

**EMPLOYEE SATISFACTION SURVEY
PERAK STATE SECRETARIAT
JULY – DECEMBER 2022**

1. INTRODUCTION

The Perak State Secretariat Corporate Division conducted the State Secretariat Employee Satisfaction Survey to assess the level of employee satisfaction among civil servants 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 ensure that employee satisfaction in the administration is at the optimum level so that the Perak State Secretariat service delivery system is always at its very best.

2. SURVEY TARGET

Achievement of **95%** employee satisfaction.

3. SURVEY ACHIEVEMENT

Category Of Overall Survey Answers	Achievement Percentage
Overall Answers Ticked 'Yes'	96.20%
Overall Answers Ticked 'No'	3.80%

The survey results show that the overall employee satisfaction level at the Perak State Secretariat is **96.20% satisfied and 3.80% not satisfied**. This data includes survey results from a total respondent of **435 civil servants** in the Perak State Secretariat.

4. SURVEY RESPONDENTS

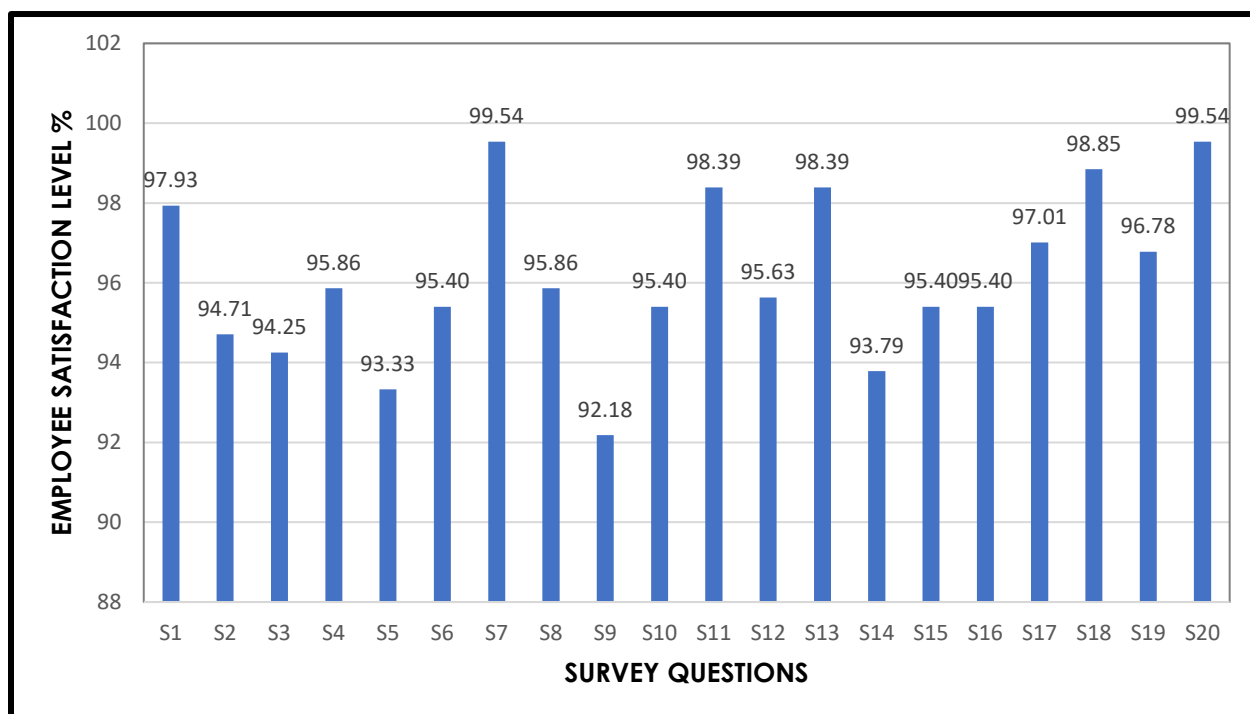
NO.	DIVISION / DEPARTMENT	TOTAL TARGET RESPONDENTS	ACTUAL NUMBER OF RESPONDENTS	TARGET RESPONDENTS PERCENTAGE
1	State Economic Planning Unit	42	42	100%
2	Human Resource Management Division	71	71	100%
3	Information Management Division	33	33	100%
4	Management Services Division	143	143	100%
5	Corporate Division	30	30	100%
6	Local Government Division	32	32	100%
7	State Assembly & State Exco Division	32	32	100%
8	Menteri Besar's Office	27	27	100%
9	Internal Audit Division	13	13	100%
10	Integrity Unit	12	12	100%
TOTAL		435	435	100%

