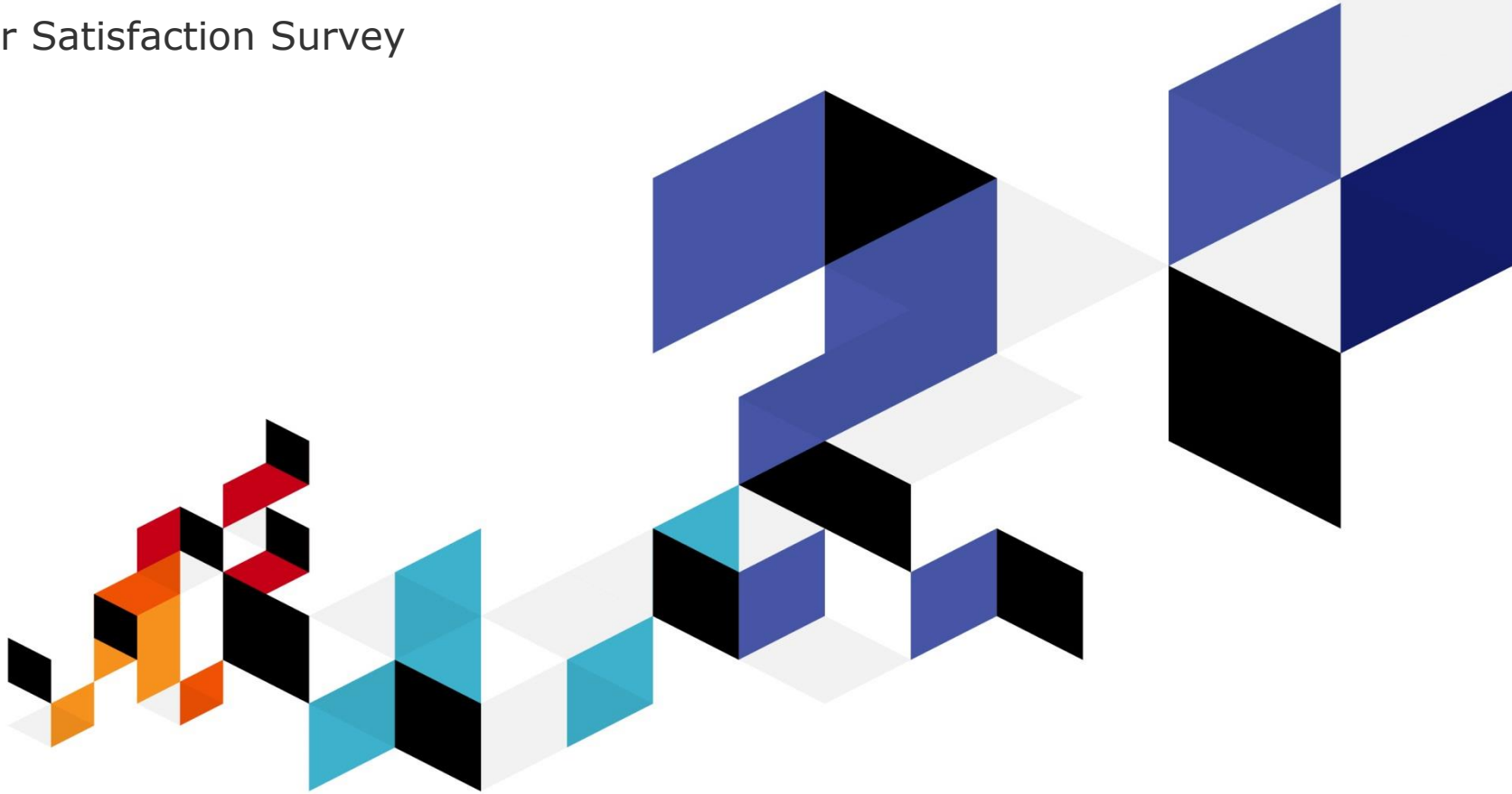


1Gov*Net CSI 2014

Building and Managing Customer Relationships

Customer Satisfaction Survey



1Gov*Net CSI 2014

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Research methodology

- We conducted the study using mixed methodology with face to face interviews as well as online where respondents responded to the survey via invitation links sent to them. Respondents could choose to respond in English or Bahasa Melayu.
- Coverage:
 - Peninsular Malaysia for face-to-face interview
 - Nationwide for online survey
- Database of the respondents was provided by 1Gov*Net
- From the database, respondents were randomly selected and invitation for participation was sent to them.
- The total 358 samples of 1,072 samples taken is representative as it comprised of 33.4% of the total sample survey. These samples are chosen based on the respondent's capability and experience in using 1Gov*Net services.
- The same study was conducted in 2012 and repeated in August 2013, indicated as W1'13 and in November for W2 2013. However, there are some changes in scope of coverage for 2014.
- This report is for 2014 which was conducted from November 2014 to June 2015.

