



SARAWAK DEVELOPMENT INSTITUTE





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**SDI** was established on 2 November 1995. It is registered as a Company Limited by Guarantee and not having a Share Capital under the Companies Act. 1995, Malaysia. As an autonomous non-profit research institute, it is entrusted to undertake inter-disciplinary research on pertinent development issues related to the state and nation for policy inputs to the government and private organisations/clients.

## Objective

The principle objective of SDI is to provide independent and objective inputs to complement the policy and decision making process in Sarawak.

The specific objectives are to :

- Undertake interdisciplinary research for policy inputs to the government and other clients;
- Provide an avenue for professionals and other practitioners to discuss, exchange views and opinions facing the state and nation through conferences, seminars, workshops, dialogues and lectures;
- Disseminate information, knowledge and findings to the public through both formal and informal channels; and
- Network with other institutions with similar interests, in and outside Malaysia to facilitate the flow of information and knowledge.

The priority focus areas are :

- Public Policy
- Development Studies
- Socio-economic Studies



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## Vision

To be a leading research institution in the region

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## Mission

- To offer comprehensive professional research services that provide valuable inputs to planners and policy makers
- To offer professional management services for conferences/seminars and generate reports and recommendations for public policy input and knowledge oriented publications
- To contribute to and complement the policy and decision making process in Sarawak



ime and again we hear the statement "The youth are the future leaders of tomorrow". Are we preparing our young people to take the helm when the time comes? Are they ready?

SDI has since 2010 been engaging young people (18–30 years old) not only to share information with them on development in the State and Malaysia as a whole, but also more importantly to hear and gauge their views on policies, programmes and activities organised in their name, and also on social issues and problems affecting society today. Empowering them with information and knowledge provides them with a different and better perspective of what they see in their midst so that they can make better choices and decisions regarding their lives and events happening around them.

Malaysia has seen its share and flare of extremist views on ethnic and religious differences among its many multiethnic communities in the past years. This does not bode well for Sarawak with its 27 over ethnic groups. Efforts and steps need to be taken to ensure our young people in Sarawak understand and accept religious and cultural differences among us in order to sustain and strengthen the harmony that has existed in the State since before independence.

In 2013 SDI organised three events geared towards achieving this end among the youth. One was the Unity Youth Camp organised in Miri for 110 undergrads from universities, colleges and polytechnics comprising youth from Sarawak, Sabah, Peninsula Malaysia and international students from Indonesia and Fiji Islands. The 2½ day programme reinforced the importance of intercultural and social harmony

to achieve unity and from feedback received from the youth; the camp provided just the avenue for such discussion and interaction.

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The second event was a "Roundtable on Youth Engagement in the Community: Your Say" which was a follow up to the youth dialogues and forums organised in 2011 and 2012. At this roundtable attended by 32 youth, they covered issues on social unity and harmony, youth culture, generation gap, youth engagement and political

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culture. There was general consensus that unity and harmony in Sarawak is strong; youth culture is a trend and is dynamic but may change some of the values practiced; the generation gap is already existing at many levels between students and lecturers, government and people, children and parents due to cultural gap, technology and education; the local political scenario does not appeal to them; and youth engagement activities could be better organised. They showed a great interest in being engaged to formulate youth activities and programmes and hold discussions on serious matters pertaining to youth. There were calls for more roundtable discussions on pertinent issues and SDI would definitely take this up.

The "Roundtable on Culture & You – Your Say" was the third event involving youth, together with the older generation to share views on their understanding of cultures – their own and other cultures. Attended by 29 participants of varying ages from 18-65 years old, there were differences in views with regard to cultural traditions and practices with the older generation wanting to keep them and the younger ones having the view that some traditions are obsolete and not relevant in the current setting. The young people shared the view that cultural significance of practices and traditions need to be stressed to convey the values and messages as young people tend to pick and choose on what benefit them most. Young people understand the need for good values but felt that it should be instilled from young from the home, school, universities and within the community.

SDI's role to provide a platform to share information and knowledge with multiple stakeholders was also seen in the organization of talks on "Low Cost Aerial Photography for Rural Development" and on global and regional organic issues and their relation to what is happening in Malaysia.

In research, SDI continued with its two major studies on "Baseline Study on Expatriates and Other Non-Resident Employees (Foreigners) in Sarawak" for the State Planning Unit and the "Socio-economic Survey for Kedaya Telang Usan, Miri Agropolitian Project" for Miri Resident's Office. Another project that was started in late 2013 was a survey on customers' level of satisfaction on government online services commissioned by the Information & Communication Technology Unit Sarawak. Other in-house surveys/studies include one on "Profiling of Public Sector Communication Channels and Perception of Their Effectiveness", "Survey on Youth Organisations in Sarawak" and "Poverty Policy Working Database on Government Agencies and Non-Governmental Organisations in Sarawak".

