



MINISTRY OF TOURISM, ARTS & CULTURE
MALAYSIA

CUSTOMER SATISFACTION SURVEY

Dear Guest,

Welcome to Malaysia and thank you for choosing our Malaysia Homestay Experience Program as your holiday experience. We would appreciate if you could share your views on your holiday at our homestay.

Name : _____ Age: _____
Gender: _____ Country of origin: _____
Email: _____ Mobile: _____
Homestay Venue: _____ Date: _____

Please share your views according to your experience at our homestay.

A. SERVICES

	Very Poor	Poor	Moderate	Good	Excellent
1. Efficiency of host	1	2	3	4	5
2. Courtesy & helpfulness	1	2	3	4	5
3. Communication	1	2	3	4	5
4. Food & Beverage	1	2	3	4	5
5. Package / Activities	1	2	3	4	5

B. FACILITIES

	Very Poor	Poor	Moderate	Good	Excellent
1. Accommodation / Room	1	2	3	4	5
2. Accessibility	1	2	3	4	5
3. Cleanliness	1	2	3	4	5
4. Safety and security	1	2	3	4	5

C. PROMOTIONS

I know about Malaysia Homestay Experience from:

- | | |
|---|---|
| <input type="checkbox"/> Internet / Website | <input type="checkbox"/> Social Network: Facebook / Twitter / Instagram |
| <input type="checkbox"/> Mobile: SMS/MMS | <input type="checkbox"/> Brochure / Billboard / Newspaper |
| <input type="checkbox"/> Radio / TV | <input type="checkbox"/> Travel Agency |
| <input type="checkbox"/> Family / Friends | <input type="checkbox"/> Others, please specify: _____ |

D. OVERALL

- | | | |
|--|--------------------------|--------------------------|
| | YES | NO |
| 1. Would you come again to our homestay? | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Would you recommend our homestay to others? | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Did you encounter any problem during your stay?
If yes, please specify | | |
| 4. Suggestions to improve our homestay experience:
..... | | |



KEMENTERIAN PELANCONGAN, SENI DAN BUDAYA
MALAYSIA

KAJIAN KEPUASAN PELANGGAN

Tetamu yang dihormati,

Selamat datang ke Malaysia, terima kasih kerana telah memilih Program Pengalaman Homestay Malaysia sebagai destinasi percutian pengalaman anda. Kami amat menghargai sekiranya anda dapat berkongsi pandangan mengenai percutian anda di Homestay/Kampungstay.

Nama : _____ Umur: _____
 Jantina: _____ Negeri Asal: _____
 Email : _____ Telefon (h/p): _____
 Lokasi Homestay: _____ Tarikh: _____

Sila berkongsi pandangan mengenai percutian pengalaman anda di Homestay/Kampungstay.

A. PERKHIDMATAN

	Tidak Memuaskan	Kurang Memuaskan	Memuaskan	Baik	Sangat Baik
1 Layanan Tuan Rumah	1	2	3	4	5
2 Kesopanan	1	2	3	4	5
3 Komunikasi	1	2	3	4	5
4 Makanan & Minuman	1	2	3	4	5
5 Pakej / Aktiviti	1	2	3	4	5

B. KEMUDAHAN

	Tidak Memuaskan	Kurang Memuaskan	Memuaskan	Baik	Sangat Baik
1 Tempat Tinggal / Bilik	1	2	3	4	5
2 Kemudahsampaian	1	2	3	4	5
3 Kebersihan	1	2	3	4	5
4 Keselamatan	1	2	3	4	5

C. PROMOSI : Saya mengetahui mengenai Program Pengalaman Homestay Malaysia melalui:

- | | |
|---|---|
| <input type="checkbox"/> Internet / Laman Web | <input type="checkbox"/> Rangkaian Sosial: Facebook / Twitter |
| <input type="checkbox"/> Mobil : SMS/MMS | <input type="checkbox"/> Broshur / Billboard / Surat Khabar |
| <input type="checkbox"/> Radio / TV | <input type="checkbox"/> Agensi Pelancongan |
| <input type="checkbox"/> Keluarga / Sahabat | <input type="checkbox"/> Lain-lain, sila nyatakan: _____ |

D. KESELURUHAN

- | 1. Adakah anda akan berkunjung lagi ke Homestay? | <table border="1"> <tr> <th colspan="2">YA TIDAK</th> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table> | YA TIDAK | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|--|--|--------------------------|--|--------------------------|--------------------------|--------------------------|--------------------------|
| YA TIDAK | | | | | | | |
| <input type="checkbox"/> | | <input type="checkbox"/> | | | | | |
| <input type="checkbox"/> | <input type="checkbox"/> | | | | | | |
| 2. Adakah anda akan memperkenalkan Homestay ini kepada yang lain? | | | | | | | |
| 3. Adakah anda berhadapan dengan masalah sepanjang menginap di Homestay?
Jika ya, sila nyatakan | | | | | | | |
| 5. Cadangan untuk meningkatkan pengalaman Homestay/ Kampungstay.....
..... | | | | | | | |