5. SURVEY ANALYSIS

5.1 FEEDBACK ACHIEVEMENT BASED ON SURVEY QUESTIONS

NO.	QUESTIONS	YES	PERCENTAGE (%)	NO	PERCENTAGE (%)
1	I receive clear instructions from the management	426	97.93%	9	2.07%
2	I receive feedback regarding my work performance.	412	94.71%	23	5.29%
3	Communication among staff in this Division is very satisfactory.	410	94.25%	25	5.75%
4	I have enough time to complete the work given as stipulated in the client charter.	417	95.86%	18	4.14%
5	I am satisfied with the workload given to me.	406	93.33%	29	6.67%
6	I get monitoring/supervision from management in carrying out my work.	415	95.40%	20	4.60%
7	I know how I will be assessed for promotion.	433	99.54%	2	0.46%
8	I know of the criteria set to obtain the Competency Certificate/Excellent Service Award.	417	95.86%	18	4.14%
9	There is no conflict among colleagues / management	401	92.18%	34	7.82%
10	I am satisfied with the cooperation given by my colleagues and management.	415	95.40%	20	4.60%
11	I get the support from my other colleagues.	428	98.39%	7	1.61%
12	I have confidence in the officers of this division.	416	95.63%	19	4.37%
13	A comfortable and safe environment helps in improving my service performance.	428	98.39%	7	1.61%
14	The facility and equipment provided in the office help smoothen my work.	409	93.79%	26	5.98%
15	Information can be obtained easily and fast via a complete documentation system.	415	95.40%	20	4.60%
16	I am satisfied with the courses/training attended and they meet my work scope.	415	95.40%	20	4.60%
17	The directive on reducing the number of days for courses from 7 to 3 days is reasonable.	422	97.01%	13	2.99%
18	I feel safe during my official duties, including duties outside the office.	430	98.85%	5	1.15%
19	I do not experience sexual harassment during work	421	96.78%	14	3.22%
20	Flexible Working Hours gives me a lot of benefits	433	99.54%	2	0.46%

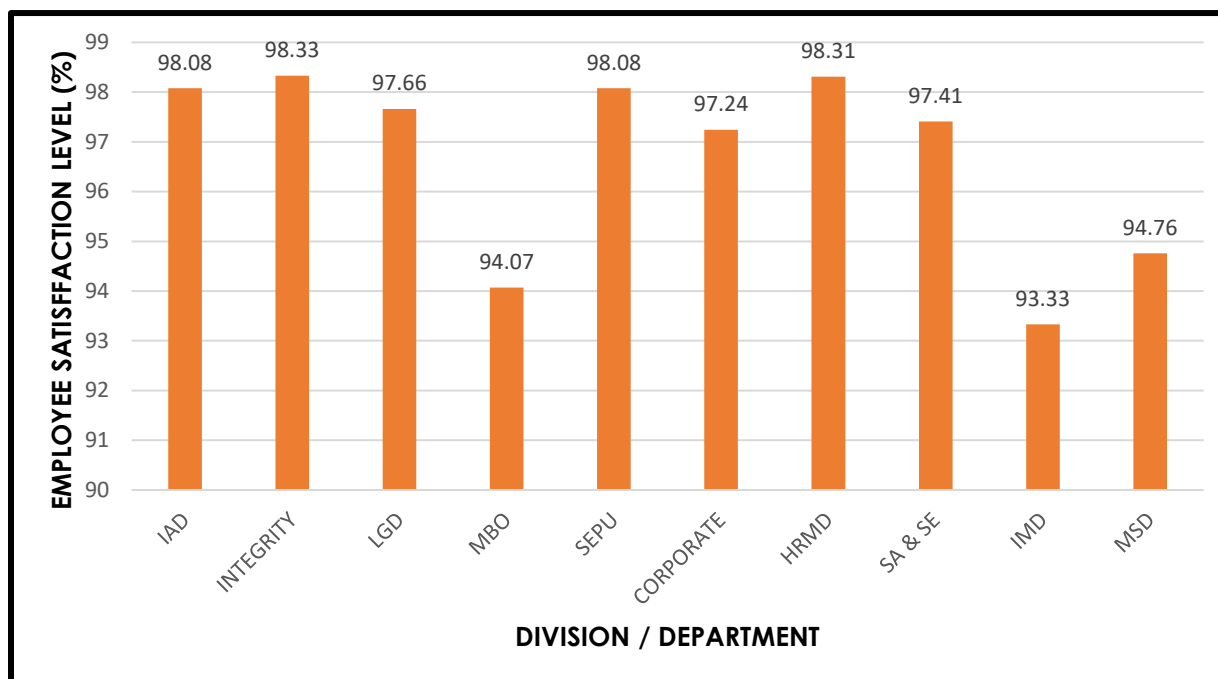
5.1.1 GRAPH SHOWING EMPLOYEE SATISFACTION ACHIEVEMENT LEVEL ACCORDING TO SURVEY QUESTIONS



