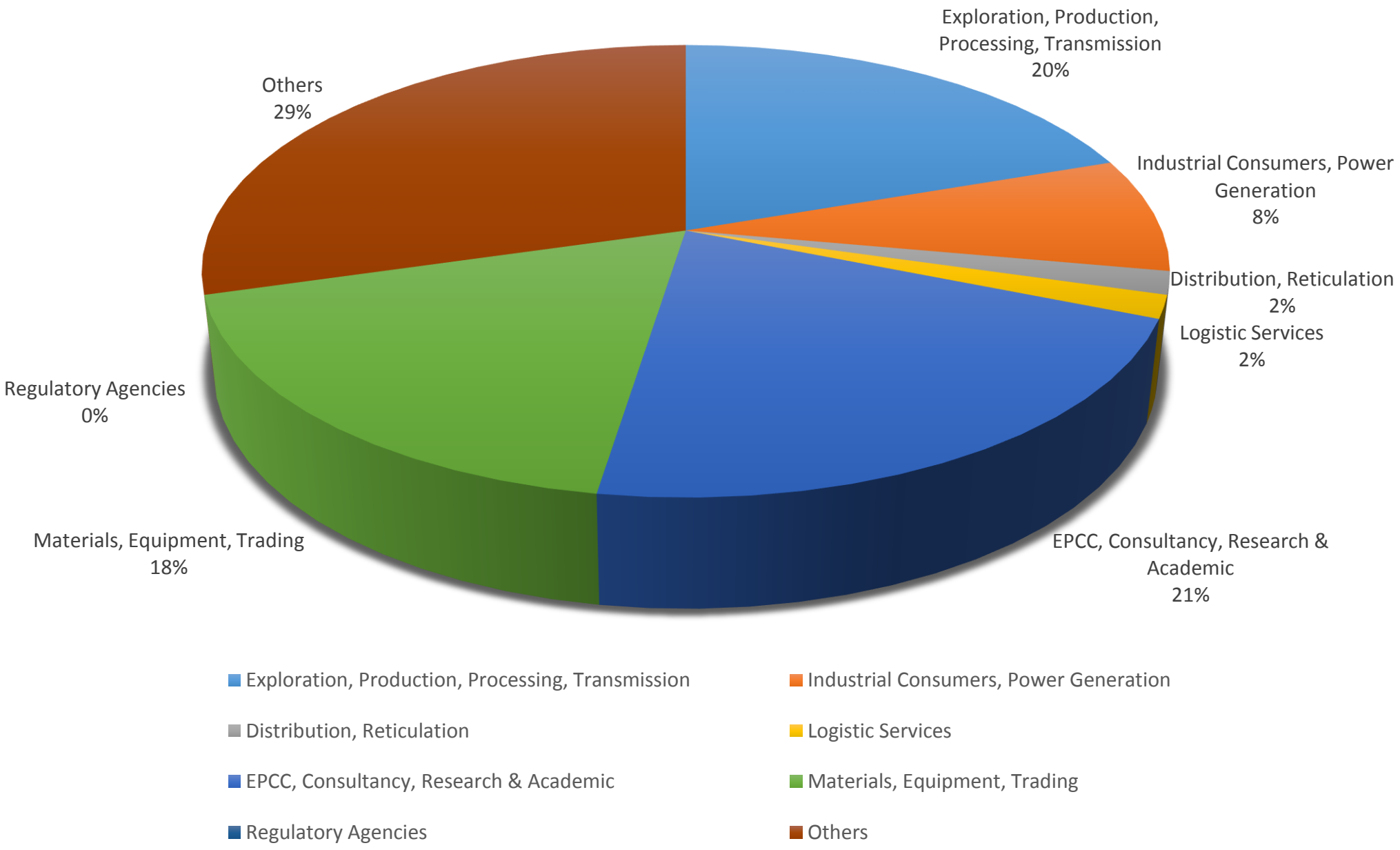
MGA Website

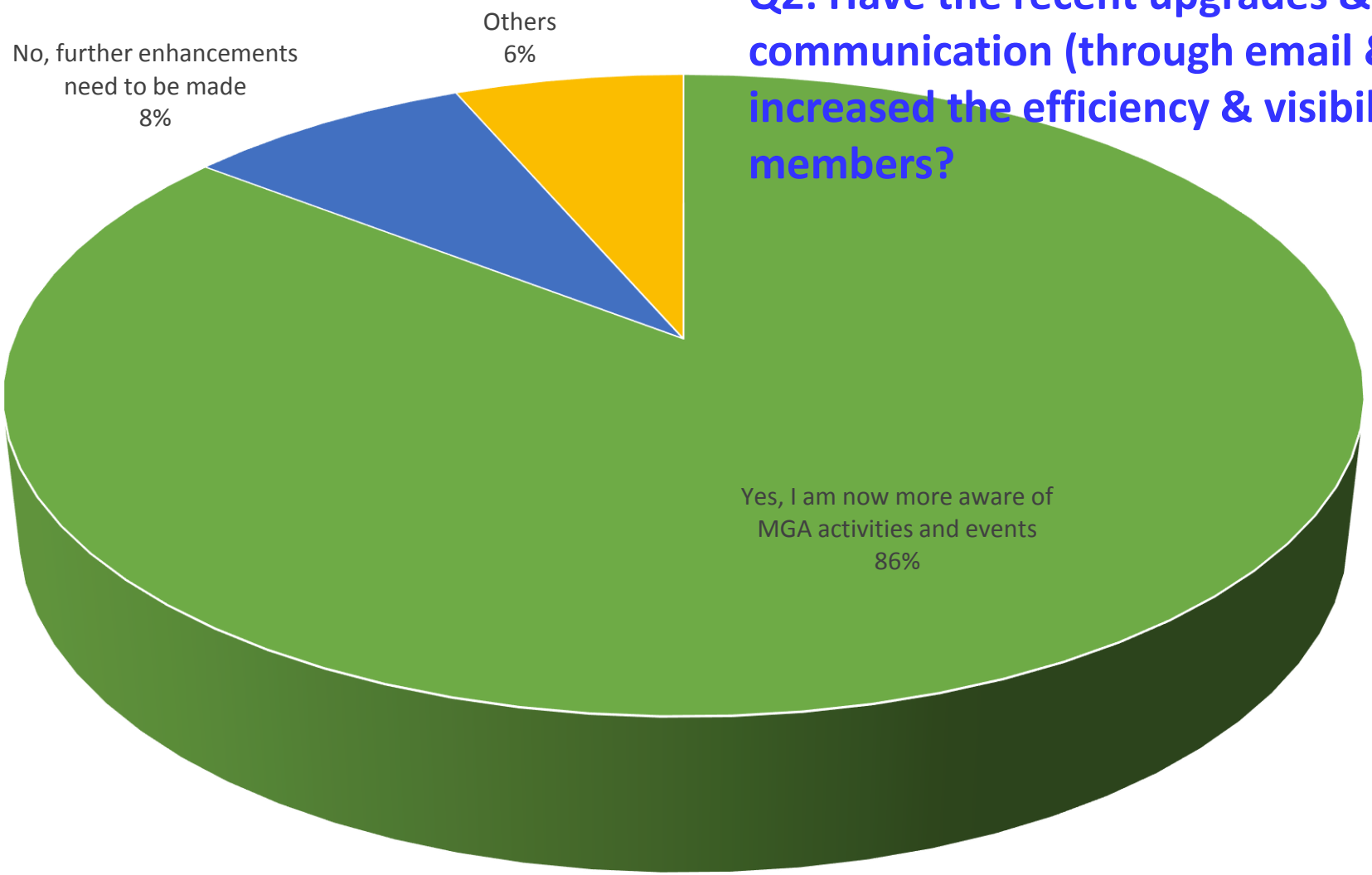
