CUSTOMER SATISFACTION TOWARDS ELECTRICITY SERVICESPROVIDER (SESB) IN SABAH AND HOW SESB HANDLING PANDEMIC COVID-19 ISSUE THROUGHOUT ITS ORGANIZATION.

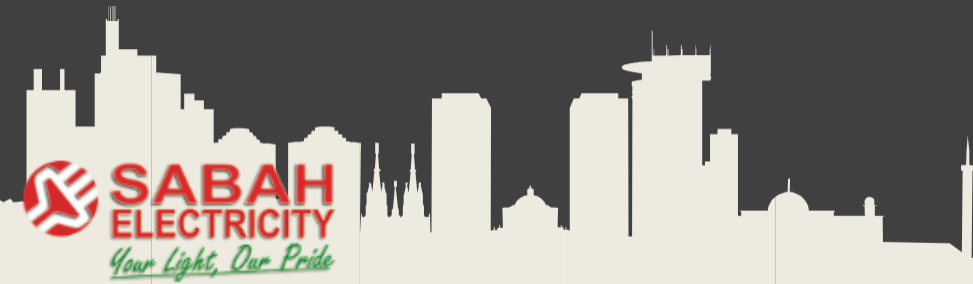UNIVERSITI TEKNOLOGI MARA

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SESB

SABAH ELECTRICITY
Your Light, Our Pride

TABLE OF CONTENT

1. COMPANY PROFILE

- COMPANY BACKGROUND

- COMPANY VISION

- COMPANY MISSION

- COMPANY SERVICES/PRODUCTS

- ORGANISATIONAL STRUCTURE

What We're All About

Sabah Electricity Sdn. Bhd established in 1998, is an 80% owned subsidiary of Tenaga Nasional Berhad (TNB) and 20% by the State Government of Sabah. It is a vertically integrated utility providing reliable generation, transmission and distribution services in the state of Sabah and the Federal Territory Labuan. The only power utility in Sabah, SESB is committed to developing the electricity infrastructure in the state of Sabah and the Federal Territory through generation, transmission and distribution. The Sabah Grid is made up of 66kV, 132kV and 275kV which link up all major towns in Sabah and Federal Territory of Labuan. SESB continues to apply innovative approaches to technology and in order to support the growing demand of electricity, various generation, transmission and distribution projects will be implemented. SESB looks forward to continue serving customers with latest and new innovation in upgrading and delivering electricity supply in line with its tagline "Your Light Our Pride".

VISION, MISSION & VALUE | Core Foundation

Our Vision

To be a Trusted, Sustainable and Progressive Power Utility.

Our Mission

To honor the trust and meet expectations of stakeholders through;

· Delivery of quality, efficient and reliable power and services
· Sustainable business growth
· Development of vibrant, competent and self-driven workforce

Our Values

· Integrity
· Customer First
· Business & Service Excellence
· Caring

SERVICES OFFERED |

Services Offered

As the major provider of electricity supply to Sabah and Federal Territory of Labuan, SESB has the obligation to provide satisfactory services to its customers. SESB staff, especially those serving at the counter, is expected to provide satisfactory services to customers who require SESB services. If customers are not satisfied with the services rendered, they can lodge their complaints in person or in writing to the local SESB office concerned.

ORGANIZATION CHART

Ir. John Gomez
General Manager
(Engineering)

Jait Aziz
General Manager
(Generation)

Abdul Razak HJ. Salleh
General Manager
(Major Projects)

Ir. Rachael Lim
General Manager
(Transmission)

Ir. Addie Ahmad
General Manager
(Distribution)

Lim Tin Jong
General Manager
(Single-Buyer)

Ir. Adrian Leo Mosigil
General Manager
(System Operation)

ASSET DEVELOPMENT

ASSET MANAGEMENT

Ahmad Nassaruddin Kamaruzaman
General Manager
(Planning)

Ir. Mohd. Yaakob Hj. Jaafar
Senior General Manager
(Asset Development)

Ir. Norhizami Abu Hasan
Senior General Manager
(Asset Management)

Alesia Sion
General Manager
(Corporate Services)

Hjh.Chendramata Hj. Sinteh
General Manager
(Corporate Communication)

Datuk Ir. Abdul Nasser Bin Abdul Wahid
Pmk. Managing Director

Ridwan Saham
General Manager
(Human Resource)

CORPORATE

SUPPORT SERVICE

Sait Malibas
Chief Strategy Officer
(Strategic Management &
Organization Development)

Ismail Chekima
Chief Information Officer
(ICT)

Satinin Bin Waimi
Chief Internal Audit
(Corporate Audit)

Lisa Wan Siew Han
General Manager
(Finance)

Zunaidah Osman
Company Secretary

Azharul Alysious
General Manager
(Procurement)

2 .Issues Identification

- In determining the image, success or failure of an organization, the organization must meet the criteria and meet specific needs as a motivation in improving and maintaining the quality of customer service such as understanding customer requirements, work procedures and culture, providing the right facilities, adequate resources, employee attitude and commitment and effective monitoring system However, the true value of customer service and satisfaction lies not in the words contained in the customer's charter, brochures and various advertising methods by the organization, but in their own capabilities and effective implementation by the organization itself.

