

**PERAK STATE SECRETARIAT
EMPLOYEE SATISFACTION SURVEY
JULY – DECEMBER 2023**

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 **97%** employee satisfaction.

3. SURVEY ACHIEVEMENT

Category Of Overall Survey Answers	Achievement Percentage
Overall Answers Ticked 'Yes'	97.35%
Overall Answers Ticked 'No'	2.65%

The survey results show that the overall employee satisfaction level at the Perak State Secretariat is **97.35% satisfied and 2.65% not satisfied**. This data includes survey results from a total respondent of **458 civil servants** in the Perak State Secretariat.

4. SURVEY RESPONDENTS

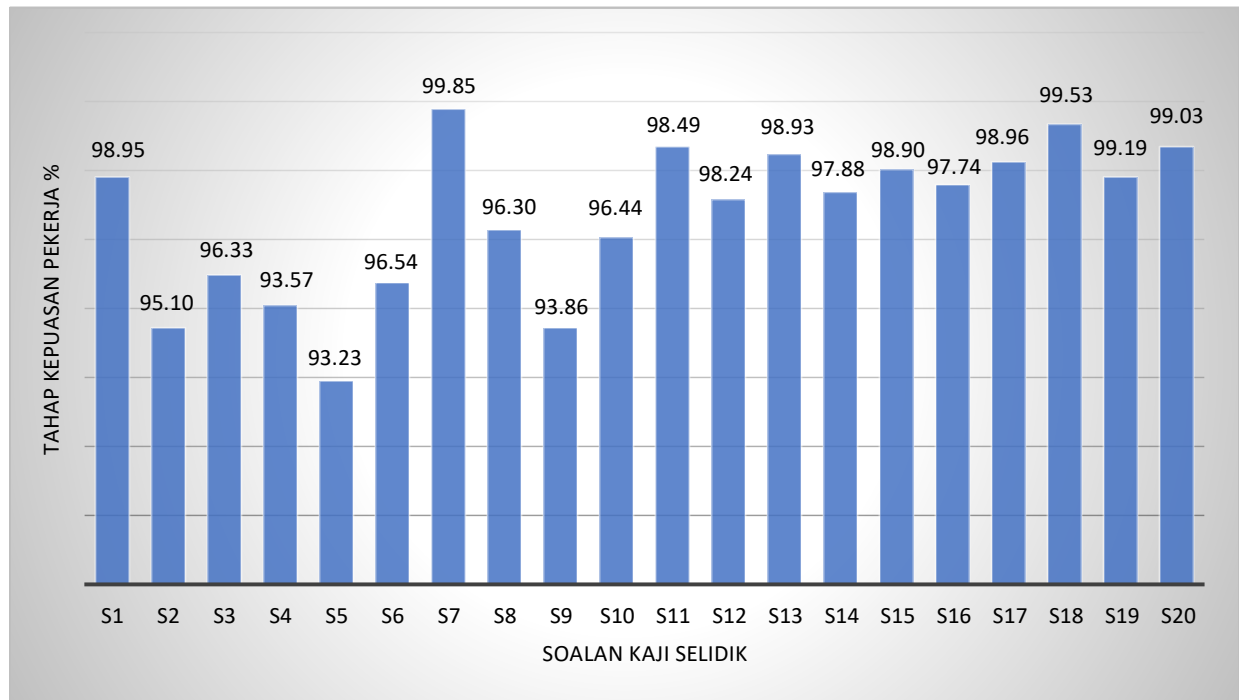
NO.	DIVISION / DEPARTMENT	TOTAL TARGET RESPONDENTS	ACTUAL NUMBER OF RESPONDENTS	TARGET RESPONDENTS PERCENTAGE
1	State Economic Planning Unit	39	39	100%
2	Human Resource Management Division	71	71	100%
3	Information Management Division	35	35	100%
4	Management Services Division	166	166	100%
5	Corporate Division	31	31	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	15	15	100%
10	Integrity Unit	10	10	100%
	TOTAL	458	458	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	449	98.95%	9	1.05%
2	I receive feedback regarding my work performance.	431	95.10%	27	4.90%
3	Communication among staff in this Division is very satisfactory.	437	96.33%	21	3.67%
4	I have enough time to complete the work given as stipulated in the client charter.	431	93.57%	27	6.43%
5	I am satisfied with the workload given to me.	421	93.23%	37	6.77%
6	I get enough monitoring and supervision from management in carrying out my work.	434	96.54%	24	3.56%
7	I have good relationships with other divisions in the Perak State Secretariat.	457	99.85%	1	0.15%
8	My welfare in the workplace is safeguarded.	443	96.30%	17	3.70%
9	There is no conflict among colleagues / management	418	93.86%	30	6.14%
10	I am satisfied with the cooperation given by my colleagues and management.	435	96.44%	18	3.56%
11	I get the support from my other colleagues.	452	98.49%	6	1.51%
12	I have confidence in the superior officers of this division.	445	98.24%	13	1.76%
13	A comfortable and safe environment helps in improving my service performance.	451	98.93%	7	1.04%
14	The facility and equipment provided in the office help smoothen my work.	446	97.88%	12	2.12%
15	Information can be obtained easily and fast via a complete documentation system.	449	98.90%	9	1.10%
16	I am satisfied with the courses/training attended and they meet my work scope.	447	97.74%	11	2.26%
17	The directive on reducing the number of days for courses from 7 to 3 days is reasonable.	450	98.96%	8	1.04%
18	I feel safe performing my official duties, including duties outside the office.	454	99.53%	4	0.47%
19	I do not experience sexual harassment during work.	451	99.19%	7	0.81%
20	Flexible Working Hours gives me a lot of benefits.	455	99.03%	3	0.97%