5.2 FEEDBACK ACHIEVEMENT ACCORDING TO DIVISIONS/DEPARTMENTS

NO.	DIVISION / DEPARTMENT	TOTAL TARGET RESPONDENTS	ACTUAL NUMBER OF RESPONDENTS	SATISFIED PERCENTAGE	NOT SATISFIED PERCENTAGE
1	Internal Audit Division	13	13	98.08%	1.92%
2	Integrity Unit	12	12	98.33%	1.67%
3	Local Government Division	32	32	97.66%	2.34%
4	Menteri Besar's Office	27	27	94.07%	5.93%
5	State Economic Planning Unit	42	42	98.08%	1.92%
6	Corporate Division	30	30	97.24%	2.76%
7	Human Resource Management Division	71	71	98.31%	1.69%
8	State Assembly & Exco Division	32	32	97.41%	2.59%
9	Information Management Division	33	33	93.33%	6.67%
10	Management Services Division	143	143	94.76%	5.24%
TOTAL		435	435	96.16%	3.84%

5.2.1 GRAPH SHOWING EMPLOYEE SATISFACTION ACHIEVEMENT LEVEL ACCORDING TO DIVISIONS / DEPARTMENTS



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

1. I receive clear instructions from the management.

NO.	DIVISION	YES		NO	
1	INTERNAL AUDIT	13	100.00%	0	0.00%
2	INTEGRITY	12	100.00%	0	0.00%
3	LG	32	100.00%	0	0.00%
4	IMD	33	100.00%	0	0.00%
5	CORPORATE	30	100.00%	0	0.00%
6	HRM	71	100.00%	0	0.00%
7	SEPU	42	100.00%	0	0.00%
8	SA & SE	31	96.88%	1	3.13%
9	MB	26	96.30%	1	3.70%
10	MSD	136	95.10%	7	4.90%
TOTAL		426	97.93%	9	2.07%

2. I receive feedback regarding my work performance.

NO.	DIVISION	YES		NO	
1	INTERNAL AUDIT	13	100.00%	0	0.00%
2	INTEGRITY	12	100.00%	0	0.00%
3	MB	27	100.00%	0	0.00%
4	LG	31	96.88%	1	3.13%
5	IMD	32	96.97%	1	3.03%
6	HRM	69	97.18%	2	2.82%
7	CORPORATE	28	93.33%	2	6.67%
8	SA & SE	29	90.63%	3	9.38%
9	SEPU	38	90.48%	4	9.52%
10	MSD	133	93.01%	10	6.99%
TOTAL		412	94.71%	23	5.29%

3. Communication among staff in this Division is very satisfactory.

NO.	DIVISION	YES		NO	
1	INTERNAL AUDIT	13	100.00%	0	0.00%
2	INTEGRITY	12	100.00%	0	0.00%
3	LG	31	96.88%	1	3.13%
4	MB	26	96.30%	1	3.70%
5	SEPU	41	97.62%	1	2.38%
6	SA & SE	30	93.75%	2	6.25%
7	CORPORATE	28	93.33%	2	6.67%
8	IMD	31	93.94%	2	6.06%
9	HRM	69	97.18%	2	2.82%
10	MSD	129	90.21%	14	9.79%
TOTAL		410	94.25%	25	5.75%

