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|-----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
|  | <b>SOKONGAN</b><br><b>PENGURUSAN PELANGGAN</b><br><br><b>PEJABAT NAIB CANSOLOR</b><br><b>SOK/PEL/BR06/KKP SOK</b>                      |
|                                                                                   | <b>BORANG KAJIAN KEPUASAN PELANGGAN PERKHIDMATAN</b><br><b>SOKONGAN</b><br><i>CUSTOMER SATISFACTION SURVEY FORM – SUPPORT SERVICES</i> |

Kepada pelanggan yang dihargai. UPM komited ke arah menyediakan perkhidmatan yang berkualiti bagi memenuhi kepuasan pelanggan. Sila beri maklum balas berkaitan perkhidmatan dan kemudahan di UPM.

*Dear valued customer. UPM are committed towards providing quality services to our customers. Please help us serve you and others better by taking a few minutes to answer the questions below.*

|                                                                                                     |
|-----------------------------------------------------------------------------------------------------|
| <b>Nama Fakulti/Institut yang dinilai</b><br><i>Name of Responsibility Center to be evaluated</i> : |
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| <b>BAHAGIAN I : MAKLUMAT PELANGGAN</b><br><b>PART I : CUSTOMER PARTICULARS</b> |
|--------------------------------------------------------------------------------|

**Arahan : Sila lengkapkan maklumat diri anda.**  
*Please fill in your background information.*

- Status (*Status*) : ☐ Pelajar (*Student*) ☐ Staf (*Staff*)  
☐ Awam (*Public*)
- Jantina (*Gender*) : ☐ Lelaki (*Male*) ☐ Perempuan (*Female*)
- Umur (*Age*) : ☐ < 20 ☐ 20-30 ☐ 31-40 ☐ >40
- Warganegara (*Nationality*): ☐ Malaysia (*Malaysian*)  
☐ Lain-lain. Sila nyatakan (*Others. Please state*) :.....

**BAHAGIAN II : URUSAN DI KAUNTER KHIDMAT PELANGGAN**  
**PART II : SERVICES AT CUSTOMER SERVICE COUNTER**

**Arahan : Sila nyatakan tahap kepuasan anda terhadap perkhidmatan yang diberikan.**  
**Please indicate how satisfied you are with the following services.**

| 1                                                         | 2                                             | 3                                               | 4                                    | 5                                                |
|-----------------------------------------------------------|-----------------------------------------------|-------------------------------------------------|--------------------------------------|--------------------------------------------------|
| <b>Sangat Tidak Memuaskan</b><br><i>Very Dissatisfied</i> | <b>Tidak Memuaskan</b><br><i>Dissatisfied</i> | <b>Sederhana</b><br><i>Moderately Satisfied</i> | <b>Memuaskan</b><br><i>Satisfied</i> | <b>Sangat Memuaskan</b><br><i>Very Satisfied</i> |

| Bil<br>(No.) | Perkhidmatan (Services)                                                                                                   | Indeks Kepuasan<br>(Satisfaction Index) |
|--------------|---------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|
| 1            | Tahap layanan yang diberikan dari segi kemesraan dan penggunaan bahasa.<br><i>Courtesy and friendliness</i>               | ① ② ③ ④ ⑤                               |
| 2            | Tahap kemahiran dan kecekapan dalam menjalankan tugas<br><i>Knowledgeable and competent</i>                               | ① ② ③ ④ ⑤                               |
| 3            | Kemampuan dalam memberikan penjelasan yang tepat<br><i>Explanation is clear and easily understood</i>                     | ① ② ③ ④ ⑤                               |
| 4            | Kebolehan dalam memberi maklum balas dengan cepat dan tepat<br><i>Responds promptly to requests</i>                       | ① ② ③ ④ ⑤                               |
| 5            | Tahap Kesediaan untuk membantu<br><i>Ready to assist and helpful</i>                                                      | ① ② ③ ④ ⑤                               |
| 6            | Kemampuan untuk memberi layanan yang adil tanpa diskriminasi<br><i>Provides fair treatment and without discrimination</i> | ① ② ③ ④ ⑤                               |

