



**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

Category Of Overall Survey Answers	Achievement Percentage
Overall Answers Ticked 'Yes'	99.73%
Overall Answers Ticked 'No'	0.27%

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
Total	75

RACE	TOTAL
Malay	51
Chinese	13
Indian	11
Others	-
Total	75

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

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

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
	TOTAL RESPONDENTS	75

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

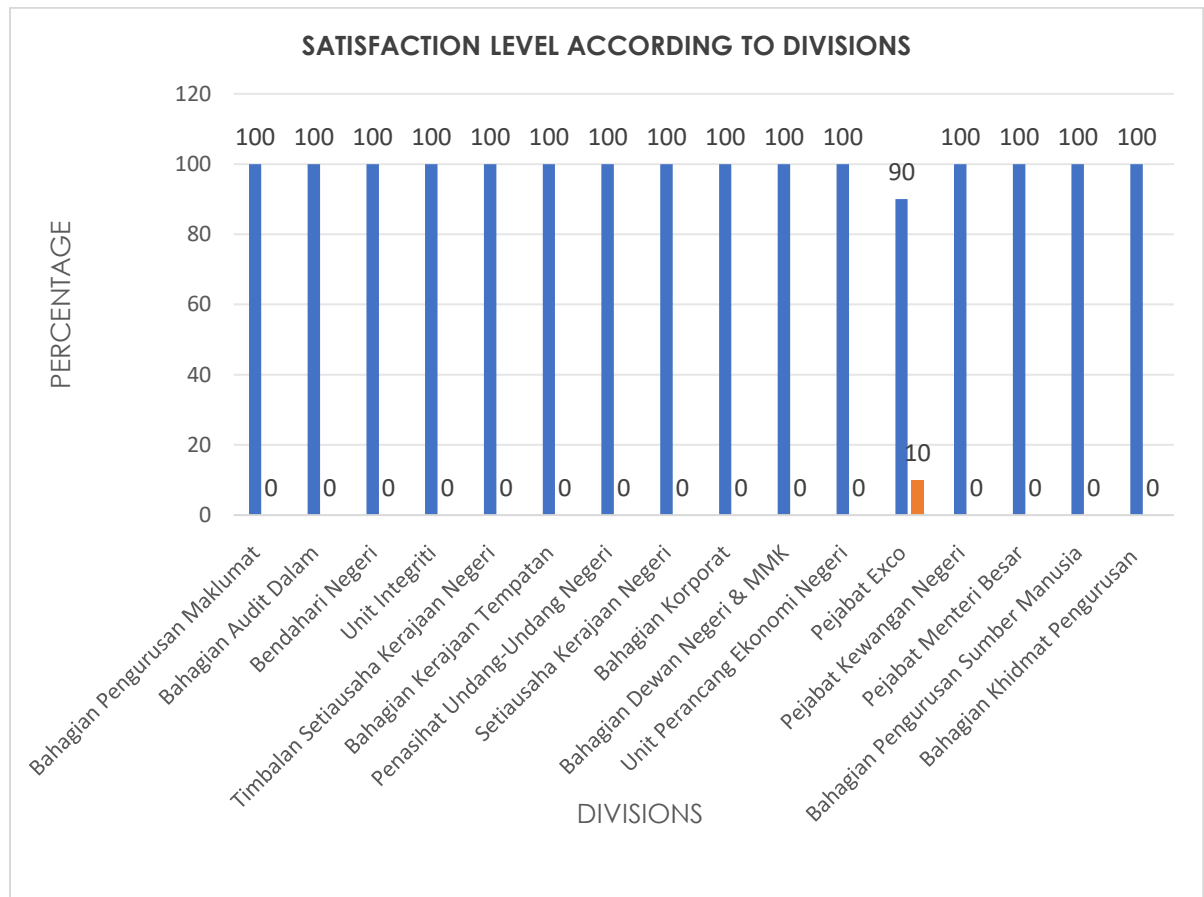
5.1.1 CUSTOMER SATISFACTION ACHIEVEMENT LEVEL GRAPH ACCORDING TO SURVEY QUESTIONS



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:

<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	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
	TOTAL	74	1

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
	TOTAL	75	0

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
	TOTAL	75	0

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
	TOTAL	75	0

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
	TOTAL	75	0

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
	TOTAL	75	0

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
	TOTAL	75	0

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
	TOTAL	75	0

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
	TOTAL	75	0

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
	TOTAL	75	0

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