

MINISTRY OF INTERNATIONAL TRADE AND INDUSTRY

The MITI Statistical Services: User Satisfaction Survey 2020

Result Summary





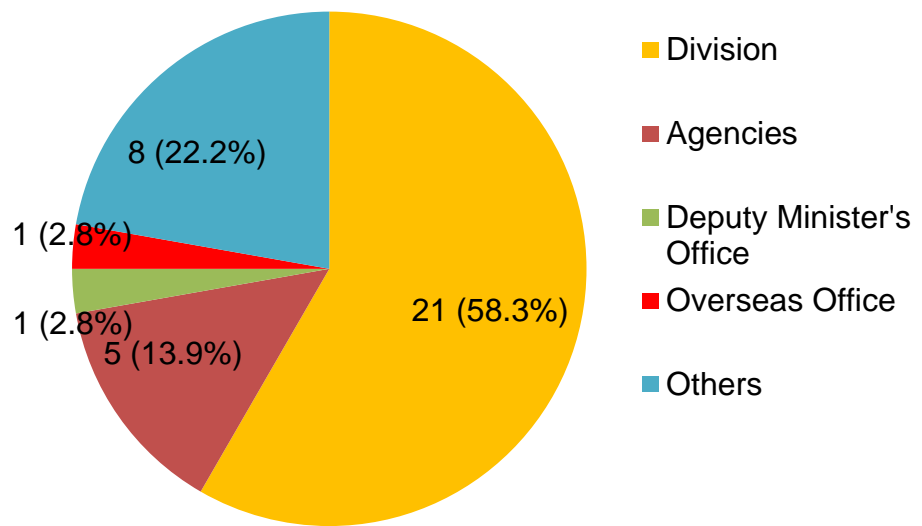
The Statistics Unit (SU), Strategic Planning Division (BPS) intends to improve upon the KPI outcome achievement on the Activity Performance Management Framework (APMF) with regards to future statistical services provided to the Ministry. Before embarking on the survey, SU had identified internal respondents who had utilized our statistical services.

We identified 100 respondents for this survey and received 36 responses. The respondents provided their feedback to the following questions.

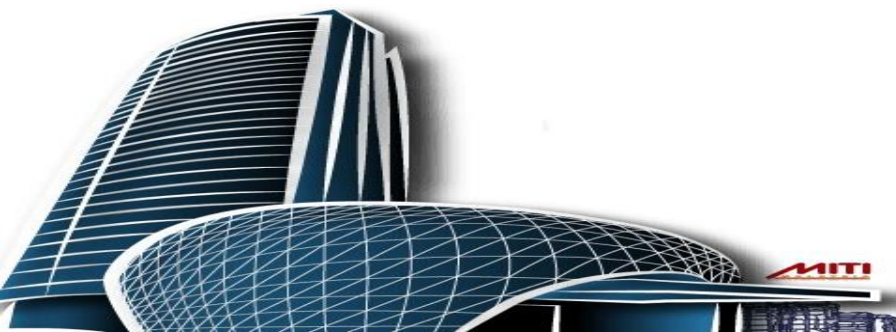
Results of the survey are as follows:



1. Please indicate your location within MITI

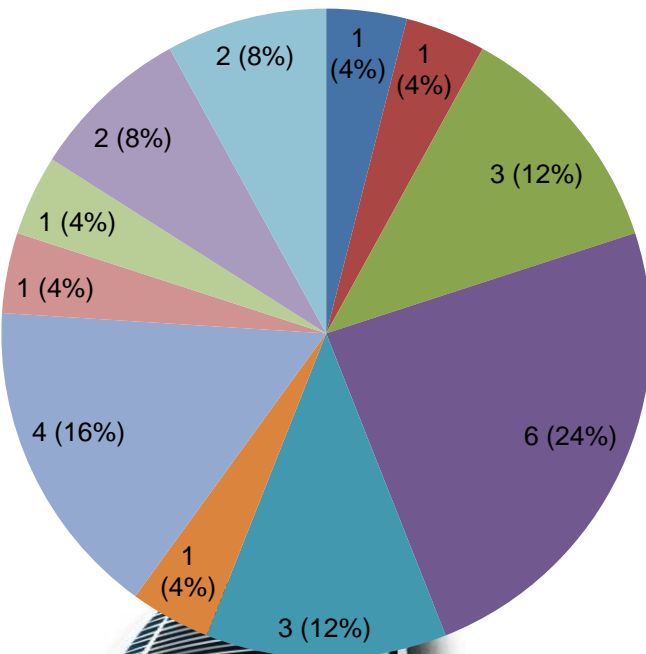


Almost 3/5 (21) of the survey respondents were located at MITI HQ, while the rest were from MITI Agencies (13.9%, 5), and Others (22.2%, 8), with one each (2.8%) from the Deputy Minister's Office and the MITI's overseas office.





2. Please indicate your division



- ASEAN Integration Economy
- Multilateral Policy and Negotiation
- Strategic Planning
- Bilateral Economy and Trade Relation
- Sectoral Policy
- Trade and Industry Related Emerging Issues
- Strategic Negotiation
- Top Management Performance Unit
- Investment Policy and Trade Facilitation
- Service Sector Development
- Strategic Trade Secretariat

A total of 17 MITI HQ responses were received from 11 divisions/unit.