Target Group	Methodology	Coverage	Sample Size
MAMPU (Project Owners)	Face-to-face interview	Peninsular Malaysia	9
HQ			41
End User	Online survey	Nationwide	254
		Libat Urus	54
Total			358

Number of interviews by Agency

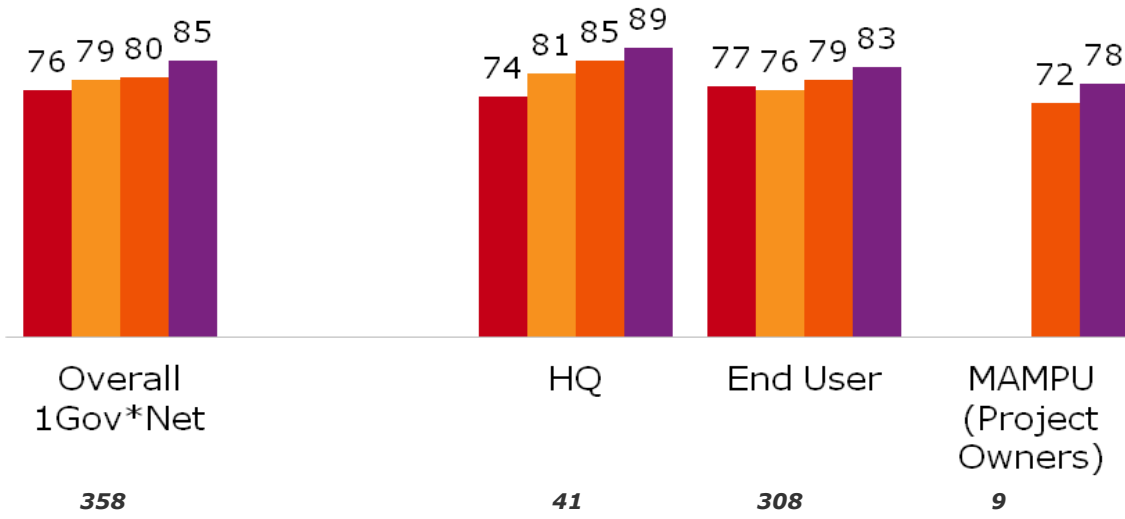
AGENCY NAME	CITY	STATE	No. of interviews
DEPARTMENT VETERINARY SERVICES	PUTRAJAYA	Willayah Persekutuan	1
IBU PEJABAT MARA	KUALA LUMPUR	Willayah Persekutuan	1
INSTITIUT PENILAIAN NEGARA	KAJANG	Selangor	2
INSTITUT KEMAJUAN DESA KEMENTERIAN KEMAJUAN LUAR BANDAR DAN WILAYAH	KAJANG	Selangor	1
INSTITUTE PENYIARAN & PENERANGAN TUN ABDUL RAZAK (IPPTAR)	KUALA LUMPUR	Willayah Persekutuan	1
JAB KEMAJUAN ORANG ASLI KEMENTERIAN KEMAJUAN LUAR BANDAR DAN WILAYAH	KUALA LUMPUR	Willayah Persekutuan	1
JABATAN AKAUNATAN NEGARA	PUTRAJAYA	Willayah Persekutuan	3
JABATAN KASTAM DI RAJA MALAYSIA	PUTRAJAYA	Willayah Persekutuan	2
JABATAN KEMAJUAN ORANG ASLI	KUALA LUMPUR	Willayah Persekutuan	1
JABATAN MINERAL & GEOSAINS MALAYSIA. (JMG)	KUALA LUMPUR	Willayah Persekutuan	1
JABATAN PEGUAM NEGARA	PUTRAJAYA	Willayah Persekutuan	1
JABATAN PENGAIRAN & SALIRAN (JPS)	KUALA LUMPUR	Willayah Persekutuan	1
JABATAN PENILAIAN & PERKHIDMATAN HARTA	PUTRAJAYA	Willayah Persekutuan	2
JABATAN PERHUTANAN SEMENANJUNG MALAYSIA (JPSM)	KUALA LUMPUR	Willayah Persekutuan	1
JABATAN PERTAHANAN AWAM	KUALA LUMPUR	Willayah Persekutuan	1
JABATAN UKUR & PEMETAAN MALAYSIA (JUPEM)	KUALA LUMPUR	Willayah Persekutuan	1
KEMENTERIAN KERJA RAYA	KUALA LUMPUR	Willayah Persekutuan	1
KEMENTERIAN KESIHATAN MALAYSIA	PUTRAJAYA	Willayah Persekutuan	1
KEMENTERIAN KOMUNIKASI DAN MULTIMEDIA	PUTRAJAYA	Willayah Persekutuan	1
KEMENTERIAN LUAR NEGERI (KLN)	PUTRAJAYA	Willayah Persekutuan	1
KEMENTERIAN PELANCONGAN DAN KEBUDAYAAN MALAYSIA	PUTRAJAYA	Willayah Persekutuan	1
KEMENTERIAN PENDIDIKAN MALAYSIA	PUTRAJAYA	Willayah Persekutuan	1
KEMENTERIAN PERUSAHAAN PERLADANGAN & KOMODITI	PUTRAJAYA	Willayah Persekutuan	1
KEMENTERIAN SUMBER MANUSIA	PUTRAJAYA	Willayah Persekutuan	2
KPKT	PUTRAJAYA	Willayah Persekutuan	1
LEMBAGA PENGGALAKKAN PELANCONGAN	PUTRAJAYA	Willayah Persekutuan	1
LEMBAGA PERNIDUSTRIAN KAYU MALAYSIA	KUALA LUMPUR	Willayah Persekutuan	1
LEMBAGA PERUBUHAN PELADANG (LPP)	KUALA LUMPUR	Willayah Persekutuan	1
MAJLIS AMANAH RAKYAT	KUALA LUMPUR	Willayah Persekutuan	2
MAMPU	CYBERJAYA	Selangor	9
PEJABAT KETUA PEGAWAI KESELAMATAN KERAJAAN MALAYSIA	PUTRAJAYA	Willayah Persekutuan	2
PERTUBUHAN BERITA NASIOANL MALAYSIA (BERNAMA)	KUALA LUMPUR	Willayah Persekutuan	1
RISDA	KUALA LUMPUR	Willayah Persekutuan	1
SURUHANJAYA PILIHANRAYA MALAYSIA	PUTRAJAYA	Willayah Persekutuan	1

