



**Bilangan Transaksi Perkhidmatan Online Tahun 2020**  
**Suruhanjaya Perkhidmatan Awam Malaysia**  
**(Januari - Disember)**

| Bil. | Nama Perkhidmatan Online  | Jan              | Feb            | Mac            | April          | Mei            | Jun            | Julai          | Ogos           | Sept           | Okt      | Nov      | Dis      | JUMLAH           |
|------|---|------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------|----------|----------|------------------|
| 1    | Pendaftaran Pekerja Di Sektor Awam  | 226,921          | 130,564        | 179,780        | 77,148         | 93,148         | 156,854        | 233,190        | 190,890        | 135,850        |          |          |          | 1,424,345        |
| 2    | Semakan Jadual Panggilan Temu Duga  | 162,923          | 127,860        | 53,110         | 7,680          | 12,134         | 14,840         | 112,743        | 148,483        | 110,041        |          |          |          | 749,814          |
| 3    | Semakan Keputusan Temu Duga   | 130,306          | 149,545        | 103,724        | 55,254         | 46,686         | 20,816         | 29,740         | 37,790         | 95,077         |          |          |          | 668,938          |
| 4    | Semakan Penjadualan Peperiksaan/Pemeriksaan Fizikal, Pancaindera dan Kecergasan & Assessment Centre | 395,348          | 462,599        | 441,721        | 9,227          | 10,468         | 463,543        | 328,564        | 327,020        | 43,778         |          |          |          | 2,482,268        |
| 5    | Semakan Keputusan Peperiksaan /Pemeriksaan Fizikal, Pancaindera dan Kecergasan & Assessment Centre  | 337,173          | 28,286         | 37,212         | 15,227         | 8,087          | 10,878         | 267,167        | 273,295        | 144,198        |          |          |          | 1,121,523        |
| 6    | Semakan Urusan Perkhidmatan   | 45,675           | 72,817         | *0             | *0             | *0             | *0             | *0             | *0             | *0             |          |          |          | 118,492          |
| 7    | Pertanyaan dan Aduan Pelanggan (e-Pertanyaan)   | 1,470            | 1,303          | 1,889          | 798            | 1,556          | 2,213          | 3,341          | 2,207          | 3,428          |          |          |          | 18,205           |
| 8    | Sistem Tawaran Pelantikan   | 11,206           | 17,712         | 10,015         | 3,569          | 8,096          | 36,489         | 15,037         | 12,375         | 22,967         |          |          |          | 137,466          |
|      | <b>JUMLAH</b>   | <b>1,311,022</b> | <b>990,686</b> | <b>827,451</b> | <b>168,903</b> | <b>180,175</b> | <b>705,633</b> | <b>989,782</b> | <b>992,060</b> | <b>555,339</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>6,721,051</b> |

\* Sistem dalam penyelenggaraan

Tarikh Kemaskini: 08 Oktober 2020