

**CUSTOMER SATISFACTION RATING FEEDBACK**

Apr-16

BRANCH	CUSTOMER SATISFACTION RATING FEEDBACK					TOTAL
	EXCELLENT	VERY GOOD	GOOD	AVERAGE	LESS SATISFACTORY	
HEADQUARTERS	14	6	0	0	0	20
KUALA LUMPUR	76	17	0	0	0	93
SELANGOR	53	39	0	0	0	92
NEGERI SEMBILAN	39	15	9	0	0	63
MALACCA	38	15	3	0	0	56
JOHORE	209	104	43	0	0	356
MUAR	54	0	0	0	0	54
PAHANG	2	5	0	0	0	7
RAUB	24	7	1	0	0	32
TERENGGANU	23	7	3	0	0	33
KELANTAN	47	14	14	1	1	77
GUA MUSANG	19	3	0	0	0	22
PERAK	25	8	7	0	0	40
TAIPING	12	11	0	0	0	23
PENANG	14	7	7	0	0	28
KEDAH	74	0	0	0	0	74
LANGKAWI	31	23	1	0	0	55
PERLIS	37	36	8	0	0	81
SARAWAK	118	65	35	1	0	219
SIBU	20	2	0	0	0	22
MIRI	72	20	6	0	0	98
SABAH	64	38	10	1	0	113
LABUAN	6	2	1	0	0	9
<b>TOTAL</b>	<b>1071</b>	<b>444</b>	<b>148</b>	<b>3</b>	<b>1</b>	<b>1667</b>