



**LEMBAGA AIR SIBU  
BORANG SOALSELIDIK**

Para pelanggan yang dihormati,

- 1) Dalam usaha untuk meningkatkan mutu perkhidmatan Lembaga Air SibU, pihak kami berharap agar pihak tuan/puan dapat meluangkan sedikit masa untuk mengisi Borang Soalselidik ini.
- 2) Sila tandakan ( X ) dalam petak yang telah disediakan.
- 3) Sila kembalikan borang soalselidik yang telah lengkap diisi ke dalam peti yang telah disediakan di tempat seperti berikut;
  - i) Kaunter Pertanyaan, Lembaga Air SibU, KM5, Jalan Salim, SibU
  - ii) Kaunter, SESCO, Jalan Dewan Suarah, SibU
  - iii) Kaunter, Pejabat Pos Besar, Jln. Kpg Nyabor, SibU
  - iv) Kaunter, Pejabat Pos Mini Farley, Jalan Salim, SibU
  - v) Kaunter, Pejabat Pos Mini SibU Jaya, SibU
- 4) **Cenderahati** akan dihantar kepada sesiapa yang mengembalikan borang yang telah lengkap diisi pada atau sebelum **31 Disember 2013**.

---

**Billing and Delivery ( Pengebilan dan Penghantaran )**

1. Water bills are cheaper than that of the telephone and electricity, what is your personal opinion on the water tariff rate?

*Bil air adalah lebih murah daripada bil Telekom dan bil SESCO, apakah pandangan anda terhadap kadar tariff air?*

- Cheap / Murah
- Fair / Sederhana
- Expensive / Mahal

2. Have you experienced the following billing and delivery problems?

*Pernahkah anda mengalami masalah pengebilan dan penghantaran seperti berikut?*

		Frequency in a year / <i>Kekerapan dalam 1 tahun</i>			
		1× - 2×	3× - 5×	>5×	Never <i>/tidak perna h</i>
(a)	Bill not placed in the letter box <i>Bil tidak disimpan di dalam peti surat</i>				
	Non-delivery of bill <i>Bil tidak dihantar</i>				
	Incorrect reading <i>Bacaan tidak betul</i>				
	Late delivery <i>Penghantaran lewat</i>				

--	--	--	--	--	--

3. Can you anticipate the next water bill delivery date?  
*Dapatkah anda menjangkakan tarikh bil air yang akan datang?*

Yes / *Da*

No / *Tidak dapat*

4. How do you find the attitude of our Meter Reader?  
*Bagaimanakah pandangan anda terhadap kelakuan pembaca meter kami?*

Satisfi ed <i>Puas Hati</i>	Fai r <i>Sed erh ana</i>	Unsati sfied <i>Tidak puas hati</i>

If unsatisfied, please state incident:

*Jika tidak puas hati, sila nyatakan kejadian tersebut:*

---



---

5. Do you know that we are providing facilities for payment such as:  
*Adakah anda mengetahui terdapat perkhidmatan pembayaran seperti berikut:*

- (a) Autopay (Credit Card) / *Bayaran auto (kad kredit)* Yes  *a* No
- Tidak*
- (b) [www.PayBillsMalaysia.com.my](http://www.PayBillsMalaysia.com.my) Yes  *a* No
- Tidak*
- (c) Sistem Bayaran Bill Setempat (SBBS) Counters Yes  *a* No
- Tidak*

**Production and Distribution ( *Pengeluaran dan Sistem Pengagihan* )**

6. Have you encountered the following water supply problem?  
*Pernahkah anda mengalami masalah bekalan air berikut?*

		Frequency / <i>Kekerapan</i>			
		Almost daily <i>Hampir setiap hari</i>	Several times in a month <i>Beberapa kali dalam sebulan</i>	Infreque nt Sekali sekala	Never <i>Tidak Pernah</i>
	Coloured water <i>Air berwarna</i>				
	Smelly water				

	<i>Air berbau</i>				
	Low water pressure <i>Tekanan air rendah</i>				

If frequently, please state the time of occurrence of each category.

*Jika kekerapan adalah tinggi, sila nyatakan masa berlaku bagi tiap-tiap kategori :*

---



---

7. The average numbers of water supply interruption at my premises in a year is :

*Purata bilangan gangguan bekalan air di tempat saya dalam tempoh satu tahun adalah :*

Never / Tidak pernah

3-7 times / 3-7 kali

1-3 times / 1-3 kali

>7 times / > 7 kali

**Customer Service ( Perkhidmatan Pelanggan )**

8. The Customer Services provided at SibU Water Board's counters, Jalan Salim, SibU are :

*Perkhidmatan Pelanggan yang diberikan di kaunter Lembaga Air SibU, Jalan Salim, SibU adalah :*

		Satisfied <i>Puas Hati</i>	Fair <i>Seadanya</i>	Unsatisfied <i>Tidak puas hati</i>
	Cashier <i>Kaunter Pembayaran</i>			
	Customer Service Counter <i>Kaunter Perkhidmatan Pelanggan</i>			

If unsatisfied, please state the incident :

*Jika tidak puas hati, sila nyatakan kejadian tersebut :*

---



---

9. How do you find the performance of telephone receptionist of SibU Water Board?  
*Bagaimana pandangan anda terhadap operator telefon Lembaga Air SibU?*

		Satisfied <i>Puas Hati</i>	Fair <i>Sederhana</i>	Unsatisfied <i>Tidak puas hati</i>
	General line / <i>Talian am</i> (084-211001)			
	Hot line / <i>Talian Talikhidmat</i> (084-216311)			