4. I have enough time to complete the work given as stipulated in the client charter.

NO.	DIVISION	YES		NO	
1	INTERNAL AUDIT	13	100.00%	0	0.00%
2	INTEGRITY	12	100.00%	0	0.00%
3	HRM	71	100.00%	0	0.00%
4	CORPORATE	30	100.00%	0	0.00%
5	SA & SE	30	93.75%	2	6.25%
6	MB	25	92.59%	2	7.41%
7	SEPU	40	95.24%	2	4.76%
8	LG	29	90.63%	3	9.38%
9	MSD	140	97.90%	3	2.10%
10	IMD	27	81.82%	6	18.18%
TOTAL		417	95.86%	18	4.14%

5. I am satisfied with the workload given to me.

NO.	DIVISION	YES		NO	
1	INTERNAL AUDIT	13	100.00%	0	0.00%
2	SA & SE	32	100.00%	0	0.00%
3	CORPORATE	30	100.00%	0	0.00%
4	HRM	71	100.00%	0	0.00%
5	INTEGRITY	11	91.67%	1	8.33%
6	SEPU	40	95.24%	2	4.76%
7	MB	24	88.89%	3	11.11%
8	LG	28	87.50%	4	12.50%
9	IMD	27	81.82%	6	18.18%
10	MSD	130	90.91%	13	9.09%
TOTAL		406	93.33%	29	6.67%

6. I get monitoring/supervision from management in carrying out my work.

NO.	DIVISION	YES		NO	
1	INTERNAL AUDIT	13	100.00%	0	0.00%
2	INTEGRITY	12	100.00%	0	0.00%
3	SA & SE	32	100.00%	0	0.00%
4	LG	32	100.00%	0	0.00%
5	Corporate	30	100.00%	0	0.00%
6	HRM	71	100.00%	0	0.00%
7	SEPU	39	92.86%	3	7.14%
8	MB	24	88.89%	3	11.11%
9	IMD	30	90.91%	3	9.09%
10	MSD	132	92.31%	11	7.69%
TOTAL		415	95.40%	20	4.60%

7. I know how I will be assessed for promotion.

NO.	DIVISION	YES		NO	
1	INTERNAL AUDIT	13	100.00%	0	0.00%
2	INTEGRITY	12	100.00%	0	0.00%
3	SA & SE	32	100.00%	0	0.00%
4	LG	32	100.00%	0	0.00%
5	MSD	143	100.00%	0	0.00%
6	CORPORATE	30	100.00%	0	0.00%
7	IMD	33	100.00%	0	0.00%
8	HRM	71	100.00%	0	0.00%
9	MB	26	96.30%	1	3.70%
10	SEPU	41	97.62%	1	2.38%
TOTAL		433	99.54%	2	0.46%

8. I know of the criteria set to obtain the Competency Certificate/Excellent Service Award.

NO.	DIVISION	YES		NO	
1	SA & SE	32	100.00%	0	0.00%
2	LG	32	100.00%	0	0.00%
3	INTEGRITY UNIT	12	100.00%	0	0.00%
4	INTERNAL AUDIT	12	92.31%	1	7.69%
5	CORPORATE	29	96.67%	1	3.33%
6	HRM	69	97.18%	2	2.82%
7	SEPU	40	95.24%	2	4.76%
8	IMD	30	90.91%	3	9.09%
9	MB	24	88.89%	3	11.11%
10	MSD	137	95.80%	6	4.20%
TOTAL		417	95.86%	18	4.14%

9. There is no conflict among colleagues / management

NO.	DIVISION	YES		NO	
1	INTERNAL AUDIT	13	100.00%	0	0.00%
2	INTEGRITY	12	100.00%	0	0.00%
3	CORPORATE	30	100.00%	0	0.00%
4	HRM	71	100.00%	0	0.00%
5	LG	31	96.88%	1	3.13%
6	SEPU	41	97.62%	1	2.38%
7	MB	24	88.89%	3	11.11%
8	SA & SE	27	84.38%	5	15.63%
9	IMD	27	81.82%	6	18.18%
10	MSD	125	87.41%	18	12.59%
TOTAL		401	92.18%	34	7.82%