To be able to play its role as a non-profit research institution, I sincerely appreciate the voluntary contribution of the SDI Board of Directors and the Corporate Members for their monetary annual contributions that have enabled us to hold regular discussions/talks/forums on key issues affecting Sarawak. No less important are the Thinking Working Groups (TWGs) and their members who have helped set directions for our activities and programmes. To our members, particularly the active ones, a big 'thank you' from me as well for supporting our activities and programmes. Our multi-stakeholder engagement would also not have been possible without the involvement and support of government agencies, the private sector, non-governmental organizations, regional and international partners, and the local media. Lastly, my utmost appreciation as well to the Secretariat of SDI, though small in number, they have weathered the challenges faced each year and done a good job.

SDI will also not be where it is today without the unceasing support of our patron, YAB Pehin Sri Haji Abdul Taib Mahmud, the Chief Minister of Sarawak. Our deepest appreciation to him for his thoughts and advice.

Thank you.

Yang Berhormat Tan Sri Datuk Amar Haji Mohamad Morshidi Abdul Ghani Chairman of Sarawak Development Institute





Chairman YB Tan Sri Datuk Amar Haji Mohamad Morshidi Abdul Ghani State Secretary of Sarawak



Deputy Chairman YBhg. Datu Haji Ismawi Haji Ismuni Director State Planning Unit



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Director YBhg. Datu Jaul Samion Permanent Secretary Ministry of Land Development



Director YBhg. Datu Haji Chaiti Haji Bolhassan Permanent Secretary Ministry of Rural Development



Director YBhg. Datu Dr. Ngenang Janggu Permanent Secretary Ministry of Modernisation of Agriculture



Director YBhg. Datu Dr. Penguang Manggil Permanent Secretary Ministry of Local Government and Community Development



Director Tuan Haji Soedirman Aini General Manager Sarawak Economic Development Corporation (SEDC)



Director YBhg. Datu Ik Pahon Joyik Permanent Secretary Ministry of Tourism



Director Encik William Patrick Nyigor Director Information & Communication Technology Unit (ICTU)



Director Dr. Abdul Rahman Deen Director Workforce Development Unit Chief Minister's Department



# Secretariat



- 1. Patricia P. Nayoi
- 2. Evelette Robin
- 3. Nur Asmida Arzmi
- 4. Tang Tze Lee
- 5. Lelia Sim (General Manager)
- 6. Abdul Khalik Putit
- 7. YBhg. Datu Aloysius J. Dris (Chief Executive Officer)
- 8. Alan Teo
- 9. Rosalind Wong
- 10. Kamaruddin Sajeli



Assoc. Prof. Dr. Abdul Mutalip bin Abdullah Lecturer, Faculty of Social Sciences, UNIMAS Visiting Senior Research Fellow



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#### Unity Youth Camp 20-21 April 2013, Eastwood Valley, Miri

he Unity Youth Camp organised for Yayasan Perpaduan Sarawak was formerly known as the Intercultural Youth Forum. A total of four forums had been organised in Kuching since 2009 and this is the only one held outside the division. The forum was renamed as activities organised were geared more towards teambuilding, understanding of cultural differences and acceptance, and the youth's views and understanding of the importance of unity.



The event was attended by 110 youths aged 18 to 25 years old from Sarawak (Miri, Sibu, Bintulu, Mukah, Baram, Lawas, Limbang, Bintangor, Roban, Serian & Kuching), Sabah (Sandakan, Keningau, Tenom, Tawau, Kota Belud), West Malaysia (Selangor, Penang, Melaka, Perak, Kelantan, Negeri Sembilan, Pahang, Kedah, Kuala Lumpur & Putrajaya) as well as international students (Indonesia & Fiji Islands) who were currently pursuing their studies in Miri. The youth who participated in the camp came from different ethnic backgrounds including the Bidayuh, Chinese, Iban, Indian, Kenyah, Lun Bawang, Malay and Melanau.

The activities for the camp comprised ice breaking sessions, team building activities, cultural performances, group discussion and presentations, and sharing by individuals on their experience at the camp. The participants also shared their views and opinions on their understanding of statements such as 'Let's Unite by ...', 'Let's Unite for...' and 'Unity matters because ...'. Their feedback showed that most of the youth understood the importance of unity and social harmony.

