

**PERAK STATE SECRETARIAT
CUSTOMER SATISFACTION SURVEY REPORT
APRIL – JUNE 2024 (SERIES 2)**

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'	99.45%
Overall Answers Ticked 'No'	0.55%

The survey results show that the overall customer satisfaction level at the Perak State Secretariat is **99.45%** satisfied and **0.55%** not satisfied. This data includes survey results from **101** respondents who have dealings with the Perak State Secretariat.

4. SURVEY RESPONDENTS

A total of **101** customers have filled out the customer satisfaction survey forms, comprising **94** employed people, **4** students and **3** senior citizens and **0** unemployed people. The breakdown of respondents according to the divisions visited is as follows: -

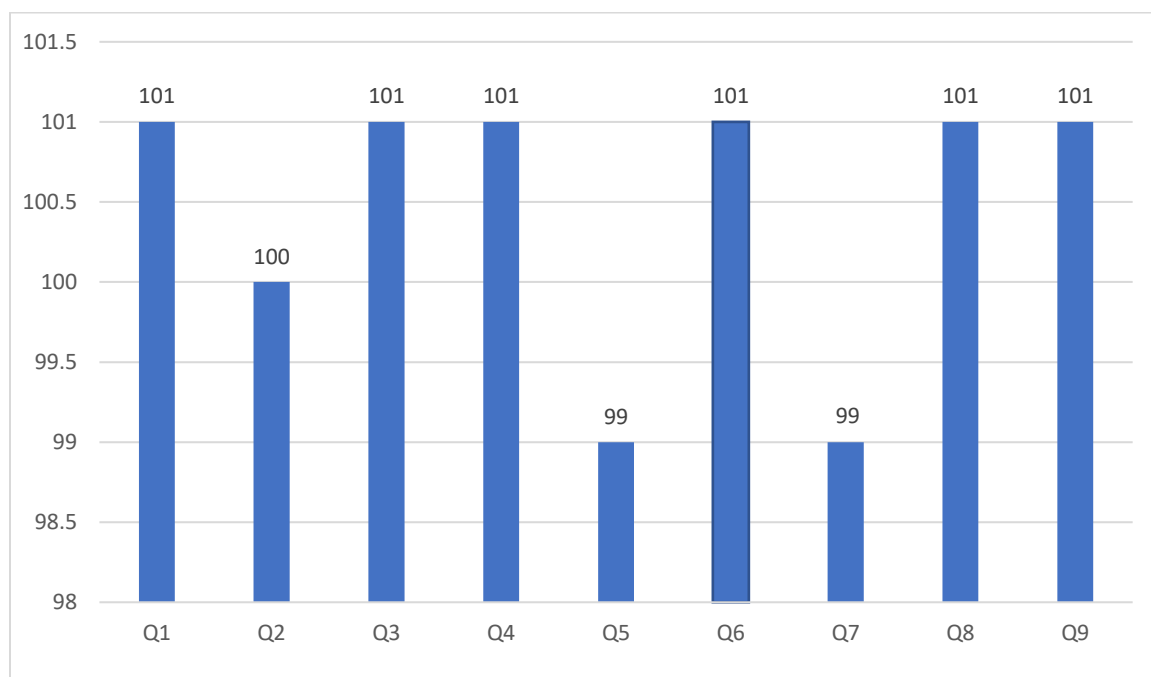
No.	Division / Department	No. of Respondents
1.	Information Management Division	6
2.	Internal Audit Division	1
3.	State Treasury	2
4.	Integrity Unit	1
5.	Deputy State Secretary's Office	0
6.	Local Government Division	7
7.	State Legal Advisor's Office	3
8.	State Secretary's Office	0
9.	Corporate Division	4
10.	State Assembly & Exco Division	1
11.	State Economic Planning Unit	11
12.	Exco's Office	14
13.	State Financial Office	5
14.	Menteri Besar's Office	17
15.	Human Resource Management Division	15
16.	Management Services Division	14
	TOTAL RESPONDENTS	101

