

Membership Satisfaction Survey 2020

Feedback given by members on each section of the Membership Satisfaction Survey (MSS) contains both positive as well as constructive feedback. We thank you all for sharing your thoughts on how MDBC can continue to improve.

Key Highlights

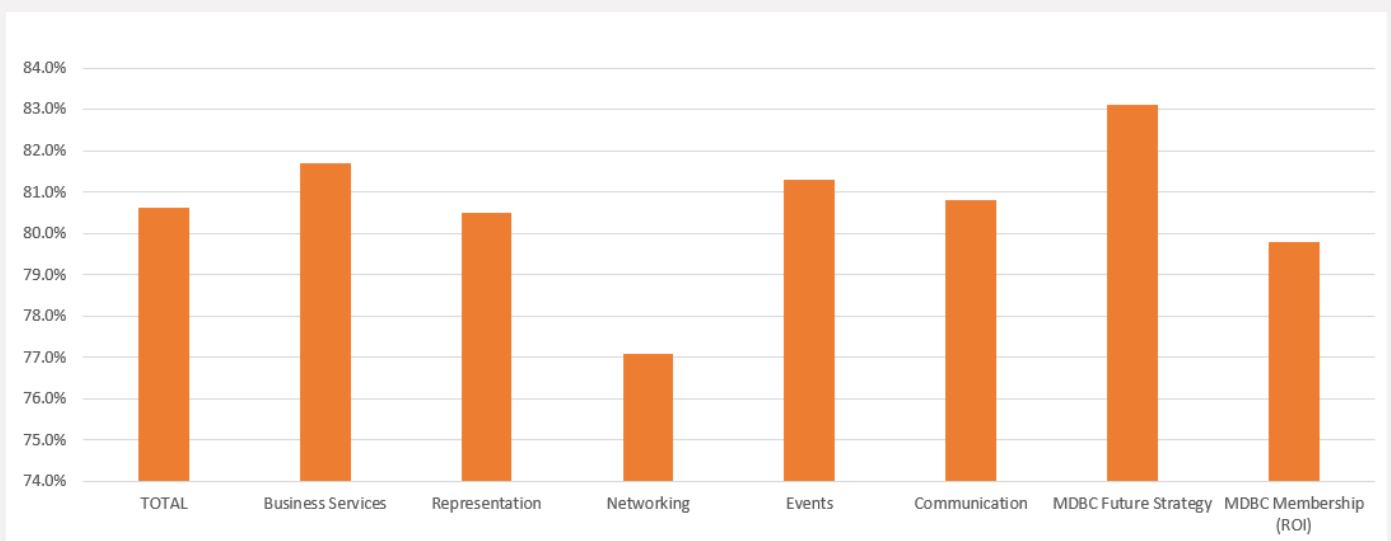


MDBC achieved an Overall Satisfaction Score of 80.6 %; above our Target Score of 80.0%.

MDBC Future strategy was rated as the best section with 83.1%. Service Minded, one of our core values, was rated highest with 89.4%.



The Return on Investment score continues to improve, receiving a 79.8% for this year.



Areas for Improvement in 2021

Networking opportunities (76.8%) emerged as an improvement point for 2021. While satisfied with the quality of the network, (online) networking opportunities were deemed as limited. Some asked for more casual events (which can be good networking sessions), and others seek more networking sessions with the relevant government agencies.



To increase networking satisfaction, more attention will also be paid to business development opportunities. Other tools / platforms will also be explored to improve networking and business development opportunities for our members.



Online networking platforms and channels will be developed to meet the needs of the MDBC membership, with enough flexibility to ensure sector specific focuses.

