CUSTOMER SERVICE SATISFACTION SURVEY RESULT FOR 3RD QUARTER OF 2017 Laman Web Rasmi Jabatan Mufti Negeri Perak

Gene	erated:	2	7 O	c	ober,	2	20	1	7	,	10:12	

1. Your employment?	10. The inform complete	10. The information that you get through the official website of the Perak's Mufti Department are complete and appropriate.								
	Total	Strongly agree	Agree	Less agree	Not agree	No answer				
Government sector	0	0	0	0	0	0				
Private sector Student	0 0	0 0	0 0	0 0	0 0	0 0				
Retiree Not working	1 0	0 0	1 0	0 0	0 0	0 0				
No answer	0	0	0	0	0	0				
Totals	1	0	1	0	0	0				

10. The information that you get through the official website of the Perak's Mufti Department are

	complete			and		appropriate.		
2. Place of work / residence	area?							
	Total	Strongly agree	Agree	Less agree	Not agree	No answer		
Bagan Serai	1	0	1	0	0	0		
Batu Gajah	0	0	0	0	0	0		
Gerik	0	0	0	0	0	0		
lpoh	0	0	0	0	0	0		
Kampung Gajah	0	0	0	0	0	0		
Kuala Kangsar	0	0	0	0	0	0		
Pengkalan Hulu	0	0	0	0	0	0		
Lenggong	0	0	0	0	0	0		
Manjung	0	0	0	0	0	0		
Seri Iskandar	0	0	0	0	0	0		
Parit Buntar	0	0	0	0	0	0		
Selama	0	0	0	0	0	0		
Slim River	0	0	0	0	0	0		
Tapah	0	0	0	0	0	0		
Taiping	0	0	0	0	0	0		
Teluk Intan	0	0	0	0	0	0		
Kampar	0	0	0	0	0	0		
Pangkor	0	0	0	0	0	0		
Tanjung Malim	0	0	0	0	0	0		
No answer	0	0	0	0	0	0		
Totals	1	0	1	0	0	0		

10. The information that you get through the official website of the Perak's Mufti Department are complete and appropriate.

3. How do you contact the Perak Mufti

Department?							
	Total	Strongly agree	Agree	Less agree	Not agree	No answer	
Letter	1	0	1	0	0	0	
Telephone	0	0	0	0	0	0	
E-mail	0	0	0	0	0	0	
Website	0	0	0	0	0	0	
Face to face	0	0	0	0	0	0	
No answer	0	0	0	0	0	0	
Totals	1	0	1	0	0	0	

10. The information that you get through the official website of the Perak's Mufti Department are omnlota

4. Which part in the c contact?	<i>complete</i> lepartment you		a	ind		appropriate.	
	Total	Strongly agree	Agree	Less agree	Not agree	No answer	
Fatwa	1	0	1	0	0	0	
Falak	0	0	0	0	0	0	
Maktabah	0	0	0	0	0	0	
Administration and finance	0	0	0	0	0	0	
No answer	0	0	0	0	0	0	
Totals	1	0	1	0	0	0	

	complete	nation that you ge	-	official website o and	f the Perak's M	ufti Department are appropriate.
5. Please indicate the services this department.	provided by	Strongly agree	Agree	Less agree	Not agree	No answer
The Issuance Of Fatwa	0	0	0	0	0	0
Management Of Tauliah	1	0	1	0	ů 0	0
Self Declaration Friday	0	0	0	0	0	0
Islamic Concern	0	0	0	0	0	0
Determination / Check Direction Of Qiblah	0	0	0	0	0	0
Preparation Of Hijri Timetable / Prayer Times	0	0	0	0	0	0
Sun's Observation / Moon's Observation	0	0	0	0	0	0
No answer	0	0	0	0	0	0
Totals	1	0	1	0	0	0

10. The information that you get through the official website of the Perak's Mufti Department are complete and appropriate.

6. Your opinion about management ccredited teaching service to teach Islamic in state of Parak

n state of Perak.	Total	Strongly agree	Agree	Less agree	Not agree	No answer	
Excellent	0	0	0	0	0	0	
Very satisfactory	1	0	1	0	0	0	
Satisfactory	0	0	0	0	0	0	
Less satisfactory	0	0	0	0	0	0	
Not satisfactory	0	0	0	0	0	0	
No answer	0	0	0	0	0	0	
Totals	1	0	1	0	0	0	

10. The information that you get through the official website of the Perak's Mufti Department are

. Recognition credential eaching to candidates who n rings many benefits to the con	nanaged to		appropriate.			
	Total	Strongly agree	Agree	Less agree	Not agree	No answer
Strongly agree	0	0	0	0	0	0
Agree	0	0	0	0	0	0
Less agree	0	0	0	0	0	0
Not agree	1	0	1	0	0	0
No answer	0	0	0	0	0	0
Totals		0		0	0	0

10. The information that you get through the official website of the Perak's Mufti Department are complete and appropriate.

8. Service of checking qiblah direction that

provided is:	Total	Strongly agree	Agree	Less agree	Not agree	No answer	
Excellent	0	0	0	0	0	0	
Very satisfactory	1	0	1	0	0	0	
Satisfactory	0	0	0	0	0	0	
Less satisfactory	0	0	0	0	0	0	
Not satisfactory	0	0	0	0	0	0	
No answer	0	0	0	0	0	0	
Totals	1	0	1	0	0	0	

	•	<i>complete</i> a department		é	Ind		appropriate
at can help yo	ou solve probl	ems. Total	Strongly agree	Agree	Less agree	Not agree	No answer
Strongly agree		0	0	0	0	0	0
Agree		1	0	1	0	0	0
Less agree		0	0	0	0	0	0
Not agree		0	0	0	0	0	0
No answer		0	0	0	0	0	0
	Totals	1	0	1	0	0	0
		10. The inform complete	ation that you ge	•	official website o and	f the Perak's M	ufti Department are appropriate
	•	u get through Perak's Mufti					
epartment are	complete and	appropriate.					
•	-	Total	Strongly agree	Agree	Less agree	Not agree	No answer

Strongly agree		0	0	0	0	0	0	
Agree		1	0	1	0	0	0	
Less agree		0	0	0	0	0	0	
Not agree		0	0	0	0	0	0	
No answer		0	0	0	0	0	0	
	Totals	1	0	1	0	0	0	