- **5 divisions from the International Trade Sector (Trade)**
- **3 divisions from the Industrial Development Sector (Industry)**
- **2 division/unit from Corporate Management (CM) and;**
- **1 division from the Investment Sector.**

The top six Divisions that contributed 72% (18) responses to the survey were:

- **Bilateral Economy & Trade Relations (24%, 6)**
- **Strategic Negotiation (16%, 4).**
- **Sectoral Policy (12%, 3)**
- **Strategic Planning (12%, 3).**
- **Services Sector Development (8%, 2) and;**
- **Strategic Trade Secretariat (8%, 2).**

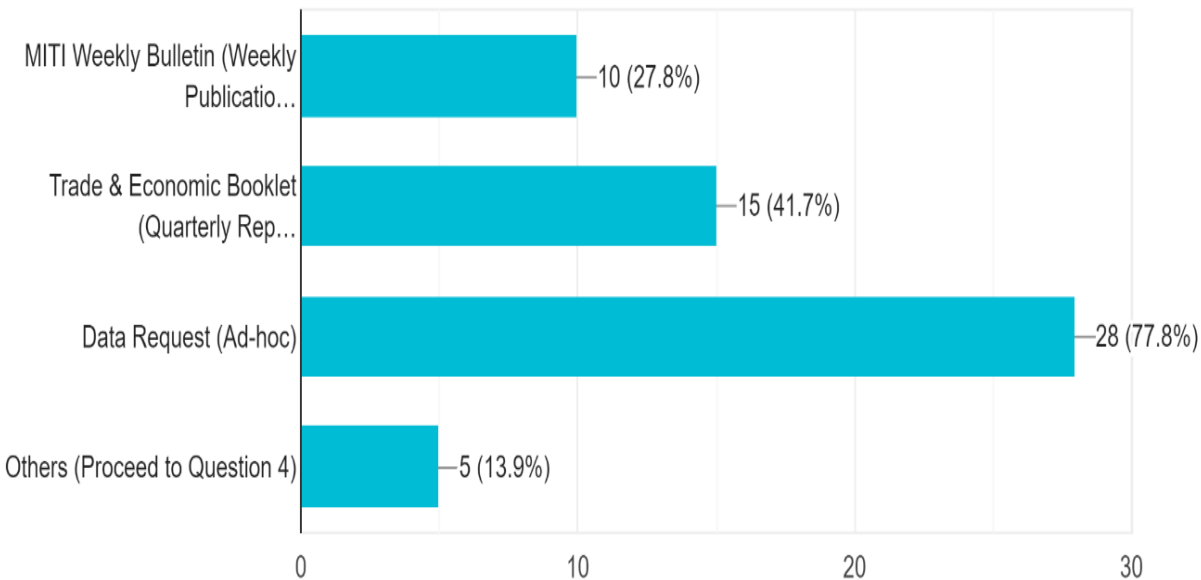
3. Which publications or services, do you frequently use?



MINISTRY OF
INTERNATIONAL TRADE AND INDUSTRY

3. Which publications or services, do you frequently use?

36 responses



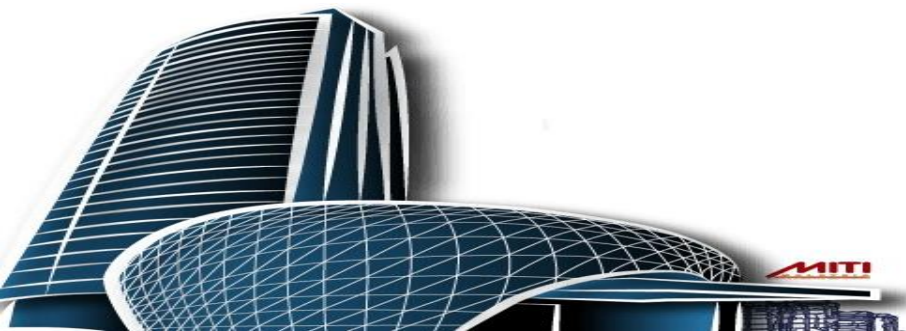
The respondents can provide multiple responses on products and services they have used. Summary of the response are as follows:

- Data Request¹ (Ad hoc) – 28
- Trade & Economic Booklet (Quarterly Report) – 15
- MITI Weekly Bulletin (Weekly Publication) – 10
- Others (Proceed to Question 4) – 5

The highest option that the respondents chose:

- ‘Data Request¹ (Ad-hoc)’ (77.8%, 28),
- ‘Trade & Economic Booklet (Quarterly Report)’ (41.7%, 15),
- ‘MITI Weekly Bulletin (Weekly Publication)’ (27.8%, 10),
- ‘Others’ (13.9%, 5).

¹ Consist of published and unpublished data. The official published data will be provided directly to users by Statistics Unit, BPS. Whereas, the data which were not published by official statistics provider will be requested from the authority such as DOSM and MIDA.



4. Kindly indicate other publications or statistical services provided by Statistics Unit, BPS

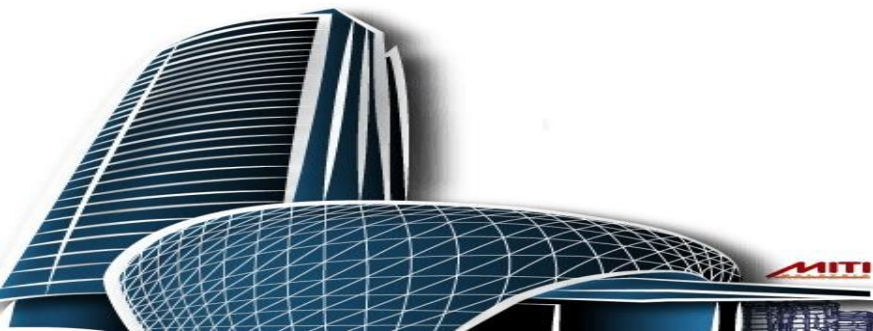


MINISTRY OF
INTERNATIONAL TRADE AND INDUSTRY

Other products/ services related to the official statistics were:

