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### Featured THINK Article

## Pandemic Crisis: Domestic Violence in Malaysia

Domestic violence is defined as “a pattern of violence, abuse, or intimidation used to control or maintain power over a partner who is or has been in an intimate relationship”. It occurs in a myriad of forms such as physical, emotional, psychological, sexual, social, and financial abuse. Domestic violence is not a new social phenomenon. Indeed, it is a global issue that can happen anywhere at any given time.

Undeniably, the COVID-19 outbreak is also a major contributor to the recent increase in domestic violence cases the world over where almost a quarter of the world’s population had been under movement restriction or lockdown. For instance, the United Kingdom (UK), recorded a 32 per cent increase in complaints on domestic violence over this period; while in France the highest reported cases was in Paris, at 36 per cent.

In Malaysia, there had also been an increase in the cases of domestic violence reported in the media after the introduction of the Movement Control Order (MCO). The Women’s Aid Organisation (WAO) stated that it had received 1,442 calls via hotline, 1,496 complaints through the WhatsApp application and short messaging system (SMS) relating to domestic violence in 2020 compared to only 579 calls and 816 complaints in 2019; an increase of 284 per cent and 83.4 per cent respectively. Among the possible reasons for the rise include; the likelihood of conflict increases as both perpetrators and victims spend more time together while other factors encompass financial difficulties and unconducive living conditions.

Many believe that this significant increase in the number of complaints received is just the tip of the iceberg and reported only because the victims were trapped with their abusers without respite throughout the MCO. But more sinister, it may also indicate that this issue is still not taken seriously by both society and the authorities; resulting in many cases going unreported despite the many platforms that have been put in place to allow victims to file complaints.

Or, is it because the victims did not come forward because they feel embarrassed? Or they are afraid they may not be believed? Or they don’t want to bring shame to the family? Or they are ignorant of the many avenues available for them to seek help? For the many non-working victims, a marital break-up is a consequence many will not bear especially if they have children and also, circumstances under the MCO make it even more unthinkable to get out there and survive on one’s own with children. Or simply because they worry, they may be stigmatised.

What therefore can the immediate community or close family members do in addressing this issue? And what help and action can the authorities, both government and non-governmental organizations (NGOs) offer in defending, protecting, assisting, and supporting these victims? Perhaps, a more concerted effort is needed to explain and create greater awareness to convince victims to come forward and tell their stories, and to make society stop remaining silent which indirectly protects the perpetrators.



*This article was published on the SDI website on 19<sup>th</sup> July 2021. To read other THINK articles, click on the logo.*



## Commentary from members / experts

### Mdm. Gill Raja

Coordinated effort at all levels is much needed. To this end Sarawak Women for Women Society (SWWS) is working with the Ministry of Women, Early Childhood and Community Wellbeing Development (KPWK) to increase awareness and action within communities and across agencies so they Recognise, Respond and Refer survivors to help (the 3 Rs). Those interested in such front-liner training can contact SWWS and if they know of women needing support, to put them in touch with the WINNE helpline (+6016-582 2660). Everyone needs to play his/her part and we are stronger working together. Breaking the silence and stigma surrounding domestic violence and providing support and access to safety is crucial to reach those suffering. To prevent, we need respect between couples and gender equality as people only abuse those less powerful than them. The Women's Aid Organisation (WAO) Hotline is available from 8am to 10pm at +603-3000 8858 or send a text via SMS or WhatsApp to Tina at +6018-988 8058 (24 hours).

Featured article on SDI Corporate Member

## SAINS Sdn. Bhd.



## Sarawak ID - Making it easier to access government services

For years, the Sarawak Government has been growing its digital presence, developing online applications that provide citizens with access to services outside of the typical government office. The need for a flexible and agile online government was highlighted during the recent COVID-19 pandemic lockdown where government services and assistance were more critical than ever, yet physical access to offices was impossible.

Although adoption of digital government services by Sarawakians has accelerated, it has not been without friction. Ironically, one challenge was the relatively fast growth in the number of online government websites and services that left users confused as to where to obtain online services, and frustrated at the number of accounts they were required to create.

To provide a more seamless and connected online government experience, the Sarawak Government developed Sarawak ID, a Single Sign-on (SSO) solution that allows government customers to access all connected Sarawak Government services through one user ID, eliminating the need for multiple accounts.



