

**APPENDIX:**

**QUESTIONNAIRES**

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TAN SENG KHEE  
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(I/C No: 6251670)  
Final Year MBA  
University of Malaya  
Session 1995/96

6 Disember 1995

Dear Sir,

**SURVEY ON CUSTOMER SERVICE QUALITY**

I am currently pursuing the Master of Business Administration (MBA) at the Faculty of Economy and Administration, University of Malaya.

As a partial fulfillment for this degree, I am currently conducting a research for my Research Project.

The purpose of this research is to study the quality of services at both TNB and POS Malaysia, **One-Stop Payment Centers**.

You have been selected to participate in this survey, **Your opinion and cooperation** in answering the attached questionnaires is deeply appreciated.

All information provided will be kept under the strictest confidentiality.

Thanking you in advance,

Yours sincerely,

.....  
TAN SENG KHEE

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# **SURVEY ON CUSTOMERS' EXPECTATION ON SERVICE QUALITY**

## **PART A:**

The following statements are divided into five (5) sections under the dimension headings *TANGIBLES*, *RELIABILITY*, *RESPONSIVENESS*, *ASSURANCE* and *EMPATHY*. In your opinion, what extent would you expect an **EXCELLENT One-Stop Bills Payment Centers** to possess the features described by each statement?

If you strongly agree that an EXCELLENT BRANCH would possess a feature, circle the number 5. If you feel a feature is not at all essential for an EXCELLENT BRANCH, circle 1. If your feelings are not strong, circle one of the numbers in the middle.

	Strongly Disagree	Neutral	Strongly Agree
Section 1: TANGIBLES			
I expect that.....			
1. The overall modern layout and design of the branch will provide a pleasant ambiance for bills paying activities.	1	2	3
2. The staff in the bills payment counters will appear neat at all times.	1	2	3
3. The pamphlets and brochures related to the counter services will be well displayed.	1	2	3
	4	5	
	4	5	
	4	5	

## Section 2 : RELIABILITY

I expect that.....

4. The machines in the branch will not break down so that services can be performed as promised.	1	2	3	4	5
5. When a staff of the branch promises to do something by a certain time, he/she will do so.	1	2	3	4	5
6. In the branch, all transactions will be performed right at the first time.	1	2	3	4	5

## Answers to the questions from the students

1. What is the difference between a vector space and a linear space?
- A: A linear space is a set of objects that can be combined by addition and scaled by multiplication by a scalar. A vector space is a linear space that also has a zero vector and satisfies certain additional properties related to the zero vector.
2. What is the dimension of a vector space?
- A: The dimension of a vector space is the number of vectors in a basis for the space. A basis is a set of vectors that are linearly independent and span the space.
3. What is the difference between a linear transformation and a linear map?
- A: A linear transformation is a function between two vector spaces that preserves the operations of addition and scalar multiplication. A linear map is a function between two sets that preserves the operations of addition and scalar multiplication, but it does not have to be a function between vector spaces.
4. What is the difference between a linear operator and a linear transformation?
- A: A linear operator is a function between two vector spaces that preserves the operations of addition and scalar multiplication. A linear transformation is a function between two sets that preserves the operations of addition and scalar multiplication, but it does not have to be a function between vector spaces.
5. What is the difference between a linear operator and a linear map?
- A: A linear operator is a function between two vector spaces that preserves the operations of addition and scalar multiplication. A linear map is a function between two sets that preserves the operations of addition and scalar multiplication, but it does not have to be a function between vector spaces.
6. What is the difference between a linear operator and a linear transformation?
- A: A linear operator is a function between two vector spaces that preserves the operations of addition and scalar multiplication. A linear transformation is a function between two sets that preserves the operations of addition and scalar multiplication, but it does not have to be a function between vector spaces.
7. What is the difference between a linear operator and a linear map?
- A: A linear operator is a function between two vector spaces that preserves the operations of addition and scalar multiplication. A linear map is a function between two sets that preserves the operations of addition and scalar multiplication, but it does not have to be a function between vector spaces.
8. What is the difference between a linear operator and a linear transformation?
- A: A linear operator is a function between two vector spaces that preserves the operations of addition and scalar multiplication. A linear transformation is a function between two sets that preserves the operations of addition and scalar multiplication, but it does not have to be a function between vector spaces.
9. What is the difference between a linear operator and a linear map?
- A: A linear operator is a function between two vector spaces that preserves the operations of addition and scalar multiplication. A linear map is a function between two sets that preserves the operations of addition and scalar multiplication, but it does not have to be a function between vector spaces.
10. What is the difference between a linear operator and a linear transformation?
- A: A linear operator is a function between two vector spaces that preserves the operations of addition and scalar multiplication. A linear transformation is a function between two sets that preserves the operations of addition and scalar multiplication, but it does not have to be a function between vector spaces.

