

### JUMLAH TRANSAKSI ONLINE 2014

| No.           | Sub sistem                       | Jan        | Feb        | Mac          | Apr        | Mei        | Jun        | Jul        | Ogos       | Sept       | Okt        | Nov        | Dis        | Jumlah       |
|---------------|----------------------------------|------------|------------|--------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| 1.            | Perkhidmatan Data Remote Sensing | 443        | 620        | 991          | 767        | 494        | 382        | 275        | 280        | 380        | 565        | 611        | 574        | <b>6,382</b> |
| 2.            | Kepuasan Pelanggan               | 4          | 7          | 6            | 4          | 7          | 9          | 3          | 11         | 13         | 9          | 13         | 15         | <b>101</b>   |
| 3.            | Aduan Pelanggan                  | 6          | 9          | 8            | 6          | 6          | 12         | 4          | 9          | 7          | 5          | 7          | 21         | <b>100</b>   |
| <b>Jumlah</b> |                                  | <b>453</b> | <b>636</b> | <b>1,005</b> | <b>777</b> | <b>507</b> | <b>403</b> | <b>282</b> | <b>300</b> | <b>400</b> | <b>579</b> | <b>631</b> | <b>610</b> | <b>6,583</b> |