

**PERAK STATE SECRETARIAT
CUSTOMER SATISFACTION SURVEY
JANUARY – MARCH 2024**

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'	99.40%
Overall Answers Ticked 'No'	0.60%

The survey results show that the overall customer satisfaction level at the Perak State Secretariat is **99.40%** satisfied and **0.60%** not satisfied. This data includes survey results from **92** respondents who have dealings with the Perak State Secretariat.

4. SURVEY RESPONDENTS

A total of **92** customers have filled out the customer satisfaction survey forms, comprising **84** employed people, **5** students and **2** senior citizens and **1** unemployed person. The breakdown of respondents according to the divisions visited is as follows: -

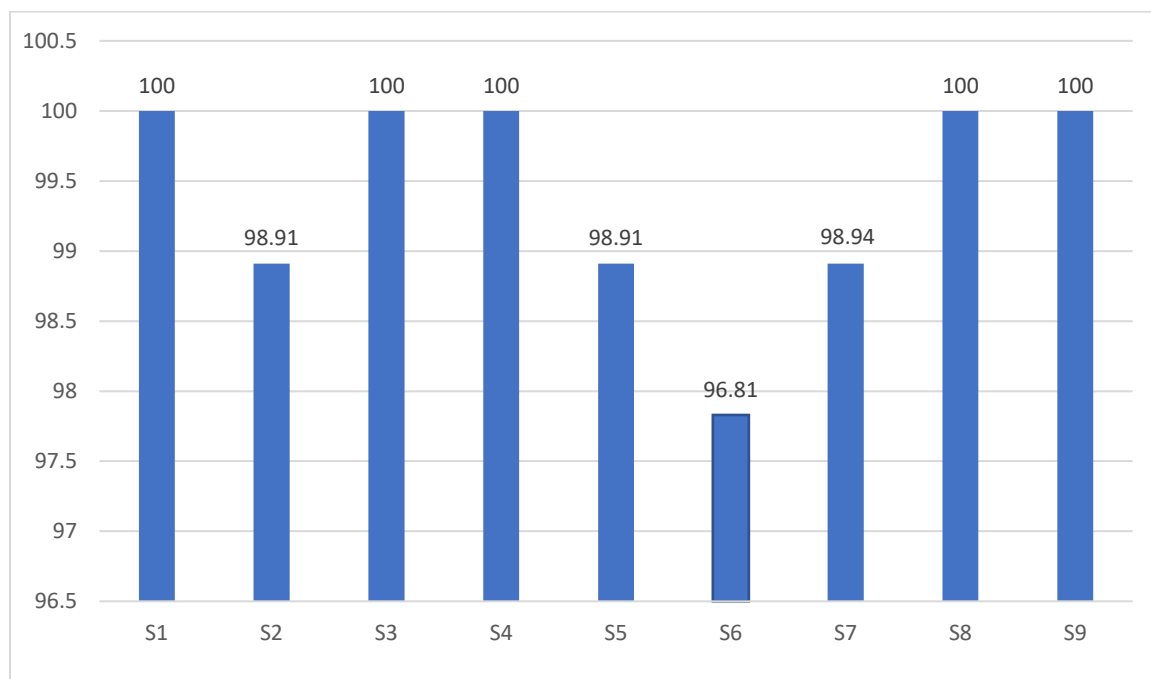
No.	Division / Department	Total
1.	Information Management Division	4
2.	Internal Audit Division	1
3.	State Treasury	1
4.	Integrity Unit	0
5.	Deputy State Secretary's Office	0
6.	Local Government Division	4
7.	State Legal Advisor's Office	3
8.	State Secretary's Office	0
9.	Corporate Division	4
10.	State Assembly & Exco Division	5
11.	State Economic Planning Unit	8
12.	Exco's Office	15
13.	State Financial Office	2
14.	Menteri Besar's Office	15
15.	Human Resource Management Division	16
16.	Management Services Division	14
	TOTAL RESPONDENTS	92

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?	92	100	0	100
2.	Are you satisfied with the service of the officer you met with?	91	98.91	1	1.09
3.	Is the waiting time to meet with an officer short and fast?	92	100	0	100
4.	Does the information obtained from the officer fulfill your request?	92	100	0	100
5.	Is the waiting room provided comfortable and to your satisfaction?	91	98.91	0	1.09
6.	Are you satisfied with the toilet facility provided?	90	97.83	2	2.17
7.	Are the signages in this building helpful to you?	91	98.91	1	1.09
8.	Are the surroundings inside and outside the building clean?	92	100	0	100
9.	Is the overall level of service provided very satisfactory?	92	100	0	100