	<b>Strongly Disagree</b>	<b>Neutral</b>	<b>Strongly Agree</b>
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### Section 3 : RESPONSIVENESS

I expect that.....

- |   |   |   |   |   |   |
|---|---|---|---|---|---|
| 7. Customer will not have to wait long to be served.                            | 1 | 2 | 3 | 4 | 5 |
| 8. The staff will be quick to process customers' transactions over the counter. | 1 | 2 | 3 | 4 | 5 |
| 9. The Staff will never be too busy to respond to customers' requests.          | 1 | 2 | 3 | 4 | 5 |
| 10. The staff in the branch will always be willing to help customers.           | 1 | 2 | 3 | 4 | 5 |

### Section 4 : ASSURANCE

I expect that.....

- |  |   |   |   |   |   |
|--|---|---|---|---|---|
| 11. The staff will have the knowledge to answer customers' questions.                        | 1 | 2 | 3 | 4 | 5 |
| 12. The staff will always be polite, greet the customers and serve with a smile.             | 1 | 2 | 3 | 4 | 5 |
| 13. Customers will have the confidence that the branch will perform error-free transactions. | 1 | 2 | 3 | 4 | 5 |

### Section 5 : EMPATHY

I expect that.....

- |   |   |   |   |   |   |
|---|---|---|---|---|---|
| 14. The staff will always give customers personal attention.  | 1 | 2 | 3 | 4 | 5 |
| 15. The staff will always be approachable so that customers can talk to them when they have problems. | 1 | 2 | 3 | 4 | 5 |



Fig. 1. Electropherogram showing the results of the PCR amplification of the *luciferase* gene from *S. enteritidis* and *S. Typhimurium*.

		<u>Strongly Disagree</u>	<u>Neutral</u>	<u>Strongly Agree</u>
16.	The branch will make special effort to reduce waiting time especially during the lunch hour.	1	2	3
17.	The branch will be able to satisfy all of the customers' needs.	1	2	3

## PART B:

### **Follow are the five dimensions quality**

- 1. Tangibles**      The appearance of the branch's physical facilities, equipment, personnel and communication materials.
- 2. Reliability**      The ability of the branch to perform the promised service dependably and accurately.
- 3. Responsiveness**      The staff willingness to help customers and provide prompt services
- 4. Assurance**      The knowledge and courtesy of the staff and their ability to convey trust and confidence.
- 5. Empathy**      The caring, individualized attention the staff provide its customers.

Please rank the dimensions of quality from the **Most Important (1)** to the **Least Important (5)**.

#### Example:

If you think **Money** is the **most important** in your life then rank it **1**  
 and, if you think **Love** is the **least important** in your life then rank it **5**.  
 and, if you think **Health** is **quite important** in your life then rank it **2 or 3 or 4**

<u>Quality Dimension</u>	<u>Rank</u>
Tangibles	_____
Reliability	_____
Responsiveness	_____
Assurance	_____
Empathy	_____

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## PART C:

Location of survey done : **TNB**   
**(Please tick one only)** **POS**

Area name (please specify) : \_\_\_\_\_

The following statements relate to your feelings about the service you receive from the TNB or POS Malaysia branch. They are divided into five (5) sections under the dimension headings *TANGIBLES*, *RELIABILITY*, *RESPONSIVENESS*, *ASSURANCE* and *EMPATHY*. For each statement, please show the extent to which you believe this branch has that features for a **One-Stop Bills Payment Centers** to possess.

If you strongly agree that an EXCELLENT BRANCH would possess a feature, circle the number 5. If you feel a feature is not at all essential for an EXCELLENT BRANCH, circle 1. If your feelings are not strong, circle one of the numbers in the middle.