5. SURVEY ANALYSIS

5.1 FEEDBACK ACHIEVEMENT BASED ON SURVEY QUESTIONS

No.	Survey Questions	Yes	Percentage (%)	No	Percentage (%)
1.	Are you satisfied with the service received at the counter?	101	100	0	100
2.	Are you satisfied with the service of the officer you met with?	100	99.01	1	0.99
3.	Is the waiting time to meet with an officer short and fast?	101	100	0	100
4.	Does the information obtained from the officer fulfill your request?	101	100	0	100
5.	Is the waiting room provided comfortable and to your satisfaction?	99	98.02	2	1.98
6.	Are you satisfied with the toilet facility provided?	101	100	0	100
7.	Are the signages in this building helpful to you?	99	98.02	2	1.98
8.	Are the surroundings inside and outside the building clean?	101	100	0	100
9.	Is the overall level of service provided very satisfactory?	101	100	0	100

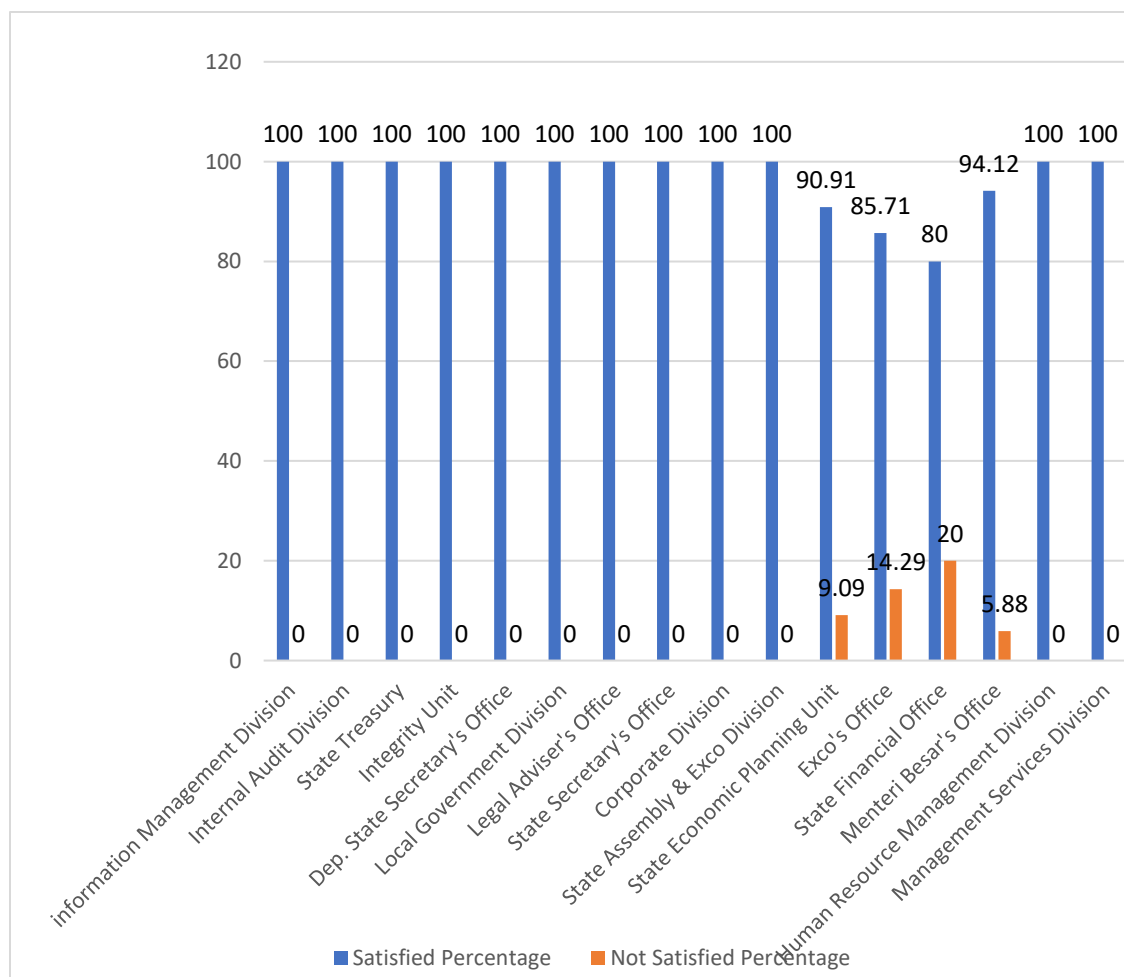
5.1.1 CUSTOMER SATISFACTION ACHIEVEMENT LEVEL GRAPH ACCORDING TO SURVEY QUESTIONS