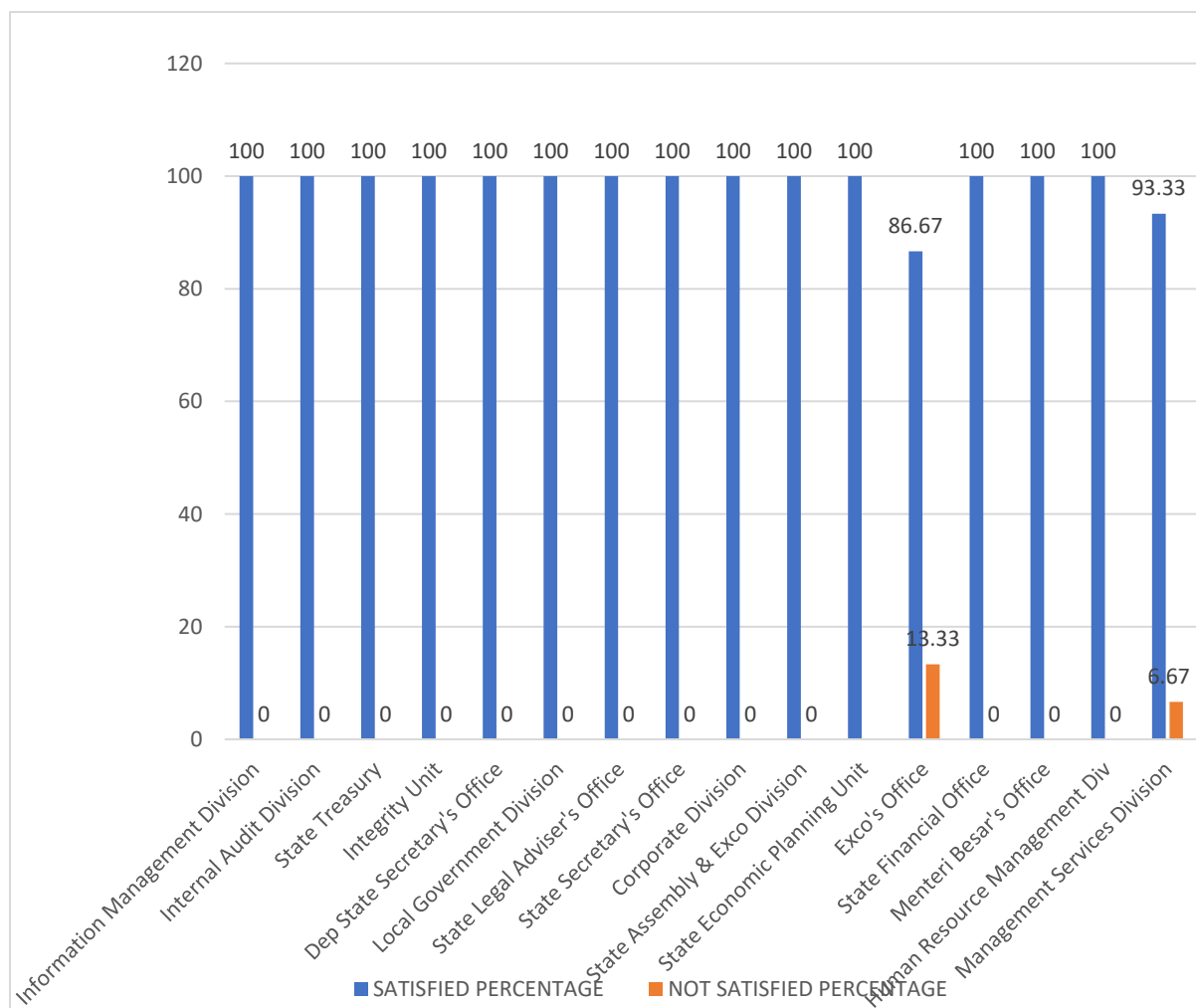
5.1.1 CUSTOMER SATISFACTION ACHIEVEMENT LEVEL GRAPH ACCORDING TO SURVEY QUESTIONS



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	1	100%	0%
4.	Integrity Unit	0	100%	0%
5.	Deputy State Secretary's Office	0	100%	0%
6.	Local Government Division	4	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	5	100%	0%
11.	State Economic Planning Unit	8	100%	0%
12.	Exco's Office	15	86.67%	13.33%
13.	State Financial Office	2	100%	0%
14.	Menteri Besar's Office	15	100%	100%
15.	Human Resource Management Division	16	100%	100%
16.	Management Services Division	14	93.33%	6.67%

