

PENCAPAIAN PIAGAM PELANGGAN JMM SEPTEMBER 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 30 September 2023
		Jumlah	%	Jumlah	%	
1.	Mengadakan pameran tentang sejarah, budaya dan alam semulajadi negara melalui;	22	100	-	-	Jumlah keseluruhan sebanyak 83 pameran
	I. Pameran Tetap – berterusan	12	100	-	-	
	II. Pameran Khas - minima 8 pameran setahun	49	100	-	-	
	III. Pameran Luar – minima 5 pameran setahun					
2.	Pertanyaan dan aduan pelanggan;	56	100	-	-	165 pertanyaan/ aduan diterima. Semua pertanyaan dan aduan telah dijawab
	I. Memberi akuan terima ke atas pertanyaan/aduan dalam tempoh 3 hari bekerja	109	100	-	-	
3.	Permohonan lawatan berpandu ke muzium melalui;	763	100	-	-	1580 permohonan lawatan berpandu termasuk surat/emel dan telefon/sms
	I. Surat/ Emel - dijawab dalam tempoh 7 hari bekerja	817	100	-	-	
	II. Telefon/ Khidmat Pesanan Ringkas (SMS) – dijawab serta merta					
4.	Maklum balas permohonan penyelidikan iaitu kelulusan/ kebenaran menjalankan penyelidikan dalam tempoh 14 hari bekerja	37	100	-	-	37 maklum balas permohonan penyelidikan telah dijawab
5.	Permohonan perkhidmatan dijawab dalam tempoh 14 hari bekerja:					545 permohonan perkhidmatan pinjaman koleksi/ konservasi/ fotografi/ penggambaran/ sewaan ruang yang telah dijawab
	I. Pinjaman koleksi	121	100	-	-	
	II. Konservasi	36	100	-	-	
	III. Fotografi	268	100	-	-	
	IV. Penggambaran	16	100	-	-	
	V. Sewaan Ruang	13	100	-	-	
6.	Permohonan kerjasama melibatkan aktiviti pameran dijawab dalam tempoh 14 hari bekerja:	12	100	-	-	14 permohonan kerjasama melibatkan aktiviti pameran
	I. Pameran dalam negara	02	100	-	-	
	II. Pameran luar negara					
7.	Khidmat kepakaran permuziuman kepada agensi, institusi atau orang perseorangan yang memerlukan	14	100	-	-	14 khidmat kepakaran permuziuman

CLIENT CHARTER ACHIEVEMENT SEPTEMBER - 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 30 September 2023
		Total	%	Total	%	
1.	Exhibitions on nation's history, culture, and nature held through; I. Fixed Exhibitions – continuous II. Special Exhibitions – at least 8 exhibitions a year III. Road shows – at least 5 exhibitions a year	22 12 49	100 100 100	- - -	- - -	83 exhibitions for the grand total
2.	Customer's inquiries and complaints; I. Provide acknowledgement to inquiries and complaints within 3 working days II. Response to inquiries and complaints within 14 working days	56 109	100 100	- -	- -	165 inquiries/ complaints received. All inquiries and complaints have been responded
3.	Museum guided tour applications through; I. Mail/ E-mail - respond within 7 working days II. Call/ SMS – respond immediately	763 817	100 100	- -	- -	1580 guided tour applications received from all channel namely mail/e-mail and call/SMS
4.	Feedback on research application which is approval to conduct research within 14 working days	37	100	-	-	37 feedbacks on research application have been responded
5.	Service requests responded within 14 working days: I. Collection loan II. Conservation III. Photography IV. Filming V. Space Rental	121 36 268 16 13	100 100 100 100 100	-	-	454 applications service collection loan/ conservation/ photography/ filming/ space rental have been responded
6.	Cooperation involving exhibition activities requests responded within 14 working days: I. Domestic exhibition II. International exhibition	12 02	100 100	-	-	14 applications cooperation applications involving exhibition activities
7.	Museum expertise consultation to agencies, institutions or anyone individuals.	14	100	-	-	14 museum expertise consultation