- Studies have found that issues raised by Counter Services that do not satisfy customers are often brought to the attention of the public. And with today's sophisticated technology, the world has become boundless which causes all information to spread so easily and quickly. Therefore, a study was conducted to measure the level of customer satisfaction of counter services at SESB Headquarters in Wisma SESB, Kota Kinabalu. Until now, no specific studies have been conducted to determine whether the level of customer satisfaction of the counter service in SESB is high or low and the factors contributing to that level.

3.RESEARCH OBJECTIVES AND QUESTIONS

RESEARCH OBJECTIVES

RESEARCH QUESTIONS

RO1-Measure the level of customer satisfaction of counter services at SESB

RO2-Analyze contributing factors to customer satisfaction complaints

R03- Examine the effects of customer satisfaction on customers, employees and organization

RO4- Propose steps to increase customer satisfaction of counter service at SESB.

RQ1-What is the level of customer satisfaction over the counter at SESB?

RQ2- What are the contributing factors to customer satisfaction over the counter service at SESB?

RQ3- What are the effects of customer satisfaction on the customer, employee and organization?

RQ4- what steps can be taken to increase customer satisfaction of counter service at SESB?

4. SCOPE OF THE STUDY

✓ This section presents the research methodology that discusses the methods and tools used to measure the level of customer satisfaction of counter services at SESB. The definition of the study method or methodology of the study refers to the most appropriate method of conducting the research and determining the effective procedure for addressing the issues and concerns of the study. The scope of this study is specific to customers who come to SESB Customer Services Counter at Wisma SESB that consist customers ranging from teenagers to elders from Kota Kinabalu area. The respondents for this study consisted of customers who came to the counter. In order to carry out this study, two methods of data collection and information have been conducted through quantitative and qualitative measures.

5.LITERATURE REVIEWS

1. THEORICAL CONCEPT

Customers are the most important subject in a business. Therefore, an organization should not ignore customer evaluations in order to improve service quality. Customer satisfaction is not a new concept. In the early 20th century, most organizations understood customer satisfaction as important. Neiman Marcus, for example, a businessman in the retail business reminded his employees that "sell satisfaction is not just merchandise".

According to Berma and Evans 2007, "customer satisfaction occurs when the services provided successfully meet or exceed consumer expectations". In addition, Lucas (2012) states that "satisfaction is a key factor for most customers to remain loyal". Quality service is closely related to customer satisfaction. Rosander (1989) views the concept of customer service quality as one of the degree to which the level of excellence is desired and the introduction to diversity in achieving that excellence and thus fulfilling customer requirements.

Service providers should ask their customers whether their satisfaction has been as stated by Denton (1989), where many successful service providers have asked their customers what they expect. Then they set a standard and build customer motivation, intensive training to enable customers to achieve what they expect and to achieve organizational standards.

Based on the needs of the study by Groonroos (1982) it is argued that service quality has some of the following themes:

1. The quality of the service is more difficult for the customer to assess than the quality of the product.

2. Perceptions of service quality are a result of customer comparison and expectation and future service performance.

3. Quality assessment not only results from the services provided but also involves the entire process of service delivery.

Studies show that excellent customer service must be customer-friendly and meet customer satisfaction.

2.COUNTER SERVICES CONCEPT

A counter service is provided to facilitate an organization providing services to the public. The various types of services provided by the organization can be implemented more efficiently if there are service counters in each department. Appropriate and adequate facilities should be provided to customers at the front of the counter. These facilities and requirements include:

1. Signs and Directions.

The features of good signage and directions are easy to see, accurate, and clear and indicate the type of business requirements.

2. Enquiry Counter

The counter that will be manning by a staff who has knowledge about services provided by the organization that will make it easier for customers to get clarifications.

3. Comfortable Waiting Area.

Among the amenities provided for the comfort of the customer are ample and comfortable seating, a clean and attractive environment, and equipped with air conditioning, video plans or programs that provide customers with the latest product and service product information.

4. Queue Management System.

The waiting system for the service needs to be taken into account as the wait system implemented by the counter will affect the comfort and satisfaction of the customer. The latest and most common system used by most counters in Malaysia is to use the call system. This system gives customers the opportunity to wait without having to queue.

5. Feedback

Each counter service should present a feedback system to enable customers to convey their appreciation and comment on the performance of the services provided as well as suggestions to address any weaknesses. Customers can present their views through the suggestion box provided in the lounge.