Online Survey

Total Respondents – **62**

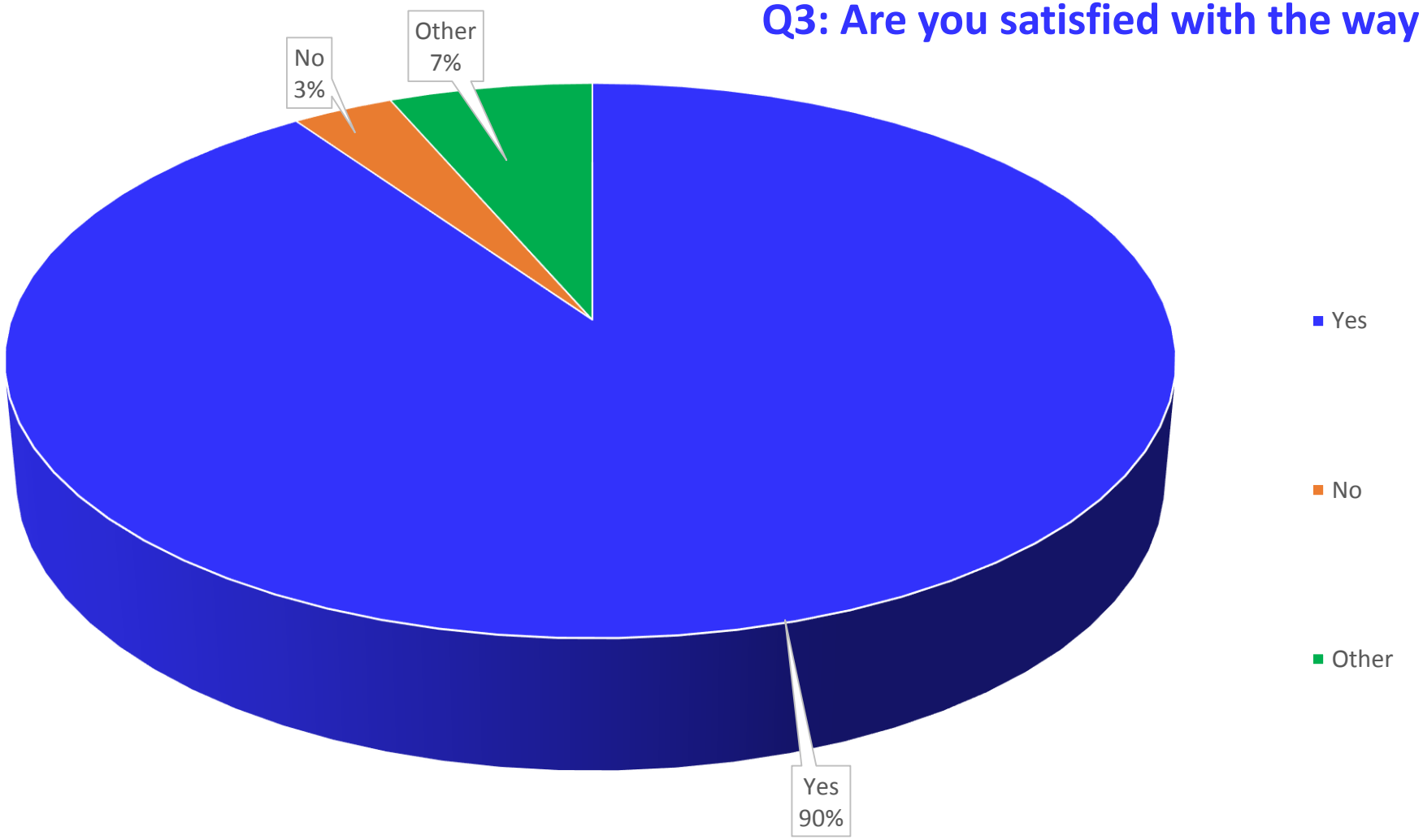
Q1: Please indicate the category of your organisation



