

**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	100%	No reports of dissatisfaction were received during the assessment period.
2.	Multilateral collaboration. <b>PS5T KPI</b> Enhancing cooperation, producing solutions/suggestions and new initiatives through discussion and meeting such as ADSOM, ADMM and NADI comprises of : 1 x Annual Meeting and retreat 3 x Workshops / Seminars NADI	100%	20%	<b>NADI Activities.</b> a. NADI Workshop <b>Da Nang, VIETNAM</b> on 2 to 6 Mar 20. (100%) b. NADI Workshop Thailand, Mei 20. Postponed because of COVID-19. c. NADI Meeting and Retreat <b>Ho Chi Minh, VIETNAM</b> on 29 Jun-2 Jul 20. Postponed because of COVID-19. d. NADI Workshop <b>Melaka, MAL</b> on 7 – 11 Sept 19. Postponed because of COVID-19. e. NADI Workshop in <b>Malang, INDONESIA</b> on Nov 20. Postponed because of COVID-19.

Nota:

**MPI** = Ministry Performance Indicator | **DWP** = Defence White Paper | **TIER2** = Key Performance Indicators Tier 2 (CE) |

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3.	<p>Generating knowledge and information sharing in the field of defence and security <b>PS5T</b> <b>KPI</b></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  b. 2 X MiDAS Talk 1  c. 6 x MiDAS Dialogue / Round Table Discussion</p>	100%	66.6%	<p>a. Organise Putrajaya Forum / Conference: (0%)</p> <p>i. Putrajaya Forum 20-23 Apr (DSA). Postponed because of COVID-19.</p> <p>b. Organise <b>MiDAS Talk</b>: (100%)</p> <p>i. Ser 1/2020 on 24 Feb 20. <b>DWP</b></p> <p>ii. Ser 2/2020, with Chief Police Johor on 28 Okt 20. Postponed because of COVID-19. <b>DWP</b></p> <p>iii. Serial 3/2020 on Nov, DWP-Ministry. <b>MPI</b></p> <p>iv. Ser 4/2020 on Nov 20, MiDAS-KAS Conference.</p> <p>v. Seri 5/2020 on Dec, DWP-MINDEF. <b>MPI</b></p>
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				<p>c. Organise MiDAS Dialogue / Round Table Talk (RT): (100%)</p> <p>I. RT 1 / 2020 on 19 Feb 20.</p> <p>II. RT 2 / 2020 on 21 Feb 20.</p> <p>III. RT 3 / 2020 on 24 Feb 20.</p> <p>IV. MD 4 / 2020 on 30 Jun 20.</p> <p>V. RT 5 / 2020 on 17 Aug 20.</p> <p>VI. RT 6 / 2020 on 26 Aug 20.</p>
4.	<p>Published reports and journals to disseminate knowledge and research findings from within and foreign researchers/contributors <b>KPI</b></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%	83.3%	<p>a. Published JDS - Vol 12 / 20 (Sep 20) (50%) and Vol 13/20 (Dis 20) (0%)</p> <p>b. Published MiDAS Digest - Ser 6/20 (Oct 20) (100%)</p> <p>c. Published MiDAS Touch – Ser 7/2019 (Nov 20). (100%).</p>

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5	<p><u>Ministry Performance Indicator (MPI).</u> <b>MPI</b></p> <p><u>Efficiency and Effectiveness of Public Service Delivery</u></p> <p>Provide awareness related to Defence White Paper (DWP) to the central government, state government, private companies and the community as a whole through the KPP Launching Ceremony, in stages.</p>	(8 awareness program)	75% (6 Done)	<p>a. 24 Feb 20 – <b>Perwira Dialogue</b> : Malaysia’s Inaugural DWP : Ideas and Implementation, Wisma Perwira, MINDEF.</p> <p>b. 26 Feb – 2 Mar 20 – <b>Army Day</b>, Stadium Likas, Kota Kinabalu, Sabah.</p> <p>c. 25 Jun 20 to 4 July 2020 - <b>DWP Exhibition</b> at PUSPAHANAS.</p> <p>d. 26 Aug 20 – <b>Roundtable Talk “Malaysian Industry – Way Forward”</b> at Wisma Perwira, Ministry of Defence.</p> <p>e. 7 Sept – 2 Oct 2020 <b>DWP Exhibition</b> at foyer Wisma Pertahanan, Ministry of Defence.</p> <p>f. 10 Sept 20 – <b>Explanation Session and Dialog with Lecturer of Civil Higher Education Institute (IPTA)</b> at MiDAS Auditorium.</p>
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