Through the group discussion, recommendations were made to enhance intercultural harmony through the implementation of more RIMUP (Rancangan Integrasi Murid untuk Perpaduan), homestay programme, organizing cultural week/month in schools or universities, traditional music and dance workshops, organizing unity roadshows, gotong-royong, publishing more books/magazines on culture, etc. The participants also proposed for more unity camps to be organised, not only for 18-25 years old but for primary school students as well.

Overall, the camp achieved its objective in bringing youth from diverse backgrounds together for a short period of time to learn more about the importance of harmony and unity. For some of the participants, it was a rare opportunity for them to do so; thus it took them a while to adjust and to mingle with the other youth.



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#### Roundtable on Youth Engagement in the Community: Your Say 22 June 2013, Hotel 56 Kuching

roundtable on Youth Engagement in the Community: Your Say was organised as a follow up to the youth dialogues and forums organised in 2011 and 2012 respectively. The participants again comprised youth aged between 18-25 years old. They were divided into groups to discuss issues on social unity and harmony among the multi-ethnic communities in Sarawak, youth culture, generation gap, youth engagement and political culture.

Among the highlights from the roundtable were that the participants believed that social unity and harmony is strong in Sarawak as families made efforts to reconcile than to let the political differences divide them especially when it was harped on during the last general election. They also have the view that youth culture is something dynamic and changes according to trends and time, and is not a threat to local cultures. But it may change or influence some of the values practised by the older generation. They also opined that generation gap is already happening at many levels of society such as between students and lecturers, government and people, children and parents, etc. The gaps mentioned include understanding each other due to cultural gap, technology and education. The youth were not happy with the local political scenario and they adopted a "couldn't care less attitude" after the GEI3 as they felt that both political sides had nothing to offer. They also felt that a lot of information was not clear but they acknowledged they did not bother to check the sources of the information obtained or available on the social media. They admitted that they have a short attention span; therefore it is not surprising that some of them are ignorant of many things. On youth engagement, although they are happy that more efforts are put on the youth, they still believed that the local youth engagement activities held can be better organised as they are conducted rather sporadically.

They made several recommendations which include: to foster greater unity among the community by having exchange students, organizing events for multiracial involvement and capitalizing on common interests among the youth. To reduce the gaps and understand each other better, they proposed quality bonding sessions, effective youth engagement activities, to show appreciation and gratefulness to the older generation and accept the wisdom or knowledge imparted by them. It was proposed that youth need to take the first step to understand the older generation because they are dynamic.

Youth are generally interested to participate in or to contribute to the formulation of youth activities and programmes. They proposed to be engaged throughout as they would like to see the end product or outcome of the activities. They also would like to discuss serious matters pertaining to youth such as the Universities Act and on social ills.

The youth requested for more roundtable discussions covering pertinent issues like substance abuse, sex education, etc. in the future. 32 participants attended the roundtable discussion which was moderated by Associate Professor Dr. Abdul Mutalip Abdullah, Visiting Senior Research Fellow at SDI.



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#### Traditional Games Family Picnic (TGFP)

25 August 2013, Amphitheatre Kuching

he inaugural traditional games family picnic featuring traditional games like batak lampong, tating lawi, sumpit and coconut bowling was organised in response to the call by the YAB Chief Minister to encourage greater community interaction in the city. The Chief Minister officiated this late afternoon event and made the call for more events such as these to be held at the green lungs of the city to

enhance community bonding. Besides the games, the picnic also showcased performances from SMK Kota Samarahan on rope jumping, SMK Kuching High on Chinese yo-yo and Kampung Entubuh Serian on bamboo stilt walking.

The picnic was attended by about 300 members of the public, youth from secondary schools and colleges. A lot of interest was centred on participation in the traditional games, particularly the coconut bowling, sumpit and batak lampong. There were also groups and families seen with their mats and picnic baskets at different parts of the grounds at the Amphitheatre.



Encouraging feedbacks were received from the games participants, members of the public, performers and games coordinators. According to the games coordinators, the participation at the traditional games was overwhelming during the two and a half hours event. The teachers from the participating schools were also happy to be invited to perform as it gave the opportunity for the students to perform at a public event. The parents were very supportive and welcome more initiatives such as this so that the students get to improve their skills as well as to motivate them to participate in outdoor activities.

#### **Chill Out** 13 October 2013, Kuching Amphitheatre

ollowing the call of the YAB Chief Minister for more regular gatherings of the community and families at the green lungs of the city, Chill Out was started following the TGFP. The first Chill Out was organised on 13 October 2013 from 4.00-6.30 pm. Since then four other Chill Outs had been organised every Sunday at the Amphitheatre whenever weather permits. It features activities such as Frisbees throwing, kite flying, hula hoops, bubble blowers, yo-yo, badminton, football, etc. for members of the public. Its key aim is for members of the public and their families to continue to make use of the parks and green lungs for recreational activities. Chill Out has been well attended by the members of the public and their families who are at the Amphitheatre to exercise, relax and have fun.