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Performance of 1Gov*Net services has improved, across respondent groups.

Customer Satisfaction Index – by Respondent Groups

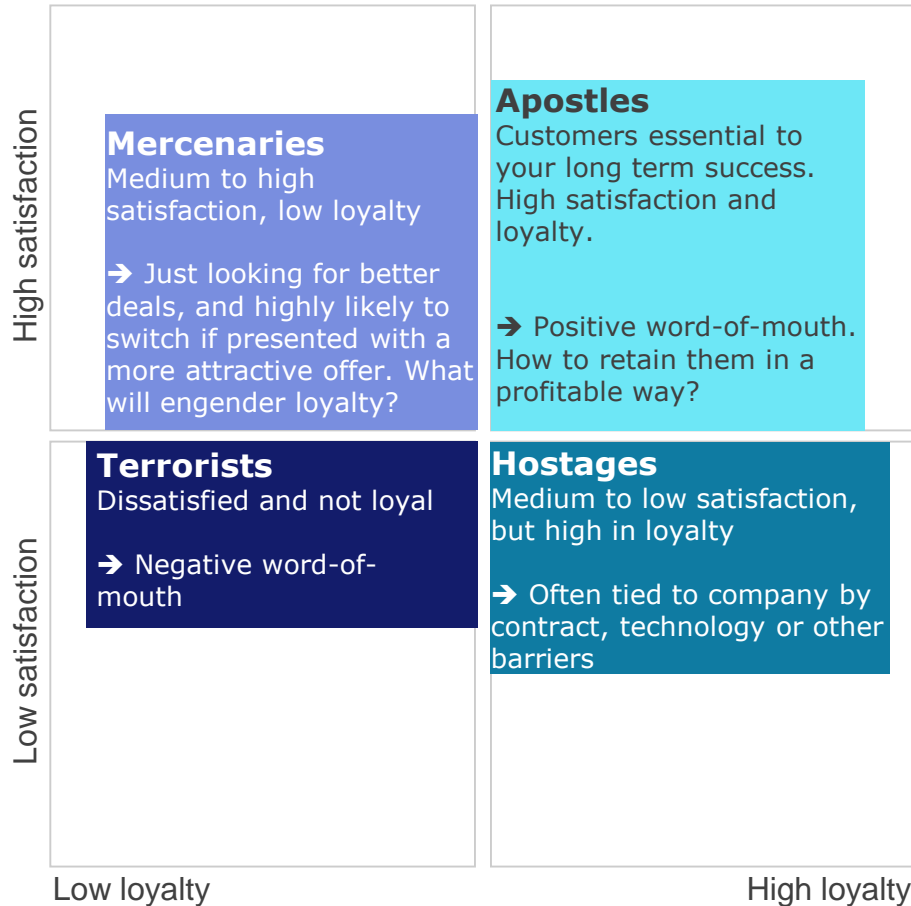
■ 2011 ■ 2012 ■ 2013 ■ 2014