	Strongly Disagree	Neutral	Strongly Agree
Section 1: TANGIBLES			
1. The overall layout and design of this branch provides a pleasant ambiance for bills paying activities.	1	2	3
2. The staff at this bills payment counters appear neat at all times.	1	2	3
3. The pamphlets and brochures related to the counter services are well displayed.	1	2	3
Section 2 : RELIABILITY			
4. The machines in this branch do not break down so that services can be performed as promised.	1	2	3
5. When a staff of this branch promises to do something by a certain time, he/she will do so.	1	2	3
6. In this branch, all transactions will be	1	2	3
			4
			5

4. The machines in this branch do not break down so that services can be performed as promised.	1	2	3	4	5
5. When a staff of this branch promises to do something by a certain time, he/she will do so.	1	2	3	4	5
6. In this branch, all transactions will be	1	2	3	4	5



performed right at the first time.

		Strongly Disagree	Neutral	Strongly Agree
<b>Section 3 : RESPONSIVENESS</b>				
7. I do not have to wait long to be served.	1	2	3	4
8. The staff is quick to process my transactions over the counter.	1	2	3	4
9. The staff are never bee too busy to respond to my requests.	1	2	3	4
10. The staff in this branch will always be willing to help me.	1	2	3	4
<b>Section 4 : ASSURANCE</b>				
11. The staff have the knowledge to answer my questions.	1	2	3	4
12. The staff are always polite, greet the me and serve with a smile.	1	2	3	4
13. I am confidence that this branch will perform error-free transactions	1	2	3	4
<b>Section 5 : EMPATHY</b>				
14. The staff always give me personal attention.	1	2	3	4
15. The staff are always approachable so that I can talk to them when I have problems.	1	2	3	4
16. This branch makes special effort to reduce waiting time especially during the lunch hour.	1	2	3	4
17. This branch is able to satisfy all of the my bills payments needs.	1	2	3	4

• What's the biggest problem you see in the U.S.

• What's the biggest problem you see in the U.S.

• What's the biggest problem you see in the U.S.

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## **PART D:**

1. In your opinion, how would you rate the level of service in this branch ?

1. Excellent : deserves an award
2. Good : deserves a pat
3. Satisfactory : acceptable but can do a bit more
4. Fair : improvement is needed
5. Poor : a lot of improvement is required

2. Would you recommend your friends to come to this branch      1. Yes      2. No  
because of the service you have received ?
3. Would you recommend TNB service counter to your friends because of the service you have received from this branch ?      1. Yes      2. No
4. Did you encounter any problems with this branch recently ?      1. Yes      2. No
5. If yes, are you satisfied with the way this branch resolve your problems ?      1. Yes      2. No

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## **PART E: About Yourself (Demographic)**

The information you provide will be kept under strictest confidentiality

1. Sex :

- 1. Male
- 2. Female

2. Age Group :

- 1 25 and below
- 2 26 to 35
- 3 36 to 45
- 4 46 to 55
- 5 56 and above

3. Race :

- 1. Malay
- 2. Chinese
- 3. Indian
- 4. Others

4. Education level :

- 1. No formal school
- 2. Some Primary School/Secondary School
- 3. Diploma/Degree/Professional Qualification
- 4. Postgraduate
- 5. Not stated.

5. Occupation :

- 1. Clerical/Accounts/Admin.
- 2. Professional/Technical Executive/Non-technical Executive
- 3. Trader/Businessman
- 4. Not working/Retired
- 5. Housewife
- 6. Refuse

6. Monthly salary :

- 1. less than RM 1000
- 2. RM 1000 to RM 3000
- 3. RM 3001 to RM 5000
- 4. greater than RM 5000
- 5. No income

*This is the end of the survey*

*Thanking you very much for your kind cooperation*

• **What is the problem?**

• **What is the  
problem?**

• **What is the  
problem?**

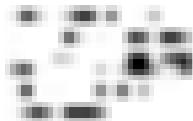
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**TAN SENG KHEE**  
**EBC 9313**  
**(I/C No: 6251670)**  
**Tahun akhir MBA**  
**University of Malaya**  
**Sessi 1995/96**

6 Disember 1995

Tuan,

**SOALSELIDIK TERHADAP KUALITI PERKHIDMATAN PELANGGAN**

Saya sedang mengikuti program Ijazah Sarjana Pentadbiran Perniagaan (MBA) di Faculti Economi dan Pentadbiran, Universiti Malaya.

Untuk memenuhi sebahagian daripada Ijazah ini, saya sedang membuat satu Projek Kajaian Soalselidik.

