Comparison of Customer Satisfaction Survey Results - 2025

How satisfied are you?	Satisfaction rate	
	2024	2025
1. Information about PT Scheme	100.0	81.0
2. Timely Receipt of Documents	96.4	75.0
3. Handling of PT item	96.4	92.0
4. Technical knowledge of PT Co-ordinator	92.9	77.0
5. Timely delivery of PT Item	92.9	82.0
6. Timely delivery of Final Report	100.0	87.0
7. Quality of Final Report	92.9	82.0
8. Behavior of Staff	96.4	81.0
9. Overall time take PT cycle	92.9	78.0
	96.0	**81.6**

