

MALAYSIAN INSTITUTE OF DEFENCE AND SECURITY (MIDAS)

SER	KPI	TARGET	ARCHIEVEMENT	NOTE
1.	Management of Complaints Received by Ministry Of Public Complaints Bureau (CPA) Taken To Action And Notified Within 15 Days	90% from the number of complaints	100%	No complaints received.
	Management of the Ministry's Customer Satisfaction Index through the implementation of the Customer Satisfaction Survey	4.0	100%	No reports of dissatisfaction were received during the assessment period
2.	<p><u>Multilateral collaboration</u> Enhancing cooperation, producing solutions/suggestions and new initiatives through discussion and meeting such as ADSOM, ADMM and NADI comprises of :</p> <p>1 x Annual Meeting and retreat 3 x Workshops / Seminars NADI</p>	100%	100%	<p>1. NADI Annual Meeting in Chiang Mai Thailand on 25 Feb - 3 March 2019.</p> <p>2. NADI workshop in Chiang Mai Thailand on 25 Feb - 3 March 2019.</p> <p>3. NADI workshop in Vietnam on 22 - 25 July 2019.</p> <p>4. NADI workshop in Philippines on 5 - 8 November 2019.</p>

3.	<p><u>Generating knowledge and information sharing in the field of defence and security</u></p> <p>Organise forums, conferences, seminars, talks, dialogues, roundtable discussion nationally and internationally on issues of current concerns to generate knowledge and information sharing.</p> <p>a. Putrajaya Forum / MiDAS Conference</p> <p>b. 2 X MiDAS Talk 1</p> <p>c. 6 x MiDAS Dialogue / Round Table Discussion</p>	100%	100%	<p>1. Organise:</p> <p>a. MiDAS-KAS Conference on 27-28 Oct 2019.</p> <p>b. MiDAS Conference on 25 November 2019.</p> <p>2. Organise MiDAS <i>Talk</i>:</p> <p>a. Serial 1/2019 on 13 Feb 2019.</p> <p>b. Serial 2/2019 on 28 Mac 19.</p> <p>c. Serial 3/2019 on 27 - 28 Ogos 19.</p> <p>3. Organise MiDAS <i>Dialogue/ Round Table Talk</i>:</p> <p>a. MD Siri 1/2019 on 13 Feb 19.</p> <p>b. MD Siri 2/2019 on 20 Mac 19.</p> <p>c. MD Siri 3/2019 on 8 Apr 19.</p> <p>d. MD Siri 4/2019 on 2 May 19.</p> <p>e. MD Siri 5/2019 on 3 May 19.</p> <p>f. MD Siri 6/2019 on 30 May 19.</p> <p>g. MD Siri 7/2019 on 17 July 19.</p> <p>h. RTD Siri 1/2019 on 13 Feb 19.</p> <p>i. RTD Siri 2/19 on 25 June 19.</p> <p>j. RTD Siri 3/19 on 10 July 19.</p> <p>k. RTD Siri 4/19 on 12 July 19.</p> <p>l. RTD Siri 5/19 on 17 July 19.</p> <p>m. RTD Siri 6/19 on 31 July 19.</p> <p>n. RTD Siri 7/19 on 15 August 19.</p> <p>o. RTD Siri 8/19 on 29 August 19.</p> <p>p. RTD Siri 9/19 on 9 Oct 19.</p>
----	--	------	------	--

4.	<p>Published reports and journals to disseminate knowledge and research findings from within and foreign researchers/contributors</p> <p>a. 2 x Journal Defence Security</p> <p>b. 1 x MiDAS Digest</p> <p>d. 1 x Putrajaya Forum / MiDAS Conference Report</p> <p>e. 1 x MiDAS Touch</p>	100%	100%	<ol style="list-style-type: none"> 1. Published JDS - Vol 10/19 (Jun 2019) 2. Published JDS - Vol 11/19 (Sep 2019) 3. Published MiDAS <i>Digest</i> - Siri 5/19 (Jul 2019) 4. Published MiDAS-KAS <i>Conference Report</i>. (August 2019). 5. Published MiDAS <i>Touch</i> – Serial1/19 (Jul 2019).
----	---	------	------	--