7 responses were received;

- **BOP Publication**
- **Trade data with FTA partners and countries under negotiations**
- **e-mail**
- **sector level data from DOSM**
- **Studies like IMP3 outcome etc**
- **Companies name under CMO**
- **Standard templates / MITI information for sharing during presentation to public / organization during conference**



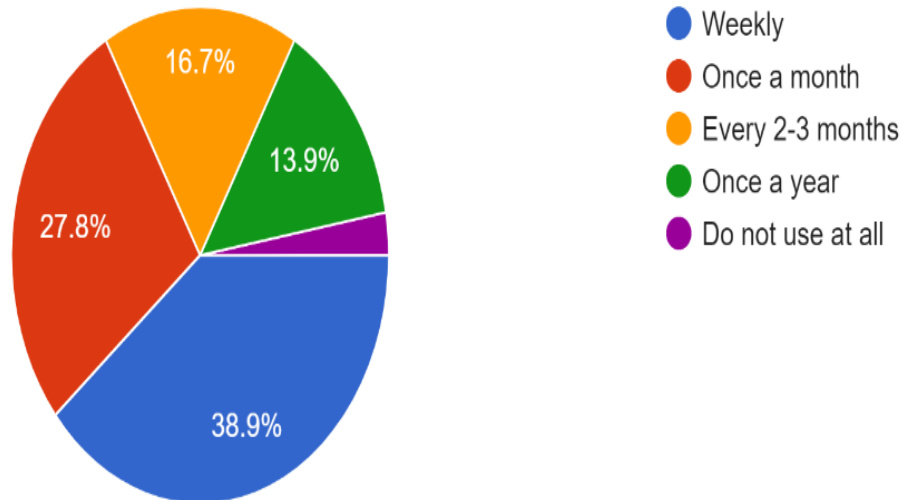
5. How often do you use the statistical publications or services?



MINISTRY OF
INTERNATIONAL TRADE AND INDUSTRY

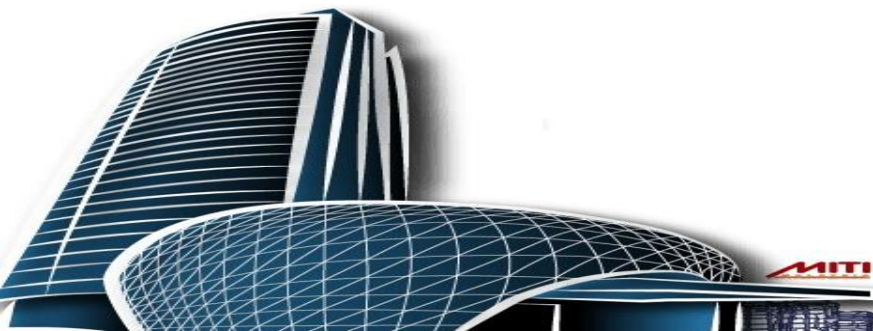
5. How often do you use statistical publications or services?

36 responses



- **38.9 % : Weekly**
- **27.8% : Once a month**
- **16.7% : Every 2-3 months**
- **13.9% : Once a year**
- **2.8% : Do not use at all**

More than one third of the respondents indicated that they use the statistical services on a 'Weekly' basis' (38.9%, 14), followed by 'Once a month' (27.8%, 10), 'Every 2-3 months' (16.7%, 6) and 'Once a year' (13.9%, 5).



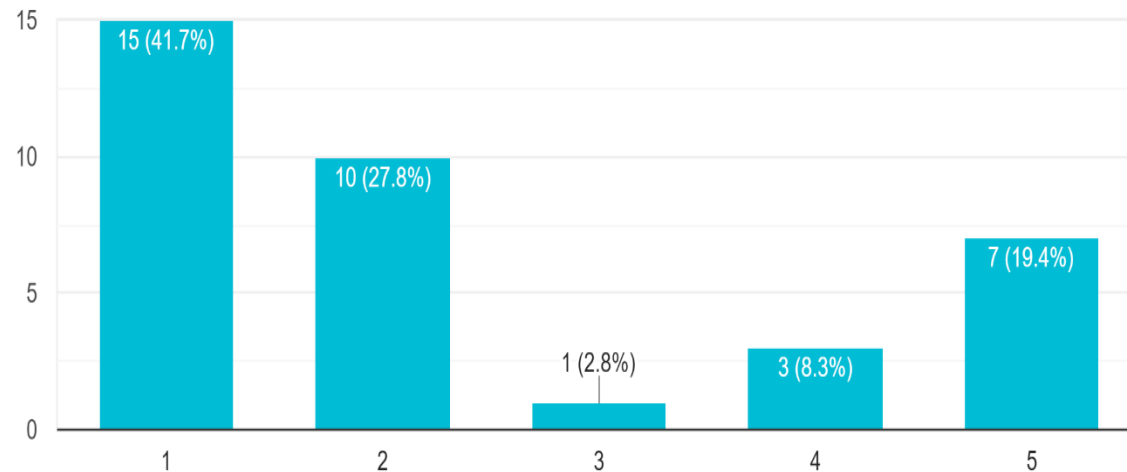
6. *The publications or services provide useful updates on Malaysia's trade, investment and industry development*



MINISTRY OF
INTERNATIONAL TRADE AND INDUSTRY

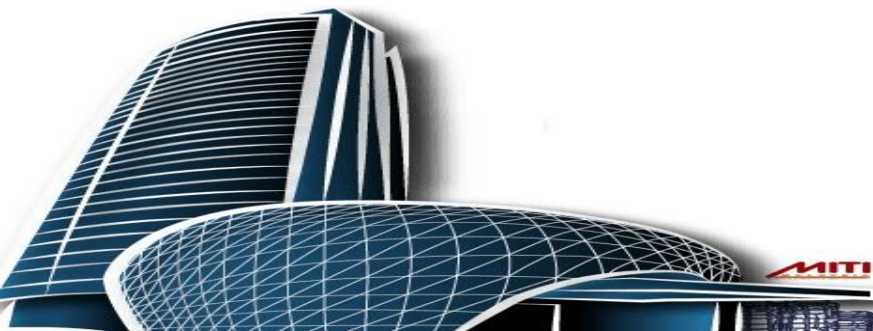
6. The publications or services provide useful updates on Malaysia's trade, investment and industry development.

