



**INTERNAL AUDIT UNIT  
TUN HUSSEIN ONN UNIVERSITY OF  
MALAYSIA  
CLIENT SATISFACTORY SURVEY FORM**

The purpose of this survey is to obtain views on the quality of services that we provide during the audit process. This information will be used for improving the future performance of the Internal Audit Unit. Thank you for the response, constructive comments and co-operation from the Prof. / Dr. / Sir / Madam.

**PART A : THE SERVICE PERFORMANCE / CUSTOMER SATISFACTION LEVEL**

Please rate the valuation which best reflect your level of satisfaction based on the scale below:

Scale :

Excellent	Good	Fair	Satisfactory	Unsatisfactory
5	4	3	2	1

No.	Particular	Scale				
1.	<b>AUDIT PERSONNEL</b>					
a.	In your opinion, are the Audit Personnel have free and unrestricted access to records, information, locations, and employees during the performance of their engagements.	5	4	3	2	1
b.	The representative of the Internal Audit Unit has stated the objectives, duration and the audit process to auditees.	5	4	3	2	1
c.	The Audit Personnel demonstrated their objectivity and professionalism as well as the knowledge upon your organisation's mission /operation /procedures.	5	4	3	2	1
d.	Quality of the relationship and rapport between auditors and your department	5	4	3	2	1
e.	The audit personnel demonstrated expertise in auditing and knowledge to provide advisory services relating to the enforced circulars, policies and regulations.	5	4	3	2	1
2.	<b>AUDIT PROCESS AND REPORT</b>					
a.	The Audit Personnel had informed the audit issues raised to obtain feedback during the execution of audit.	5	4	3	2	1
b.	In your opinion, did the audit has been executed in the appropriate duration.	5	4	3	2	1
c.	The audit report provides timeliness and accuracy of data, information and audit findings.	5	4	3	2	1

d.	The audit has able to provide value-added and effective impact on the process and internal control of the Responsibility Centre (PTj) and University.	5	4	3	2	1
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**PART B : COMMENTS /RECOMMENDATIONS**

If you have any comments or suggestions to improve the services rendered by the Internal Audit Unit, please specify:

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*Please specify your Organisation's name: : .....*