Workers at the counter need to be prepared and determine what action to take before starting the following tasks:

1. Employees on duty must be 10 minutes in advance before the counter opens to serve customers.

2. Make sure equipment and equipment are working properly.

3. The counter environment is clean and comfortable.

4. The form or document is sufficient and available for use.

5. Make sure the counter is open at the right time.

6. Notify supervisor or on-duty officer if any counters are absent.

While the support service should assist in providing support services to the counter workers as follows:

1. Assist in compliance with counter performance standards, regulations and work guidelines.

2. Improve service skills.

3. Maintain a good work culture and re-evaluate the decisions made so that the goals set can be achieved.

4. Assist immediately if the employee is unable to resolve the customer's problem

According to A. Kahar, (2008) Customer Satisfaction or Customer Satisfaction is one of the business terms which means measuring the extent to which a product or service provided by the organization meets the customer's expectations of Customer Expectation or in other words customer satisfaction is the part that reflects the requirements , customer needs and expectations that need to be met or fulfilled to establish customer loyalty to the product or service offered.

At present, various measurement instruments exist to measure service quality to meet customer satisfaction (Ramli, Chai and Idris 2009). Among the instruments used are SERVQUAL and SERVPERF. SERVQUAL measurement was developed by Parasuraman, Berry, and Zeithamlada in 1988 to measure the perception of service quality in marketing and was later widely used in other fields.

According to Johari (2007), each dimension provides its own assessment where the description of each dimension is as follows:

1. Responsive –

Willingness to act helps customers deliver services quickly and informs them until business is complete.

2. Physical Evidence –

Physical facilities, equipment condition and personnel appearance.

3. Empathy –

Concerned, individual attention is given by the service provider to its customers.

4. Reliability -

Ability to offer and perform consistent and reliable service to customers in terms of quality and compliance with established charter.

5. Warranty -

The knowledge and courtesy of the employee and his ability to build trust and confidence on the part of the customer.

Table 1: Customer Satisfaction Model

CUSTOMER SATISFACTION

| Responsive | Physical Evidence | Emphaty | trustworthiness | Assurance |
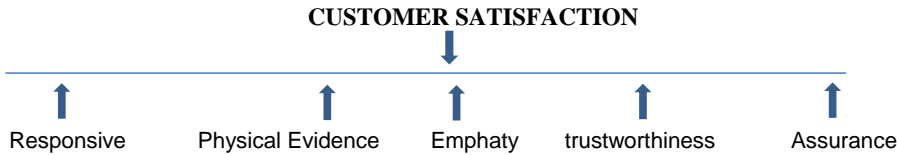
Sources: (Parasuraman, Berry, dan Zeithaml, 1988)

For an organization that emphasizes on the quality of the service it will help improve the internal operations of the organization, improve the quality of external and internal communication due to clear job descriptions and responsibilities, raise awareness of quality issues, increase productivity, increase customer satisfaction and their trust in products of the Gotzami and Tsiotras companies, (2002); Singels et al. (2001).

