

MAKLUM BALAS PELANGGAN

Sep-18

| CAWANGAN | MAKLUM BALAS PELANGGAN | | | | | JUMLAH | PERATUS CEMERLANG SANGAT BAIK BAIK |
|-----------------|------------------------|----------------|------------|-----------|---------------------|-------------|---|
| | CEMERLANG | SANGAT BAIK | BAIK | SEDERHANA | KURANG MEMUASKAN | | |
| IBU PEJABAT | 24 | 4 | 1 | 0 | 0 | 29 | 100% |
| KUALA LUMPUR | 122 | 1 | 0 | 0 | 0 | 123 | 100% |
| SELANGOR | 70 | 53 | 9 | 0 | 0 | 132 | 100% |
| NEGERI SEMBILAN | 24 | 22 | 0 | 0 | 0 | 46 | 100% |
| MELAKA | 34 | 6 | 6 | 0 | 0 | 46 | 100% |
| JOHOR | 109 | 67 | 37 | 0 | 0 | 213 | 100% |
| MUAR | 70 | 12 | 2 | 0 | 0 | 84 | 100% |
| PAHANG | 53 | 14 | 0 | 0 | 0 | 67 | 100% |
| RAUB | 40 | 4 | 0 | 0 | 0 | 44 | 100% |
| TERENGGANU | 53 | 11 | 6 | 0 | 0 | 70 | 100% |
| KELANTAN | 102 | 31 | 16 | 0 | 0 | 149 | 100% |
| GUA MUSANG | 8 | 0 | 0 | 0 | 0 | 8 | 100% |
| PERAK | 44 | 90 | 12 | 0 | 0 | 146 | 100% |
| TAIPING | 26 | 0 | 0 | 0 | 0 | 26 | 100% |
| PULAU PINANG | 22 | 8 | 3 | 0 | 0 | 33 | 100% |
| KEDAH | 91 | 29 | 0 | 0 | 0 | 120 | 100% |
| LANGKAWI | 33 | 0 | 0 | 0 | 0 | 33 | 100% |
| PERLIS | 9 | 11 | 12 | 0 | 0 | 32 | 100% |
| SARAWAK | 95 | 32 | 12 | 0 | 0 | 139 | 100% |
| SIBU | 36 | 10 | 0 | 0 | 0 | 46 | 100% |
| MIRI | 23 | 10 | 4 | 0 | 0 | 37 | 100% |
| SABAH | 69 | 5 | 1 | 0 | 0 | 75 | 100% |
| LABUAN | 9 | 0 | 0 | 0 | 0 | 9 | 100% |
| JUMLAH | 1166 | 420 | 121 | 0 | 0 | 1707 | 100% |