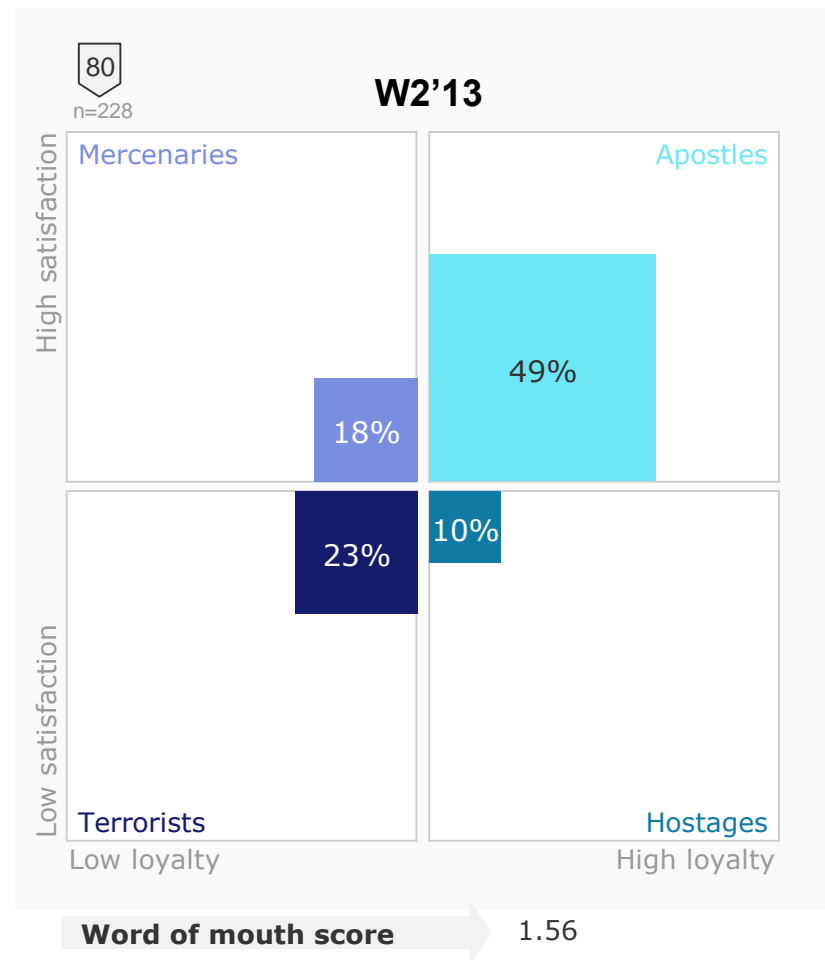
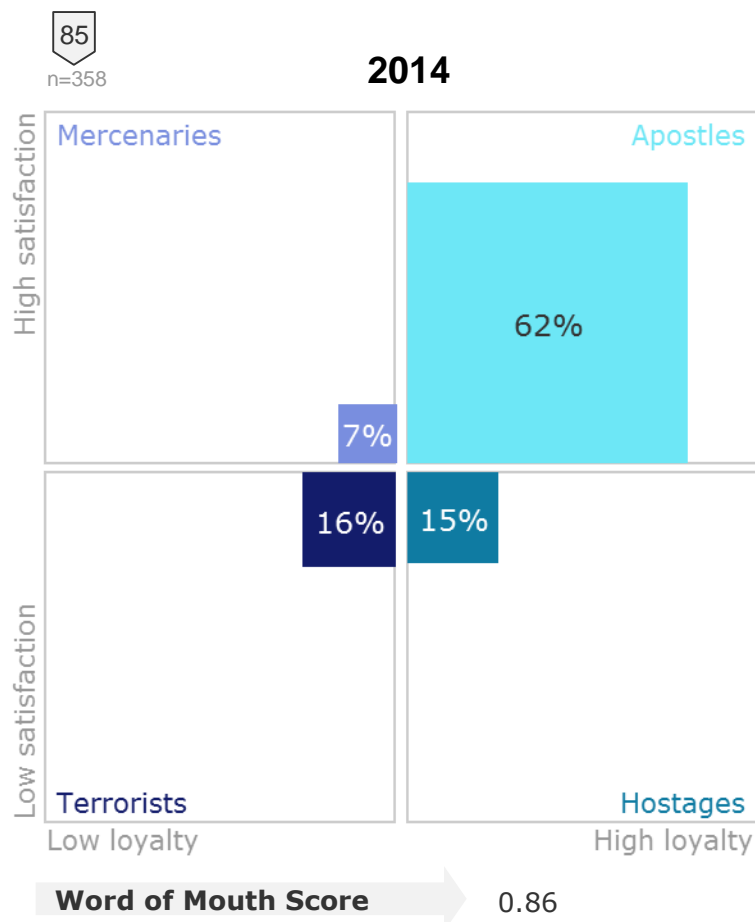
Note:
TRI*M CSI maximum score is 140 and minimum score is -30. Good customer retention starts with 40, below 40 index is not healthy.
All index scores are weighted

