Survey of MBPJ Residents’ Attitude and Opinion towards Food Outlets

On dining out, restaurant cleanliness, and MBPJ performance

10-13 June, 2010
Survey of MBPJ Residents' Attitude and Opinion towards Food Outlets, 10-13 June 2010, n=410

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Email: info@merdeka.org
Web: www.merdeka.org
Methodology

- 410 randomly selected respondents aged 18+ were interviewed via telephone for the survey.
- Respondents were selected via random stratified sampling method along the lines of DUN, ethnicity, gender, and age.
- Survey covered respondents from the relevant (overlapping with MBPJ jurisdiction) areas within the following constituencies: Seri Setia, Taman Medan, Bukit Gasing, Kg. Tunku, Damansara Utama, Bukit Lanjan & Kota Damansara.
- Survey was carried out between 10-13 June, 2010.
- Survey margin of error estimated at ±4.9%.
- Cooperation between Pejabat ADUN Kg Tunku & Merdeka Center.

Note: Total percentages presented may or may not add up to 100% due to rounding up of figures.
Objective

• Survey objectives were:

1. To obtain residents’ feedback on issues pertaining to food establishments within the MBPJ area;
2. To obtain specific feedback on the “Three-Strikes” Rule on the enforcement of hygiene of food premises; and
3. Obtain general public perception on services in MBPJ area
Respondent Profile
Survey of MBPJ Residents' Attitude and Opinion towards Food Outlets, 10-13 June 2010, n=410

**Respondent Profile**

**Gender**

- Male: 50%
- Female: 50%

**Ethnicity**

- Malay: 39%
- Chinese: 43%
- Indian: 15%
- Others: 3%

**Age**

- 18-20: 10%
- 21-30: 22%
- 31-40: 11%
- 41-50: 20%
- 51-60: 19%
- 61 & above: 17%

**Education level**

- No formal education: 1%
- Primary school: 7%
- Secondary school: 37%
- Diploma & equivalent: 23%
- Degree & above: 32%
Demographic Profile (cont)

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Occupation

- Employer/Manager > 10 people: 1%
- Employer/Manager < 10 people: 1%
- Self employed: 5%
- Professional: 10%
- Executive – office: 9%
- Non-executive – office: 5%
- Supervisor – non-office: 1%
- Non-office worker: 8%
- Student: 13%
- Unemployed, lost ability to work: 20%
- Homemaker: 20%
- Retired: 1%
- No response: 1%

Monthly household income

- <RM1,500 per month: 16%
- RM1,501 – RM3,000 per month: 24%
- RM3,001 – RM5,000 per month: 16%
- >RM5,000 per month: 24%
- Don’t know: 10%
- No response: 9%

Where do you access the internet?

- At home: 45%
- Work/school: 8%
- At home & workplace/school/university: 11%
- Other locations: 3%
- Mobile internet: 1%
- No internet access: 31%
- No response: 1%
Attitudes

- Cleanliness was the most important criterion for MBPJ residents in choosing a place to dine at.
- Besides Mamak restaurants, eateries that were seen as being cleaner were also more frequented.
How frequently do you eat outside?

- More than once a day: 14%
- Once a day: 10%
- A few times a week: 37%
- A few times a month: 31%
- Rarely (once a month or less): 9%

Not frequent – 45%
Frequent – 55%
How frequently do you eat outside?

- More than once a day
- Once a day
- A few times a week
- A few times a month
- Rarely (once a month or less)

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Overall (410):
- More than once a day: 37%
- Once a day: 31%
- A few times a week: 31%
- A few times a month: 30%
- Rarely (once a month or less): 9%

18-20 (43):
- More than once a day: 59%
- Once a day: 9%
- A few times a week: 20%
- A few times a month: 15%
- Rarely (once a month or less): 7%

21-30 (91):
- More than once a day: 30%
- Once a day: 18%
- A few times a week: 24%
- A few times a month: 13%
- Rarely (once a month or less): 7%

31-40 (44):
- More than once a day: 38%
- Once a day: 13%
- A few times a week: 33%
- A few times a month: 13%
- Rarely (once a month or less): 10%

41-50 (81):
- More than once a day: 42%
- Once a day: 5%
- A few times a week: 37%
- A few times a month: 6%
- Rarely (once a month or less): 6%

51-60 (80):
- More than once a day: 33%
- Once a day: 30%
- A few times a week: 26%
- A few times a month: 6%
- Rarely (once a month or less): 5%

61 and above (71):
- More than once a day: 37%
- Once a day: 7%
- A few times a week: 22%
- A few times a month: 13%
- Rarely (once a month or less): 4%
How frequently do you eat outside?