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#### SDI 17th Annual General Meeting

21 October 2013, Windows on Kuching, Riverside Majestic Hotel

he AGM was attended by 23 members and 13 proxies. During the meeting, YB Tan Sri Datuk Amar Chairman highlighted some of the programmes organised last year where SDI provided the platform for engagement with all stakeholders at the macro and micro level to obtain inputs and feedback for policy and decision making by the government. A video compilation of the youth activities undertaken was also shown during the meeting. Among the other matters discussed were on improving the communication with members and organizing members' talks on bimonthly basis.





### Talk on Low Cost Aerial Photography for Rural Development

7 November 2013, Conference Room, 2nd Floor, Wisma Bapa Malaysia

**D**resented a talk on the potential usage of aerial photography for a range of rural development and conservation purposes such as land-use planning, claims for land rights, eco-tourism, agriculture, hydrology, animal migration plotting, indigenous knowledge inventories, environmental surveillance, etc. Low cost technology such as tethered helium-filled balloons and un-manned aerial vehicles (UAVs) are examples of applications that can bring

new approaches to use aerial photography to benefit rural communities. This constitutes a new approach to community mapping, which has become a tool for devising and implementing community action plans that insert local spatial knowledge into development programmes. The presentation included the tests that have been conducted by the ISITI of Universiti Malaysia Sarawak. These involved the use of techniques for low cost aerial photography in remote locations in Sarawak. They conducted it under a project known as the eBario Innovation Village, which tests innovative applications of technologies and incubates those that show promise for use by wider audiences.

The speaker also responded to queries on the legality issues pertaining to the usage of this technology, the costs and the reliability of data. Dr. Harris has been advancing the use of Information and Communication Technologies for poverty reduction and rural development in Asia since 1997. He has worked on assignments for project design and implementation, evaluation, policy and strategy development, knowledge sharing and research across Asia, in Bangladesh, Cambodia, China, India, Indonesia, Laos, Malaysia, Mongolia, Nepal, Papua New Guinea, Philippines, Sri Lanka, Thailand and Vietnam. He has a long association with a remote indigenous community in Borneo where he set up Malaysia's first community radio station.







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#### Roundtable on Culture & You – Your Sav

26 November 2013, Lower Baruk Sarawak Islamic Information Centre

he second roundtable on Your Say was organised to bring people of different age groups (18 years old and above) together to share on their understanding of their respective culture and other cultures.

From the discussion on cultural practices, most of the participants still practice their local culture especially through the use of language/dialect, food and dressing. It was agreed, however, that due to intercultural marriages, the dominant

culture tends to be practiced in the household. Youth mentioned that due to the environment that they grew up in especially in the city, they tend to be influenced by the practices in the city such as to make friends with people from different ethnic groups, which influence their cultural practices, and language/dialect.



The main challenge faced by the older generation is to ensure that traditions are kept and practised by the younger generation. To the youth some traditions are already obsolete and not relevant

in the current setting. They suggested that cultures or traditions be documented through sharing by the older generation and these interactions are important as the young people pick and choose what is relevant to them only. A number pointed out that culture does not have to be cool and trendy for the young people, but must be shared in ways that stress their significance and convey their values and messages.

The participants listed religion, parents and peers as those who influenced their values. They understand the need for good values but stressed that they should be instilled in the younger generation starting from home, school, universities and community and through the power of the social and mass media. At the end of the roundtable the participants also discussed and identified the common values that they want to perpetuate and strengthen for social cohesion and good governance such as compassion, respect, hardwork, togetherness, honesty, filial piety, responsibility, tolerance, equality, community, caring, sharing, prudence, patriotism, selflessness, righteousness, pride, kindness, humility, understanding, forgiveness, independence, professionalism, commitment, respect, courtesy, courage, honour, fairness, generosity, loyalty, sincerity and teamwork.

The roundtable was attended by 29 participants between the age group of 18 and 65 years old and comprising different ethnic group such as the Orang Ulu, Iban, Bidayuh, Indian, Chinese, Malay and Melanau. Associate Prof. Dr. Abdul Mutalip Abdullah, Visiting Senior Research Fellow at SDI and Ms. Lelia Sim, GM of SDI moderated the session.