Diagnosing strength of current relationship

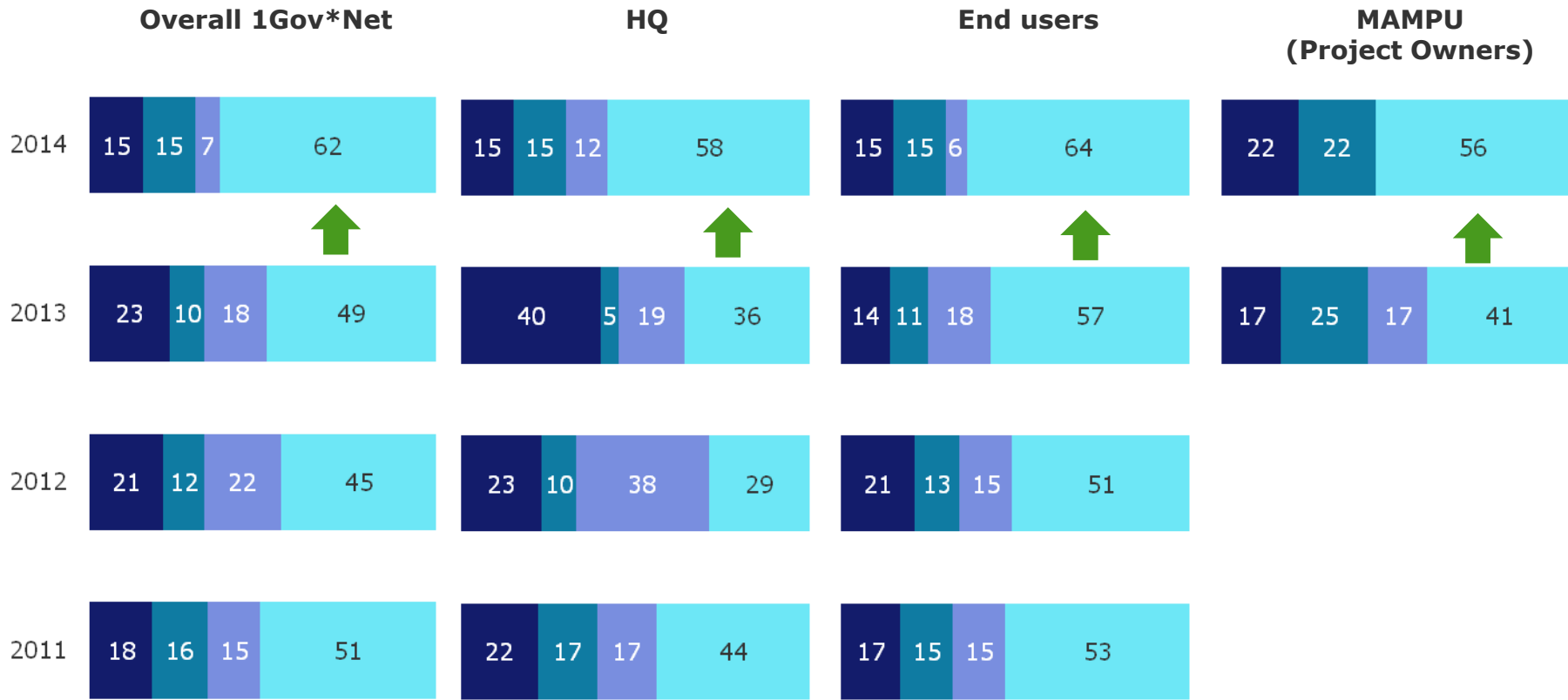
Within the TRI*M Typology



1Gov*Net has a better quality of relationship in 2014 with higher proportion of apostles and fewer terrorists and mercenaries compared to W2 2013 – enjoying a more positive WOM.