5.1.1 GRAPH SHOWING EMPLOYEE SATISFACTION ACHIEVEMENT LEVEL ACCORDING TO SURVEY QUESTIONS

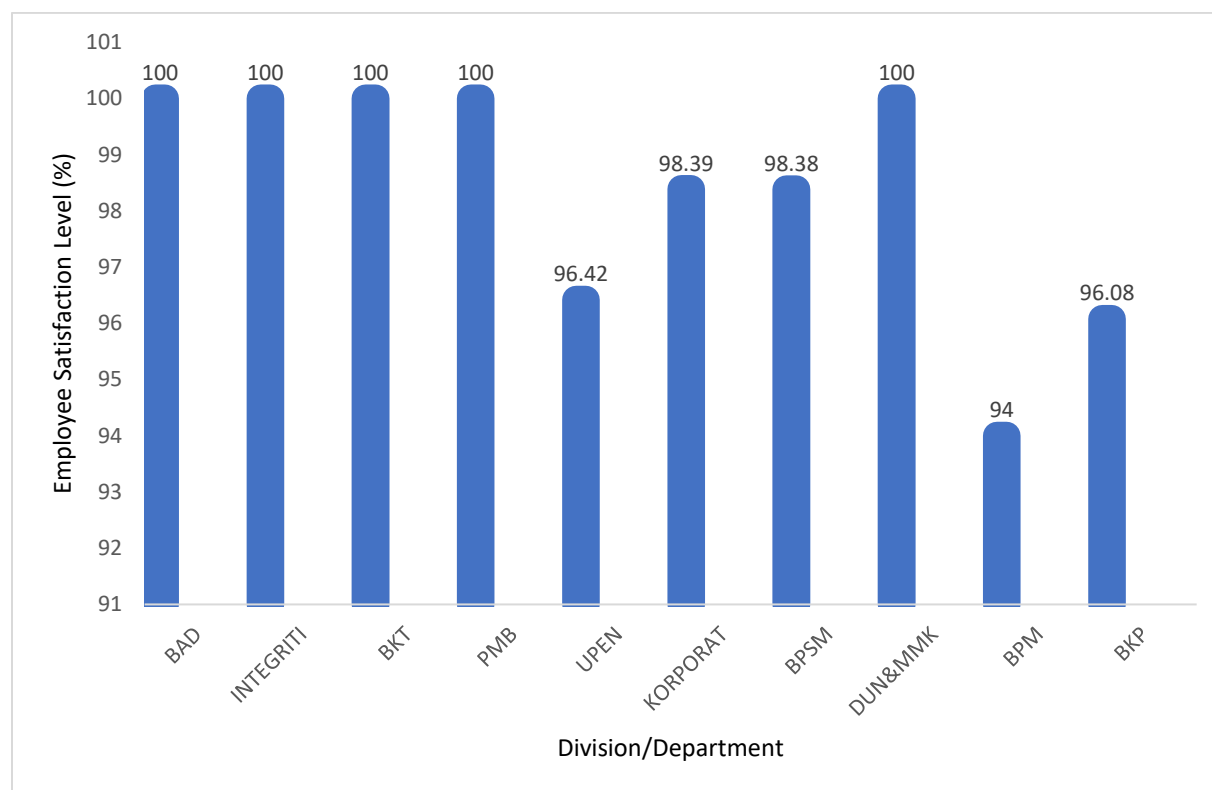


##Note: Tahap Kepuasan Pekerja = **Employee Satisfaction Level**
No. Soalan = **Survey Questions**

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 (BAD)	14	14	100%	0%
2	Integrity Unit (INTEGRITI)	12	12	100%	0%
3	Local Government Division (BKT)	33	33	100%	0%
4	Menteri Besar's Office (PMB)	27	27	100%	0%
5	State Economic Planning Unit (UPEN)	46	46	98.48%	1.52%
6	Corporate Division (BK)	31	31	99.68%	0.32%
7	Human Resource Management Division (BPSM)	83	83	97.29%	2.71%
8	State Assembly & Exco Division (BDN&MMK)	32	32	97.03%	2.97%
9	Information Management Division (BPM)	35	35	95.29%	4.71%
10	Management Services Division (BKP)	144	144	97.53%	2.47%

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	SEPU	39	100.00%	0	0.00%
2	HRMD	71	100.00%	0	0.00%
3	CORPORATE	31	100.00%	0	0.00%
4	LGD	32	100.00%	0	0.00%
5	INTERNAL AUDIT	15	100.00%	0	0.00%
6	INTEGRITY UNIT	10	100.00%	0	0.00%
7	MBO	27	100.00%	0	0.00%
8	IMD	35	100.00%	0	0.00%
9	MSD	159	95.78%	7	4.22%
10	SA & SE	30	93.75%	2	6.25%
TOTAL		449	98.95%	9	1.05%