**PORTAL RASMI  
KERAJAAN SARAWAK**

**WWW.SARAWAK.GOV.MY**

Pintu masuk anda ke perkhidmatan kerajaan sarawak  
**BILA-BILA MASA, DI MANA SAHAJA**


 PENDIDIKAN	 LESEN/PERMIT	 UTILITI	 TANAH
 SOSIAL & KEBAJIKAN	 PERNIAGAAN & PERDAGANGAN	 LIFE EVENT	 COUNCIL SERVICES



**#digitalsarawak**

- Akses ke Perkhidmatan Kerajaan Sarawak
- Berita dan Pengumuman Kerajaan Terkini
- Kenali Sarawak & Kerajaan Sarawak
- Informasi Agensi Kerajaan
- Informasi Bencana terkini

Having unified the sign-on process through Sarawak ID, the Government also consolidated all online government services from various agencies into a revamped Sarawak Government Portal, creating not only a Single ID but also a Single Point of Access for government services. For a better User Experience (UX), services were sorted not by agency but by need and topic, eliminating a potential barrier and providing users with a more intuitive way of searching for services. Sarawak ID also improves UX by providing users with a Public Workspace that allows them to manage and monitor their submissions and applications. The use of Sarawak ID also addresses another issue, that of Digital Identity Proofing or how users can prove 'they are who they say they are'. As the use of online services increases, so do incidents of digital identity theft and fraud.



**PORTAL RASMI  
KERAJAAN SARAWAK**

Cara-cara menggunakan  
**SARAWAK ID**

**WWW.SARAWAK.GOV.MY**



**Sarawak ID**

**SATU ID | SATU AKAUN |  
PELBAGAI PERKHIDMATAN KERAJAAN**

**Daftar akaun Sarawak ID anda  
sekarang untuk melayari semua  
perkhidmatan kerajaan Sarawak  
secara atas talian pada  
bila-bila masa, di mana sahaja**

- 01 Log masuk ke akaun Sarawak ID anda
- 02 Layari senarai perkhidmatan yang tertera
- 03 Pilih perkhidmatan yang ingin digunakan
- 04 Beri kebenaran untuk akses maklumat
- 05 Perkhidmatan kegemaran untuk akses pantas
- 06 Pembatalan kebenaran jika tidak lagi menggunakan perkhidmatan

Sarawak ID utilizes eKYC or Electronic Know your Customer, a standard mandated by Bank Negara Malaysia for financial institutions to verify customer identities and prevent fraud. Through the use of Artificial Intelligence for document verification and biometric checking, eKYC provides the Sarawak Government with a highly secure and user friendly way of verifying a customer's identity by matching the user's face to their identity card during Sarawak ID registration, without the need to be physically present themselves at a government counter or compromise on security.

As the trend towards digitalization continues, the Sarawak Government must continue to develop secure yet low friction methods of delivering government services to the public, and Sarawak ID will be a cornerstone in that process.



Portal rasmi  
**KERAJAAN SARAWAK**

**WWW.SARAWAK.GOV.MY**

**DAFTARLAH AKAUN**



**Sarawak ID**

**ANDA SEKARANG**

Satu-satunya PILIHAN  
untuk mengakses  
perkhidmatan atas talian  
Kerajaan Sarawak

**#digitalsarawak**



**...DAN LAIN-LAIN LAGI..**

## Past Event



The hybrid ASEAN Australian Engineering Congress 2022 (AAEC2022) was organised by Engineers Australia Malaysia Chapter (EAMC), Swinburne University of Technology Sarawak Campus (SUTS), and Sarawak Digital Economy Corporation (SDEC), in partnership with SDI. AAEC2022, held from 12<sup>th</sup>-14<sup>th</sup> July 2022, was officiated by The Right Honourable Datuk Patinggi Tan Sri (Dr) Abang Haji Abdul Rahman Zohari Bin Tun Datuk Abang Haji Openg, Premier of Sarawak at TEGAS Digital Village.



Over the three days, the AAEC2022 covered key thematic areas namely IR4.0 and 5G in Malaysia, IR4.0 and Future Technologies, IoT, Network Communication and Cybersecurity, AI and Automation, Smart Energy, Cities and Factories, Digital Construction and Education 4.0 with more than 20 speakers from the industry sharing their insights and knowledge with the participants. Besides plenary presentations, there were technical papers under the same thematic areas with presenters from Australia, Malaysia, Singapore, India, and Turkey.