36 responses



- **41.7% : Strongly Agree**
- **27.8% : Agree**
- **2.8% : Neutral**
- **8.3% : Not Agree**
- **19.4% : Strongly Disagree**

Almost 7/10 of the respondents agreed that the publications or services provides useful updates on the country's trade, investment and industry development. This was followed by 27.7% disagreeing with the statement.



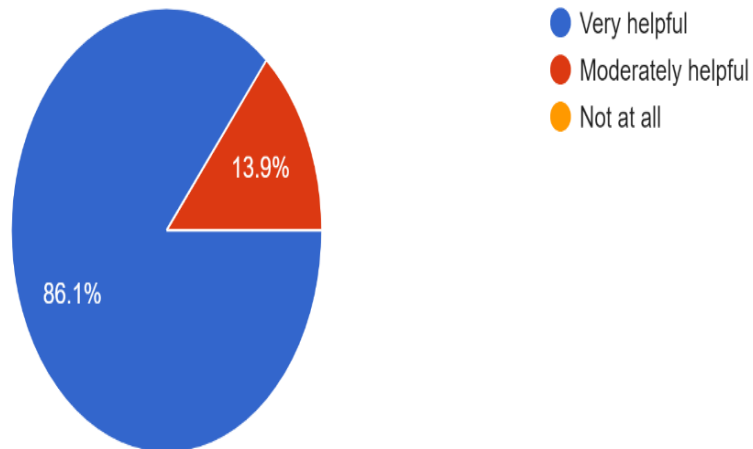
7. How helpful are our publications or services in assisting you with your daily work, decision or policymaking?



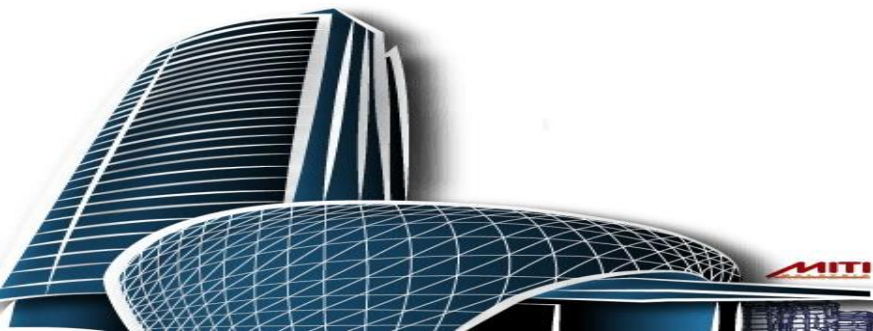
MINISTRY OF
INTERNATIONAL TRADE AND INDUSTRY

7. How helpful are our publications or services in assisting you with your daily work, decision or policymaking?
36 responses

- 86.1% : Very helpful
- 13.9% : Moderately helpful



More than 4/5 (31) of the respondents chose option 'Very helpful' (86.1%), while only 5 (13.9%) respondents felt that services provided were only 'moderately helpful'.