2. I receive feedback regarding my work performance.

NO.	DIVISION	YES		NO	
1	INTEGRITY UNIT	10	100.00%	0	0.00%
2	LGD	32	100.00%	0	0.00%
3	MBO	27	100.00%	0	0.00%
4	INTERNAL AUDIT	15	100.00%	0	0.00%
5	HRMD	71	100.00%	0	0.00%
6	CORPORATE	29	93.55%	2	6.45%
7	SEPU	36	92.31%	3	7.69%
8	MSD	153	92.17%	13	7.83%
9	IMD	31	88.57%	4	11.43%
10	SA & SE	27	84.38%	5	15.63%
TOTAL		431	95.10%	27	4.90%

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

NO.	DIVISION	YES		NO	
1	MBO	27	100.00%	0	0.00%
2	INTERNAL AUDIT	15	100.00%	0	0.00%
3	INTEGRITY UNIT	10	100.00%	0	0.00%
4	CORPORATE	31	100.00%	0	0.00%
5	LGD	32	100.00%	0	0.00%
6	SEPU	39	100.00%	0	0.00%
7	HRMD	68	95.77%	3	4.23%
8	MSD	157	94.58%	9	5.42%
9	IMD	31	88.57%	4	11.43%
10	SA & SE	27	84.38%	5	15.63%
TOTAL		437	96.33%	21	3.67%

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

NO.	DIVISION	YES		NO	
1	LGD	32	100.00%	0	0.00%
2	INTERNAL AUDIT	15	100.00%	0	0.00%
3	MBO	27	100.00%	0	0.00%
4	INTEGRITY UNIT	10	100.00%	0	0.00%
5	HRMD	70	98.59%	1	1.41%
6	MSD	161	96.99%	5	3.01%
7	CORPORATE	30	96.77%	1	3.23%
8	SEPU	32	82.05%	7	17.95%
9	IMD	28	80.00%	7	20.00%
10	SA & SE	26	81.25%	6	18.75%
TOTAL		431	93.57%	27	6.43%