10. I am satisfied with the cooperation given by my colleagues and management.

NO.	DIVISION	YES		NO	
1	INTERNAL AUDIT	13	100.00%	0	0.00%
2	INTEGRITY	12	100.00%	0	0.00%
3	LG	32	100.00%	0	0.00%
4	CORPORATE	30	100.00%	0	0.00%
5	HRM	71	100.00%	0	0.00%
6	MB	26	96.30%	1	3.70%
7	SEPU	41	97.62%	1	2.38%
8	SA & SE	30	93.75%	2	6.25%
9	IMD	29	87.88%	4	12.12%
10	MSD	131	91.61%	12	8.39%
TOTAL		415	95.40%	20	4.60%

11. I get the support from my other colleagues.

NO.	DIVISION	YES		NO	
1	INTERNAL AUDIT	13	100.00%	0	0.00%
2	INTEGRITY	12	100.00%	0	0.00%
3	LG	32	100.00%	0	0.00%
4	CORPORATE	30	100.00%	0	0.00%
5	IMD	33	100.00%	0	0.00%
6	MB	27	100.00%	0	0.00%
7	SEPU	42	100.00%	0	0.00%
8	SA & SE	31	96.88%	1	3.13%
9	HRM	70	98.59%	1	1.41%
10	MSD	138	96.50%	5	3.50%
TOTAL		428	98.42%	7	1.58%

12. I have confidence in the officers of this division.

NO.	DIVISION	YES		NO	
1	INTERNAL AUDIT	13	100.00%	0	0.00%
2	INTEGRITY	12	100.00%	0	0.00%
3	SA & SE	32	100.00%	0	0.00%
4	LG	32	100.00%	0	0.00%
5	SEPU	42	100.00%	0	0.00%
6	CORPORATE	29	96.67%	1	3.33%
7	HRM	70	98.59%	1	1.41%
8	IMD	30	90.91%	3	9.09%
9	MB	23	85.19%	4	14.81%
10	MSD	133	93.01%	10	6.99%
TOTAL		416	95.63%	19	4.37%

13. A comfortable and safe environment helps in improving my service performance.

NO.	DIVISION	YES		NO	
1	SA & SE	32	100.00%	0	0.00%
2	LG	32	100.00%	0	0.00%
3	CORPORATE	30	100.00%	0	0.00%
4	IMD	33	100.00%	0	0.00%
5	HRM	71	100.00%	0	0.00%
6	INTEGRITY	12	100.00%	0	0.00%
7	SEPU	42	100.00%	0	0.00%
8	MB	26	96.30%	1	3.70%
9	INTERNAL AUDIT	10	90.91%	3	9.09%
10	MSD	140	97.90%	3	2.10%
TOTAL		428	98.39%	7	1.61%

14. The facility and equipment provided in the office help smoothen my work.

NO.	DIVISION	YES		NO	
1	INTERNAL AUDIT	13	100.00%	0	0.00%
2	SA & SE	32	100.00%	0	0.00%
3	LG	32	100.00%	0	0.00%
4	SEPU	42	100.00%	0	0.00%
5	CORPORATE	27	90.00%	3	10.00%
6	IMD	30	90.91%	3	9.09%
7	MB	24	88.89%	3	11.11%
8	INTEGRITY	9	75.00%	3	25.00%
9	HRM	66	92.96%	5	7.04%
10	MSD	134	93.71%	9	6.29%
TOTAL		409	94.02%	26	5.98%

15. Information can be obtained easily and fast via a complete documentation system.

NO.	DIVISION	YES		NO	
1	INTERNAL AUDIT	13	100.00%	0	0.00%
2	INTEGRITY	12	100.00%	0	0.00%
3	SA & SE	32	100.00%	0	0.00%
4	CORPORATE	29	96.67%	1	3.33%
5	MB	25	92.59%	2	7.41%
6	LG	30	93.75%	2	6.25%
7	HRM	68	95.77%	3	4.23%
8	SEPU	39	92.86%	3	7.14%
9	IMD	29	87.88%	4	12.12%
10	MSD	138	96.50%	5	3.50%
TOTAL		415	95.40%	20	4.60%