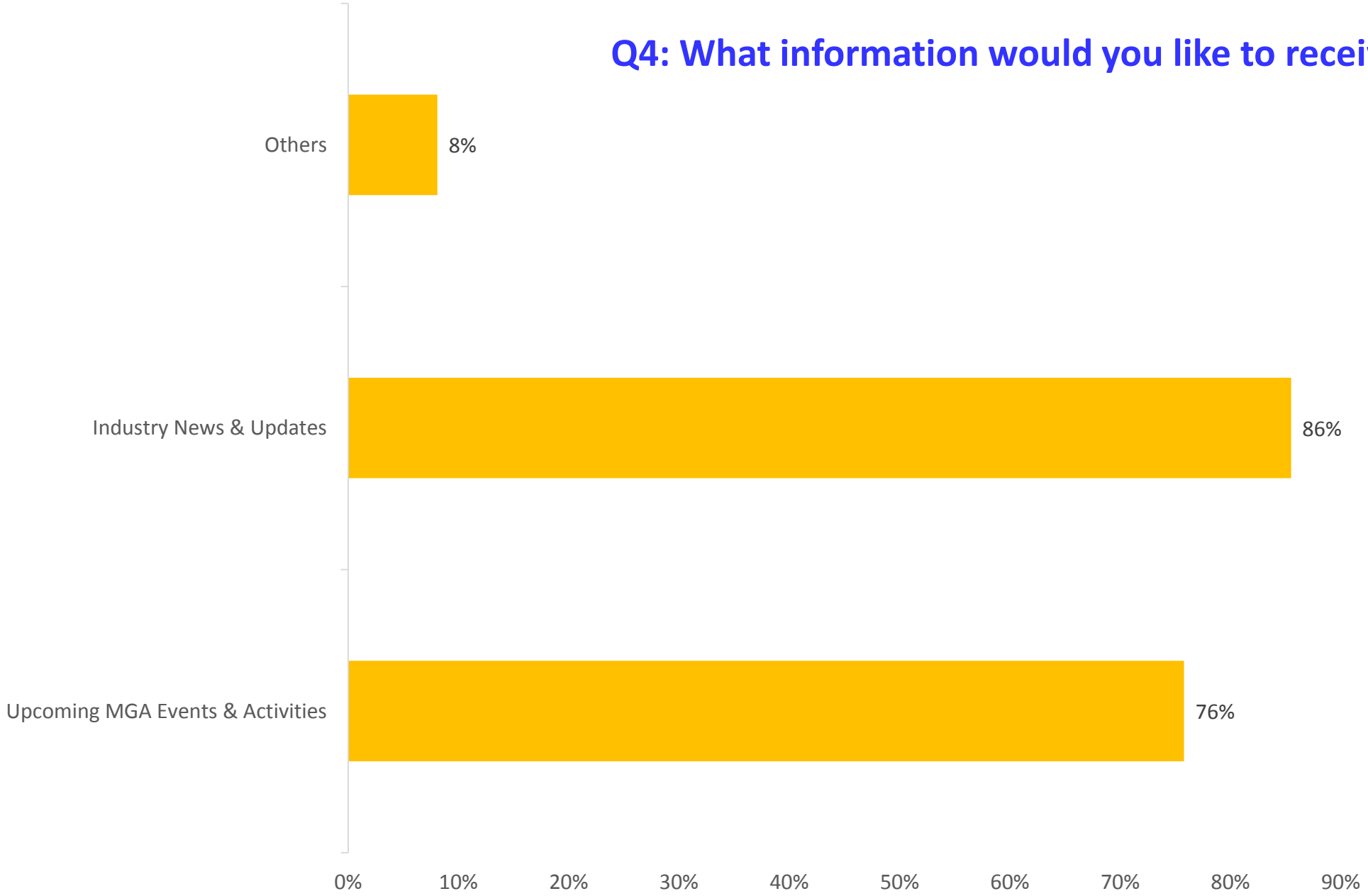
Q2: Have the recent upgrades & changes made to our mode of communication (through email & revamped MGA website) increased the efficiency & visibility of communications to members?