**BAHAGIAN III : KEMUDAHAN KOMUNIKASI**  
**PART III : COMMUNICATION FACILITIES**

**Sila nyatakan tahap kepuasan anda terhadap perkhidmatan yang diberikan.**

***Please indicate how satisfied you are with the following services.***

| <b>Bil<br/>(No.)</b> | <b>Perkhidmatan (Services)</b>                                                                                                                             | <b>Indeks Kepuasan<br/>(Satisfaction Index)</b> |
|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|
| 1                    | Melalui telefon<br><i>By telephone</i>                                                                                                                     | ① ② ③ ④ ⑤                                       |
| 2                    | Melalui surat<br><i>By letter</i>                                                                                                                          | ① ② ③ ④ ⑤                                       |
| 3                    | Melalui emel / portal<br><i>By email / web portal</i>                                                                                                      | ① ② ③ ④ ⑤                                       |
| 4                    | Laman sesawang<br><i>Web page</i>                                                                                                                          | ① ② ③ ④ ⑤                                       |
| 5                    | Melalui temujanji / bersemuka secara rasmi dengan pegawai<br><i>By appointment / face to face with the officer</i>                                         | ① ② ③ ④ ⑤                                       |
| 6                    | Melalui kaunter perkhidmatan / pertanyaan umum<br><i>Through counter service / general inquiry</i>                                                         | ① ② ③ ④ ⑤                                       |
| 7                    | Melalui forum rasmi seperti mesyuarat, seminar, taklimat dan sebagainya<br><i>Through official forums such as meeting, discussion, briefing and others</i> | ① ② ③ ④ ⑤                                       |

**BAHAGIAN IV : KEMUDAHAN FIZIKAL LAIN**  
**PART IV : OTHERS PHYSICAL FACILITIES**

**Arahan : Sila nyatakan tahap kepuasan anda terhadap perkhidmatan yang diberikan.**

***Please indicate how satisfied you are with the following services.***

| <b>Bil(No.)</b> | <b>Perkhidmatan (Services)</b>                                        | <b>Indeks Kepuasan<br/>(Satisfaction Index)</b> |
|-----------------|-----------------------------------------------------------------------|-------------------------------------------------|
| 1               | Kaunter penyambut tetamu<br><i>Reception counter</i>                  | ① ② ③ ④ ⑤                                       |
| 2               | Kemudahan ruang menunggu<br><i>Waiting room</i>                       | ① ② ③ ④ ⑤                                       |
| 3               | Kemudahan papan tanda arah<br><i>Signage and direction facilities</i> | ① ② ③ ④ ⑤                                       |
| 4               | Kemudahan bilik mesyuarat<br><i>Meeting room facilities</i>           | ① ② ③ ④ ⑤                                       |

|   |                                                           |   |   |   |   |   |
|---|-----------------------------------------------------------|---|---|---|---|---|
| 5 | Kemudahan lif<br><i>Elevator facilities</i>               | ① | ② | ③ | ④ | ⑤ |
| 6 | Kemudahan surau<br><i>Prayer room</i>                     | ① | ② | ③ | ④ | ⑤ |
| 7 | Kemudahan tandas<br><i>Wash Room / Restrooms</i>          | ① | ② | ③ | ④ | ⑤ |
| 9 | Kemudahan untuk OKU<br><i>Facilities for the disabled</i> | ① | ② | ③ | ④ | ⑤ |

**BAHAGIAN V : CADANGAN DAN KOMEN**  
**PART V : SUGGESTION AND COMMENTS**

Sila beri cadangan bagaimana kami boleh meningkatkan perkhidmatan dan kemudahan pada masa akan datang. (Sekiranya perlu, sila nyatakan PTJ yang berkaitan).

*Kindly give your suggestions on how we can improve our services and facilities to serve you better in the future (Please state the related PTJ if necessary).*

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**TERIMA KASIH ATAS KERJASAMA ANDA**

**THANK YOU FOR YOUR KIND COOPERATION**