Tujuan kajian ini adalah untuk mengkaji kualiti perkhidmatan di **Pusat Bayar Bil Setempat** di TNB and POS Malaysia.

Tuan telah dipilih untuk menyertai kajian ini. **Pendapat dan kerjasama** tuan untuk menjawap soalan-soalan berikutnya amatlah dihargai.

Segala maklumat yang diberi akan dikendalikan dengan secara sulit.

Didahului dengan ucapan terima kasih,

Saya yang benar,

.....  
**TAN SENG KHEE**

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# **SOAL SELIDIK JANGKAAN PELANGGAN TERHADAP KUALITI PERKHIDMATAN**

## **BAHAGIAN A:**

Berikut adalah penyataan yang telah dibahagikan kepada lima (5) seksyen di bawah dimensi *NYATA (TANGIBLES)*, *KEBOLEHPERCAYAAN (RELIABILITY)*, *RESPONSIF*, *JAMINAN (ASSURANCE)* dan *EMPATI (EMPATHY)*. Pada pendapat kamu, sejauh manakah kamu harapkan sebuah **Pusat Bayar-Bil-Setempat yang CEMERLANG** harus mempunyai ciri-ciri yang disenaraikan oleh setiap penyataan berikut?

Sekiranya kamu amat setuju bahawa sebuah CAWANGAN CEMERLANG patut mempunyai sesuatu ciri, sila lukis bulatan untuk nombor 5. Sekiranya kamu rasa sesuatu ciri bukannya penting bagi CAWANGAN CEMERLANG, lukiskan bulatan pada nombor 1. Sekiranya kamu tidak begitu setuju dengan penyataan, bulatkan satu daripada nombor di pertengahan.

	Amat Tidak Setuju	Neutral	Amat Setuju
<b>Seksyen 1: NYATA (TANGIBLES)</b>			
Saya jangka hahawa.....			
1. Keseluruhan susun atur dan reka bentuk yang moden di cawangan memberikan suasana mesra untuk aktiviti membayar bil.	1	2	3
2. Kakitangan di kaunter pembayaran bil kelihatan kemas setiap masa.	1	2	3
3. Risalah berkaitan dengan semua perkhidmatan kaunter dipaparkan dengan baik.	1	2	3
	4	5	

## **Seksyen 2 : KEBOLEHPERCAYAAN (RELIABILITY)**

Saya jangka hahawa.....

4. Mesin di cawangan tidak mengalami kerosakan dan perkhidmatan dapat ditunaikan seperti yang dijanjikan.	1	2	3	4	5
5. Apabila seseorang kakitangan berjanji untuk membuat sesuatu pada sekian masa, beliau akan menepatinya.	1	2	3	4	5

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	<b>Amat Tidak Setuju</b>	<b>Neutral</b>	<b>Amat Setuju</b>
--	------------------------------	----------------	------------------------

6. Di cawangan, semua urus niaga dibuat dengan betul pada kali pertamanya. 1 2 3 4 5

### Seksyen 3 : RESPONSIF

Saya jangka hahawa.....

7. Pelanggan tidak perlu tunggu lama untuk dilayani.. 1 2 3 4 5
8. Kakitangan kauter cepat untuk memproses urus niaga pelanggan. 1 2 3 4 5
9. Kakitangan tidak terlalu sibuk untuk memberikan respons terhadap permintaan pelanggan. 1 2 3 4 5
10. Kakitangan di cawangan sentiasa sanggup untuk membantu pelanggan. 1 2 3 4 5

### Seksyen 4 : JAMINAN (ASSURANCE)

Saya jangka hahawa.....

11. Kakitangan mempunyai pengetahuan untuk menjawap pertanyaan pelanggan. 1 2 3 4 5
12. Kakitangan sentiasa bersopan santun, menyambut pelanggan dan melayan dengan senyuman. 1 2 3 4 5
13. Pelanggan akan mempunyai keyakinan bahawa cawangan menjalankan urus niaga tanpa kesilapan. 1 2 3 4 5

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	Amat Tidak Setuju	Neutral	Amat Setuju
--	----------------------	---------	----------------

#### Seksyen 5 : EMPATI (EMPATHY)

I jangka hahawa.....