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

NO.	DIVISION	YES		NO	
1	MBO	27	100.00%	0	0.00%
2	INTEGRITY UNIT	10	100.00%	0	0.00%
3	LGD	32	100.00%	0	0.00%
4	INTERNAL AUDIT	15	100.00%	0	0.00%
5	HRMD	67	94.37%	4	5.63%
6	SEPU	36	92.31%	3	7.69%
7	MSD	151	90.96%	15	9.04%
8	CORPORATE	28	90.32%	3	9.68%
9	SA & SE	27	84.38%	5	15.63%
10	IMD	28	80.00%	7	20.00%
TOTAL		421	93.23%	37	6.77%

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

NO.	DIVISION	YES		NO	
1	CORPORATE	31	100.00%	0	0.00%
2	LGD	32	100.00%	0	0.00%
3	MBO	27	100.00%	0	0.00%
4	INTERNAL AUDIT	15	100.00%	0	0.00%
5	INTEGRITY UNIT	10	100.00%	0	0.00%
6	SEPU	38	97.44%	1	2.56%
7	HRMD	69	97.18%	2	2.82%
8	MSD	152	91.57%	14	8.43%
9	IMD	31	88.57%	4	11.43%
10	SA & SE	29	90.63%	3	9.38%
TOTAL		434	96.54%	24	3.46%

7. I have good relationships with other divisions in the Perak State Secretariat.

NO.	DIVISION	YES		NO	
1	SA & SE	32	100.00%	0	0.00%
2	MBO	27	100.00%	0	0.00%
3	INTERNAL AUDIT	15	100.00%	0	0.00%
4	INTEGRITY UNIT	10	100.00%	0	0.00%
5	SEPU	39	100.00%	0	0.00%
6	IMD	35	100.00%	0	0.00%
7	MSD	166	100.00%	0	0.00%
8	CORPORATE	31	100.00%	0	0.00%
9	LGD	32	100.00%	0	0.00%
10	HRMD	70	98.59%	1	1.41%
TOTAL		457	99.85%	1	0.15%

8. My welfare in the workplace is safeguarded.

NO.	DIVISION	YES		NO	
1	CORPORATE	31	100.00%	0	0.00%
2	LGD	32	100.00%	0	0.00%
3	MBO	27	100.00%	0	0.00%
4	INTERNAL AUDIT	14	100.00%	0	0.00%
5	INTEGRITY UNIT	12	100.00%	0	0.00%
6	HRMD	75	98.68%	1	1.32%
7	MSD	154	95.65%	7	4.35%
8	SEPU	37	92.50%	3	7.50%
9	IMD	32	91.43%	3	8.57%
10	SA & SE	29	90.63%	3	9.38%
TOTAL		443	96.30%	17	3.70%

9. There is no conflict among colleagues / management

NO.	DIVISION	YES		NO	
1	MBO	27	100.00%	0	0.00%
2	INTERNAL AUDIT	15	100.00%	0	0.00%
3	INTEGRITY UNIT	10	100.00%	0	0.00%
4	LGD	32	100.00%	0	0.00%
5	HRMD	69	97.18%	2	2.82%
6	CORPORATE	30	96.77%	1	3.23%
7	MSD	149	92.55%	12	7.45%
8	SEPU	36	92.31%	3	7.69%
9	IMD	30	85.71%	5	14.29%
10	SA & SE	20	74.07%	7	25.93%
TOTAL		418	93.86%	30	6.14%

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

NO.	DIVISION	YES		NO	
1	MBO	27	100.00%	0	0.00%
2	INTERNAL AUDIT	15	100.00%	0	0.00%
3	LGD	32	100.00%	0	0.00%
4	CORPORATE	31	100.00%	0	0.00%
5	INTEGRITY UNIT	10	100.00%	0	0.00%
6	HRMD	70	98.59%	1	1.41%
7	SEPU	38	97.44%	1	2.56%
8	MSD	154	95.65%	7	4.35%
9	IMD	32	91.43%	3	8.57%
10	SA & SE	26	81.25%	6	18.75%
TOTAL		435	96.44%	18	3.56%