1Gov*Net has a better quality of relationship in 2014 with higher proportion of apostles - across respondent groups.



■ Terrorists
 ■ Hostages
 ■ Mercenaries
 ■ Apostles

BASE : HQ 41: End User 308: MAMPU (Project owners) 9

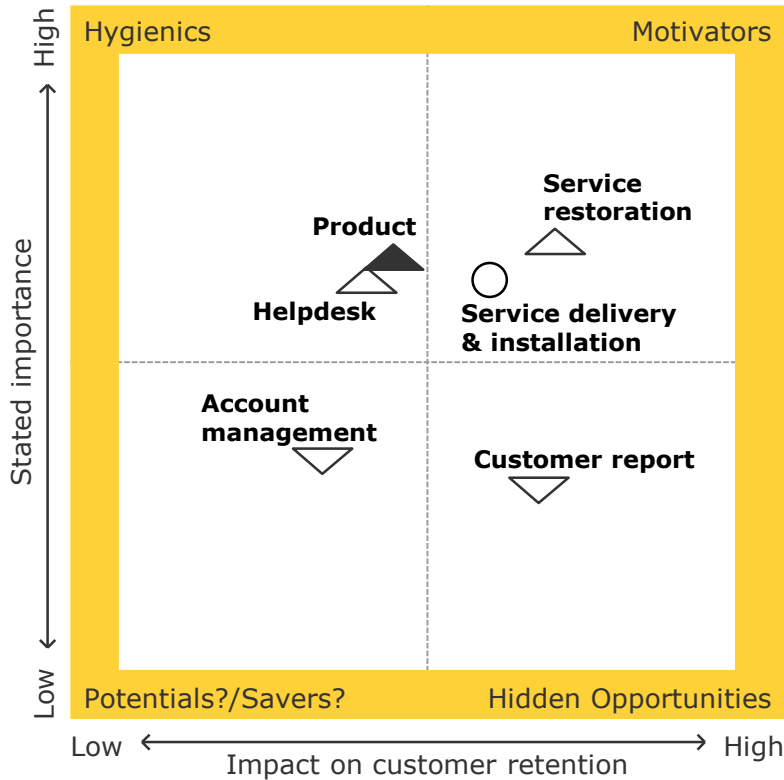


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Performance is above average on **Service restoration**.
Service Delivery & Installation is average – its improvement should be the top priority along with **Customer report**.



	2013	2014	
D00 SERVICE RESTORATION	○	△	👍
B00 SERVICE DELIVERY & INSTALLATION	○	○	=
E00 CUSTOMER REPORT	▼	▽	👍
H00 PRODUCT	△	▲	👍
C00 HELPDESK	△	△	=
A00 ACCOUNT MANAGEMENT	○	▽	👎

Most touch points have improved or remained stable vis-à-vis 2013.

▼ Performance - Far below average ▽ Below average ○ Average △ Above average ▲ Far above average Aggregated