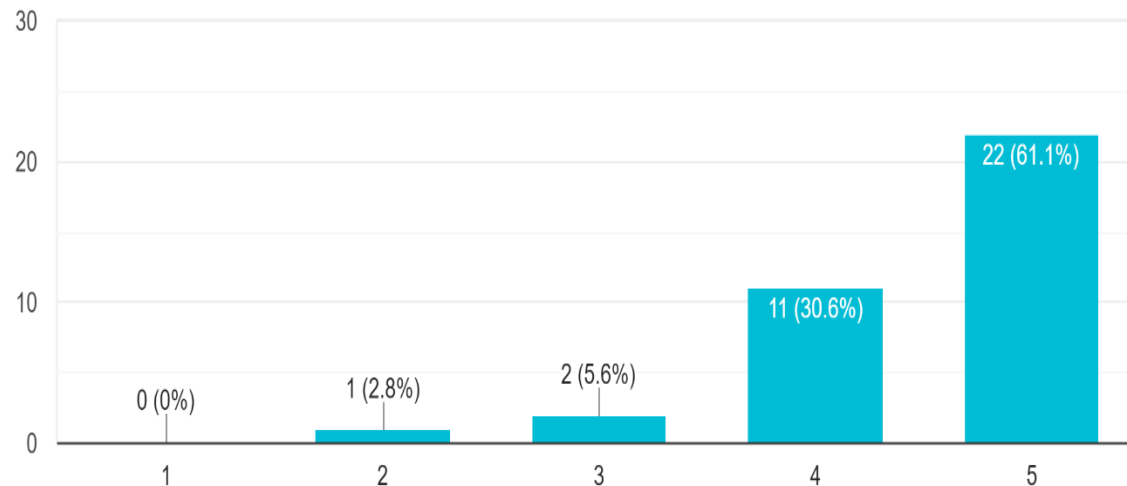




8. How likely is it that you would recommend our publications or services to others?

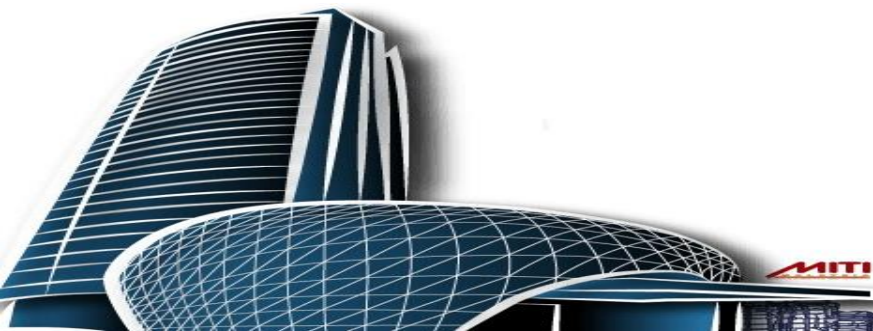
8. How likely is it that you would recommend our publications or services to others?

36 responses



- **61.1% : Extremely likely**
- **30.6% : Likely**
- **5.6% : Neutral**
- **2.8% : Not likely**

Almost two third of the respondents (22) have selected option 'Extremely likely' to recommend our publications or services to others (61.1%), while 30.6% (11) chose 'Likely', and 5.6% (2) stood 'Neutral', respectively, with only one respondent choosing 'Not likely' (2.8%).



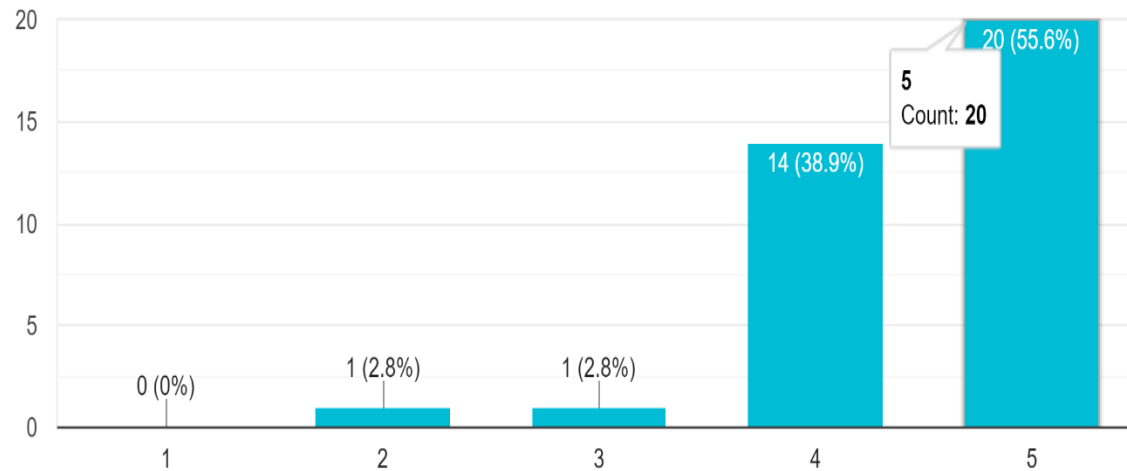
9. Please rate your satisfaction level on a rating scale of 1-5, where 1 is 'not at all satisfied' and 5 is 'very satisfied' with our publications/services.



MINISTRY OF
INTERNATIONAL TRADE AND INDUSTRY

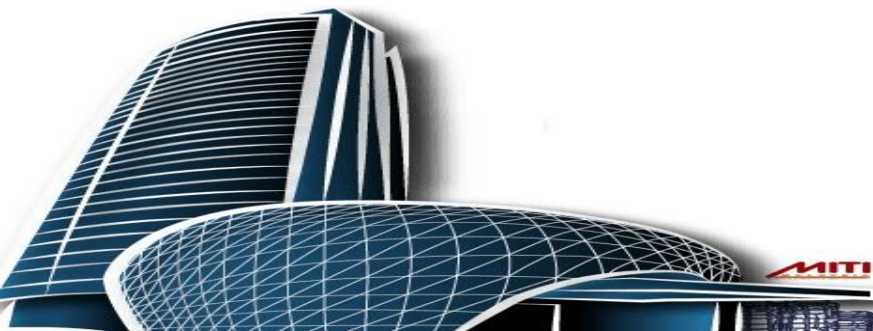
9. Please rate your satisfaction level on a rating scale of 1-5, where 1 is 'not at all satisfied' and 5 is 'very satisfied' with our publications/services.

36 responses



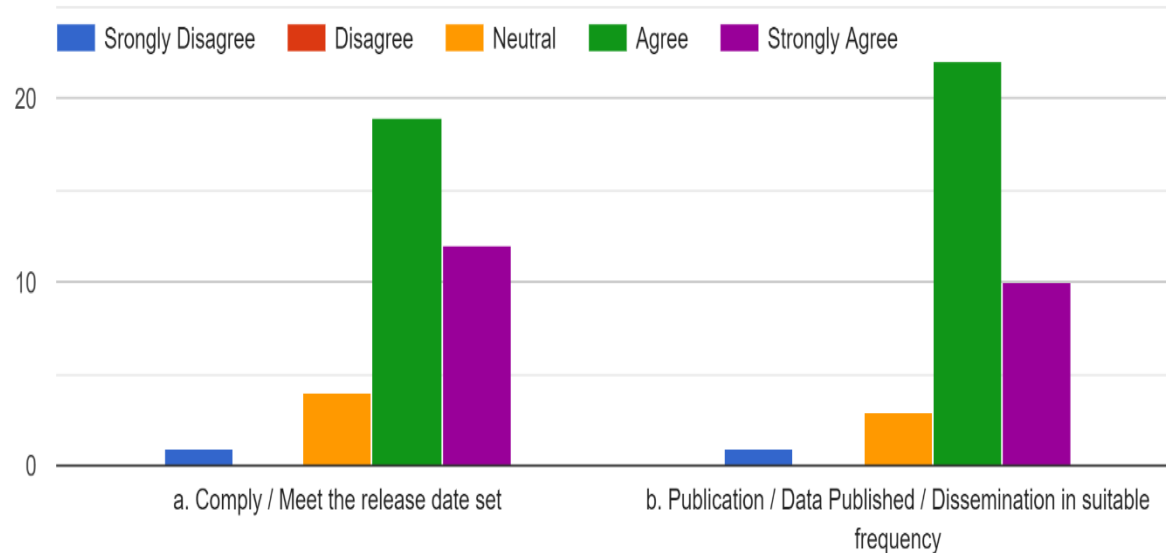
- **55.6% : Very satisfied**
- **38.9% : Satisfied**
- **2.8% : Moderately satisfied**
- **2.8% : Not satisfied**