5.2 FEEDBACK ACHIEVEMENT ACCORDING TO DIVISIONS / DEPARTMENTS

No.	Division / Department	Total Respondents	Satisfied Percentage (%)	Not Satisfied Percentage (%)
1.	Information Management Division	6	100%	0%
2.	Internal Audit Division	1	100%	0%
3.	State Treasury	2	100%	0%
4.	Integrity Unit	1	100%	0%
5.	Deputy State Secretary's Office	0	100%	0%
6.	Local Government Division	7	100%	0%
7.	State Legal Advisor's Office	3	100%	0%
8.	State Secretary's Office	0	100%	0%
9.	Corporate Division	4	100%	0%
10.	State Assembly & Exco Division	1	100%	0%
11.	State Economic Planning Unit	11	90.91%	9.09%
12.	Exco's Office	14	85.71%	14.29%
13.	State Financial Office	5	80.00%	20.00%
14.	Menteri Besar's Office	17	94.12%	5.88%
15.	Human Resource Management Division	15	100%	0%
16.	Management Services Division	14	100%	0%

5.2.1 CUSTOMER SATISFACTION ACHIEVEMENT LEVEL GRAPH ACCORDING TO DIVISIONS / DEPARTMENTS



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

1. Are you satisfied with the service received at the counter?

No.	Division / Department	Yes	No
1.	Information Management Division	6	0
2.	Internal Audit Division	1	0
3.	State Treasury	2	0
4.	Integrity Unit	1	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	7	0
7.	State Legal Advisor's Office	3	0
8.	State Secretary's Office	0	0
9.	Corporate Division	4	0
10.	State Assembly & Exco Division	1	0
11.	State Economic Planning Unit	11	0
12.	Exco's Office	14	0
13.	State Financial Office	5	0
14.	Menteri Besar's Office	17	0
15.	Human Resource Management Division	15	0
16.	Management Services Division	14	0
	TOTAL	101	0

2. Are you satisfied with the service of the officer you met with?

No.	Division / Department	Yes	No
1.	Information Management Division	6	0
2.	Internal Audit Division	1	0
3.	State Treasury	2	0
4.	Integrity Unit	1	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	7	0
7.	State Legal Advisor's Office	3	0
8.	State Secretary's Office	0	0
9.	Corporate Division	4	0
10.	State Assembly & Exco Division	1	0
11.	State Economic Planning Unit	11	0
12.	Exco's Office	14	0
13.	State Financial Office	5	0
14.	Menteri Besar's Office	16	1
15.	Human Resource Management Division	15	0
16.	Management Services Division	14	0
	TOTAL	100	1

3. Is the waiting time to meet with an officer short and fast?

No.	Division / Department	Yes	No
1.	Information Management Division	6	0
2.	Internal Audit Division	1	0
3.	State Treasury	2	0
4.	Integrity Unit	1	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	7	0
7.	State Legal Advisor's Office	3	0
8.	State Secretary's Office	0	0
9.	Corporate Division	4	0
10.	State Assembly & Exco Division	1	0
11.	State Economic Planning Unit	11	0
12.	Exco's Office	14	0
13.	State Financial Office	5	0
14.	Menteri Besar's Office	17	0
15.	Human Resource Management Division	15	0
16.	Management Services Division	14	0
TOTAL		101	0

4. Does the information obtained from the officer fulfill your request?

No.	Division / Department	Yes	No
1.	Information Management Division	6	0
2.	Internal Audit Division	1	0
3.	State Treasury	2	0
4.	Integrity Unit	1	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	7	0
7.	State Legal Advisor's Office	3	0
8.	State Secretary's Office	0	0
9.	Corporate Division	4	0
10.	State Assembly & Exco Division	1	0
11.	State Economic Planning Unit	11	0
12.	Exco's Office	14	0
13.	State Financial Office	5	0
14.	Menteri Besar's Office	17	0
15.	Human Resource Management Division	15	0
16.	Management Services Division	14	0
TOTAL		101	0

