CUSTOMER SERVICE SATISFACTION SURVEY RESULT FOR 2ND QUARTER OF 2019 The Official Website of Perak Mufti Department Generated: 18 July, 2019, 15:43

Total

Strongly agree

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

. Your employment?		Strongly agree	Agree	Less agree	Not agree	No answer	
	Total	Strongly agree	Agree	Less agree	Not agree	NO GUSWEI	
Government sector	1	0	0	0	0	0	
Private sector	0	0	0	0	0	0	
Student	0	0	0	0	0	0	
Retiree	0	0	0	0	0	0	
Not working	0	0	0	0	0	0	
No answer	0	0	0	0	0	0	
Totals	1	0	0	0	0	0	

Aaree

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

Less agree

Not agree

No answer

2. Place of work / residence area?

Bagan Serai	0	0	0	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	2	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	2	0	0	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 Department?	contact the Per-	ak Mufti						
-		Total	Strongly agree	Agree	Less agree	Not agree	No answer	
Letter		0	0	0	0	0	0	
Telephone		0	0	0	0	0	0	
E-mail		2	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	2	0	0	0	0	0	

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

4. Which part in the department you contact?

	Total	Strongly agree	Agree	Less agree	Not agree	No answer
Fatwa	0	0	0	0	0	0
Falak	0	0	0	0	0	0
Maktabah	2	0	0	0	0	0
Administration and finance	0	0	0	0	0	0
No answer	0	0	0	0	0	0
Totals	2	0	0	0	0	0

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

5. Please indicate the services provided by this department

this department.	Total	Strongly agree	Agree	Less agree	Not agree	No answer	
The Issuance Of Fatwa	0	0	0	0	0	0	
Management Of Tauliah	0	0	0	0	0	0	
Self Declaration Friday	0	0	0	0	0	0	
Islamic Concern	5	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		0	0		0	0	
lotais	5	U	0	0	U	0	

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

Your opinion about management 6. ccredited teaching service to teach Islamic

in state of Perak.	Total	Strongly agree	Agree	Less agree	Not agree	No answer	
Excellent	0	0	0	0	0	0	
Very satisfactory	5	0	0	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	5	0	0	0	0	0	

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

Less agree

Not agree

No answe

7. Recognition credential of Islamic

Total

teaching to candidates who managed to

brings many benefits to the community.

	-							
Strongly agree		0	0	0	0	0	0	
Strongly agree Agree		3	0	0	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	3	0	0	0	0	0	

Agree

Strongly agree

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	
Fuellest	0	0	0	0	0	0	
Excellent	0	0	0	0	0	0	
Very satisfactory	0	0	0	0	0	0	
Satisfactory	3	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	3	0	0	0	0	0	

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

9. Perak Mufti Department is a department

that can help you solve problems	Total	Strongly agree	Agree	Less agree	Not agree	No answer	
Strongly agree	0	0	0	0	00	0	
Agree	1	0	0	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	0	0	0	0	

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

epartment are complete and appropriate.								
	Total	Strongly agree	Agree	Less agree	Not agree			
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	0	0	0	0	0	0		
No answer	0	0	0	0	0	0		
Totals	0	0	0	0	0	0		