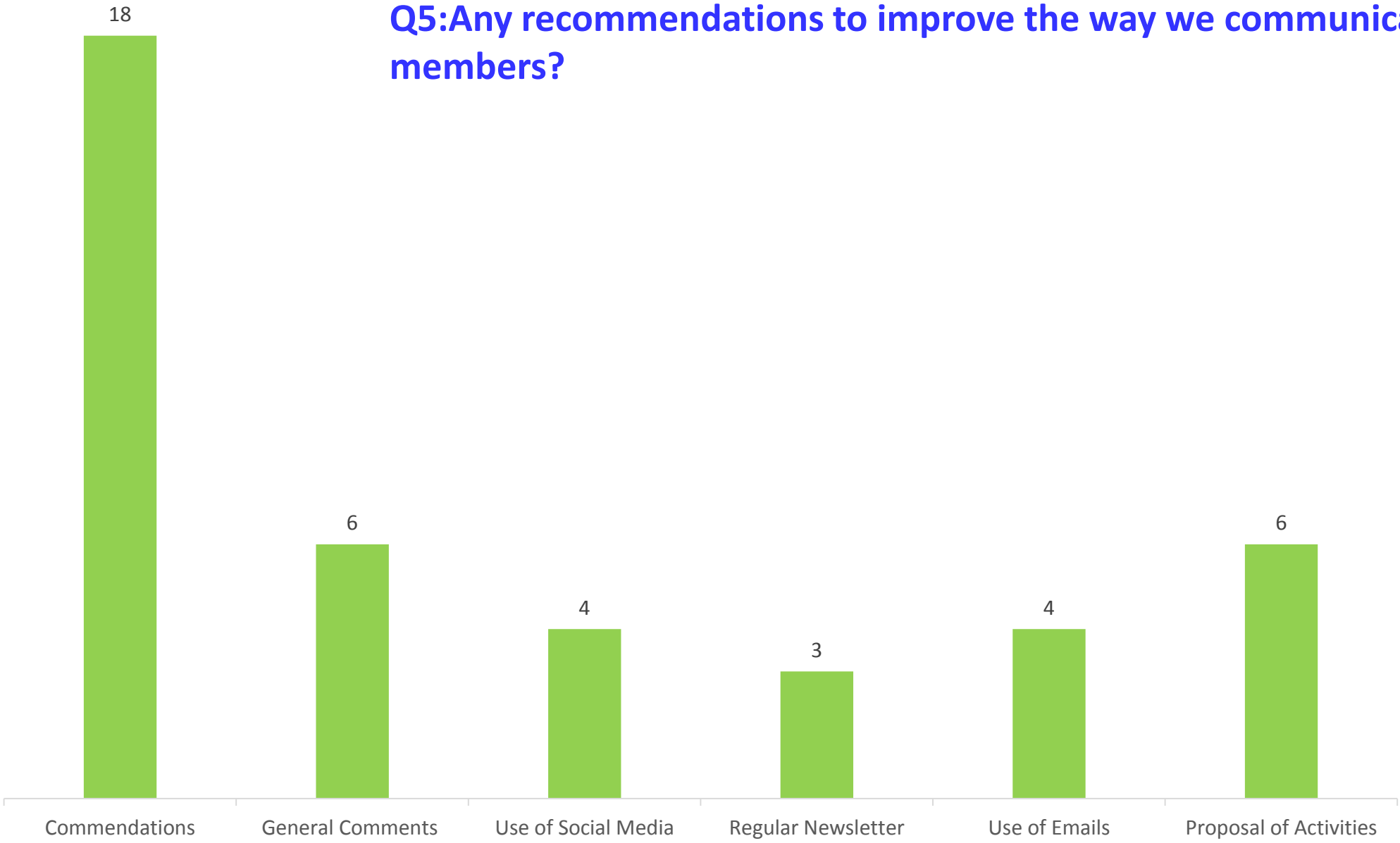
Q3: Are you satisfied with the way we communicate?