Perception of service quality is the perception that the customer has received the quality expected. It is the external evaluation of the customer (in the form of attitude) and the result of the comparison made between what is supposed to be provided to the customer and the actual service received from the customer's perceptions or views (Alias and Abdul Rahman, 2001).
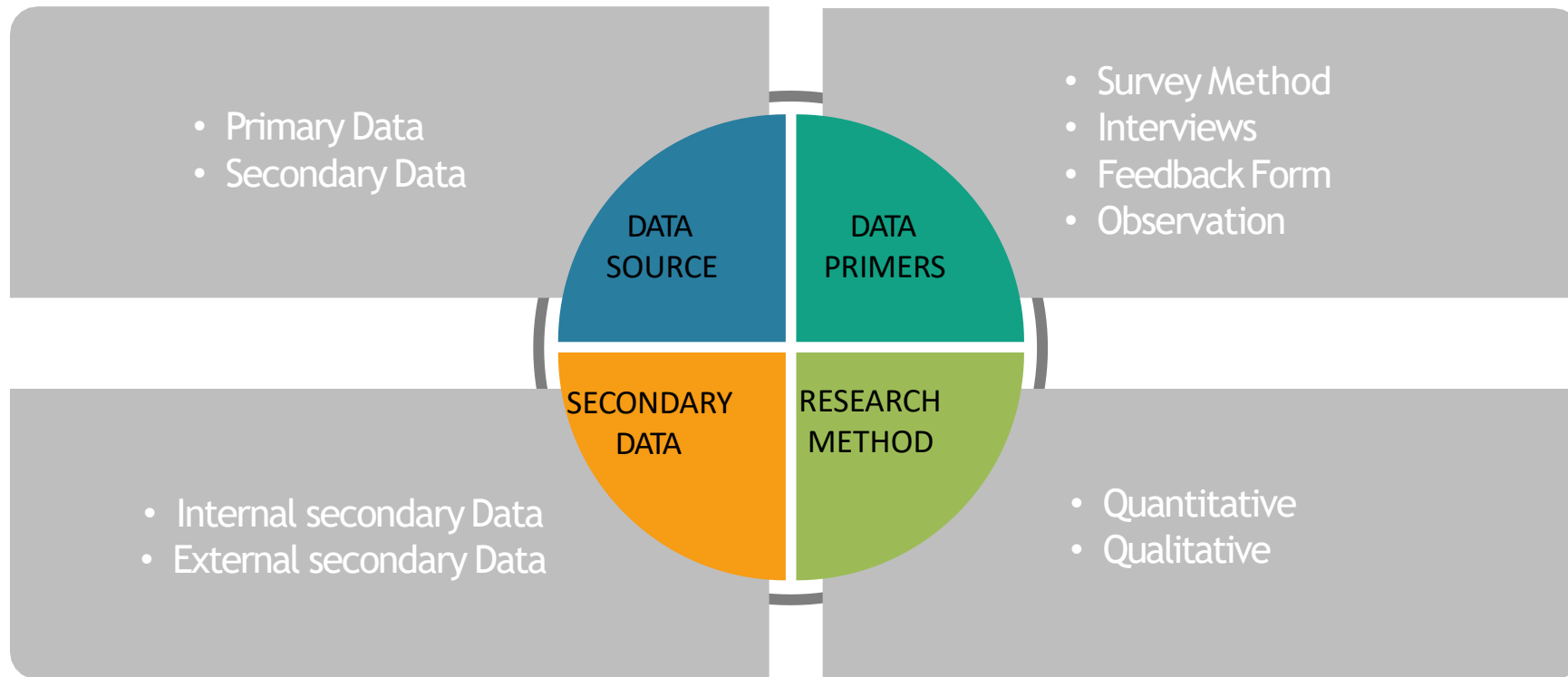
Customers' perceptions of organizational productivity and services need to be constantly reviewed so that feedback on organizational performance can be obtained to enable institutions to find ways for improvement. Service customers and product customers are service users of an organization. The extent to which an organization achieves quality standards depends on the customer's perception of the service as well as the product quality customer suggested (Toh, 2005).

Based on the service quality model shown in Figure 3 there is a clear relationship between quality and perception and the image of services offered by an organization. Every person has their own needs and needs for a product or service that they feel can meet their needs and needs, so it is based on communication with the public about the product as well as based on past experience.

These results will indirectly create a perception of the service they want to receive. The next reaction is whether they get the service or not. However, based on the model above, there is an inherent gap between the services received and the previously anticipated services. This gap exists because of the dissatisfaction with what has been received. Therefore, the service provider must ensure that the existing gap is not too wide which directly reflects inefficiency in providing services.

6. METHODOLOGY

- Primary Data
- Secondary Data

- Survey Method
- Interviews
- Feedback Form
- Observation

DATA SOURCE

DATA PRIMERS

SECONDARY DATA

RESEARCH METHOD

- Internal secondary Data
- External secondary Data

- Quantitative
- Qualitative

DATA SOURSE

6.1.1   Data Primers

Primary data is a source of data obtained directly from the original source or not through intermediary media and collected by the researcher through methods such as questionnaire forms or sample surveys of respondents representing real populations. Primary data is the view of individuals or groups, the results of observations, events or activities, and test results.

Survey Method

The survey method is a primary data collection method that uses verbal and written questions. The data obtained is largely descriptive data, but data collection can be designed to explain the causes and consequences or to expose ideas. Generally this method is used to collect the same data from many subjects. The most commonly used techniques are interviews and questionnaires.

Interviews

Interviews are data collection techniques in the survey method that use respondents' verbal questions. This technique is done if the researcher requires communication or communication with the respondent. The data collected is a specific problem that is complex or sensitive so it is possible that if done with the questionnaire form it will be less responsive to respondents. This technique is used primarily for respondents who are unable to read or write or have questions that require detailed explanation from the interviewer.

Feedback form

This technique gives the respondents the responsibility to read and answer questions. Questionnaires can be distributed in various ways whether distributed directly by the researcher, placed in places of general interest and so on.

Observation Methods

Observation method is a research used to collect data through observation and observation of an object. The role of the researcher is to observe changes in behavior, to hear and see whether they are far or near.

6.1.2   Secondary Data

Once the primary data has been collected, processed, printed and broadcast, it becomes secondary data to other researchers. In other words, secondary data is data that is published and used by them other than the data collector himself. This data is derived from records collected by other researchers in the government, private or other agencies.

