

## PENCAPAIAN PIAGAM PELANGGAN JMM DISEMBER 2023

Bil.	Perkhidmatan	Perkhidmatan yang menepati Tempoh Masa/Standard Piagam Pelanggan Yang Ditetapkan		Perkhidmatan Yang Melebihi Tempoh Masa/Standard Piagam Pelanggan Yang Ditetapkan		Pencapaian sehingga 31 Disember 2023
		Jumlah	%	Jumlah	%	
1.	Mengadakan pameran tentang sejarah, budaya dan alam semulajadi negara melalui;	22	100	-	-	Jumlah keseluruhan sebanyak 100 pameran
	I. Pameran Tetap – berterusan	15	100	-	-	
	II. Pameran Khas - minima 8 pameran setahun	63	100	-	-	
	III. Pameran Luar – minima 5 pameran setahun					
2.	Pertanyaan dan aduan pelanggan;					248 pertanyaan/ aduan diterima. Semua pertanyaan dan aduan telah dijawab
	I. Memberi akuan terima ke atas pertanyaan/aduan dalam tempoh 3 hari bekerja	137	100	-	-	
	II. Maklum balas pertanyaan/aduan dalam tempoh 14 hari bekerja	111	100	-	-	
3.	Permohonan lawatan berpandu ke muzium melalui;	1337	100	-	-	2661 permohonan lawatan berpandu termasuk surat/emel dan telefon/sms
	I. Surat/ Emel - dijawab dalam tempoh 7 hari bekerja					
	II. Telefon/ Khidmat Pesanan Ringkas (SMS) – dijawab serta merta	1324	100	-	-	
4.	Maklum balas permohonan penyelidikan iaitu kelulusan/ kebenaran menjalankan penyelidikan dalam tempoh 14 hari bekerja	52	100	-	-	52 maklum balas permohonan penyelidikan telah dijawab
5.	Permohonan perkhidmatan dijawab dalam tempoh 14 hari bekerja:					546 permohonan perkhidmatan pinjaman koleksi/ konservasi/ fotografi/ penggambaraan/ sewaan ruang yang telah dijawab
	I. Pinjaman koleksi	124	100	-	-	
	II. Konservasi	46	100	-	-	
	III. Fotografi	338	100	-	-	
	IV. Penggambaraan	20	100	-	-	
	V. Sewaan Ruang	18	100	-	-	
6.	Permohonan kerjasama melibatkan aktiviti pameran dijawab dalam tempoh 14 hari bekerja:					19 permohonan kerjasama melibatkan aktiviti pameran
	I. Pameran dalam negara	17	100	-	-	
	II. Pameran luar negara	02	100	-	-	
7.	Khidmat kepakaran permuziuman kepada agensi, institusi atau orang perseorangan yang memerlukan	16	100	-	-	16 khidmat kepakaran permuziuman

## CLIENT CHARTER ACHIEVEMENT DECEMBER - 2023

No.	Service	Services That Accomplished Within the Specified Time Frame/Client Charter Standard		Services That Exceed the Specified Time Frame/Client Charter Standard		Achievement until 31 December 2023
		Total	%	Total	%	
1.	Exhibitions on nation's history, culture, and nature held through;					100 exhibitions for the grand total
	I. Fixed Exhibitions – continuous	22	100	-	-	
	II. Special Exhibitions – at least 8 exhibitions a year	15	100	-	-	
	III. Road shows – at least 5 exhibitions a year	63	100	-	-	
2.	Customer's inquiries and complaints;					248 inquiries/ complaints received. All inquiries and complaints have been responded
	I. Provide acknowledgement to inquiries and complaints within 3 working days	137	100	-	-	
	II. Response to inquiries and complaints within 14 working days	111	100	-	-	
3.	Museum guided tour applications through;	1337	100	-	-	2661 guided tour applications received from all channel namely mail/e-mail and call/SMS
	I. Mail/ E-mail - respond within 7 working days					
	II. Call/ SMS – respond immediately	1324	100	-	-	
4.	Feedback on research application which is approval to conduct research within 14 working days	52	100	-	-	52 feedbacks on research application have been responded
5.	Service requests responded within 14 working days:					546 applications service collection loan/ conservation/ photography/ filming/ space rental have been responded
	I. Collection loan	124	100			
	II. Conservation	46	100			
	III. Photography	338	100	-	-	
	IV. Filming	20	100			
	V. Space Rental	18	100			
6.	Cooperation involving exhibition activities requests responded within 14 working days:					19 applications cooperation applications involving exhibition activities
	I. Domestic exhibition	17	100	-	-	
	II. International exhibition	02	100			
7.	Museum expertise consultation to agencies, institutions or anyone individuals.	16	100	-	-	16 museum expertise consultation