The congress also featured eight table top and virtual exhibitors. The congress was attended by more than 250 attendees in a hybrid mode, with in-person attendees and virtual attendees joining via Airmeeet. The congress was closed by YB Datuk Roland Sagah Wee Inn, Minister of Education, Innovation and Talent Development Sarawak.



## Meetings, Discussions and Events Attended

### Courtesy Visit by UNICEF Malaysia

26<sup>th</sup> July 2022 | 2.30 pm, AZAM Meeting Room

SDI received a courtesy visit by UNICEF Malaysia, represented by Mr. Adam Ling, Social Policy Specialist and Ms. Amarpreet Kaur, Knowledge Management Officer to discuss future potential collaboration. Mr. Ling shared that UNICEF Malaysia is keen to support the Sarawak Government in capacity building programs to provide quality services related to women and children and also exploring the interest of Kuching City to build a child-friendly city under the Child Friendly Cities Initiatives.



UNICEF Malaysia is able to provide the guiding principles, framework for action and the steps for the implementation of the Child Friendly Cities Initiatives. He also informed that UNICEF Malaysia is interested to conduct a Situational Analysis for Women and Children in Sarawak to gain a better understanding of the local situation to support the implementation of these initiatives and programmes.

### TERAJU-SDI Discussion

30<sup>th</sup> August 2022, Waterfront Hotel

SDI was invited by TERAJU for a discussion on a prospective collaboration between the two organisations for a study on the potential impact of the Pan-Borneo Highway on Sarawak Bumiputera Micro, Small, and Medium Enterprises (MSME). The five-member team from TERAJU was led by Mr. Nik Nazree Nik Abdul Rahman, Director of the Economic Research and Data Analytics as well as Madam Norfaazah Basir, Senior Director of Corporate Services. SDI is in the process of preparing a proposal for the proposed study.



## Memorandum of Agreement Exchange Ceremony & Participatory Design Conference (PDC) Place-Malaysia

18<sup>th</sup> - 20<sup>th</sup> August 2022, Sibü

SDI, represented by Mdm Lelia Sim, Chief Executive Officer, exchanged a MoA with Professor Datuk Dr Khairuddin Abdul Hamid, Vice Chancellor of University of Technology Sarawak (UTS) on the collaborative project on “Cultural Resource Mapping: Exploratory Project in Kuching Division”, at the UTS Campus, Sibü. The ceremony was witnessed by the Deputy Minister for Education and Innovation, Dr Annuar Rapae, who is also UTS Chairman, and Deputy Minister in the Premier of Sarawak’s Department (Labour, Immigration and Project Monitoring), Datuk Gerawat Gala.



The MoA ceremony was held in conjunction with the Participatory Design Conference (PDC) Place-Malaysia which was also attended by the SDI team. The conference was organised by the International Network for Postgraduate Students in the area of ICT4D (IPID), the Advanced Centre for Sustainable Socio-economic and Technological Development (ASSET) of UTS, Sarawak Digital Economy Corporation (SDEC), and the Association for Progressive Communications (APC).



The first day of the Conference featured sessions on *Digital Inclusion and Meaningful Connectivity* by invited speakers from Internet Society (ICOS) and APC. SDI was also invited to participate in a closed-door Policy Dialogue Session on the *Status of Digital Inclusion and Meaningful Connectivity in Sarawak*. The dialogue participants put up several recommendations on improving the quality of services and experiences for the community in the State.

The second day of the Conference featured a session on Participatory Design (PD) by a speaker from Universidad de Los Andes Bogota and two parallel sessions on Co-Development by a speaker from Charles Darwin University, Australia and PD, and ICT for Development (ICT4D) in Malaysia by a speaker from UTM. The second half of the day featured a workshop on *Storytelling as a Tool for Participatory Design* which was held at the World Fuzhou Heritage Gallery by a speaker from Malmo University, Sweden. The final day of the Conference featured a Pluriversal Fair on Co-design Community Workshops with the residents of Rumah Jimbun, Bawang Assan.