11. I get the support from my other colleagues.

NO.	DIVISION	YES		NO	
1	HRMD	71	100.00%	0	0.00%
2	CORPORATE	31	100.00%	0	0.00%
3	LGD	32	100.00%	0	0.00%
4	MBO	27	100.00%	0	0.00%
5	INTERNAL AUDIT	15	100.00%	0	0.00%
6	INTEGRITY UNIT	10	100.00%	0	0.00%
7	IMD	35	100.00%	0	0.00%
8	MSD	165	99.40%	1	0.60%
9	SEPU	37	94.87%	2	5.13%
10	SA & SE	29	90.63%	3	9.38%
TOTAL		452	98.49%	6	1.51%

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

NO.	DIVISION	YES		NO	
1	LGD	32	100.00%	0	0.00%
2	MBO	27	100.00%	0	0.00%
3	INTEGRITY UNIT	10	100.00%	0	0.00%
4	SEPU	39	100.00%	0	0.00%
5	CORPORATE	31	100.00%	0	0.00%
6	INTERNAL AUDIT	15	100.00%	0	0.00%
7	IMD	34	97.14%	1	2.86%
8	HRMD	68	95.77%	3	4.23%
9	MSD	159	95.78%	7	4.22%
10	SA & SE	30	93.75%	2	6.25%
TOTAL		445	98.24%	13	1.76%

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	MBO	27	100.00%	0	0.00%
3	INTEGRITY UNIT	10	100.00%	0	0.00%
4	HRMD	71	100.00%	0	0.00%
5	LGD	32	100.00%	0	0.00%
6	CORPORATE	31	100.00%	0	0.00%
7	INTERNAL AUDIT	15	100.00%	0	0.00%
8	MSD	162	97.52%	4	2.48%
9	SEPU	38	97.44%	1	2.56%
10	IMD	33	94.29%	2	5.71%
TOTAL		451	98.93%	7	1.04%

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

NO.	DIVISION	YES		NO	
1	MBO	27	100.00%	0	0.00%
2	INTEGRITY UNIT	10	100.00%	0	0.00%
3	LGD	32	100.00%	0	0.00%
4	CORPORATE	31	100.00%	0	0.00%
5	INTERNAL AUDIT	15	100.00%	0	0.00%
6	HRMD	71	100.00%	0	0.00%
7	SEPU	38	97.44%	1	2.56%
8	MSD	160	96.39%	6	3.61%
9	IMD	33	94.29%	2	5.71%
10	SA & SE	29	90.63%	3	9.38%
TOTAL		446	97.88%	12	2.12%

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

NO.	DIVISION	YES		NO	
1	CORPORATE	31	100.00%	0	0.00%
2	LGD	32	100.00%	0	0.00%
3	MBO	27	100.00%	0	0.00%
4	INTERNAL AUDIT	15	100.00%	0	0.00%
5	SEPU	39	100.00%	0	0.00%
6	INTEGRITY UNIT	10	100.00%	0	0.00%
7	HRMD	70	98.59%	1	1.41%
8	IMD	34	97.14%	1	2.86%
9	SA & SE	31	96.88%	1	3.13%
10	MSD	160	96.39%	6	3.61%
TOTAL		449	98.90%	9	1.10%

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

NO.	DIVISION	YES		NO	
1	HRMD	71	100.00%	0	0.00%
2	CORPORATE	31	100.00%	0	0.00%
3	LGD	32	100.00%	0	0.00%
4	MBO	27	100.00%	0	0.00%
5	INTERNAL AUDIT	15	100.00%	0	0.00%
6	INTEGRITY UNIT	10	100.00%	0	0.00%
7	SEPU	38	97.50%	1	2.50%
8	IMD	34	97.14%	1	2.86%
9	MSD	161	96.89%	5	3.11%
10	SA & SE	28	86.21%	4	13.79%
TOTAL		447	97.74%	11	2.26%