- More than once a day
- Once a day
- A few times a week
- A few times a month
- Rarely (once a month or less)

Gender:
- Male (207): 13% 14% 41% 22%
- Female (203): 10% 5% 34% 18%

Income:
- <RM1,500 per month (66): 6% 6% 27% 29%
- RM1,501 – RM3,000 per month (100): 11% 13% 31% 29%
- RM3,001 – RM5,000 per month (67): 17% 13% 38% 41%
- >RM5,000 per month (100): 4% 10% 16% 24%

Survey of MBPJ Residents’ Attitude and Opinion towards Food Outlets, 10-13 June 2010, n=410
When eating out in Petaling Jaya, which TWO(2) types of food establishments do you normally go to?

<table>
<thead>
<tr>
<th>Type of food establishment</th>
<th>Overall</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1st</td>
</tr>
<tr>
<td>Mamak restaurant</td>
<td>24%</td>
</tr>
<tr>
<td>Air-conditioned restaurant (excluding Mamak)</td>
<td>35%</td>
</tr>
<tr>
<td>Non-air-conditioned restaurants (excluding Mamak)</td>
<td>18%</td>
</tr>
<tr>
<td>Air-conditioned/indoor food court</td>
<td>3%</td>
</tr>
<tr>
<td>Open air food court</td>
<td>7%</td>
</tr>
<tr>
<td>Hawker stalls on the streets</td>
<td>1%</td>
</tr>
<tr>
<td>Hawker stalls in coffee shops</td>
<td>6%</td>
</tr>
<tr>
<td>Fast food restaurants</td>
<td>5%</td>
</tr>
<tr>
<td>Don't know</td>
<td>1%</td>
</tr>
<tr>
<td>No response</td>
<td>0%</td>
</tr>
</tbody>
</table>
Can you please rate, on a scale of 1 to 4, with 1 being the most important and 4 being the least important, your main considerations when choosing a place to eat.

<table>
<thead>
<tr>
<th></th>
<th>Overall</th>
<th>Female</th>
<th>Male</th>
<th>1st</th>
<th>2nd</th>
<th>3rd</th>
<th>4th</th>
<th>1st</th>
<th>2nd</th>
<th>3rd</th>
<th>4th</th>
<th>1st</th>
<th>2nd</th>
<th>3rd</th>
<th>4th</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleanliness</td>
<td>70%</td>
<td>18%</td>
<td>6%</td>
<td>5%</td>
<td>61%</td>
<td>26%</td>
<td>7%</td>
<td>6%</td>
<td>80%</td>
<td>11%</td>
<td>5%</td>
<td>3%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Taste of the food</td>
<td>14%</td>
<td>41%</td>
<td>29%</td>
<td>17%</td>
<td>22%</td>
<td>33%</td>
<td>29%</td>
<td>18%</td>
<td>6%</td>
<td>49%</td>
<td>28%</td>
<td>15%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Price</td>
<td>8%</td>
<td>24%</td>
<td>37%</td>
<td>28%</td>
<td>10%</td>
<td>26%</td>
<td>37%</td>
<td>23%</td>
<td>5%</td>
<td>23%</td>
<td>38%</td>
<td>32%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Location</td>
<td>7%</td>
<td>15%</td>
<td>27%</td>
<td>50%</td>
<td>6%</td>
<td>16%</td>
<td>26%</td>
<td>52%</td>
<td>7%</td>
<td>15%</td>
<td>28%</td>
<td>48%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Don't know</td>
<td>1%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>1%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No response</td>
<td>0%</td>
<td>0%</td>
<td>1%</td>
<td>1%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Satisfaction with Cleanliness

- Fast food restaurants, air-conditioned restaurants, air-conditioned food courts, and non-air-conditioned restaurants (excluding Mamak) fared well
- Hawker stalls, Mamak restaurants, and open air food courts were mostly seen as less hygienic
In general, how satisfied or dissatisfied are you with the cleanliness of ….. in Petaling Jaya?