More than 9/10 of the respondents were 'Very satisfied' and 'Satisfied' with the publications/services, (94.5%, 34), while 2.8% (1) were 'Moderately satisfied' and 'Not satisfied', respectively.



10. Timeliness of our publications or services

10. Timeliness of our publications or services

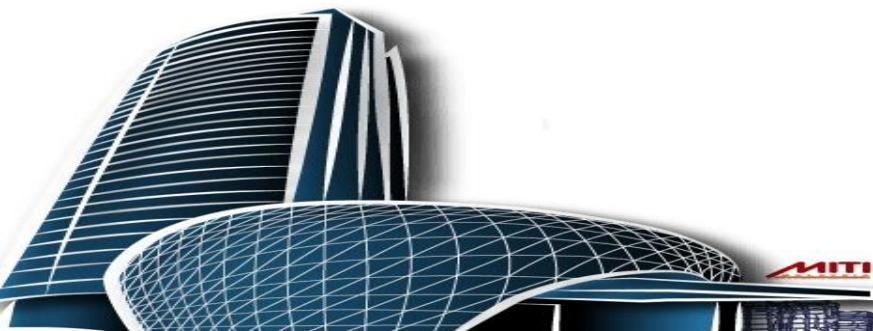


a. Comply / Meet the release data set

Over 4/5 of the respondents chose 'Strongly Agree' and 'Agree' that 'timeliness of our publications or services comply / meet the release date set' (86.1%, 31), while 11.1% (4) were neutral and one respondent (2.8%) strongly disagreed.

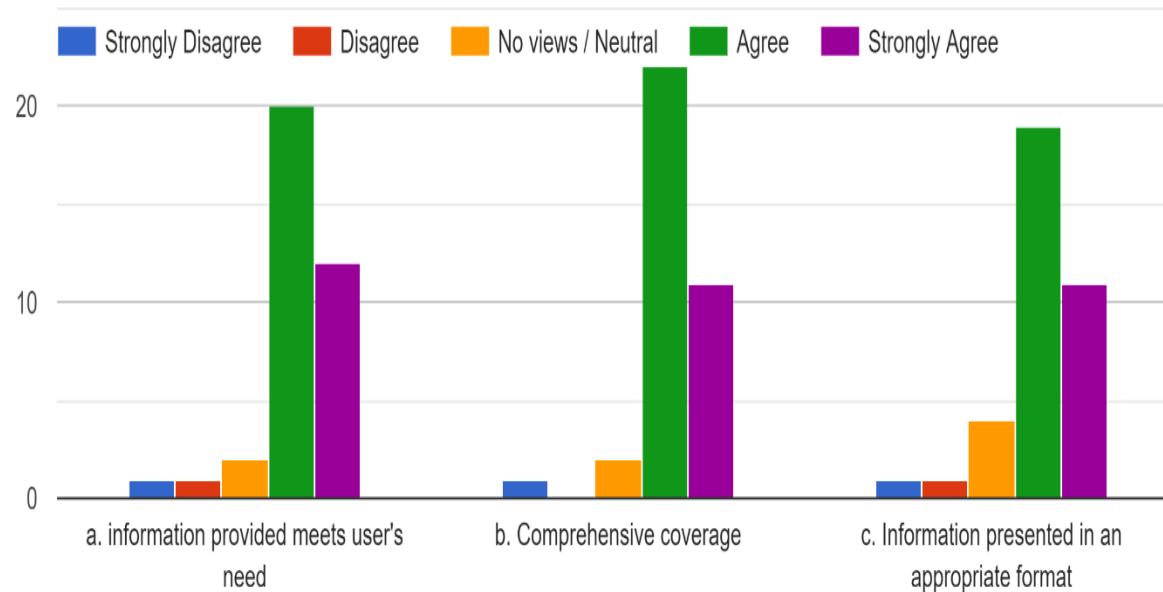
b. Publication / Data Published / Dissemination in suitable frequency

32 of the respondents chose 'Strongly Agree' and 'Agree' regarding the Timeliness of Publication / Data Published / Dissemination in suitable frequency (88.9%), whereas 8.3% (3) were 'Neutral' and one respondent 'Strongly Disagreed' (2.8%).