16. I am satisfied with the courses/training attended and they meet my needs.

NO.	DIVISION	YES		NO	
1	INTERNAL AUDIT	13	100.00%	0	0.00%
2	INTEGRITY	12	100.00%	0	0.00%
3	SA & SE	32	100.00%	0	0.00%
4	IMD	33	100.00%	0	0.00%
5	SEPU	42	100.00%	0	0.00%
6	HRM	70	98.59%	1	1.41%
7	MB	25	92.59%	2	7.41%
8	LG	30	93.75%	2	6.25%
9	CORPORATE	26	86.67%	4	13.33%
10	MSD	132	92.31%	11	7.69%
TOTAL		415	95.40%	20	4.60%

17. The directive on reducing the number of days for courses from 7 to 3 days is reasonable.

NO.	DIVISION	YES		NO	
1	SA & SE	32	100.00%	0	0.00%
2	INTEGRITY	12	100.00%	0	0.00%
3	MB	27	100.00%	0	0.00%
4	INTERNAL AUDIT	12	92.31%	1	7.69%
5	LG	31	96.88%	1	3.13%
6	CORPORATE	29	96.67%	1	3.33%
7	IMD	31	93.94%	2	6.06%
8	HRM	69	97.18%	2	2.82%
9	SEPU	40	95.24%	2	4.76%
10	MSD	139	97.20%	4	2.80%
TOTAL		422	97.01%	13	2.99%

18. I feel safe during my official duties, including duties outside the office.

NO.	DIVISION	YES		NO	
1	INTERNAL AUDIT	13	100.00%	0	0.00%
2	LG	32	100.00%	0	0.00%
3	CORPORATE	30	100.00%	0	0.00%
4	IMD	33	100.00%	0	0.00%
5	SEPU	42	100.00%	0	0.00%
6	HRM	71	100.00%	0	0.00%
7	INTEGRITY	12	100.00%	0	0.00%
8	SA & SE	31	96.88%	1	3.13%
9	MB	26	96.30%	1	3.70%
10	MSD	140	97.90%	3	2.10%
TOTAL		430	98.85%	5	1.15%

19. I do not experience sexual harassment during work.

NO.	DIVISION	YES		NO	
1	INTERNAL AUDIT	13	100.00%	0	0.00%
2	INTEGRITY	12	100.00%	0	0.00%
3	SA & SE	32	100.00%	0	0.00%
4	LG	32	100.00%	0	0.00%
5	CORPORATE	30	100.00%	0	0.00%
6	IMD	32	96.97%	1	3.03%
7	MB	26	96.30%	1	3.70%
8	SEPU	41	97.62%	1	2.38%
9	HRM	66	92.96%	5	7.04%
10	MSD	137	95.80%	6	4.20%
TOTAL		421	96.78%	14	3.22%

20. Flexible Working Hours gives me a lot of benefits.

NO.	DIVISION	YES		NO	
1	INTERNAL AUDIT	13	100.00%	0	0.00%
2	INTEGRITY	12	100.00%	0	0.00%
3	SA & SE	32	100.00%	0	0.00%
4	LG	32	100.00%	0	0.00%
5	MSD	143	100.00%	0	0.00%
6	IMD	33	100.00%	0	0.00%
7	HRM	71	100.00%	0	0.00%
8	MB	27	100.00%	0	0.00%
9	SEPU	42	100.00%	0	0.00%
10	CORPORATE	28	93.33%	2	6.67%
TOTAL		433	99.54%	2	0.46%

6. RESPONDENTS' COMMENTS AND RECOMMENDATIONS

The survey conducted has received several comments and views from the respondents as follows: -