- **Fast food restaurants**:
  - Very satisfied: 35%
  - Somewhat satisfied: 48%
  - Somewhat dissatisfied: 5%
  - Very dissatisfied: 2%
  - Don't Know: 10%
  - No response: 2%
  - Net Satisfaction: +78%

- **Air-conditioned restaurants (excluding Mamak)**:
  - Very satisfied: 21%
  - Somewhat satisfied: 61%
  - Somewhat dissatisfied: 8%
  - Very dissatisfied: 2%
  - Don't Know: 8%
  - No response: 1%
  - Net Satisfaction: +72%

- **Air-conditioned food courts**:
  - Very satisfied: 12%
  - Somewhat satisfied: 51%
  - Somewhat dissatisfied: 13%
  - Very dissatisfied: 2%
  - Don't Know: 22%
  - No response: 1%
  - Net Satisfaction: +48%

- **Non-air-conditioned restaurants (excluding Mamak)**:
  - Very satisfied: 7%
  - Somewhat satisfied: 55%
  - Somewhat dissatisfied: 26%
  - Very dissatisfied: 6%
  - Don't Know: 5%
  - No response: 1%
  - Net Satisfaction: +30%
In general, how satisfied or dissatisfied are you with the cleanliness of …… in Petaling Jaya?

**Hawker stalls in coffeeshops**
- Very satisfied: 5%
- Somewhat satisfied: 47%
- Somewhat dissatisfied: 22%
- Very dissatisfied: 10%
- Don’t Know: 15%
- No response: 1%

Net Satisfaction: +21%

**Open air food courts**
- Very satisfied: 6%
- Somewhat satisfied: 34%
- Somewhat dissatisfied: 33%
- Very dissatisfied: 9%
- Don’t Know: 16%
- No response: 1%

Net Satisfaction: -1%

**Mamak restaurants**
- Very satisfied: 3%
- Somewhat satisfied: 36%
- Somewhat dissatisfied: 28%
- Very dissatisfied: 18%
- Don’t Know: 14%
- No response: 1%

Net Satisfaction: -8%

**Hawker stalls on the streets**
- Very satisfied: 1%
- Somewhat satisfied: 19%
- Somewhat dissatisfied: 34%
- Very dissatisfied: 27%
- Don’t Know: 17%
- No response: 1%

Net Satisfaction: -41%
In general, how satisfied or dissatisfied are you with the cleanliness of …… in Petaling Jaya? (net satisfaction*)

<table>
<thead>
<tr>
<th></th>
<th>Seri Setia</th>
<th>Taman Medan</th>
<th>Bukit Gasing</th>
<th>Kampung Tunku</th>
<th>Damansara Utama</th>
<th>Bukit Lanjan</th>
<th>Kota Damansara</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fast food restaurants</td>
<td>+83%</td>
<td>+64%</td>
<td>+74%</td>
<td>+58%</td>
<td>+76%</td>
<td>+85%</td>
<td>+85%</td>
</tr>
<tr>
<td>Air-conditioned restaurants (excluding Mamak)</td>
<td>+70%</td>
<td>+68%</td>
<td>+88%</td>
<td>+67%</td>
<td>+64%</td>
<td>+77%</td>
<td>+77%</td>
</tr>
<tr>
<td>Air-conditioned food courts</td>
<td>+55%</td>
<td>+45%</td>
<td>+47%</td>
<td>+37%</td>
<td>+37%</td>
<td>+58%</td>
<td>+51%</td>
</tr>
<tr>
<td>Non-air-conditioned restaurants (excluding Mamak)</td>
<td>+31%</td>
<td>+21%</td>
<td>+56%</td>
<td>+54%</td>
<td>+23%</td>
<td>+30%</td>
<td>+10%</td>
</tr>
<tr>
<td>Hawker stalls in coffeeshops</td>
<td>+17%</td>
<td>+20%</td>
<td>+35%</td>
<td>+29%</td>
<td>+7%</td>
<td>+28%</td>
<td>+26%</td>
</tr>
<tr>
<td>Open air food courts</td>
<td>-10%</td>
<td>+2%</td>
<td>+12%</td>
<td>0%</td>
<td>-1%</td>
<td>0%</td>
<td>-5%</td>
</tr>
<tr>
<td>Mamak restaurants</td>
<td>-1%</td>
<td>-27%</td>
<td>-12%</td>
<td>-21%</td>
<td>-18%</td>
<td>+17%</td>
<td>-18%</td>
</tr>
<tr>
<td>Hawker stalls on the streets</td>
<td>-33%</td>
<td>-27%</td>
<td>-39%</td>
<td>+8%</td>
<td>-42%</td>
<td>-55%</td>
<td>-74%</td>
</tr>
</tbody>
</table>

