pustaka negeri sarawak | read. innovate. excel

## Master List/Matrix/Table

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3<sup>rd</sup> February 2023

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3rd February 2023

Document No. : MT-CES-01

Revision No. : 2

Effective Date : 3<sup>rd</sup> February 2023

## **Community Engagement Service Division-Table of Quality Objectives**

Processes	Quality Objectives	Key Performance Indicators	Targets
1 Management of Community	To achieve effectiveness in the	Beneficiaries Satisfaction rating based	
1. Management of Community		on 5-point Likert Scale.	85%
Engagement Programs	implementation of Community  Engagement Programs		65%
	Lingagement rograms		
		The number of beneficiaries per year	20,000

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