Q4: What information would you like to receive more of?



Q5:Any recommendations to improve the way we communicate to members?



Commendations

1. We satisfied current activities.
2. cool.
3. The current emailing practice seemed very practical.
4. So far so good.
5. So far, all communication are clear and helpful to us, MGA members.
6. I am happy with current mode of communication.
7. No its perfect.
8. No further recommendations to add.
9. I believe the MGA is doing very well with communication and they cover everything.
10. No input for now.
11. I think the communication presently is good enough because I receive updates each time. Meetings are quite frequent although I have not been able to attend all.
12. I think the mode of communication and information disseminated and received is at comfortable level. I there is too much information and communication being shared the there will be tendency for people to not read and ignore the material as the daily amount of emails can be daunting at times.
13. No, we commended on the good rapport of MGA management/”personnel” to members and public.
14. Not at the moment.
15. Keep up the good work.
16. Too early to comment.
17. So far I am satisfied with the comms channels.
18. Current modus operandi in disseminating information suffices.

General Comments

1. Well, the website need enhancement. After hosting World Gas Conference, MGA if not at par with American Gas Association or Japan Gas Association at least the Website should provide more information about the association or company which MGA affiliated with, eg. Companies or association under Gas Exchange (GASEX).
2. When sending email with attachment, try to reduce the size of the attachment, sometime it can go as heavy as 6MB and this discourage people who received the email to delete it without reading. Thanks.
3. I think we have enough events and communications.
4. Too follow up on current focal person for each members so that the necessary message is being deliver to the right person.
5. If the intention of this survey was to be in English, then words such as “Wajib” and “Yang lain” should be changed to “Compulsory” and “Others”. Attention to details. The effort made in enhancing communications and transparency of activities to the members via the new website is well appreciated and lauded. In addition, further effort needs to be made in thought and action to make MGA more relevant to the members and the country. My opinion is that sharing to global trends in areas such as gas as fuel for power generation/gas pricing/fuel mix/management of projects/etc. and comparing with the developments in Malaysia could be an interesting initiative. The objective that such an undertaking may well identify areas of opportunity for MGA members to further contribute effectively to work within the ASEAN region especially in countries such as the Philippines which has a huge coal lobby that restricts the growth of the gas industry.
6. More content on industry news updates and current events.

Use of Social Media

1. Create Whatsapp group for update 2) create MGAS Instagram to share event or activities other suggestion 1) Open future dialogue to members, other than council members and committee to participate or at least attend the meeting. 2) If not have a 2 session one for the council members and one for ordinary members dialogue with the policy makers or authorities.
2. By Facebook
3. Whatsapp
4. Social Media

Regular Newsletter

1. Update activities via e-news / online newsletters on a monthly or quarterly basis.
2. MGA e-letters monthly probably will do good for dissemination of news on world and local gas markets, political and economical developments, news on tools & machineries and new technologies etc..
3. To produce newsletters on regular basis.

Use of Emails

1. Via email and also as announcement in the website
2. Advice via email to tick off members on new updates in MGA's website.
3. I would like to receive direct and regular updates and messages from MGA via email in addition to them being published at the MGA official website. I may not check the website on regular basis.
4. Regular emails would be very resourceful and informative.

Proposal of Activities

1. More networking opportunities please, perhaps combining with the other O&G associations.
2. MGA already had all the good medium of communication. My personal thinking is that the improvement is more on the activities and actions. For example, in rationalizing the offshore gas price to market price, why is it taking so long for MGA to help to push?
3. Organize more forums to address industry current affairs and issues and invite members through individual notice rather than blanket notice.
4. More networking local and international.
5. I think it is much better to increase event of exchange information social party.
6. Sharing session among corporate members. More interact with key industry.