*net satisfaction = satisfaction minus dissatisfaction*
In general, how satisfied or dissatisfied are you with the cleanliness of **fast food restaurants** in Petaling Jaya?
In general, how satisfied or dissatisfied are you with the cleanliness of fast food restaurants in Petaling Jaya?
In general, how satisfied or dissatisfied are you with the cleanliness of air-conditioned restaurants (excluding Mamak) in Petaling Jaya?
In general, how satisfied or dissatisfied are you with the cleanliness of air-conditioned restaurants (excluding Mamak) in Petaling Jaya?
In general, how satisfied or dissatisfied are you with the cleanliness of air-conditioned food courts in Petaling Jaya?

<table>
<thead>
<tr>
<th>Gender</th>
<th>Overall (410)</th>
<th>Male (207)</th>
<th>Female (203)</th>
<th>Frequent (227)</th>
<th>Not frequent (183)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfied</td>
<td>63%</td>
<td>51%</td>
<td>67%</td>
<td>61%</td>
<td>64%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>14%</td>
<td>23%</td>
<td>17%</td>
<td>24%</td>
<td>16%</td>
</tr>
<tr>
<td>DK/NR</td>
<td>22%</td>
<td>46%</td>
<td>11%</td>
<td>50%</td>
<td>52%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>12%</td>
<td>15%</td>
<td>22%</td>
<td>11%</td>
<td>12%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>13%</td>
<td>17%</td>
<td>15%</td>
<td>19%</td>
<td>10%</td>
</tr>
<tr>
<td>DK/NR</td>
<td>22%</td>
<td>24%</td>
<td>12%</td>
<td>22%</td>
<td>20%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>12%</td>
<td>15%</td>
<td>16%</td>
<td>11%</td>
<td>12%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>13%</td>
<td>17%</td>
<td>23%</td>
<td>20%</td>
<td>10%</td>
</tr>
<tr>
<td>DK/NR</td>
<td>22%</td>
<td>24%</td>
<td>23%</td>
<td>22%</td>
<td>23%</td>
</tr>
</tbody>
</table>

Survey of MBPJ Residents’ Attitude and Opinion towards Food Outlets, 10-13 June 2010, n=410
In general, how satisfied or dissatisfied are you with the cleanliness of **air-conditioned food courts** in Petaling Jaya?