5. Is the waiting room provided comfortable and to your satisfaction?

No.	Division / Department	Yes	No
1.	Information Management Division	6	0
2.	Internal Audit Division	1	0
3.	State Treasury	2	0
4.	Integrity Unit	1	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	7	0
7.	State Legal Advisor's Office	3	0
8.	State Secretary's Office	0	0
9.	Corporate Division	4	0
10.	State Assembly & Exco Division	1	0
11.	State Economic Planning Unit	11	0
12.	Exco's Office	12	2
13.	State Financial Office	5	0
14.	Menteri Besar's Office	17	0
15.	Human Resource Management Division	15	0
16.	Management Services Division	14	0
TOTAL		99	2

6. Are you satisfied with the toilet facility provided?

No.	Division / Department	Yes	No
1.	Information Management Division	6	0
2.	Internal Audit Division	1	0
3.	State Treasury	2	0
4.	Integrity Unit	1	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	7	0
7.	State Legal Advisor's Office	3	0
8.	State Secretary's Office	0	0
9.	Corporate Division	4	0
10.	State Assembly & Exco Division	1	0
11.	State Economic Planning Unit	11	0
12.	Exco's Office	14	0
13.	State Financial Office	5	0
14.	Menteri Besar's Office	17	0
15.	Human Resource Management Division	15	0
16.	Management Services Division	14	0
TOTAL		101	0

7. Are the signages in this building helpful to you?

No.	Division / Department	Yes	No
1.	Information Management Division	6	0
2.	Internal Audit Division	1	0
3.	State Treasury	2	0
4.	Integrity Unit	1	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	7	0
7.	State Legal Advisor's Office	3	0
8.	State Secretary's Office	0	0
9.	Corporate Division	4	0
10.	State Assembly & Exco Division	1	0
11.	State Economic Planning Unit	11	1
12.	Exco's Office	14	0
13.	State Financial Office	5	0
14.	Menteri Besar's Office	17	0
15.	Human Resource Management Division	15	0
16.	Management Services Division	14	0
TOTAL		100	1

8. Are the surroundings inside and outside the building clean?

No.	Division / Department	Yes	No
1.	Information Management Division	6	0
2.	Internal Audit Division	1	0
3.	State Treasury	2	0
4.	Integrity Unit	1	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	7	0
7.	State Legal Advisor's Office	3	0
8.	State Secretary's Office	0	0
9.	Corporate Division	4	0
10.	State Assembly & Exco Division	1	0
11.	State Economic Planning Unit	11	0
12.	Exco's Office	14	0
13.	State Financial Office	5	0
14.	Menteri Besar's Office	17	0
15.	Human Resource Management Division	15	0
16.	Management Services Division	14	0
TOTAL		101	0

9. Is the overall level of service provided very satisfactory?

No.	Division / Department	Yes	No
1.	Information Management Division	6	0
2.	Internal Audit Division	1	0
3.	State Treasury	2	0
4.	Integrity Unit	1	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	7	0
7.	State Legal Advisor's Office	3	0
8.	State Secretary's Office	0	0
9.	Corporate Division	4	0
10.	State Assembly & Exco Division	1	0
11.	State Economic Planning Unit	11	0
12.	Exco's Office	14	0
13.	State Financial Office	5	0
14.	Menteri Besar's Office	17	0
15.	Human Resource Management Division	15	0
16.	Management Services Division	14	0
TOTAL		101	0

6. RESPONDENTS' COMMENTS AND RECOMMENDATIONS

- There are no comments/recommendations for April till June 2024.

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 some offices with unsatisfactory percentage levels, i.e., State Economic Planning Unit, Exco's Office, State Financial Office and Menteri Besar's Office.

For question 7, regarding the signages in Bangunan Perak Darul Ridzuan, there were respondents not satisfied with the State Economic Planning Unit and State Financial Office.

As for the exco's office, the respondents were not satisfied with question 5, regarding the waiting room provided. For the Menteri Besar's Office, the respondents were not satisfied with question 2, i.e., the service of the officer they met with.

8. SUMMARY

Overall, this survey has recorded the customer satisfaction level in the Perak State Secretariat at **99.45%**. Consequently, it has been suggested that every Perak State Secretariat division 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 July 2024