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| **PUSAT PEMAJUAN KOMPETENSI BAHASA**  **Kod Dokumen: BR07/MBET** | Logo UPM_RGB.png |
|
|
| **BORANG MAKLUM BALAS PERKHIDMATAN PENYUNTINGAN/ PENTERJEMAHAN** |

Assalamualaikum / Salam Sejahtera / Good Day,

Klien yang dihargai,

CALC komited menyediakan perkhidmatan yang berkualiti bagi memenuhi kepuasan klien. Mohon berikan maklum balas berkaitan perkhidmatan penyuntingan/ penterjemahan yang dilaksanakan di CALC.

*Dear valued client,*

*CALC is committed in providing quality services to our clients. Please help us serve you and others better by taking a few minutes to answer the questions below.*



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| **Nama Perkhidmatan yang dinilai**  ***Name of service to be evaluated*** | | | | **: Penyuntingan / *Editing***  **Penterjemahan / *Translation*** | | | | |
|  | | | |
| **Nama Klien / *Client's Name***  **E-mel / *Email*** | | : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |  |  |  |  | |  |
| **BAHAGIAN I** | | **: MAKLUMAT KLIEN** | | |  |  |  |  | |  |
| ***PART I*** | | ***: CLIENT’S PARTICULARS*** | | |  |  |  |  | |  |
|  | | | | |  |  |  |  | |  |
| **Arahan : Sila lengkapkan maklumat diri anda.**  ***Instruction* : *Please provide your background information.*** | | | | |  |  |  |  | |  |
|  |  | | | | |  |  |  | |  |
| 1. **Kategori pemohon (status) / *Client category (status)*** | | | : Pelajar *(Student)* | | Staf *(Staff)* |  | Awam*(Public)* |  | |  |
| **2. Dari manakah anda mengetahui tentang perkhidmatan kami?**  ***How did you know about our service?***    Laman sesawang *(Website)*  Poster *( Poster )*  Risalah (*Flyer)*  Tempat Kerja (*Workplace)*  Rakan *(Friend)*  Lain-lain  *(Other)*: ………………….. | | | | | | | |  | |  |

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| **BAHAGIAN II** | **: URUSAN DI KAUNTER KHIDMAT PELANGGAN** |  |  |  |
| ***PART II*** | ***: SERVICES AT CUSTOMER SERVICE COUNTER*** |  |  |  |

**Arahan : Sila nyatakan tahap kepuasan anda terhadap perkhidmatan yang diberikan.**

***Instruction*  : *Please rate your level of satisfaction for the following services*.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** | **2** | **3** | **4** | **3** |
| **Sangat Tidak**  **Memuaskan /**  ***Very Unsatisfied*** | **Tidak**  **Memuaskan/**  ***Not Satisfied*** | **Sederhana /**  ***Moderately***  ***Satisfied*** | **Memuaskan /**  ***Satisfied*** | **Sangat**  **Memuaskan/**  ***Very Satisfied*** |

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| **Bil**  ***(No.)*** | | |  |  |  | **Perkhidmatan (*Services)*** | | | |  |  |  | **Indeks Kepuasan** |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  | ***(Satisfaction Index)*** | |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
| 1 | |  |  | Kemesraan layanan dan penggunaan bahasa | | | | | | |  | | | |  |  |
|  |  | *Courteous and friendly* | | | |  |  |  |  |  |
| 2 | |  |  | Kemahiran dan kecekapan menjalankan tugas | | | | | | |  | | | |  |  |
|  |  | *Skilful and competent* | | | | |  |  |  |  |
| 3 | |  |  | Kemampuan memberi penjelasan yang tepat | | | | | | |  | | | |  |  |
|  |  | *Clear and precise explanations* | | | | | |  |  |  |
|  |  |  |  |  | | | | | | |  |  |
| 4 | |  |  | Kebolehan memberi maklum balas dengan cepat | | | | | | |  | | | |  |  |
|  |  | dan tepat | |  |  |  |  |  |  |  |
|  |  |  |  | *Prompt and accurate response to requests* | | | | |  |  |  |  |
|  |  |  |  |  | | | | |  |  |  | | | |  |  |
|  | 5 |  |  | Kesediaan untuk membantu  *Readiness to assist* | | | | |  |  |  | | | |  |  |
|  | 6 |  |  | Kemampuan untuk memberi layanan yang adil tanpa diskriminasi  *Fair and non-discriminatory treatment* | | | | |  |  |  | | | |  |  |

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| **BAHAGIAN III** | **: KEMUDAHAN KOMUNIKASI** |  |  |  |
| ***PART III*** | ***: COMMUNICATION FACILITIES*** |  |  |  |

**Arahan : Sila nyatakan tahap kepuasan anda terhadap kemudahan komunikasi yang telah digunakan.**

***Instruction* : *Please indicate your level of satisfaction with the communication facilities used*.**

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|  | **Bil.** |  | **Kemudahan Komunikasi (*Communication Facilities)*** | **Indeks Kepuasan** |  |  |
|  | ***(No.)*** |  | ***(Satisfaction Index)*** |  |  |
|  |  |  |  |  |
|  |  |  |  |  |  |  |
|  | 1 |  | Melalui telefon  By telephone |  |  |  |
|  | 2 |  | Laman sesawang  *Web page* |  |  |  |
|  |  |  | Melalui forum rasmi seperti mesyuarat, seminar, taklimat dan sebagainya.  *Through official forums such as meeting, discussion, briefing, etc.* |  |  |  |

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|  | **BAHAGIAN IV : PENYUNTINGAN / PENTERJEMAHAN** | | | |  |
|  | ***PART IV*** | | ***: EDITING / TRANSLATION*** |  |  |
|  |  |  |  |  |  |

**Arahan : Sila nyatakan tahap kepuasan anda terhadap perkhidmatan yang diberikan.**

***Instruction* : *Please indicate your level of satisfaction with the service provided*.**

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| **Bil.**  ***(No.)*** | **Perkara (*Item)*** | **Indeks Kepuasan**  ***(Satisfaction Index)*** |
| 1 | Ketepatan Masa  *Punctuality* |  |
| 2 | Kualiti penyuntingan dan penterjemahan  *Quality of editing and translation* |  |
| 3 | Proses khidmat keseluruhan  *Entire service process* |  |
| 4 | Kadar Bayaran  *Payment Rates* |  |

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|  | **BAHAGIAN V : KOMEN / CADANGAN** | | | |  |
|  | ***PART V*** | | ***: COMMENTS / RECOMMENDATIONS*** |  |  |
|  |  |  |  |  |  |

**Sila kemukakan cadangan anda untuk membantu kami meningkatkan kualiti dalam perkhidmatan dan kemudahan pada masa akan datang.**

***Kindly give your suggestions on ways we can improve our services to serve you better in the future.***

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**TERIMA KASIH ATAS KERJASAMA ANDA**

***THANK YOU FOR YOUR KIND COOPERATION***