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
<th>DK/NR</th>
</tr>
</thead>
<tbody>
<tr>
<td>18-20 (43)</td>
<td>75%</td>
<td>14%</td>
<td>11%</td>
</tr>
<tr>
<td>21-30 (91)</td>
<td>71%</td>
<td>15%</td>
<td>14%</td>
</tr>
<tr>
<td>31-40 (44)</td>
<td>67%</td>
<td>13%</td>
<td>9%</td>
</tr>
<tr>
<td>41-50 (81)</td>
<td>64%</td>
<td>14%</td>
<td>4%</td>
</tr>
<tr>
<td>51-60 (80)</td>
<td>56%</td>
<td>12%</td>
<td>10%</td>
</tr>
<tr>
<td>61 and above (71)</td>
<td>42%</td>
<td>29%</td>
<td>27%</td>
</tr>
</tbody>
</table>
In general, how satisfied or dissatisfied are you with the cleanliness of non-air-conditioned restaurants (excluding Mamak) in Petaling Jaya?
In general, how satisfied or dissatisfied are you with the cleanliness of non-air-conditioned restaurants (excluding Mamak) in Petaling Jaya?
In general, how satisfied or dissatisfied are you with the cleanliness of **hawker stalls in coffee shops** in Petaling Jaya?
In general, how satisfied or dissatisfied are you with the cleanliness of hawker stalls in coffee shops in Petaling Jaya?
In general, how satisfied or dissatisfied are you with the cleanliness of **open air food courts** in Petaling Jaya?

<table>
<thead>
<tr>
<th></th>
<th>Overall (410)</th>
<th>Male (207)</th>
<th>Female (203)</th>
<th>Frequent (227)</th>
<th>Not frequent (183)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfied</td>
<td>41%</td>
<td>34%</td>
<td>40%</td>
<td>42%</td>
<td>42%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>42%</td>
<td>33%</td>
<td>17%</td>
<td>14%</td>
<td>11%</td>
</tr>
<tr>
<td>DK/NR</td>
<td>16%</td>
<td>8%</td>
<td>14%</td>
<td>6%</td>
<td>13%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>46%</td>
<td>32%</td>
<td>10%</td>
<td>20%</td>
<td>14%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>40%</td>
<td>14%</td>
<td>36%</td>
<td>36%</td>
<td>33%</td>
</tr>
<tr>
<td>DK/NR</td>
<td>36%</td>
<td>5%</td>
<td>8%</td>
<td>6%</td>
<td>7%</td>
</tr>
</tbody>
</table>

Divided by Gender and Dining out frequency.
In general, how satisfied or dissatisfied are you with the cleanliness of open air food courts in Petaling Jaya?
In general, how satisfied or dissatisfied are you with the cleanliness of Mamak restaurants in Petaling Jaya?
In general, how satisfied or dissatisfied are you with the cleanliness of **Mamak restaurants** in Petaling Jaya?
In general, how satisfied or dissatisfied are you with the cleanliness of **hawker stalls on the streets** in Petaling Jaya?
In general, how satisfied or dissatisfied are you with the cleanliness of **hawker stalls on the streets** in Petaling Jaya?

![Survey of MBPJ Residents' Attitude and Opinion towards Food Outlets, 10-13 June 2010, n=410]

- **Satisfied**: 80%, 72%, 71%, 71%, 59%, 56%, 59%, 40%, 40%, 40%, 40%, 40%
- **Dissatisfied**: 16%, 24%, 28%, 29%, 41%, 44%, 41%, 29%, 29%, 29%, 29%, 29%
- **DK/NR**: 5%, 9%, 4%, 9%, 5%, 9%, 5%, 4%, 5%, 5%, 5%, 5%

Age distribution:
- 18-20 (43): 21% Satisfied, 24% Dissatisfied, 5% DK/NR
- 21-30 (91): 48% Satisfied, 24% Dissatisfied, 5% DK/NR
- 31-40 (44): 40% Satisfied, 20% Dissatisfied, 4% DK/NR
- 41-50 (81): 31% Satisfied, 19% Dissatisfied, 9% DK/NR
- 51-60 (80): 24% Satisfied, 24% Dissatisfied, 2% DK/NR
- 61 and above (71): 22% Satisfied, 26% Dissatisfied, 1% DK/NR
What in your view is the most common hygiene problem in the following types of food establishment premises in Petaling Jaya?