11. Quality of our publications/ services

11. Quality of our publications/ services



a. Information provided meets user's need

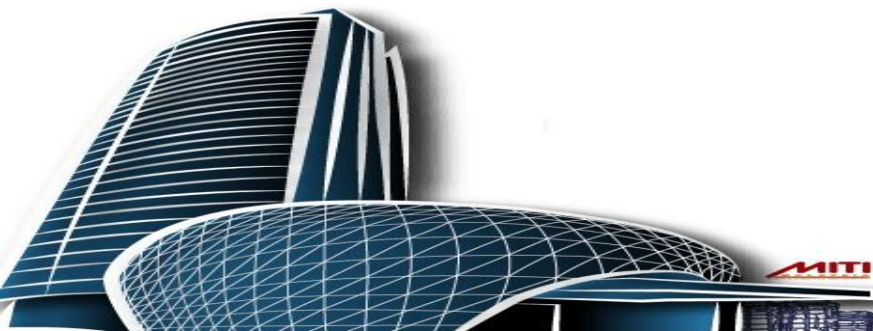
More than 4/5 of the respondents 'Strongly Agree' and 'Agree' that the 'information provided meets user's need' in evaluating the quality of our publications / services (88.9%, 32), and 2 (5.5%) chose Neutral. The remaining two respondent, each chose 'Disagree' and 'Strongly Disagree', respectively (2.8%, 1).

b. Comprehensive coverage

More than 9/10 of the respondents chose 'Strongly Agree' and 'Agree' for 'Comprehensive coverage' (91.7%, 31), while 5.5% (2) rated 'Neutral' and one respondent chose 'Strongly Disagree' (2.8%).

c. Information presented in an appropriate format

More than 4/5 of the respondents rated 'Strongly Agree' and 'Agree' on 'Information presented in an appropriate format' (30), while 11.1% (4) were 'Neutral'. The remaining two respondents selected each 'Disagree' and 'Strongly Disagree', respectively (2.8%, 1).

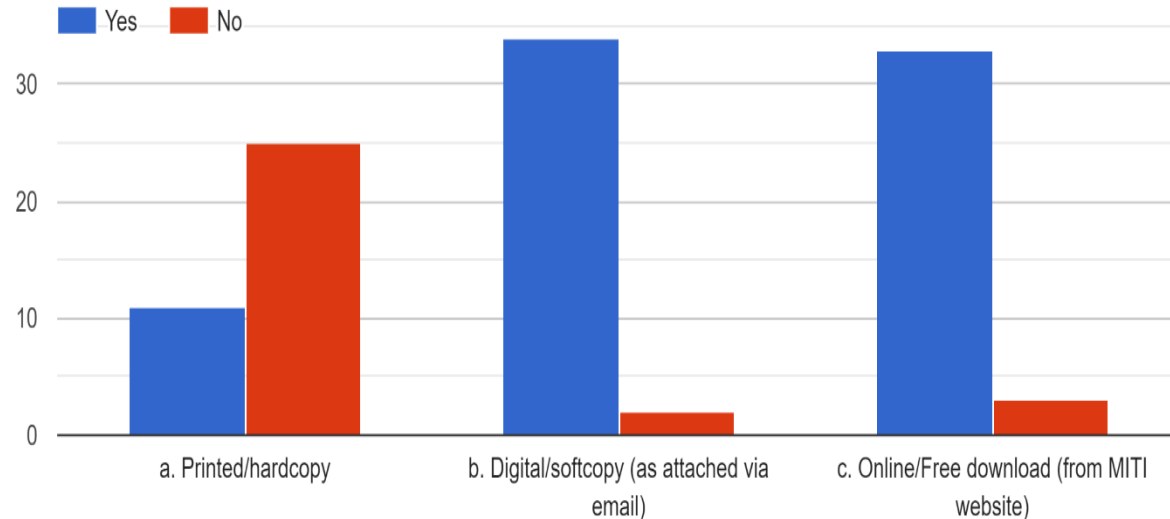


12. What is your official statistics method of dissemination?



MINISTRY OF
INTERNATIONAL TRADE AND INDUSTRY

12. What is your official statistics method of dissemination?



a. Printed / hardcopy

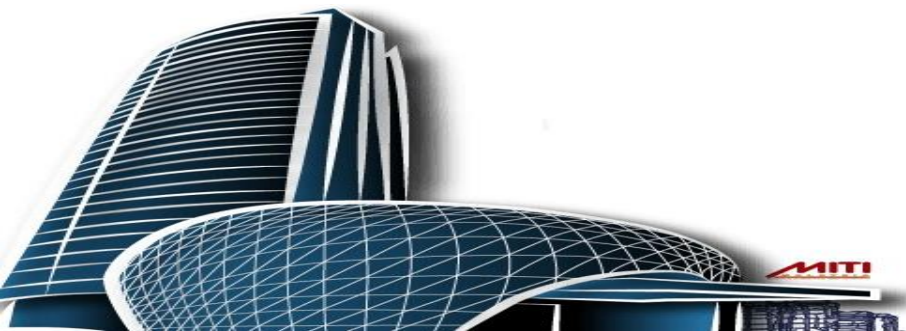
Only 11 respondents chose 'Yes' (30.6%) in preferring printed / hardcopy, while 25 respondents chose 'No' (69.4%).

b. Digital / softcopy (as attached via email)

34 respondents (94.4%) favoured Digital/softcopy (as attached via email), whereas 2 respondents (5.6%) picked 'No'.

c. Online / Free download (from MITI website)

33 respondents (91.7%) chose 'Yes' Online / free download (from MITI website), while 3 respondents (8.3%) selected 'No'.



