



Visitor Satisfaction Report

Maliau Basin Conservation Area (MBCA)

Report Period: January – May 2025

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1. Introduction

This report presents the results of visitor feedback at Maliau Basin Conservation Area (MBCA) between January and May 2025. The objective is to evaluate overall visitor satisfaction, highlight strengths, identify improvement areas, and capture opinions on environmental practices.

2. Methodology

- Survey tool: Guest Feedback Form (CEMD/BSS/F.004)
- Sample size: 50 respondents
- Survey period: January – May 2025
- Feedback channels: On-site forms

3. Key Findings

Aspect	Rating Summary	Visitor Comments
Reservation & Reception	85% Good–Excellent	Smooth reservations; fast check-in; friendly reception.
Room Condition	80% Good–Excellent	Clean, well-maintained rooms; occasional maintenance issues.
Dining Experience	78% Good	Positive feedback; requests for more vegetarian/local options.
Facilities	75% Good	Liked observation tower, jungle trail; souvenir shop variety limited.
Activities	88% Excellent	Enjoyed jungle trekking, wildlife viewing, skybridge walks.

Staff	90% Excellent	Friendly, helpful, professional; several staff praised individually.
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4. Environmental Practices Feedback

Category	Percentage	Details
Eco-friendly Preference		
Agree	82%	Supports eco-friendly practices
No Preference	12%	No strong opinion on eco-friendly practices
Disagree	6%	Does not support eco-friendly practices
Supported Environmental Actions		
Waste Recycling	85%	Majority supports recycling initiatives
Linen Reuse	78%	Strong support for reusing linens
Paperless Processes	72%	Support for reducing paper use
NGO/Community Donations	65%	Support for donations to NGOs/community causes
Visitor Suggestions		
More Recycling Bins	-	Suggested more bins for recycling
Clearer Sustainability Information	-	Request for clearer info on sustainability practices
Educational Talks/Displays on Conservation	-	Suggested talks or displays to raise conservation awareness

5. Areas for Improvement

Area for Improvement	Details
Improve Trail Signage	Need clearer, more informative trail signs
Expand Vegetarian/Local Menu Options	Desire for more vegetarian and locally sourced options
Enhance Souvenir Shop Selection	Suggestion to diversify souvenir offerings
Update Library Materials	Need for updated reading and research materials
Increase Visible Conservation Efforts	Desire for more visible conservation initiatives and guest engagement

6. Conclusion

Maliau Basin maintains a strong reputation for high visitor satisfaction, with exceptional staff service and nature-based activities. Strengthening eco-initiatives and addressing improvement areas will further enhance the visitor experience and conservation leadership.

APPENDIX

Form No. :

English Version

GUEST FEEDBACK FORM
CONSERVATION AND ENVIRONMENTAL
MANAGEMENT DIVISION
YAYASAN SABAH

LOCATION

MBCA DVCA ICCA SCCA TRCA

Dear Valued Guest

We would appreciate your views regarding your stay with us because only you can tell us if we are meeting/exceeding your needs and expectations. Your views are important to assist us in improving our facilities and services.

Purpose of visit

Overnight Day Visit

Work related: Internal External

Leisure

How did you come to know this place?

.....
.....

What interest you to visit us?

.....
.....

Scale guidelines

Did not use (0) Poor (1) Fair (2) Good (3) Excellent (4)

Please rate on the following

Reservation /Reception

1. Handling of your reservation
2. Greeting upon arrival
3. Check-in speed
4. Check-out speed
5. Ability to meet your needs and resolve issues

Your room

1. Condition of your room on arrival
2. Daily service / cleanliness of your room
3. Was the lighting sufficient? Yes / No
4. Did everything in your room work? Yes / No
5. Would you like to see anything added to your room? Yes / No

Additional comments:

Resthouse Dining Hall

Please rate based on service, quality, taste, variety value for and ambience

1. Breakfast
2. Lunch
3. Dinner

Facilities

1. Reception
2. Souvenirs shop
3. Library
4. Mini-theatre
5. Conference
6. Gallery
7. Skybridge
8. Observation Tower
9. Laboratory
10. Jungle trail

Activities (Please list)

1.
2.
3.

Our staff

How would you rate our staff's?

1. Friendliness
2. Dedication to be helpful and efficient
3. Reliability
4. Ability to meet your needs
5. Professional appearance

Any outstanding employees? Name(s) and Remarks

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Overall, how satisfied were you with your visit on a scale of 1-10

Unacceptable

Excellent

1 2 3 4 5 6 7 8 9 10

If you give the opportunity to change any aspects of your visit,
what would you like to improve?

What additional services should we provide? That is not currently
provided?

What is your favourite activity?

If you are visiting for the 2nd time or more, what interest you to visit us
again?

I will prefer to stay in a hotel that demonstrates environmentally friendly
practices.

Agree

Disagree

No preference

Which of the following actions do you agree will help to protect our
environment? (Multiply choices)

Sorting of recyclable waste

Reusing linen during the stay

Going paperless

Voluntarily donating to an NGO/communities

Additional comments

Thank you