<table>
<thead>
<tr>
<th></th>
<th>Dirty food and drinks</th>
<th>Dirty premises and surroundings (including tables, chairs, floor, drain, rats and insects)</th>
<th>Dirty plates/bowls/cups/utensils</th>
<th>Dirty toilets</th>
<th>Bad personal hygiene of restaurant workers</th>
<th>[More than 1 answer]</th>
<th>[No problem]</th>
<th>[DK / Never been there]</th>
<th>NR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fast food restaurants</td>
<td>4%</td>
<td>9%</td>
<td>2%</td>
<td>7%</td>
<td>5%</td>
<td>1%</td>
<td>46%</td>
<td>19%</td>
<td>8%</td>
</tr>
<tr>
<td>Hawker stalls in coffeeshops</td>
<td>12%</td>
<td>23%</td>
<td>8%</td>
<td>8%</td>
<td>5%</td>
<td>10%</td>
<td>16%</td>
<td>15%</td>
<td>3%</td>
</tr>
<tr>
<td>Hawker stalls on the streets</td>
<td>18%</td>
<td>30%</td>
<td>7%</td>
<td>2%</td>
<td>4%</td>
<td>14%</td>
<td>6%</td>
<td>15%</td>
<td>3%</td>
</tr>
<tr>
<td>Open air food court</td>
<td>7%</td>
<td>34%</td>
<td>8%</td>
<td>10%</td>
<td>6%</td>
<td>9%</td>
<td>8%</td>
<td>16%</td>
<td>3%</td>
</tr>
<tr>
<td>Air-conditioned food court</td>
<td>6%</td>
<td>15%</td>
<td>8%</td>
<td>10%</td>
<td>8%</td>
<td>5%</td>
<td>20%</td>
<td>23%</td>
<td>5%</td>
</tr>
<tr>
<td>Non-air-conditioned restaurant (excluding Mamak)</td>
<td>6%</td>
<td>31%</td>
<td>9%</td>
<td>17%</td>
<td>8%</td>
<td>7%</td>
<td>14%</td>
<td>7%</td>
<td>2%</td>
</tr>
<tr>
<td>Air-conditioned restaurants (excluding Mamak)</td>
<td>6%</td>
<td>13%</td>
<td>7%</td>
<td>13%</td>
<td>9%</td>
<td>5%</td>
<td>28%</td>
<td>13%</td>
<td>6%</td>
</tr>
<tr>
<td>Mamak restaurants</td>
<td>11%</td>
<td>21%</td>
<td>6%</td>
<td>19%</td>
<td>11%</td>
<td>16%</td>
<td>3%</td>
<td>10%</td>
<td>1%</td>
</tr>
</tbody>
</table>
In the past (one) year, have you ever suffered from food poisoning after dining in a food establishment in Petaling Jaya?

Survey of MBPJ Residents' Attitude and Opinion towards Food Outlets, 10-13 June 2010, n=410
Awareness and Support of Policies

- Awareness of MBPJ’s cleanliness guidelines and laws for food operators was moderate
- Support for the “three strike rule” was strong
- But about one-third of the residents felt that stricter guidelines would lead to potential abuse and corruption by enforcement officers
Are you aware of the cleanliness guidelines that must be complied by operators of food premises in Petaling Jaya?

- Yes: 56%
- No/Don't know: 43%

(n=410)
Are you aware of the cleanliness guidelines that must be complied by operators of food premises in Petaling Jaya?

80% Yes

61% No/Don't know

56% No response

Overall (410) Male (207) Female (203) Frequent (227) Not frequent (183) 18-20 (43) 21-30 (91) 31-40 (44) 41-50 (81) 51-60 (80) 61 and above (71)
Have you heard about MBPJ’s proposed “3 strike rule” which stipulates that if a hygiene offence is committed more than 3 times a year, the food establishment will have its license revoked?

- Yes: 49%
- No/Don't know: 51%

(n=410)
Have you heard about MBPJ’s proposed “3 strike rule” which stipulates that if a hygiene offence is committed more than 3 times a year, the food establishment will have its license revoked?
How strongly do you agree or disagree with the proposal to revoke the licenses of food premises if a hygiene offence is committed more than 3 times a year?

