
1.	Information Management Division	4	0
2.	Internal Audit Division	1	0
3.	State Treasury	4	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	2	0
7.	State Legal Advisor's Office	2	0
8.	State Secretary's Office	0	0
9.	Corporate Division	4	0
10.	State Assembly & Exco Division	10	0
11.	State Economic Planning Unit	4	0
12.	Exco's Office	16	0
13.	State Financial Office	2	0
14.	Menteri Besar's Office	11	0
15.	Human Resource Management Division	9	0
16.	Management Services Division	6	0
	<b>TOTAL</b>	<b>75</b>	<b>0</b>

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

No.	Division / Department	Yes	No
1.	Information Management Division	4	0
2.	Internal Audit Division	1	0
3.	State Treasury	4	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	2	0
7.	State Legal Advisor's Office	2	0
8.	State Secretary's Office	0	0
9.	Corporate Division	4	0
10.	State Assembly & Exco Division	10	0
11.	State Economic Planning Unit	4	0
12.	Exco's Office	16	0
13.	State Financial Office	2	0
14.	Menteri Besar's Office	11	0
15.	Human Resource Management Division	9	0
16.	Management Services Division	6	0
	<b>TOTAL</b>	<b>75</b>	<b>0</b>

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

No.	Division / Department	Yes	No
1.	Information Management Division	4	0
2.	Internal Audit Division	1	0
3.	State Treasury	4	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	2	0
7.	State Legal Advisor's Office	2	0
8.	State Secretary's Office	0	0
9.	Corporate Division	4	0
10.	State Assembly & Exco Division	10	0
11.	State Economic Planning Unit	4	0
12.	Exco's Office	16	0
13.	State Financial Office	2	0
14.	Menteri Besar's Office	11	0
15.	Human Resource Management Division	9	0
16.	Management Services Division	6	0
	<b>TOTAL</b>	<b>75</b>	<b>0</b>

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

No.	Division / Department	Yes	No
1.	Information Management Division	4	0
2.	Internal Audit Division	1	0
3.	State Treasury	4	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	2	0
7.	State Legal Advisor's Office	2	0
8.	State Secretary's Office	0	0
9.	Corporate Division	4	0
10.	State Assembly & Exco Division	10	0
11.	State Economic Planning Unit	4	0
12.	Exco's Office	16	0
13.	State Financial Office	2	0
14.	Menteri Besar's Office	11	0
15.	Human Resource Management Division	9	0
16.	Management Services Division	6	0
	<b>TOTAL</b>	<b>75</b>	<b>0</b>

**9. The duration of dealings is appropriate.**

No.	Division / Department	Yes	No
1.	Information Management Division	4	0
2.	Internal Audit Division	1	0
3.	State Treasury	4	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	2	0
7.	State Legal Advisor's Office	2	0
8.	State Secretary's Office	0	0
9.	Corporate Division	4	0
10.	State Assembly & Exco Division	10	0
11.	State Economic Planning Unit	4	0
12.	Exco's Office	16	0
13.	State Financial Office	2	0
14.	Menteri Besar's Office	11	0
15.	Human Resource Management Division	9	0
16.	Management Services Division	6	0
	<b>TOTAL</b>	<b>75</b>	<b>0</b>

**10. I am satisfied with the overall service provided.**

No.	Division / Department	Yes	No
1.	Information Management Division	4	0
2.	Internal Audit Division	1	0
3.	State Treasury	4	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	2	0
7.	State Legal Advisor's Office	2	0
8.	State Secretary's Office	0	0
9.	Corporate Division	4	0
10.	State Assembly & Exco Division	10	0
11.	State Economic Planning Unit	4	0
12.	Exco's Office	16	0
13.	State Financial Office	2	0
14.	Menteri Besar's Office	11	0
15.	Human Resource Management Division	9	0
16.	Management Services Division	6	0
	<b>TOTAL</b>	<b>75</b>	<b>0</b>

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

- There are no comments/recommendations for July until September 2025.

## **7. DATA ANALYSIS**

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

For the Exco's Office, respondents were not satisfied with question 1, regarding "The facilities provided, such as lobby, waiting area, surau, toilets and others are clean, tidy and comfortable."

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 at the Perak State Secretariat at **99.87%**. In view of this, it is recommended that every division of the Perak State Secretariat must ensure that all customers who come for dealings are attended to promptly and efficiently to satisfy them, and thus ensuring this Administration's service delivery system is at an excellent level.

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

**Date: 3 October 2025**