- |  |   |   |   |   |   |
|--|---|---|---|---|---|
| 14. Kakitangan sentiasa memberi pelanggan perhatian peribadi.  | 1 | 2 | 3 | 4 | 5 |
| 15. Kakitangan sentiasa boleh dihampiri untuk pelanggan berbincang dengan mereka apabila mempunyai masalah.  | 1 | 2 | 3 | 4 | 5 |
| 16. Cawangan membuat usaha tertentu untuk mengurangkan masa tunggu terutamanya pada waktu makan tengah hari. | 1 | 2 | 3 | 4 | 5 |
| 17. Cawangan dapat memuaskan semua keperluan   | 1 | 2 | 3 | 4 | 5 |

#### BAHAGIAN B:

**Berikut adalah lima dimensi kualiti**

<b>1. Nyata (Tangibles)</b>	Kelihatan kemudahan-kemudahan fizikal, peralatan, kakitangan dan bahan-bahan komunikasi di cawangan.
<b>2. Keboleh-percayaan (Reliability)</b>	Kebolehan cawangan untuk memberikan perkhidmatan yang dijanjikan dengan keboleharapan dan tepat.
<b>3. Responsif (Responsiveness)</b>	Kakitangan akan sanggup untuk bantu pelanggan dan memberikan perkhidmatan dengan segera.
<b>4. Jaminan (Assurance)</b>	Kakitangan yang berpengetahuan dan sopan santun. Kebolehan mereka untuk memberikan kepercayaan dan keyakinan.
<b>5. Empati (Empathy)</b>	Penjagaan dan perhatian individu yang diberikan oleh kakitangan kepada pelanggan.

1. **What is the best way to approach a difficult conversation?**

2. **How can we effectively communicate our needs and boundaries to others?**

3. **What role does active listening play in effective communication?**

4. **How can we handle conflicts and disagreements constructively?**

5. **What are some common communication barriers and how can they be overcome?**

6. **How can we improve our public speaking skills?**

7. **What are the key components of effective writing?**

8. **How can we build strong relationships through effective communication?**

9. **What are some tips for effective communication in a diverse workplace?**

10. **How can we use communication to promote personal growth and development?**

## Final Thoughts

**Communication is a fundamental skill.**

- It requires active listening, clear expression, and respect for others.
- Effective communication can lead to better relationships, improved work performance, and personal growth.
- There are various communication styles and approaches, and it's important to understand them to communicate effectively.
- Overcoming communication barriers and addressing conflicts constructively are essential for success.
- Communication is a continuous process that requires practice and self-reflection.

Sila menyusunkan dimensi kualiti mengikut Paling Penting (1) ke Paling Kurang Penting (5).

Contoh :

- Sekiranya anda fikir bahawa **Wang** adalah **Paling Penting** dalam kehidupan kamu, berikan susunan **1**.  
dan, sekiranya anda fikir bahawa **Cinta** adalah **Paling Kurang Penting** dalam kehidupan kamu, berikan susunan **5**.  
dan, Sekiranya anda fikir bahawa **Kesihatan** adalah lebih kurang penting dalam kehidupan kamu, berikan susunan **2 atau 3 atau 4**.

<u>Dimensi Kualiti</u>	<u>Susunan</u>
<b>Nyata (Tangibles)</b>	_____
<b>Keboleh Percayaan (Reliability)</b>	_____
<b>Responsif</b>	_____
<b>Jaminan</b>	_____
<b>Empati (Empathy)</b>	_____

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### **BAHAGIAN C:**

**Lokasi soal selidik dibuat :**      **TNB**        
**(Sila tandakan satu sahaja)**      **POS**     

**Nama kawasan (sila nyatakan) :** \_\_\_\_\_

Berikut adalah pernyataan yang berkaitan dengan perasaan kamu terhadap perkhidmatan yang kamu terima di cawangan TNB atau POS Malaysia. Pernyataan tersebut telah dibahagikan kepada lima (5) seksyen di bawah dimensi *NYATA (TANGIBLES)*, *KEBOLEHPERCAYAAN (RELIABILITY)*, *RESPONSIF*, *JAMINAN (ASSURANCE)* dan *EMPATI (EMPATHY)*. Untuk setiap pernyataan, sila tunjukkan setakat manakah kamu percaya bahawa cawangan \_\_\_\_\_ ini mempunyai ciri-ciri sebuah **Pusat Bayar-Bil-Setempat**.