NO.	ISSUE	SUBJECT	DIVISION
1.	GOVERNANCE	<i>Air ventilation of office environment not healthy – office temperature is too cold and mould forming on office furniture and space.</i>	INTERNAL AUDIT
2.	GOVERNANCE	<i>Request for action to improve air ventilation system in Internal Audit division as the growth of mould is not curbed due to aircon temperature being too cold, affecting the health, especially the respiratory system of Internal Audit staff for the last 5 years. Quick action from the higher-ups is much appreciated. Thank you.</i>	INTERNAL AUDIT
3.	GOVERNANCE	<i>Request that the mould growing in the office space is removed permanently to prevent it from spreading so that staff can work in good health and with competence.</i>	INTERNAL AUDIT
4.	GOVERNANCE	<i>The mould problem in our office is too severe and will affect our health.</i>	INTERNAL AUDIT
5.	GOVERNANCE	<i>Kindly monitor the working methods of the financial clerks of DUN division who often delay the payment of subordinate staff's claims .</i>	SA & SE
6.	GOVERNANCE	<i>The financial administrative officer is a disappointment to us.</i>	SA & SE
7.	GOVERNANCE	<i>Please keep the existing regulations. Thank you.</i>	LG
8.	GOVERNANCE	<i>Leaders who have been appointed or who will be appointed must carry out the tasks well and be more up-to-date in line with the changing era and the current situation.</i>	MSD
9.	GOVERNANCE	<i>Driving courses need to be increased regularly.</i>	MSD
10.	GOVERNANCE	<i>Prioritise coursework requirements.</i>	MSD

11.	GOVERNANCE	<i>Request that superiors always hold meetings with subordinates to listen to their problems and views.</i>	MSD
12.	GOVERNANCE	<i>Strengthen the integrity of staff.</i>	MSD
13.	GOVERNANCE	<i>Working according to circulars is not apple polishing.</i>	MSD
14.	GOVERNANCE	<i>Need to have a special course for the Security unit.</i>	MSD
15.	GOVERNANCE	<i>I suggest that work equipment be improved to facilitate work and the asset maintenance process be carried out according to schedule.</i>	MSD
16.	GOVERNANCE	<i>Conduct discussion/meeting with officer under supervision (according to unit) at least 3 times a year.</i>	MSD
17.	GOVERNANCE	<i>Improve on the eCard attendance system which is not satisfactory as there are problems every month.</i>	MSD
18.	GOVERNANCE	<i>Have meetings between officers and subordinates regarding work.</i>	MSD
19.	GOVERNANCE	<i>PAP and PO need to understand the scope of their respective duties and roles. It doesn't matter who gives the instructions. But if it's within the job scope they have to carry out without question. Hope the supervisor pays attention to the PAP and PO of MSD in particular.</i>	MSD
20.	GOVERNANCE	<i>The eCard system is always problematic. Every big event must have a meeting between the department head and the driver so that all movements are easily understood by the driver in order to fetch the officer concerned.</i>	MSD
21.	GOVERNANCE	<i>Counter service at BKP needs to be rotated to the responsibility of the Administrative Assistants / Operations Clerks (PT/PO) according to service circular No.1/2016.</i>	MSD
22.	GOVERNANCE	<i>The publication, publicity and media relations unit must have a technical officer grade 41 or above.</i>	CORPORATE
23.	GOVERNANCE	<i>The correct role of CCTV.</i>	IMD
24.	GOVERNANCE	<i>Create SUK procurement unit for all projects, including ICT projects under the SUK. The procurement unit to be placed under Management Services.</i>	IMD
25.	GOVERNANCE	<i>The implementation of audits and appointment of auditors be carried out earlier by the secretariat so as not to interfere with the programmes/meetings scheduled.</i>	HRM
26.	GOVERNANCE	<i>Diversify the types and facilities of Training.</i>	HRM
27.	GOVERNANCE	<i>The conditions and atmosphere of the office need to be improved to increase staff productivity. For example, changing the colour of the office walls which can motivate work, the worn-out office carpet needs to be changed and replacement of the mouldy office ceiling.</i>	HRM