BASE : 358

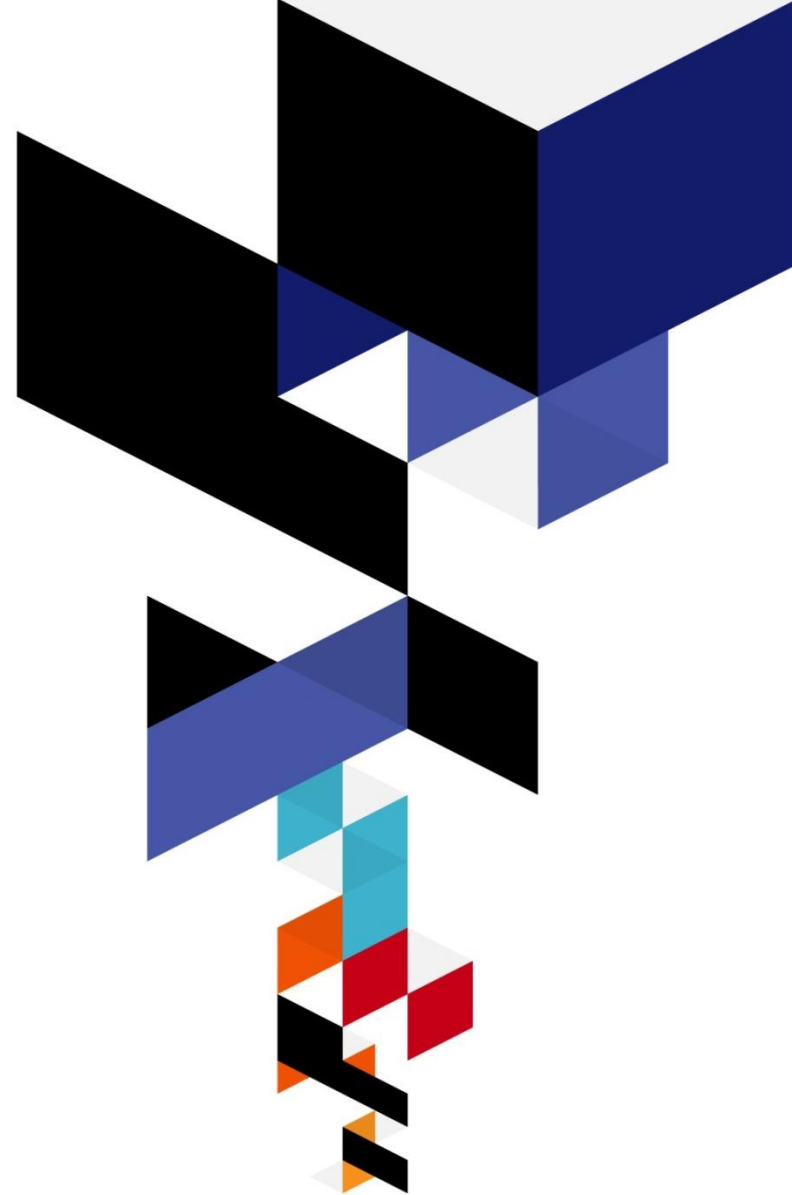
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Key Strengths and Weaknesses



Summarising – Overall 1Gov*Net

Strengths

Service Restoration

D02. Staff competency - Technical knowledge and expertise
D04. Staff competency - Troubleshooting expertise
D03. Staff competency - Accuracy in providing information regards to fault attended
D06. Quality of staff - Commitment, Courteous, Promptness, Politeness, Friendliness. Appearance
D07. Staff submits proof of service report after attending to sites

Service delivery & installation

B02. Staff competency - having the necessary technical skills

H04. Quality of services – Satisfied with the performance of the services offered
H05. Reliability and stability of the service

Product

H01. Coverage/ Accessibility of 1Gov*Net service to agencies
H03. Offers possibility of upgrade/downgrade/relocation of service
H06. Security of network service

Helpdesk

C02. Accuracy of info given to customers
C03. Helpdesk are friendly and polite
C01. Helpdesk are quick to answer calls and emails

Weaknesses

Service delivery & installation

B04. Timeliness of installation, testing & service commissioning within agreed Request For Service (RFS) dates

Customer report

E04. Report structure is easy to understand

E06. Appealing and easy to refer to

Summarising – HQ

Strengths

Helpdesk

C02. Accuracy of info given to customers

C03. Helpdesk are friendly and polite

D06. Quality of staff - Commitment, Courteous, Promptness, Politeness, Friendliness. Appearance

Service Restoration

D07. Staff submits proof of service report after attending to sites

D04. Staff competency - Troubleshooting expertise

D02. Staff competency - Technical knowledge and expertise

Weaknesses

Account management

A13. New Service Request – Staff is proactive

Customer report

E05. Meeting objectives & expectations

E06. Appealing and easy to refer to

Product

H02. Offers robust solutions, customized & end to end offerings to customers

Service delivery & installation

B04. Timeliness of installation, testing & service commissioning within agreed Request For Service (RFS) dates

B05. Successful completion of User Acceptance Test (UAT)

C06. Helpdesk provide assistance and information on action to be taken and resolved during first call

Helpdesk

C05. Helpdesk give timely update on progress and follow up through email or telephone

C04. Helpdesk give empathy and understanding to customer's problem

Service restoration

D01. Timeliness - response to customer sites upon receiving fault report

D05. Speed of restoration on location

Summarising – End user

Strengths

Product

- H05. Reliability and stability of the service
- H06. Security of network service
- H07. Provides sufficient bandwidth /capacity / speed
- H02. Offers robust solutions, customized & end to end offerings to customers
- H01. Coverage/ Accessibility of 1Gov*Net service to agencies
- H03. Offers possibility of upgrade/downgrade/relocation of service

Weaknesses

Service restoration

- D05. Speed of restoration on location
 - D01. Timeliness - response to customer sites upon receiving fault report
-