If unsatisfied, please state the incident:

*Jika tidak puas hati, sila nyatakan kejadian tersebut :*

---



---

10. How do you find the attitude of SibU Water Board's staff?  
*Bagaimana pandangan anda terhadap kelakuan kakitangan Lembaga Air SibU?*

	Attitude / <i>Kelakuan</i>	Office staff <i>Pekerja pejabat</i>	Counter staff <i>Pekerja kaunter</i>	Field staff <i>Staf bertugas di luar pejabat</i>
	Helpful / <i>Sedia membantu</i>			
	Courteous / <i>Sangat bersopan</i>			
	Not Helpful / <i>Tidak sedia membantu</i>			
	Rude / <i>Tidak bersopan</i>			

--	--	--	--	--

If rude or not helpful, please state the incident:

Jika tidak bersopan atau tidak sedia membantu, sila nyatakan kejadian tersebut:

---



---

11. If you have made any complaint to SWB, how do you find the respond time and feedback system?

*Jika anda pernah membuat aduan kepada LAS, bagaimana pandangan anda berkenaan dengan masa tindakan diambil dan sistem maklumbalas?*

**Response taken / Tindakan diambil**

Satisfi ed <i>Puas Hati</i>	Fai r <i>Sed erh ana</i>	Unsati sfied <i>Tidak puas hati</i>

If unsatisfied, please state the incident:

*Jika tidak puas hati, sila nyatakan kejadian tersebut:*

---



---

**Feedback system / Sistem Maklumbalas**

Satisfi ed <i>Puas Hati</i>	Fai r <i>Sed erh ana</i>	Unsati sfied <i>Tidak puas hati</i>

If unsatisfied, please state the incident:

*Jika tidak puas hati, sila nyatakan kejadian tersebut:*

---



---

**General (Am)**

12. Do you know that the customer is responsible for the damages or loss to the water meter?

*Tahukah anda, kehilangan atau kerosakan meter air adalah tanggungjawab bagi pelanggan?*

Yes/ *Ta*

No / *Tida*  *ahu*

*Note: With reference to The Water Supply Regulations, 1995, Regulation 84 (1), Ever meter and sub-meter shall be supplied on hire, fixed and maintained by a water supply authority and shall remain its property, but the customer shall be solely responsible for the safe custody of the meter whilst it is fixed on the service pipe supplying his premises with water and shall take any action necessary for its protection.*

13. Do you observe sufficient warning and safety signages being displayed when SWB carries out excavation work at the site?

*Adakah anda mendapati tanda amaran keselamatan yang mencukupi apabila pihak LAS menjalankan kerja di tempat awam?*

Yes/ *Ada*

No / *Tidak*

If no, please state the incident:

*Jika tidak, sila nyatakan kejadian tersebut:*

---

---

---

14. If you have engaged any licensed pipe fitter or plumber, are you happy with their services?

*Jika anda pernah mengupah tukang paip berlesen, adakah anda berpuas hati dengan perkhidmatan mereka?*

Yes/ *Puas*  *Hati*

No / *Tidak*  *Puas* *Hati*

If no, please comment:

*Jika tidak puas hati, sila nyatakan:*

---

---

---

15. Are you informed in advance of any scheduled interruption of water supply at your area?

*Adakah anda dimaklumkan terlebih dahulu jika ada gangguan bekalan air di kawasan anda?*

Yes / *Ya*

No / *Tidak*

If yes, please indicate through which media?

*Jika ya, sila tandakan melalui media apa?*

SMS

Newspaper / *Surat*  *abar*

Radio

Telephone / *Telefon*

Letter / *Surat*

Others / *Lain-lain*

(Please specify / *Sila nyatakan*)

---

16. Are you aware of the existing of the following services provided by SWB?

*Adakah anda mengetahui kewujudan perkhidmatan yang disediakan oleh pihak LAS?*

- (a) Website / Laman Sesawang ([www.swb.gov.my](http://www.swb.gov.my))      Yes  Ya      No
- Tidak*
- (b) Hotline / Talian Talikhidmat (084-216311)      Yes / Ya       No / Tidak
- (c) SMS (36828)      Yes / Ya       No / Tidak
- (d) Hotline (Mobile) / Talian Talikhidmat (Bimbit)      Yes / Ya       No / Tidak
- (013-8186311)

17. What are your views on the facilities available at the our office as follows?

*Apakah pandangan anda terhadap kemudahan yang disediakan diPejabat kami seperti berikut?*

		Satisfied <i>Puas Hati</i>	Fair <i>Sederhana</i>	Unsatisfied <i>Tidak puas hati</i>
	Parking Lots <i>Tempat Letak Kereta</i>			
	Public Toilets <i>Tandas Awam</i>			
	Canteen <i>Kantin</i>			
	Landscaping <i>Landskap</i>			

If unsatisfied, please give comments:

*Jika tidak puas hati, sila nyatakan komen anda:*

---



---

*Thank you for your time!*

SWB Consumer

Account No. : \_\_\_\_\_

Handphone No. : \_\_\_\_\_

Name : \_\_\_\_\_

Telephone No. : \_\_\_\_\_ (H)

Address : \_\_\_\_\_

\_\_\_\_\_ (O)

\_\_\_\_\_

Email Address : \_\_\_\_\_

\_\_\_\_\_

Signature : \_\_\_\_\_

Date : \_\_\_\_\_