Secondary data can be divided into two classifications: internal secondary data and external secondary data. Internal secondary data is obtained from the organization in which the research is conducted while external secondary data is obtained from external sources.

RESEARCH METHOD

Therefore, in order to carry out this study, two methods of data collection and information have been conducted through quantitative and qualitative measures. The aim of the quantitative study was to obtain direct feedback and information needed from the respondents involved in assessing the level of customer satisfaction. To meet this goal, a Likert Scale questionnaire was distributed to 65 customers dealing at the counter. However, only 92.3% of the 60 forms were accepted. Refer to Appendix 1.

For qualitative research, the main aim is to obtain additional and detailed information on the issues and issues raised in this study through open-ended questions and suggestions. The sampling method used is a simple sampling, which is to provide a random questionnaire to the customer who has completed the counter. In this way, the answers given really reflect their attitude towards the quality of service that gives them satisfaction.

RESEARCH CHALLENGES

Preparing this research paper is not an easy task as there are many obstacles that researchers need to face. A few customers refused to cooperate to fill out and re-submit the questionnaire in this study for a variety of reasons, including time and anxiety for the company to take action on the reviews. It is difficult to obtain information from the workers involved due to Standard of Procedure of the organisation. Given that this study needs to be completed within the internship duration, this paper is considered to be defective in several aspects. However, the conclusions drawn from this study are accurate and applicable to the organization.

7.FINDINGS AND ANALYSIS

This section presents the Analytical Study which evaluates and assesses the level of customer satisfaction at SESB's Customer Services Counter, Wisma SESB. This section also addresses the questions of the first and second studies on the level of customer satisfaction and the factors contributing to that level of satisfaction.

7.1 Customer Satisfaction Analysis.

This study uses both the secondary and primary data. Analyzes on customer satisfaction are obtained through secondary data where researchers refer to various sources such as published reports, reference books, journals and websites. Secondary data is based on theories and past research on the relationship between service quality and customer satisfaction that has a significant impact on an organization. In addition, researchers also obtain primary data through questionnaires distributed to clients. The purpose of this questionnaire was to assess the level of customer satisfaction of the overall service as well as facilities at the counter.

7.2 Respondent Demographic Analysis

Overall, the respondents 'profile analysis included aspects of respondents' gender, race, age, nationality, area of residence, educational level, marital status, occupational status and frequency of respondent getting services from the counter. It aims to identify the categories of customers dealing with this unit. Overall, the profile of respondents is as shown in Table 2.1.
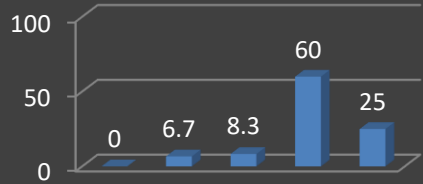
Demography	Number of Respondent	Percentage (%)
Sex:		
Male	32	53.3
Female	28	46.7
Race:		
Malay	22	36.7
Chinese	10	16.7
India	18	30.0
Others	10	16.7
Age:		
20 years and below	8	13.3
21 - 30 years	12	20.0
31 - 40 years	12	20.0
41 - 50 years	15	25.0
51 - 60 years	8	13.0
61 years and above	5	8.3
Education Level:		
UPSR/ PMR	2	3.33
SPM/ STPM/	28	46.7
Diploma	23	38.3
Degree/ Master/Phd	6	10.0
Others	1	1.7
Frequency of getting services from the counter:		
1 - 10 times	30	50.0
11 - 20 times	8	13.3
More than 21 times	22	36.7

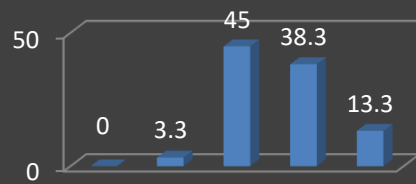Table 2: Respondents' Demographics at SESB'S Customer Services Counters

Analysis of Customer Satisfaction against Time, Convenience and Environment

2.7: Waiting Area

Chart values: 100, 0, 0, 3.3, 75, 21.7

2.8: Information available at the counter is very useful

Chart values: 100, 0, 0, 0, 80, 20

Figure 2.9: Adequate Facilities at the Counter

Chart values: 100, 0, 0, 8.3, 75, 16.7

Figure 3.0 : Number of staff Manning the Counter
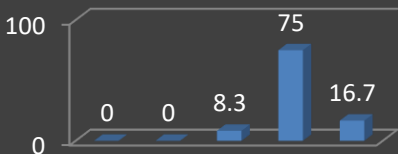
Chart values: 50, 0, 23.3, 41.7, 31.7, 3.3

Detail :Figure 2.7 shows that 75% or 45 respondents stated that the waiting room at the counter was comfortable. However, there were 3.3% of which 2 respondents expressed dissatisfaction because the waiting room was too cold.
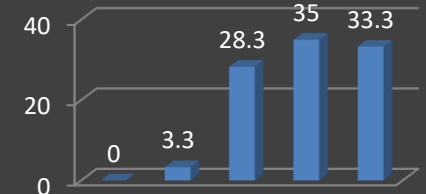
Detail :. Figure 2.8 clearly shows that the level of customer satisfaction on the information available at the counter is very good at 80% with 48 respondents.

