



Visitor Satisfaction Report

Maliau Basin Conservation Area (MBCA)

Report Period: January – May 2025

Prepared by: Jaquelyn Jane Binti Mian

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. |
|-------|---------------|--|

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

.....

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