28.	GOVERNANCE	<i>There are some matters/tasks only dominated by certain officers resulting in communication breakdown, and there are officers/staff appointed by the federal government for too long in a certain place in the state government administration. For example, N29 and N32 still in the state administration. Maybe it's been decades of service and still in the same department.</i>	HRM
29.	GOVERNANCE	<i>Gotong-royong activities in the office.</i>	HRM
30.	GOVERNANCE	<i>Closure of canteen without notice and encouraging a habit of going out for breakfast at shops outside the SUK during working hours.</i>	HRM
31.	GOVERNANCE	<i>The number of staff needs to be increased and the supervisory officer needs to have good two-way communication between the supervisor and staff.</i>	MB
32.	GOVERNANCE	<i>Should conduct regular meetings at the unit or division level as a channel to share issues / problems faced at the lower level so that the problems are heard and resolved, besides creating a harmonious atmosphere in the department continuously.</i>	MB
33.	GOVERNANCE	<i>Pay increase and permanent post for officers.</i>	MB
34.	GOVERNANCE	<i>Add more parking lots.</i>	MB
35.	GOVERNANCE	<i>Request for monitoring from higher-ups on supervisors to ensure the distribution of authority is not misused to pressure subordinates.</i>	MB
36.	GOVERNANCE	<i>Provide the latest work equipment for completion of work more quickly and effectively, and reduce the number of civil servants if the reason given can shorten the time.</i>	MB
37.	GOVERNANCE	<i>Management needs to be more sensitive regarding the instructions issued at the lower level.</i>	SEPU
38.	GOVERNANCE	<i>Review the workload at SEPU.</i>	SEPU
39.	GOVERNANCE	<i>Provide opportunities for staff at every level to attend task-related courses to enhance knowledge and productivity in carrying out duties.</i>	SEPU
40.	INFRASTRUCTURE & LANDSCAPE	<i>Request for separate suraus for men and women. Also, a toilet near the office.</i>	KT
41.	INFRASTRUCTURE & LANDSCAPE	<i>Kindly provide a roof for the back path because when it rains, the five-foot way will be wet making it difficult to use the toilet.</i>	KT
42.	INFRASTRUCTURE & LANDSCAPE	<i>Any building repairs involving water, toilets and electricity, MSD please notify in advance. Thank you.</i>	HRM
43.	INFRASTRUCTURE & LANDSCAPE	<i>There are problems using old computers, causing constraints in work. Request for ICT division to coordinate maintenance and upgrade computers that are more than 7-8 years old.</i>	MSD

44.	INFRASTRUCTURE & LANDSCAPE	<i>Change to new computers and new phones, get rid of fax machines, the times have advanced. Every time the fax is not received.</i>	MSD
45.	INFRASTRUCTURE & LANDSCAPE	<i>Parking lots for staff insufficient. A suggestion for the building of a multi-level car park.</i>	MSD
46.	INFRASTRUCTURE & LANDSCAPE	<i>Improve on the car wash area and a more spacious drivers' room.</i>	MSD
47.	INFRASTRUCTURE & LANDSCAPE	<i>Improve on the car wash area at the bus parking lot.</i>	MSD
48.	INFRASTRUCTURE & LANDSCAPE	<i>Improve on the office space.</i>	CORPORATE
49.	INFRASTRUCTURE & LANDSCAPE	<i>Integrity unit needs a new office for smooth operation of work.</i>	INTEGRITY
50.	INFRASTRUCTURE & LANDSCAPE	<i>Install an ATM machine in SUK Perak.</i>	SEPU
51.	POST & PLACEMENT	<i>A suggestion that any staff who have served more than 10 years in one place be transferred out immediately. This is to prevent improper work practices from continuing to be practiced and to prevent the staff from being 'big-headed' as they feel they have been working at the place for a long time. HRM please take immediate action. Thank you.</i>	LG
52.	POST & PLACEMENT	<i>Request for the auxiliary police post be made permanent.</i>	MSD
53.	POST & PLACEMENT	<i>Please take disciplinary action against staff who are not honest or trustworthy and who do not carry out their duties.</i>	MSD

7. SUMMARY

Overall, this survey has recorded the employee satisfaction level in the Perak State Secretariat at **95.68** percent (%). The employee satisfaction level based on the divisions / departments is in the range of 100 percent (%) to 91.27 percent (%). From the data obtained based on the survey questions, the low satisfaction level at **83.73** percent (%) is related to the question on the staff's knowledge regarding how they are assessed for promotion. Consequently, it has been suggested that the dissemination of such matters be carried out to all Perak State Secretariat staff to ensure that the employee satisfaction level will continue to rise; and thus ensuring the administration's service delivery system is at the excellent level.