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	4	0
2.	Internal Audit Division	1	0
3.	State Treasury	1	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	4	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	5	0
11.	State Economic Planning Unit	8	0
12.	Exco's Office	15	0
13.	State Financial Office	2	0
14.	Menteri Besar's Office	15	0
15.	Human Resource Management Division	16	0
16.	Management Services Division	14	0
	TOTAL	92	0

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

No.	Division / Department	Yes	No
1.	Information Management Division	4	0
2.	Internal Audit Division	1	0
3.	State Treasury	1	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	4	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	5	0
11.	State Economic Planning Unit	8	0
12.	Exco's Office	14	1
13.	State Financial Office	2	0
14.	Menteri Besar's Office	15	0
15.	Human Resource Management Division	16	0
16.	Management Services Division	14	0
	TOTAL	91	1

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

No.	Division / Department	Yes	No
1.	Information Management Division	4	0
2.	Internal Audit Division	1	0
3.	State Treasury	1	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	4	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	5	0
11.	State Economic Planning Unit	8	0
12.	Exco's Office	15	0
13.	State Financial Office	2	0
14.	Menteri Besar's Office	15	0
15.	Human Resource Management Division	16	0
16.	Management Services Division	14	0
TOTAL		92	0

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

No.	Division / Department	Yes	No
1.	Information Management Division	4	0
2.	Internal Audit Division	1	0
3.	State Treasury	1	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	4	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	5	0
11.	State Economic Planning Unit	8	0
12.	Exco's Office	15	0
13.	State Financial Office	2	0
14.	Menteri Besar's Office	15	0
15.	Human Resource Management Division	16	0
16.	Management Services Division	14	0
TOTAL		92	0

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

No.	Division / Department	Yes	No
1.	Information Management Division	4	0
2.	Internal Audit Division	1	0
3.	State Treasury	1	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	4	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	5	0
11.	State Economic Planning Unit	8	0
12.	Exco's Office	15	0
13.	State Financial Office	2	0
14.	Menteri Besar's Office	15	0
15.	Human Resource Management Division	16	0
16.	Management Services Division	14	0
TOTAL		92	0

6. Are you satisfied with the toilet facility provided?

No.	Division / Department	Yes	No
1.	Information Management Division	4	0
2.	Internal Audit Division	1	0
3.	State Treasury	1	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	4	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	5	0
11.	State Economic Planning Unit	8	0
12.	Exco's Office	15	0
13.	State Financial Office	2	0
14.	Menteri Besar's Office	15	0
15.	Human Resource Management Division	16	0
16.	Management Services Division	13	1
TOTAL		91	1

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

No.	Division / Department	Yes	No
1.	Information Management Division	4	0
2.	Internal Audit Division	1	0
3.	State Treasury	1	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	4	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	5	0
11.	State Economic Planning Unit	8	0
12.	Exco's Office	14	1
13.	State Financial Office	2	0
14.	Menteri Besar's Office	15	0
15.	Human Resource Management Division	16	0
16.	Management Services Division	14	0
TOTAL		91	1

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

No.	Division / Department	Yes	No
1.	Information Management Division	4	0
2.	Internal Audit Division	1	0
3.	State Treasury	1	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	4	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	5	0
11.	State Economic Planning Unit	8	0
12.	Exco's Office	14	1
13.	State Financial Office	2	0
14.	Menteri Besar's Office	15	0
15.	Human Resource Management Division	16	0
16.	Management Services Division	14	0
TOTAL		91	1

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

No.	Division / Department	Yes	No
1.	Information Management Division	4	0
2.	Internal Audit Division	1	0
3.	State Treasury	1	0
4.	Integrity Unit	0	0
5.	Deputy State Secretary's Office	0	0
6.	Local Government Division	4	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	5	0
11.	State Economic Planning Unit	8	0
12.	Exco's Office	15	0
13.	State Financial Office	2	0
14.	Menteri Besar's Office	15	0
15.	Human Resource Management Division	16	0
16.	Management Services Division	14	0
	TOTAL	92	0

6. RESPONDENTS' COMMENTS AND RECOMMENDATIONS

- There are no comments/recommendations for January till March 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 achieved **100%** customer satisfaction. However, there were some offices that have unsatisfactory percentage levels.

The findings of the data graph analysis showed that there were **2** offices with unsatisfactory level of satisfaction, namely Management Services Division and Exco's Office. For the Management Services Division, the respondents were not satisfied with question 6, i.e., regarding the toilet facility provided.

As for the Exco's Office, the respondents were not satisfied with question 2 and 7- regarding the service of the officer concerned and the signages in the building.

8. SUMMARY

Overall, this survey has recorded the customer satisfaction level in the Perak State Secretariat at **99.40%**. 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.