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

NO.	DIVISION	YES		NO	
1	INTERNAL AUDIT	15	100.00%	0	0.00%
2	INTEGRITY UNIT	10	100.00%	0	0.00%
3	LGD	32	100.00%	0	0.00%
4	SA & SE	32	100.00%	0	0.00%
5	MBO	27	100.00%	0	0.00%
6	IMD	35	100.00%	0	0.00%
7	CORPORATE	31	100.00%	0	0.00%
8	MSD	162	97.59%	4	2.41%
9	HRMD	69	97.18%	2	2.82%
10	SEPU	37	94.87%	2	5.13%
TOTAL		450	98.96%	8	1.04%

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

NO.	DIVISION	YES		NO	
1	SEPU	39	100.00%	0	0.00%
2	HRMD	71	100.00%	0	0.00%
3	CORPORATE	31	100.00%	0	0.00%
4	LGD	32	100.00%	0	0.00%
5	SA & SE	32	100.00%	0	0.00%
6	MBO	27	100.00%	0	0.00%
7	INTEGRITY UNIT	10	100.00%	0	0.00%
8	INTERNAL AUDIT	15	100.00%	0	0.00%
9	MSD	163	98.19%	3	1.81%
10	IMD	34	97.14%	1	2.86%
TOTAL		454	99.53%	4	0.47%

19. I do not experience sexual harassment during work.

NO.	DIVISION	YES		NO	
1	CORPORATE	31	100.00%	0	0.00%
2	MBO	27	100.00%	0	0.00%
3	INTERNAL AUDIT	15	100.00%	0	0.00%
4	INTEGRITY UNIT	10	100.00%	0	0.00%
5	LGD	32	100.00%	0	0.00%
6	SEPU	39	100.00%	0	0.00%
7	SA & SE	32	100.00%	0	0.00%
8	MSD	162	97.59%	4	2.41%
9	HRMD	69	97.18%	2	2.82%
10	IMD	34	97.14%	1	2.86%
TOTAL		451	99.19%	7	0.81%

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

NO.	DIVISION	YES		NO	
1	SA & SE	32	100.00%	0	0.00%
2	LGD	27	100.00%	0	0.00%
3	INTERNAL AUDIT	15	100.00%	0	0.00%
4	INTEGRITY UNIT	10	100.00%	0	0.00%
5	SEPU	39	100.00%	0	0.00%
6	HRMD	71	100.00%	0	0.00%
7	IMD	35	100.00%	0	0.00%
8	LGD MBO	32	100.00%	0	0.00%
9	MSD	166	100.00%	0	0.00%
10	CORPORATE	28	90.32%	3	9.68%
TOTAL		455	99.03%	3	0.97%

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	Extend the working area so that employees can move easily.	LGD
2.	GOVERNANCE	The number days for courses has been increased to 5 days.	MSD
3.	GOVERNANCE	Printer in the media unit room, corporate division.	CORPORATE
4.	GOVERNANCE	I am not involved with flexible working hours.	CORPORATE
5.	GOVERNANCE	More security courses for security units.	MSD
6.	GOVERNANCE	Can't comment because operators don't have flexible working hours.	CORPORATE
7.	GOVERNANCE	Maybe management can consider working from home if there is a need by the employee with good reasons.	INTEGRITY
8.	GOVERNANCE	I want KSP to have a manager.	MSD
9.	GOVERNANCE	The Publication, publicity and media relations unit needs a technical officer grade 41 and above to facilitate technical work and the assignment of tasks in the unit.	CORPORATE
10.	GOVERNANCE	Prioritise parking for SUK staff when there is a function in the banquet hall, outsiders are prohibited from parking in the SUK area. Please accept my suggestion as a SUK staff, thank you.	MSD
11.	GOVERNANCE	Training opportunities abroad to be added for officers to get appropriate exposure.	HRMD
12.	GOVERNANCE	The need for a comprehensive and uniform coordination of office renovation/renovation among all divisions/units in SUK so that no division is left behind.	HRMD
13.	GOVERNANCE	Superiors also need to attend a psychology course in resolving the problems of their subordinates with sympathy and empathy in consideration of work and personal matters/family for the benefit of both parties.	IMD
14.	GOVERNANCE	1) Update increment of overtime allowance claims.	MBO