Overall (410)

- Agree: 91%
- Disagree: 19%
- DK/NR: 5%

Aware (208)

- Agree: 77%
- Disagree: 23%
- DK/NR: 3%

Not aware (200)

- Agree: 86%
- Disagree: 17%
- DK/NR: 8%

Awareness of three strike rule
In your view, would stricter hygiene guidelines lead to …

- Improved cleanliness in local eating premises (54%)
- Potential of abuse or corruption by unscrupulous enforcement officials (33%)
- Don’t know (11%)
- No response (3%)

Survey of MBPJ Residents’ Attitude and Opinion towards Food Outlets, 10-13 June 2010, n=410
Satisfaction with MBPJ

- 61% of respondents were satisfied with the overall performance MBPJ
- Highest net satisfaction (+20%) in ensuring general cleanliness
- Lowest net dissatisfaction (-4%) in perceived level of integrity of enforcement personnel; mostly stemming from lack of awareness
How satisfied or dissatisfied are you with the overall performance of MBPJ?

Survey of MBPJ Residents’ Attitude and Opinion towards Food Outlets, 10-13 June 2010, n=410
What is the main reason why you are satisfied with the overall performance of MBPJ? (n=249)

- Ensures cleanliness in your area (Eg. garbage collection and city beautification) 24%
- Efficiency of MBPJ 20%
- No reason given 15%
- Good maintenance of basic infrastructure 11%
- Good service/ hardworking/ able to solve people’s problems/ able to help the people 9%
- No response 8%
- Strong enforcement of hygiene rules in eateries 4%
- Good management of local business licenses 3%
- Integrity of MBPJ 3%
- Others 2%
What is the main reason why you are **dissatisfied** with the overall performance of MBPJ? (n=139)

- Unsatisfactory performance in ensuring cleanliness (Eg. garbage collection): 24%
- Inefficiency of MBPJ: 22%
- Corruption within MBPJ: 13%
- Bad maintenance basic infrastructure (Eg. drainage system and roads): 9%
- Weak enforcement of hygiene rules in eateries: 9%
- No reason given: 6%
- Bad management of local business licenses: 5%
- Others: 5%
- No response: 5%
- Unequal treatment (racial): 3%
How satisfied or dissatisfied are you with the performance of the Petaling Jaya City Council (MBPJ) on the following matters:

1. Ensuring cleanliness in your area (Eg. Garbage collection and city beautification)
   - Very satisfied: 11%
   - Somewhat satisfied: 49%
   - Somewhat dissatisfied: 26%
   - Very dissatisfied: 13%
   - Don't Know: 1%
   - Net Satisfaction: +20%

2. Managing local business licenses (Eg. Pasar malam, restaurants and shops)
   - Very satisfied: 6%
   - Somewhat satisfied: 33%
   - Somewhat dissatisfied: 16%
   - Very dissatisfied: 10%
   - Don't Know: 30%
   - Net Satisfaction: +13%

3. Enforcement of hygiene rules in eateries
   - Very satisfied: 7%
   - Somewhat satisfied: 40%
   - Somewhat dissatisfied: 27%
   - Very dissatisfied: 10%
   - Don't Know: 12%
   - Net Satisfaction: +10%
How satisfied or dissatisfied are you with the performance of the Petaling Jaya City Council (MBPJ) on the following matters:

**Level of Integrity of general MBPJ staff (not enforcement officers)**
- Very satisfied: 3%
- Somewhat satisfied: 35%
- Somewhat dissatisfied: 20%
- Very dissatisfied: 10%
- Don't Know: 28%
- No response: 4%

**Maintain basic infrastructure (Eg. Drainage system and roads)**
- Very satisfied: 7%
- Somewhat satisfied: 41%
- Somewhat dissatisfied: 32%
- Very dissatisfied: 17%
- Don't Know: 2%
- No response: 2%

**Level of integrity of MBPJ enforcement officers**
- Very satisfied: 3%
- Somewhat satisfied: 28%
- Somewhat dissatisfied: 23%
- Very dissatisfied: 13%
- Don't Know: 30%
- No response: 4%

Surveys conducted by Merdeka Center for Opinion Research
Conclusions

• Cleanliness of food outlets is very important
• Mamak restaurants and street hawkers need to improve their levels of hygiene the most
• Awareness of cleanliness guidelines is low
• Support for three strike rule is very high
• Satisfaction with MBPJ is above average