Sekiranya kamu amat setuju bahawa sebuah CAWANGAN CEMERLANG patut mempunyai sesuatu ciri, sila lukis bulatan untuk nombor 5. Sekiranya kamu rasa sesuatu ciri bukannya penting bagi CAWANGAN CEMERLANG, lukiskan bulatan pada nombor 1. Sekiranya kamu tidak begitu setuju dengan pernyataan, bulatkan satu daripada nombor di pertengahan.

[REDACTED]

1. [REDACTED] [REDACTED] [REDACTED]

- 2. [REDACTED] [REDACTED] [REDACTED]
- 3. [REDACTED] [REDACTED] [REDACTED]
- 4. [REDACTED] [REDACTED] [REDACTED]

[REDACTED] [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] [REDACTED] [REDACTED]

[REDACTED] [REDACTED]

[REDACTED]

[REDACTED] [REDACTED] [REDACTED]  
[REDACTED] [REDACTED] [REDACTED]  
[REDACTED] [REDACTED] [REDACTED]  
[REDACTED]

[REDACTED] [REDACTED] [REDACTED]  
[REDACTED] [REDACTED] [REDACTED]  
[REDACTED] [REDACTED] [REDACTED]  
[REDACTED]

[REDACTED]

	Amat Tidak Setuju	Neutral	Amat Setuju
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#### Seksyen 1: NYATA (TANGIBLES)

- |   |   |   |   |   |   |
|---|---|---|---|---|---|
| 1. Susun atur dan reka bentuk yang moden secara keseluruhan di cawangan ini memberikan suasana mesra untuk aktiviti membayar bil. | 1 | 2 | 3 | 4 | 5 |
| 2. Kakitangan di kaunter pembayaran bil kelihatan kemas setiap masa.  | 1 | 2 | 3 | 4 | 5 |
| 3. Risalah berkaitan dengan semua perkhidmatan kaunter dipaparkan dengan baik.  | 1 | 2 | 3 | 4 | 5 |

#### Seksyen 2 : KEBOLEHPERCAYAAN (RELIABILITY)

- |   |   |   |   |   |   |
|---|---|---|---|---|---|
| 4. Mesin di cawangan ini tidak mengalami kerosakan dan perkhidmatan dapat ditunaikan seperti yang dijanjikan.         | 1 | 2 | 3 | 4 | 5 |
| 5. Apabila seseorang kakitangan cawangan ini berjanji akan membuat sesuatu pada sekian masa, beliau akan menepatinya. | 1 | 2 | 3 | 4 | 5 |
| 6. Di cawangan ini, semua urus niaga akan dibuat dengan betul pada kali pertamanya.                                   | 1 | 2 | 3 | 4 | 5 |

#### Seksyen 3 : RESPONSIF

- |  |   |   |   |   |   |
|--|---|---|---|---|---|
| 7. Pelanggan tidak perlu tunggu lama untuk dilayani di cawangan ini.                                   | 1 | 2 | 3 | 4 | 5 |
| 8. Kakitangan kauter cawangan ini cepat untuk memproses urus niaga pelanggan.                          | 1 | 2 | 3 | 4 | 5 |
| 9. Kakitangan cawangan ini tidak terlalu sibuk untuk memberikan respons terhadap permintaan pelanggan. | 1 | 2 | 3 | 4 | 5 |
| 10. Kakitangan di cawangan ini sentiasa sanggup untuk membantu pelanggan.                              | 1 | 2 | 3 | 4 | 5 |

1	1	1	1
2	2	2	2
3	3	3	3
4	4	4	4
5	5	5	5
6	6	6	6
7	7	7	7
8	8	8	8
9	9	9	9
10	10	10	10
11	11	11	11
12	12	12	12
13	13	13	13
14	14	14	14
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16	16	16	16
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18	18	18	18
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21	21	21	21
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46	46	46	46
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48	48	48	48
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92	92	92	92
93	93	93	93
94	94	94	94
95	95	95	95
96	96	96	96
97	97	97	97
98	98	98	98
99	99	99	99
100	100	100	100

	Amat Tidak Setuju	Neutral	Amat Setuju
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#### Seksyen 4 : JAMINAN (ASSURANCE)

11. Kakitangan cawangan ini mempunyai pengetahuan untuk menjawap pertanyaan pelanggan. 1 2 3 4 5
12. Kakitangan cawangan ini sentiasa bersopan santun, menyambut pelanggan dan melayan dengan senyuman. 1 2 3 4 5
13. Saya berkeyakinan bahawa cawangan menjalankan urus niaga tanpa kesilapan. 1 2 3 4 5