Detail : The survey showed that 75% of 45 respondents indicated that the level of satisfaction with the facilities at the counter was good.

Detail :While 37 respondents expressed satisfactory with the number of staff manning the counter, 14 respondents indicated that the number of staff should be increased.

DISCUSSION – How SESB tackling the Covid-19 pandemic

When pandemic Covid 19 was spreading over around the world, SESB carried out the cleaning and disinfection process at all SESB offices in Sabah and Labuan in an effort to control the spread of the Covid-19 outbreak. All support services staff were told to Work From Home while only operational staff were on duty to ensure continuous supply to consumers during the Movement Control Order (MCO) enforced by the Government on 18th March, 2020.

SESB had also issued a notice to all employees, customers and the public who would like to deal with SESB premises using disinfectant fluids. They are also using body temperature checks to control the spread of the outbreaks. Three-day cleaning on door handles, counters, seats and payment stalls is also done so that customers feel safe and secure in dealing with SESB. SESB also ensures that all employees at the payment counter use mouth and nose cover while performing their daily tasks. This is a step towards ensuring the health and safety of our employees and everyone involved in the SESB office.

To ensure its customers is well informed with the latest services and announcement by SESB, the organization provides a way for its customers to contact it in an effort to curb the spread of the Covid-19 outbreak. Customers can call 15454, 088-515000 or WhatsApp at 019-8525427, and SESB will respond immediately. SESB also closed all its customer service counters. Customers can use 24-hour kiosk, online banking, and collection agencies including GrabPay e-wallets and Tmpoints.

Periodic supply closure activities will be discontinued and SESB will temporarily suspend power outage for outstanding accounts until a later date. SESB will also not do meter readings in an effort to ensure that SESB employees remain at home for the duration of the day for the safety of their customers and employees.

RECOMMENDATION

1

2
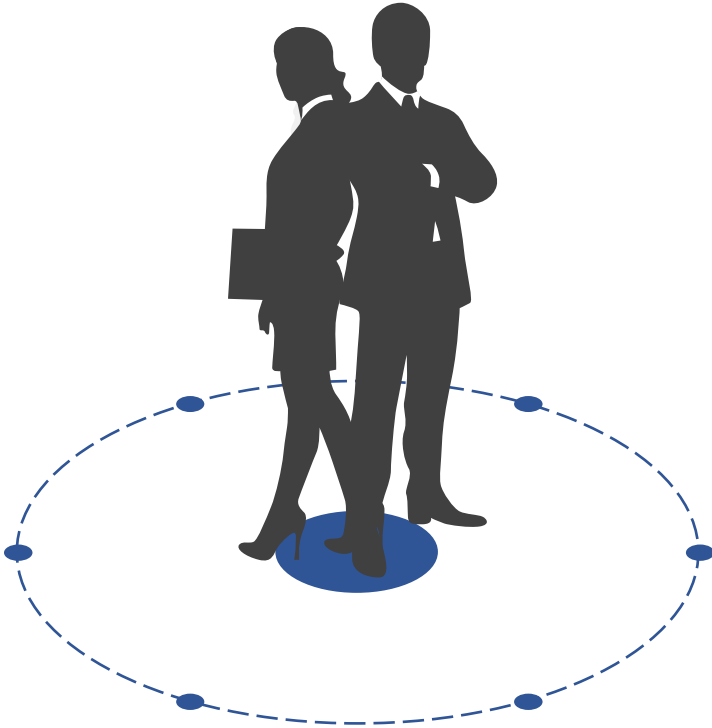
Seek Customer Feedback

- To provide excellent customer service, SESB first need understand their needs, experiences, and pain points. For these, you need to ensure that you provide your customers multiple ways to share their feedback. SESB can do this through telephone surveys or a feedback form sent via email. Other than surveys, SESB can also establish a complaint system, which will better enable your customers to raise their issues.

Strenghthen Your Customer Service Team

- Improving your customer service begins with building a strong customer service team. Here's how you can strengthen your service performance. Hire and train professionals with the right skills. No tool or element will compensate for the lack of a skilled workforce - when SESB hire people for your customer service team, SESB should look for individuals with the right skills. SESB should also organize training sessions for them to improve their skills once they are hired. A good staff dealing with customers must have all these skills and knowledge:

Use CRM Platforms

- Many companies struggle to establish effective coordination among different teams, which often leads to customer dissatisfaction. To overcome this issue, businesses can streamline their workforce processes using smart CRM platforms. Such systems help to ensure that everyone is on the same page - which is important in establishing high customer service standards. Customer can get access to what was promised, which improves customer satisfaction. Most CRM platforms are accessible on multiple devices such as desktops, laptops, and mobile devices. So you can assist your customers anytime from anywhere around the world.