## Heard of Digital Twin?

A digital twin is a digital representation of a physical object, process or service. A digital twin can be a digital replica of an object in the physical world, such as a jet engine or wind farms, or even larger items such as buildings or even whole cities.

As well as physical assets, the digital twin technology can be used to replicate processes in order to collect data to predict how they will perform.

A digital twin is, in essence, a computer program that uses real world data to create simulations that can predict how a product or process will perform. These programs can integrate the internet of things (Industry 4.0), artificial intelligence and software analytics to enhance the output.

With the advancement of machine learning and factors such as big data, these virtual models have become a staple in modern engineering to drive innovation and improve performance.



In short, creating one can allow the enhancement of strategic technology trends, prevent costly failures in physical objects and also, by using advanced analytical, monitoring and predictive capabilities, test processes and services.

*Adapted from: <https://www.twi-global.com/technical-knowledge/faqs/what-is-digital-twin>*

### On-going Research Projects

## Cultural Resource Mapping: Exploratory Project in Kuching Division

2022-2024

Stakeholder engagement meetings were conducted in June 2022, where participants were briefed on the project background and the prototype of the Crowd-sourced Heritage Automation Mapping Platform for Sarawak (CHAMPS). This led to discussions on CHAMPS as well as feedback on suggested features. One of the key issues brought up was on data protection of entries to the CHAMPS platform.

The discussions concluded that this is not an issue due to the voluntary nature of contributions (crowd sourced). Members of the public are free to contribute as much information they are comfortable with. Besides that, a list of operative definitions for the project was also discussed and shaped according to the diverse perspectives and input from the participants. The next phase of the project will entail following up on details discussed in the meetings such as a potential collaboration with the Sarawak Museum Department, as well as software development of the CHAMPS platform.



## Baseline Study on Sago Starch Production and Downstream Activities in Betong and Mukah Divisions

January - December 2022



Data collection work was carried out for two weeks for samples located in Betong and Mukah Divisions. Among the villages involved were Kpg. Melayu Dit in Pusa District, Kpg. Medong and Kpg. Kekan in Dalat District, and Kpg. Judan and Kpg. Tellian in Mukah District. The research team is currently cleaning the data, for data analysis and tabulation for the preparation of the draft report.

## Assessing Local Population Needs in Relation to Services Provided by the Digital Community Centres (DCC) in Sarawak

January - December 2022

Data collection work, using structured questionnaires, was carried out in 20 selected DCCs across Sarawak between May to August 2022. These DCCs are located in Kuching, Samarahan, Betong, Sarikei, Sibul, Kapit, Miri, and Limbang. The research team is in the process of preparing the draft report.



## Sarawak's Civil Service and its Role in Nation Building: Reflections and Reminiscences of Sarawak Civil Servants

The book project aims to compile the experiences and reflections of Sarawak civil servants, throughout their careers in public administration. Specifically, besides documenting the evolution of the Sarawak public administration, it also serves as an avenue to share lessons learned as well as to recognise and acknowledge the contributions of Sarawak civil servants and to motivate and inspire current and future generations of civil servants. The advisory committee for this project is headed by YBhg. Datu William Nyigor who is assisted by YBhg. Datu Dr. Hatta Solhi and Dr. Peter Kedit. The book is expected to cover areas such as the different eras of Sarawak civil service (Brooke era up to the formation of Malaysia), the transformation journey of the Sarawak Civil Service as well as its milestones. The project is undertaken by Faradale Media-M Sdn Bhd and coordinated by SDI. It is expected to be completed by June 2023.

### Upcoming Talks

**Leaving No Child Behind after Covid-19 School Lockdown - Addressing the Challenges in Sarawak**  
by Mdm. Gill Raja, Sarawak Women for Women Society, 14<sup>th</sup> October 2022, 3 pm – 4 pm, via Zoom

Register here: <https://tinyurl.com/2p8jsfeh>

**Kuching Urban Transportation System (KUTS); An Update**  
by Sarawak Metro, 27<sup>th</sup> October 2022, 2.30 pm - 3.30 pm, via Zoom

**Towards Humanised AI Technologies**

by Prof. Dr. Narayanan A/L N. Kulathu Ramaiyer, Faculty of Computer Science and Information technology, UNIMAS, 16<sup>th</sup> November 2022, 2.30 pm – 3.30 pm, via Zoom