#### Seksyen 5 : EMPATI (EMPATHY)

14. Kakitangan cawangan ini sentiasa memberi pelanggan perhatian peribadi. 1 2 3 4 5
15. Kakitangan cawangan ini boleh dihampiri pelanggan untuk bercakap dengan mereka apabila mempunyai masalah. 1 2 3 4 5
16. Cawangan ini membuat usaha tertentu untuk mengurangkan masa tunggu terutamanya pada waktu makan tengah hari. 1 2 3 4 5
17. Cawangan ini berkemampuan untuk memenuhi semua keperluan pembayaran bil-bil saya. 1 2 3 4 5

1	1	1	1	1
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4	4	4	4	4
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7	7	7	7	7
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90	90	90	90	90
91	91	91	91	91
92	92	92	92	92
93	93	93	93	93
94	94	94	94	94
95	95	95	95	95
96	96	96	96	96
97	97	97	97	97
98	98	98	98	98
99	99	99	99	99
100	100	100	100	100

## **BAHAGIAN D:**

1. Pada pendapat kamu, cawangan ini boleh dinilaikan tahap perkhidmatan yang mana ?
  1. Cemerlang : berhak menerima anugerah
  2. Baik : berkah menerima pujian
  3. Memuaskan : boleh diterima tetapi masih boleh meningkatkan lagi
  4. Sederhana : pembaikian diperlukan
  5. Buruk : banyak lagi pembaikian diperlukan
2. Akankan kamu mengesyorkan cawangan ini kepada kawan-kawan kamu untuk datang ke cawangan ini disebabkan perkhidmatan yang kamu terima ?      1. Yes      2. No
3. Akankah kamu mengesyorkan perkhidmatan kaunter TNB kepada kawan-kawan kamu disebabkan perkhidmatan yang kamu terima ?      1. Yes      2. No
4. Pernahkah kamu menghadapi sebarang masalah di cawangan ini pada kebelakangan ini ?      1. Yes      2. No
5. Sekiranya ya, adakah kamu berpuashati dengan cara masalah kamu diselesaikan oleh cawangan ini ?      1. Yes      2. No

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## **BAHAGIAN E: Berkenaan diri kamu (Demographic)**

**Maklumat yang diberi oleh tuan akan diuruskan dengan sulit**

1. Jantina :

1. Lelaki
2. Perempuan

2. Kumpulan Umur :

- 1 25 dan ke bawah
- 2 26 ke 35
- 3 36 ke 45
- 4 46 ke 55
- 5 56 dan ke atas

3. Bangsa :

1. Melayu
2. China
3. India
4. Lain Bangsa

4. Taraf Pendidikan :

1. Tiada pesekolahan formal
2. Sedikit Sekolah Rendah / Sekolah Menengah
3. Diploma / Sarjana Muda / Kelulusan Profesional
4. Lepasan Ijazah
5. Tidak tercatat

5. Pekerjaan :

1. Perkeranian / Perakaunan / Pentadbiran
2. Profesional / Eksekutif Teknikal / Eksekutif Bukan Teknikal
3. Peniaga / Busines
4. Tidak bekerja / Pesara
5. Suri rumah
6. Enggan

6. Pendapatan bulanan :

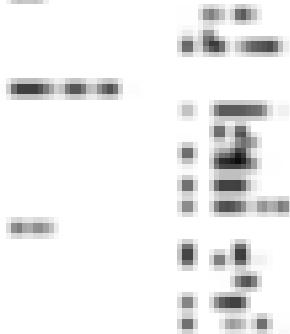
1. kurang daripad RM 1000
2. RM 1000 ke RM 3000
3. RM 3001 ke RM 5000
4. lebih daripada RM 5000
5. Tiada pendapatan

*Ini adalah tamt untuk soalselidik*

*Terima kasih kerana tuan sudi bekerja sama*

• **Wetland** **Condition** **Assessment**

• **Wetland**



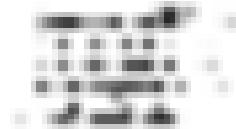
• **Wetland**



• **Wetland**



• **Wetland**



• **Wetland** **Condition** **Assessment**

• **Wetland** **Condition** **Assessment**