Leverage Multi-Channel Servicing

- People nowadays prefer to buy from brands that offer consistent customer service across multiple channels, which is why brands need to provide omnichannel communication options. SESB should enable customers to switch between multiple channels yet enjoy a consistent quality of service. This can help boost your brand's reputation and credibility. Here are some best practices that will help SESB provide excellent multi-channel service to your customers.

Mobile Devices - People expect good support services when they're on-the-go. You need to ensure that your customer service and support pages are mobile-ready to meet their expectations.

Social Media - Many consumers are turning to social networks (especially Twitter) for customer queries and complaints. You should utilize the power of social media to bridge the gap between you and your consumers. Improve your response times on social media queries and provide effective solutions to your customers.

Self-Service - Many customers expect brands to help them fix minor issues by themselves, and they'll often look for such solutions on your website's FAQ pages. Your FAQ pages should provide easy-to-understand fixes to all common problems.

CONCLUSION

Based on the research conducted, overall, the level of customer satisfaction of the services, facilities and environment at SESB's Customer Services Counter at Wisma SESB is well established.

Factors contributing to this achievement can be concluded that the information available in the counter is very useful at 80%, comfortable waiting area and adequate facilities at the counter are 75% each, followed by 68.3% of counter staff with skills, good communication when dealing with customers and 66.7% of the counter staff providing the exact information and explanations the customer wants and the time and place of work are appropriate.

Even if your customer reviews are good, there's no such thing as over-delivering in customer service - there is always scope for improvement. You should consistently focus on improving your customer service standards. Great customer service can help you build trust, improve brand awareness, gain customer loyalty, drive sales, and attract new customers through valuable recommendations.

Keeping your customers happy is more important for your business than anything else. Make sure you deliver 100% customer satisfaction both offline and online.

SIGNIFICANCE

FOR COMPANY: The findings of this study will be beneficial to the company as it will enrich their knowledge and understanding regarding the customer satisfaction of their counter service. Information collected from this study will help them identify problems that could lead to better strategies and programs for improvements of the company services offered.

FOR UNIVERSITY: By developing and continuously provide research assignments, it will benefit not only the students but also faculty lecturers and the university. Having both research assignments and academic studies will show how good the performance of the university's students and thus, shows good image of the university.

FOR STUDENT: By doing a detailed research, student can develop critical thinking skills also effective analytical, research and communication skills that will be beneficial for the students.

SELF REFLECTION

✅   Having an academic internship this semester, I knew it would be challenging since I had never been working anywhere else especially in a company like SESB, plus there will be assignments that we had to do while doing our internship rather than just working regularly like the other staffs. This means that I have to balance well my schedule to do the internship tasks and also my assignments. Another experience that I had is that I have been placed in the procurement division which is not related with my bachelor course, so this adds up more knowledge for me and could be usefull in the future for my job employment.

✅   By having an internship this semester, it will open up opportunity for employment in the future, which I will most likely pursue. If I plan to apply for a job, I would likely to apply here at SESB as well. This way I can gain more experience working here after my internship and also help to add more knowledge and improve my practical skills. With the experience gained, it will also be useful to apply for other positions in the company too. By doing tasks throughout the internship, I get daily exposure on how the tasks is done with the guidance and help from the supervisor and also staffs working in the department.

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APPENDICES

NOTIS PERINGATAN : LANGKAH KAWALAN DAN PENCEGAHAN JANGKITAN COVID-19

SEBAGAI LANGKAH KAWALAN DAN PENCEGAHAN JANGKITAN COVID-19 DIKALANGAN WARGA KERJA, SEMUA WARGA KERJA ADALAH DIKEHENDAKI UNTUK MEMATUHI SOP YANG TELAH DIKELUARKAN OLEH PIHAK PENGURUSAN DAN **TIDAK BERADA DI PEJABAT JABATAN LAIN KECUALI SEKIRANYA ADA URUSAN RASMI SAHAJA.**

Kerap Membasuh Tangan | Penjarakan Sosial | Guna Pelitup Muka

ELAKKAN 3S

1 **Sesak** (Crowded Places)
Tempat yang sesak

2 **Sempit** (Confined Spaces)
Tempat sempit dan tertutup

3 **Sembang Dekat** (Close Conversation)
Bersembang dekat-dekat

All staff & visitors

Pause!
Before entering or leaving patient areas

Protect!
Apply the Gel to the palms of your hands

Proceed!
Rub all over your hands and fingers until dry

UNTUK EDARAN DALAMAN SAHAJA

SYARIKAT MENYERU KEPADA ANGGOTA KERJA BERIKUT UNTUK TAMPIL MELAPOR :-

- Terlibat dengan Perhimpunan Jemaah Tabligh di Masjid Seri Petaling dan belum melaporkan penglibatan mereka; atau