		2) Change lawn mower to rabbit mower to shorten grass cutting time for large areas such as fields. 3) Shortage of civil servants in the implementer service scheme. 4) Speed up the process of increasing the number of civil servants for the implementer service scheme.	
15.	GOVERNANCE	Change to a better SUK canteen operator because of high prices and not customer-friendly.	MBO
16.	GOVERNANCE	Increase parking lots for existing staff, if possible, have a multi-storey carpark and coordinate covered parking for the relevant staff.	HRMD
17.	GOVERNANCE	Kindly provide career opportunities to 'Perintis' who have served for more than a year to be absorbed by the state government.	MBO
18.	GOVERNANCE	Change the canteen operator.	MBO
19.	GOVERNANCE	Superiors should go down to the ground to discuss subordinates' problems. Don't just listen to supervisors, but monitor personally the problems of subordinates. With that, all assigned tasks can be carried out smoothly without any constraints of internal problems.	MBO
20.	GOVERNANCE	Create a procurement unit.	IMD
21.	GOVERNANCE	Please monitor food prices in the canteen (too expensive).	MBO
22.	GOVERNANCE	Throw away the pole in the studio.	MSD
23.	POST & PLACEMENT	There should be more posts and updates on units that require staff.	SA & SE
24.	GOVERNANCE	Fungal issues at Internal Audit be dealt with immediately. Thank you.	IA
25.	POST & PLACEMENT	An operational assistant should be added to help facilitate the daily work, should one of the staff is on leave or unwell.	IA
26.	GOVERNANCE	The fungus problem in the office has not yet been resolved, causing staff to be easily infected with colds and coughs.	IA
27.	GOVERNANCE	Widespread fungal infections. This can result in deterioration of health.	IA
28.	GOVERNANCE	Superiors need to emphasise with the workload and tasks being carried out by staff.	LGD

29.	GOVERNANCE	Meeting invitations to be sent out at least 7 days before as per Public Administration Transformation Circular (PTPA) No. 2/2018 to ensure more effective meetings.	LGD
30.	GOVERNANCE	The addition of officers in the Economic Planning Unit is very critical as the workload is very high and requires quick action. Officers in SEPU often experience burnout and extreme stress that affect their physical and mental health.	SEPU
31.	GOVERNANCE	Focus on improving the organisation & courses on safety.	MSD
32.	GOVERNANCE	There are elements of unfairness in the use of women's rest rooms.	MSD
33.	GOVERNANCE	Implementer staff who have served more than 10 years in LGD be transferred out so that they can gain more knowledge and experience in other departments, as well as for their career advancement.	LGD

7. DATA ANALYSIS

Based on the results of the study, it was found that the employee satisfaction level at the Perak State Secretariat reached **97.35%**. However, there was a dissatisfaction level of **2.65%**.

The findings of the employee satisfaction level graph analysis according to the questions showed that Question 20 has the highest percentage of employees who answered 'YES' compared to other questions. However, there were questions that recorded a high number of 'NO', e.g. question 9. The employees in the Perak State Secretariat building mostly disagreed that there were no conflicts among colleagues / management.

The achievement graph of employee satisfaction levels by department showed 5 departments attained 100% employee satisfaction levels where the employees in these departments were satisfied with all the questions given.

8. SUMMARY

Overall, this survey has recorded the employee satisfaction level in the Perak State Secretariat at **97.35 percent (%)**. The employee satisfaction level based on the divisions / departments is in the range of 100 percent (%) to 97.00 percent (%). From the data obtained based on the survey questions, the low satisfaction level at **74.07 percent (%)** is related to the question on there is no conflict among colleagues / management. Consequently, it has been suggested that the dissemination of this matter be carried out to all Perak State Secretariat staff to ensure that the employee satisfaction level will continue to rise; thus, ensuring the administration's service delivery system is at the excellent level.