

PENCAPAIAN PIAGAM PELANGGAN JMM NOVEMBER 2024

Bil.	Perkhidmatan	Perkhidmatan yang Menepati Tempoh		Perkhidmatan yang Melebihi Tempoh		Pencapaian sehingga 30 November 2024
		Masa/Standard Piagam Pelanggan Yang Ditetapkan		Masa/Standard Piagam Pelanggan Yang Ditetapkan		
		Jumlah	%	Jumlah	%	
1.	Mengadakan pameran tentang sejarah, budaya dan alam semulajadi negara melalui;					Jumlah keseluruhan sebanyak 88 pameran
	I. Pameran Tetap – berterusan	22	100	-	-	
	II. Pameran Khas/ Sementara - minima 8 pameran setahun	07	100	-	-	
	III. Pameran Luar – minima 5 pameran setahun	59	100	-	-	
2.	Pertanyaan dan aduan pelanggan;					328 pertanyaan/ aduan diterima. Semua pertanyaan dan aduan telah dijawab
	I. Memberi akuan terima ke atas pertanyaan/aduan dalam tempoh 3 hari bekerja	312	100	-	-	
	II. Maklum balas pertanyaan/aduan dalam tempoh 14 hari bekerja	16	100	-	-	
3.	Permohonan lawatan berpandu ke muzium melalui;					5587 permohonan lawatan berpandu termasuk surat/emel dan telefon/sms
	I. Surat/ Emel - dijawab dalam tempoh 7 hari bekerja	2759	100	-	-	
	II. Telefon/ Khidmat Pesanan Ringkas (SMS) – dijawab serta merta	2828	100	-	-	
4.	Maklum balas permohonan penyelidikan iaitu kelulusan/ kebenaran menjalankan penyelidikan dalam tempoh 14 hari bekerja	36	100	-	-	36 maklum balas permohonan penyelidikan telah dijawab
5.	Permohonan perkhidmatan dijawab dalam tempoh 14 hari bekerja:					318 permohonan perkhidmatan pinjaman koleksi/ konservasi/ foto/ penggambaran/ sewaan ruang yang telah dijawab
	I. Pinjaman koleksi	24	100	-	-	
	II. Konservasi	63	100	-	-	
	III. Foto	186	100	-	-	
	IV. Penggambaran	09	100	-	-	
	V. Sewaan Ruang	36	100	-	-	
6.	Permohonan kerjasama melibatkan aktiviti pameran dijawab dalam tempoh 14 hari bekerja:					4 permohonan kerjasama melibatkan aktiviti pameran
	I. Pameran dalam negara	01	100	-	-	
	II. Pameran luar negara	03	100	-	-	
7.	Khidmat kepakaran permuziuman kepada agensi, institusi atau orang perseorangan yang memerlukan	22	100	-	-	22 khidmat kepakaran permuziuman

CLIENT CHARTER ACHIEVEMENT NOVEMBER - 2024

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 November 2024
		Total	%	Total	%	
1.	Exhibitions on nation's history, culture, and nature held through; I. Fixed Exhibitions – continuous II. Special/ Temporary Exhibitions – at least 8 exhibitions a year III. Road shows – at least 5 exhibitions a year	22 07 59	100 100 100	- - -	- - -	88 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	312 16	100 100	- -	- -	328 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	2759 2828	100 100	- -	- -	5587 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	36	100	-	-	36 feedbacks on research application have been responded
5.	Service requests responded within 14 working days: I. Collection loan II. Conservation III. Photo IV. Filming V. Space Rental	24 63 186 09 36	100 100 100 100 100	- - - - -	- - - - -	318 applications service collection loan/ conservation/ photo/ filming/ space rental have been responded
6.	Cooperation involving exhibition activities requests responded within 14 working days: I. Domestic exhibition II. International exhibition	01 03	100 100	- -	- -	4 applications cooperation applications involving exhibition activities
7.	Museum expertise consultation to agencies, institutions or anyone individuals.	22	100	-	-	22 museum expertise consultation