Service delivery & installation

- B01. Staff competency - timeliness of meeting appointment
- B04. Timeliness of installation, testing & service commissioning within agreed Request For Service (RFS) dates

Summarising – MAMPU (Project owners)

Strengths

Product

H05. Reliability and stability of the service

H04. Quality of services – Satisfied with the performance of the services offered

H06. Security of network service

H07. Provides sufficient bandwidth /capacity / speed

H01. Coverage/ Accessibility of 1Gov*Net service to agencies

Weaknesses

Product

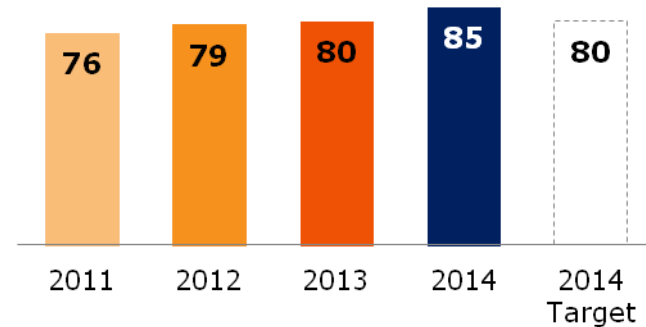
H02. Offers robust solutions, customized end to end offerings to customers

H03. Offers possibility of upgrade/downgrade/relocation of service

Performance of 1Gov*Net in 2014

- Overall, 1Gov*Net customer relationship showing consistent improvement year on year.
- Implication: A need to maintain the same steady growth moving forward.

CSI Index



THE HIGHS:

- All three respondent groups show improvement in Index over 2013 – HQ from 85 to 89 in 2014; End User from 79 to 83 and MAMPU (Project Owners) from 72 to 78 in 2014.
- Healthy customer base with 62% share of apostles, grown 13% from 2013.

At the touch point level:

- Maintain '**Service Restoration**' key touch point that is currently rated well above average.

WHAT TO IMPROVE:

- Aim to improve the performance and relationship with MAMPU (Project Owners)
 - We see a growth over last year but strength of relationship can be improved – aim to reduce share of terrorist from customer base

At the touch point level:

- Improve on **Service Delivery & Installation**, **Customer Report** – these are important touch points rated average and below average,

respectively.

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Action Plans

NO	ELEMENTS TO IMPROVE	ACTION PLAN	DEADLINE	LEADER OF PROCESS/ PROJECT	REMARK	TOUCH POINT/ GROUP
1.	Service delivery & installation B04. Timeliness of installation, testing & service commissioning within agreed Request For Service (RFS) dates	1) Realignment of job function of TM PM DSM, OP DSM and SM DSM to ensure smooth handling of 1Gov*Net circuits. 2) Reduce cycle time of handling MPP02 from 12 days to 5 days. 3) Optimization of manpower between TM and GSB to support 1Gov*Net	August 2015 August 2015 August 2015	Delivery Service Management (DSM) Delivery Service Management (DSM) HCM GSB	1) To engage Centralised Operation and Project Management (COPM) Team to drive, monitor and track the service delivery & installation. 2) Set as KPI to ensure commitment to deliver the required expectations (performance setting).	PM DSM, OP DSM, SM DSM and CM GSB PM DSM, OP DSM, SM DSM and CM GSB HCM GSB and HCM TM Government

Action Plans

NO	ELEMENTS TO IMPROVE	ACTION PLAN	DEADLINE	LEADER OF PROCESS/ PROJECT	REMARK	TOUCH POINT/ GROUP
2.	<p>Customer Report</p> <p>E04. Report structure is easy to understand</p> <p>E06. Appealing and easy to refer to</p>	<p>1)Analytic Report and Application Performance Report.</p> <p>2)Share the report with agencies during Monthly Operation Meeting.</p>	<p>Immediate</p> <p>Immediate</p>	Client Service Management (CM)	<p>1) To enhance on customer report: establish customer's portal where a single point of dashboard is make available. Real-time dashboard.</p> <p>2) Application visibility report.</p> <p>3) Set as KPI to ensure commitment to deliver the required expectations (performance setting).</p>	Account Management

THANK YOU

Ipsita Ghosh

Ipsita.Ghosh@tnsglobal.com

+603 2787 8739

Divya Singh

Divya.Singh@tnsglobal.com

+603 2787 8787

Asreen Ayumi Abdullah Sani

Asreen.Ayumi@tnsglobal.com

+603 2787 8744

TNS | Level 33, Menara Multi-Purpose, Capital Square, 50100 KL | (t) +603 27878888 | (f) +603 27118788 | www.tnsglobal.com



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