

1	2	3	4
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**8. Perumahan / Housing**

Adakah anda berpuas hati dengan tahap kemajuan perumahan di Bandaraya Miri?

*Are you generally satisfied with the housing development in Miri City?*

1	2	3	4
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**9. Keselamatan dan kesejahteraan / Safety and security**

Adakah anda berpuas hati dengan tahap keselamatan dan kesejahteraan di Bandaraya Miri?

*Are you generally satisfied with the level of safety and security in Miri City?*

1	2	3	4
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**Bahagian II: Cadangan Penambahbaikan**

***Part II: Suggestion for Improvement***

1. Saya merasakan bahawa terdapat keperluan untuk membuat penambahbaikan bagi Bandaraya Miri daripada sudut – sudut berikut:-

*I think that Miri City need to make some improvements on the following aspects:-*

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Sekian terima kasih atas kerjasama anda.

*Thank you for your cooperation.*



**MIRI CITY COUNCIL**

**BORANG KAJI SELIDIK KEPUASAN PELANGGAN**

Borang Soal Selidik ini diedarkan adalah untuk mengumpul pendapat dan pandangan penduduk Miri berkaitan dengan Bandaraya Miri sebagai “The Most Liveable Resort City”.

Kerjasama daripada semua responden untuk menjawab soalan – soalan amatlah dihargai dan didahului dengan ucapan ribuan terima kasih.



*Terima kasih.*

*Pihak Pengurusan Majlis Bandaraya Miri.*

**CUSTOMER SATISFACTION SURVEY FORM**

*This survey questionnaire forms are distributed to gather opinion and views of community on Miri City as "The Most Liveable Resort City".*

*Cooperations of all respondents in completing the survey questionnaire is greatly appreciated.*



*Thank you.*

*Management of Miri City Council.*

**BAHAGIAN 1: Sila BULATKAN nombor bagi jawapan yang dipilih.**  
**PART 1: Please CIRCLE the best corresponds to your answer for each question below.**

1	Sangat Tidak Bersetuju / <i>Strongly Disagree</i>
2	Tidak Setuju / <i>Disagree</i>
3	Setuju / <i>Agree</i>
4	Sangat Bersetuju / <i>Strongly Agree</i>

**1. Ekonomi Bandar / City Economy**

Secara umum, adakah anda berpuas hati dengan perkembangan ekonomi di Bandaraya Miri?

*Are you generally satisfied with the economic growth in Miri City?*

1	2	3	4
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**2. Kemudahan awam / Public facilities**

Secara umum, adakah anda berpuas hati dengan kemudahan awam di Bandaraya Miri?

*Are you generally satisfied with public facilities that are provided in Miri City?*

1	2	3	4
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**3. Rekabentuk bangunan dan landskap persekitaran / Building designs and surrounding landscapes**

Adakah rekabentuk bangunan dan landskap persekitaran di Bandaraya Miri secara umumnya menarik?

*Are the building designs and surrounding landscapes in Miri City generally attractive?*

1	2	3	4
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**4. Jaringan perhubungan dan pengangkutan awam / Public Transportation and Connectivity**

Secara umum, adakah anda berpuas hati dengan jaringan perhubungan dan pengangkutan awam di Bandaraya Miri?

*Are you generally satisfied with the public transportation and its connectivity in Miri City?*

1	2	3	4
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**5. Perkhidmatan dan perdagangan / Trade and Services**

**5.1** Secara umum, adakah anda berpuas hati dengan kemudahan perkhidmatan di Bandaraya Miri (contoh: UTC, Pejabat Pos, dll)?

*Are you generally satisfied with the services provided in Miri City (example: UTC, Post Office, etc)?*

1	2	3	4
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**5.2** Pada pandangan anda adakah Bandaraya Miri memberi ruang dan peluang perniagaan?

*In your opinion, generally do you think Miri City provide business opportunities?*

1	2	3	4
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**6. Kualiti Persekitaran / Environmental Quality**

Secara umum, adakah anda berpuas hati dengan kualiti persekitaran di Bandaraya Miri?

*Are you generally satisfied with the environmental quality in Miri City?*

1	2	3	4
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**7. Pelancongan dan kebudayaan / Tourism and culture**

**7.1** Secara umum, adakah anda berpuas hati dengan aktiviti pelancongan di Bandaraya Miri?

*Are you generally satisfied with the tourism activities in Miri City?*

1	2	3	4
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**7.2** Secara umum, adakah anda berpuas hati bahawa Bandaraya Miri memberi peluang kepada masyarakat setempat dalam mempromosikan budaya dan tradisi mereka?

*Are you generally satisfied that Miri City provides opportunity to local communities in promoting their cultures and traditions?*