



**JABATAN MUZIUM MALAYSIA
KEMENTERIAN PENERANGAN, KOMUNIKASI DAN KEBUDAYAAN**

KAJISELIDIK KEPUASAN PELANGGAN

Terima kasih kerana mengunjungi muzium-muzium di bawah Jabatan Muzium Malaysia. Maklumbalas anda akan dapat mempertingkatkan lagi perkhidmatan kami.

Sila Tandakan (/) pada kotak yang berkenaan.

A : Maklumat Pelanggan

1. Kewarganegaraan : Warganegara Bukan warganegara
2. Umur : 13 - 17 35 - 44
 18 - 24 45 - 54
 25 - 34 55 ke atas
3. Jantina : Lelaki Perempuan
4. Tahap Pendidikan : Sek. Rendah Kolej / Universiti
 Sek. Menengah

B : Maklum Balas Pelanggan

5. Saya mengetahui tentang muzium ini melalui

- Media Cetak (Surat khabar, Majalah) Papan iklan / papan tanda
 Media Elektronik (Radio, Televisyen, Internet) Laman web
 Risalah / brosur Ajen pelancongan

6. Adakah anda berpuas hati dengan maklumat yang diperolehi daripada sumber di atas?

- Ya Tidak

- | | Tidak Memuaskan | Memuaskan | Sangat Memuaskan |
|-------------------------------------|--------------------------|--------------------------|--------------------------|
| 7. Galeri / Pameran | | | |
| i. Peragaan Pameran | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ii. Keterangan Label / Teks Pameran | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| iii. Pencahayaan | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| iv. Koleksi / Artifak | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| v. Multimedia | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |



**DEPARTMENT OF MUSEUMS MALAYSIA
MINISTRY OF INFORMATION COMMUNICATION AND CULTURE MALAYSIA**

CUSTOMER SATISFACTION SURVEY

We are continuously seeking ways to improve our museum services and welcome your feedback so we may serve you better in the future.

Please tick (/) in the appropriate box.

A : Customer Profile

1. Nationality : Malaysian citizen Non-citizen
2. Age : 13 - 17 35 - 44
 18 - 24 45 - 54
 25 - 34 55 and above
3. Gender : Male Female
4. Education : Primary (Elementary) Tertiary (College/University)
 Secondary (High School)

B : Customer Satisfaction Feedback

5. I was informed of this museum through :

- Printed Media (newspapers,,magazines) Signages / Billboards
 Electronic Media (Radio,television,internet) Website
 Pamphlet / Brochure Travel / tourist agent

6. Are you satisfied with the information given from the above sources?

- Yes No

- | | not satisfied | satisfied | very satisfied |
|---|--------------------------|--------------------------|--------------------------|
| 7. Are you satisfied with the gallery / exhibition in terms of the .. | | | |
| i. Exhibition display | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ii. Exhibition text and labels | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| iii. Lighting | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| iv. Collection / Artifact | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| v. Multimedia interactive | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

	not satisfied	satisfied	very satisfied
8. Facilities (if applicable)			
i. Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ii. Signages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
iii. Cafeteria / Souvenir Shop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
iv. Acces for the Disabled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
v. Restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Services			
i. Security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ii. Hospitality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
iii. Counter Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
iv. Cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. As whole are you satisfied with your visit to the museum today?

Yes No

11. Would you visit this museum again?

Yes No

12. Would you recommend this museum to a friend?

Yes No

13. Would you like to be informed of our future programs?

Yes
Please state your e-mail : _____

No

Comments / Suggestions

	Tidak Memuaskan	Memuaskan	Sangat Memuaskan
8. Kemudahan (Jika Berkenaan)			
i. Tempat Letak Kereta	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ii. Tanda Arah	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
iii. Kafeteria / Kedai Cenderamata	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
iv. Kemudahan OKU	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
v. Bilik Air	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Perkhidmatan			
i. Keselamatan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ii. Hospitaliti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
iii. Petugas Kaunter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
iv. Kebersihan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Keseluruhannya adakah anda berpuashati dengan lawatan anda ke muzium ini?

Ya Tidak

11. Adakah anda akan berkunjung ke muzium ini lagi?

Ya Tidak

12. Adakah anda akan memperkenalkan muzium ini kepada rakan-rakan?

Ya Tidak

13. Adakah anda berminat untuk dimaklumkan tentang aktiviti anjuran kami pada masa akan datang?

Ya
Silalah nyatakan Email anda: _____

Tidak

Cadangan / Ulasan