- Mana-mana pekerja yang mempunyai ahli keluarga terdekat seperti suami/isteri, ibu/bapa, anak-anak atau ahli keluarga yang tinggal serumah yang menyertai perhimpunan tersebut; atau

- Mana-mana pekerja yang mempunyai kontak rapat (close contact) dengan orang-orang yang disahkan positif oleh KKM.

Sila laporkan perkara ini kepada Ketua Bahagian/Jabatan atau melalui pihak kesatuan atau berhubung terus dengan Pengurus Besar (Sumber Manusia) mengikut keselesaan masing-masing.

Terima kasih atas kerjasama anda.

www.sesb.com.my   Sabah Electricity SDN. BHD. (462872-W)

TATACARA BERDIRI DI DALAM LIF

SILA BERDIRI MENGIKUT ARAH ANAK PANAH DENGAN KEDUA-DUA TANGAN BERADA DI BELAKANG.

Sabah Electricity SDN. BHD. (462872-W)   Jabatan Kesihatan, Keselamatan & Alam Sekitar (HSE)

Pastikan Anda Sentiasa Memakai
Pelitup Muka / Face Mask
Semasa Berada Di Dalam Lif.

**BORANG SOAL SELIDIK KAJIAN KEPUASAN PELANGGAN TERHADAP
PERKHIDMATAN KAUNTER PERKHIDMATAN PELANGGAN
SABAH ELECTRICITY SDN BHD (SESB), WISMA SESB**

Para pelanggan yang dihormati. Soal selidik ini adalah hanya berkaitan dengan perkhidmatan Kaunter Perkhidmatan Pelanggan Sabah Electricity Sdn Bhd (SESB),W isma SESB. Segala maklumat yang diberikan adalah dirahsiakan. Kerjasama anda amatlah dihargai dan didahulukan dengan ucapan terima kasih. Sila tanda (√) di ruang yang berkenaan.

Tarikh : ___/___/2020   Masa :_____   No. Kaunter : _____

BAHAGIAN A : MAKLUMAT PELANGGAN

1. **Jantina** : Lelaki [ ]   Perempuan [ ]

2. **Bangsa** :

   Melayu [ ]   India [ ]   Cina [ ]   Lain-Lain [ ]

3. Umur :

   20 tahun ke bawah [ ]   41 hingga 50 tahun [ ]

   21 hingga 30 tahun [ ]   31 hingga 40 tahun [ ]

   51 hingga 60 tahun [ ]   61 tahun ke atas [ ]

   [ ]   [ ]

   4. Kekerapan Berurusan : [ ]   [ ]

   1 hingga 10 kali [ ]   11 hingga 20 kali [ ]   Lebih 21 kali [ ]

Sila jawab semua soalan dengan menandakan (√) berpandukan pada skala di bawah.

Sangat Tidak Memuaskan	Kurang Memuaskan	Memuaskan	Baik	Sangat Baik
1	2	3	4	5

BAHAGIAN B : PERKHIDMATAN DAN KEPAKARAN PEGAWAI

BIL	BAHAGIAN B PERKHIDMATAN DAN KEPAKARAN PEGAWAI	SKALA 1	SKALA 2	SKALA 3	SKALA 4	SKALA 5
1	Petugas kaunter yang mesra, bersopan santun dan berbudi bahasa					
2	Segera memberikan layanan dan tidak membiarkan pelanggan menunggu lama.					
3	Mempunyai kemahiran komunikasi yang baik semasa berurusan dengan pelanggan					
4	Memberi maklumat dan penjelasan yang tepat seperti yang dikehendaki					
5	Menjawab pertanyaan pelanggan dengan sabar dan cuba membantu menyelesaikan kehendak pelanggan.					

BIL	BAHAGIAN C : MASA, KEMUDAHAN DAN PERSEKITARAN	1	2	3	4	5
1	Ruang menunggu yang selesa.					
2	Maklumat-maklumat yang terdapat di ruang kaunter sangat berguna					
3	Kemudahan yang mencukupi di kaunter.					
4	Bilangan kaunter yang mencukupi.					
5	Bilangan petugas kaunter yang bertugas mencukupi.					
6	Waktu berurusan adalah sesuai dan mencukupi.					
7	Masa menunggu yang singkat.					

Sila beri ulasan/cadangan anda :

_____

_____

_____

_____

Terima kasih atas kerjasama anda.