13. Please provide your comments or recommendations towards improving our statistical publication or services



MINISTRY OF
INTERNATIONAL TRADE AND INDUSTRY

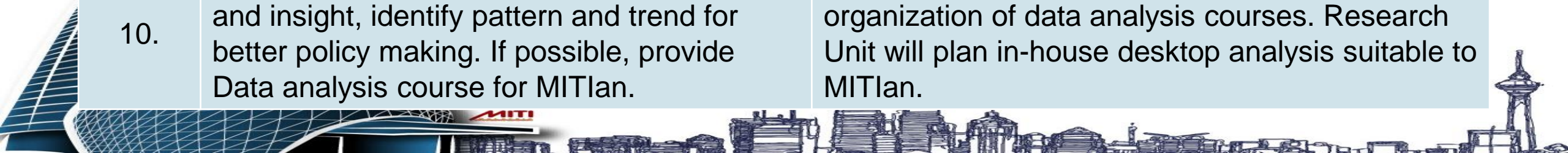
No	Comments/ recommendations	Remarks/Proposed response
A	Dissemination of data / information	
1.	It must be user friendly and coverage spread to be up to trend. Pls use social media widely - twitter, FB.	Stats Unit will enhance collaboration with Corporate Communication Unit with regards to disseminating information via all MITI social media channels.
2.	Suggest the Trade and Economic Related Stats shared via email to all MITI officers.	To email T&E publication softcopy to all MITI officer.
3.	Some of the data when it is not available, pls inform in the email.	Stats Unit always notify the availability of the data via email or other mediums.
4.	To send notification to requester once report is ready to download.	Stats Unit always notify the readiness of the information via email or other mediums.
5.	To continue feeding valuable info in weekly basis.	To email MWB publication to all MITI officer if necessary.
6.	MITI can announce (provide link) via Facebook or other social media as MITI is the center of gov through CIMS during MCO/EMCO/TEMCO.	Stats Unit will enhance collaboration with UKS regarding dissemination of information via all MITI social media.

13. Please provide your comments or recommendations towards improving our statistical publication or services



MINISTRY OF
INTERNATIONAL TRADE AND INDUSTRY

No	Comments/ recommendations	Remarks/Proposed response
B	Data presentation / delivery	
7.	The data provided should include both MYR and USD, should also indicate the exchange rate used at the point of time.	The information of exchange rate conversion will be provided upon request.
8.	Prompt data is important.	Stats Unit will attend all query once receive it. If it involved unpublished data, then Stats Unit will requested it to DOSM and subjected to availability. Stats Unit will updates on status request on timely manner.
9.	Should be more proactive in users' requests and to assist in providing analytical assessment on the statistics provided.	Stats Unit always shares analytical write-up related to the requested data if available and appropriate.
10.	To transform raw data to useful information and insight, identify pattern and trend for better policy making. If possible, provide Data analysis course for MITIlan.	Stats Unit will liaise with DOSM on the organization of data analysis courses. Research Unit will plan in-house desktop analysis suitable to MITIlan.

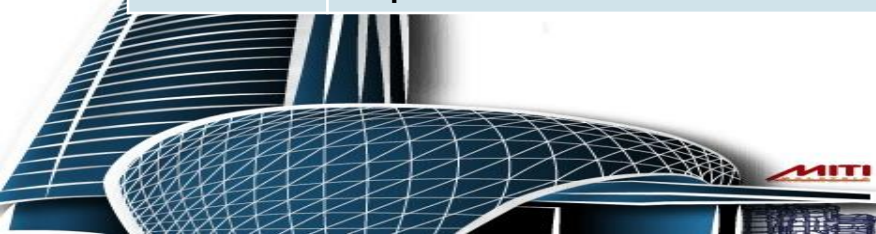


13. Please provide your comments or recommendations towards improving our statistical publication or services



MINISTRY OF
INTERNATIONAL TRADE AND INDUSTRY

No	Comments/ recommendations	Remarks/Proposed response
B	Data presentation / delivery	
11.	Data submitted should be verified, formatted, explained - to avoid resubmission of data due to mistakes, no clarification and no explanation. Stats should be able to assist Divisions in MITI in terms of analysis based on the data requested.	Research and Stat Units will be in the loop if certain data request need analysis and interpretation assistance.
C	Special data request	
12.	More database for emerging services subsector needs to be established in collaboration with DOSM.	Stats Unit always established the collaboration with DOSM especially regarding unpublished data.
13.	Please provide stats on shipbuilding ship repair and rail.	Stats Unit will facilitate the data/ information upon request with DOSM.



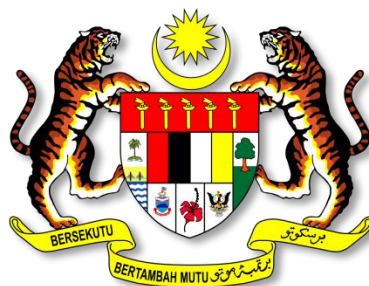
13. Please provide your comments or recommendations towards improving our statistical publication or services



MINISTRY OF
INTERNATIONAL TRADE AND INDUSTRY

No	Comments/ recommendations	Remarks/Proposed response
C	Special data request	
14.	Data on specific / niche industry that manufacture or export strategic items.	Stats Unit will furnish the data/ information upon request with DOSM. Research Unit will be working with DOSM on getting access to unpublished data. New emerging merchandizes that led to small potential industries usually clustered with standard MSIC classification.
D	Proposed staff addition	
15.	Stats Unit should be strengthened by allocating additional man power given the cruciality of the role played by them. Officers from the unit should get involved in actual negotiations directly so that timely guidance could be given to negotiating team.	Likewise, Research and Stats Unit will increase communication and knowledge so that we can reach out to all division.





MINISTRY OF INTERNATIONAL TRADE AND INDUSTRY

Thank You



MENARA MITI

No. 7, Jalan Sultan Haji Ahmad Shah, 50480 Kuala Lumpur, Malaysia
Tel: 603-8000 8000 | Fax: 603-6206 4693 | Email: webmiti@miti.gov.my | Website: www.miti.gov.my