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#### Organic Talk

20 November 2013, MBKS Auditorium

DI partnered with Kuching South City Council (MBKS) in organizing the annual Organic Talk to provide a platform to discuss issues related to the field of organic. The event featured Mr. Ong Kung Wai, Chairperson of Organic Alliance Malaysia sharing on "Global Organic Trends & Regional Development Updates" and on "Issues Arising and Solutions on Malaysian Organic Labeling Regulation", Puan Megir Gumber, Senior Assistant Director (Research), Agriculture Research Centre (ARC) sharing on "Malaysian Good Agriculture Practice (MyGAP)" and "Malaysian Organic Scheme" and Cikgu Bobby Jika and Cikgu Nipel Nyowib from SMK Siburan sharing on their "Success Story on Composting".



The global market overview for organic foods is estimated at USD62.8 billion in 2011. The biggest markets currently are European Union and North America. In Malaysia, the organic market is estimated at USD35 million with over 200 retail outlets (excluding supermarkets). There are 10 certified processors in 2013. The agenda set during the Organic Asia – The Way Forward in October 2008 at Kuching Sarawak is still being actively pursued to encourage collaboration towards regional equivalence recognition of organic norms. There is an urgent need to improve access between countries' organic agricultural products and increase trading opportunity, and to reduce administrative and financial costs and provide increased economic opportunities to producers, operators and consumers. An Asian Regional Organic Standard (AROS) is being worked on now at the ASEAN region as an acceptable equally reliable system between non-equally developed scenarios.

Puan Megir Gumber explained that the MYGAP is a certification for pesticide-safe food especially vegetables. MYGAP was launched in August 2013 and is in line with the ASEAN GAP which promotes food safety, environmental friendliness and workers' welfare. DOA targets all farms in Malaysia to be MYGAP certified by 2020. Currently there are 3 farms which have been certified with MYGAP in Sarawak. Problems encountered during the certification were poor records management, lack of proper storage for pesticides, fertilizers, tools and farm produce, farm sanitation, composting of farm wastes, lack of proper field facilities and disease problem. Cikgu Bobby and Cikgu Nipel shared on their composting stories which used the Huseyaki carbonization method. They used broken tables and chairs as resource materials for the carbonization.

A mini display of organic products and produces such as vegetables, clothes, beverages, supplements, fertilisers, seed composts and composting materials was also organised to complement the talk.







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#### Baseline Study On Expatriates And Other Non-Resident Employees (Foreigners) In Sarawak

total of 1,161 foreign workers, 354 expatriate and 324 employers were interviewed in the study together with officers from 18 relevant government agencies and industry bodies in six selected areas such as Lundu, Mukah, Sibu, Bintulu, Sungai Asap in Belaga and Miri.

The study revealed that the employment of foreign workers in the State is heavily dependent on one source country that is Indonesia. However, the situation is different for the expatriates where the main source is China and followed by the Philippines and Japan. Many establishments in the State prefer to hire foreign workers than locals due to various reasons such as hardworking attitude, lower wages, willing to do 3D work and work for longer hours. Employing expatriates on the other hand was mainly because of difficulties in finding locals with the required skills to meet the high standard of job requirements.



Internal factors that contributed to the large entry of foreign workers and expatriates to the State include better pay (benefits such as accommodation and medical), easy access to the State, similar culture and religious belief. Income wise, a foreign worker earns on the average RM1,500.00 per month and repatriates about RM600.00 with an estimated frequency of 6 times a year.

The large presence of foreign workers has invariably affected the income, employment, and business opportunities of the locals, particularly in the rural and interior areas where jobs and business opportunities are scarce as reported by the local community leaders. They are also concerned on the safety, security, social and economic impact of the foreign workers in their areas.

recommended, The study among others that there is a need to reduce disparities in remuneration packages between local and foreign workers/expatriates and the recruitment should be more stringent with mandatory police screening in order to reduce the inflow of foreign employees and to manage the socio-economic impact of their presence in the State. The final draft report was submitted to the State Planning Unit in December 2013.

#### Socio-Economic Survey for Kedaya Telang Usan, Miri Agropolitan Project

he main objective of the survey is to provide detailed, accurate and upto-date information on the socioeconomic profile of the community in Lembah Punang Kelapang. Data collection was completed in 2013 and the Interim Report was submitted in July.

In the survey 314 heads of households from the 8 villages of Long Beruang, Long Lamai, Ba' Lai, Long Pulung, Lio Mato, Long Banga, Long Balong and Long Peluan were interviewed. All villagers are only served by village

or logging road and jungle tracks. Long Puak, Long Pulung and Ba' Lai are the villages with the least amenities and facilities. Solar powered electricity funded by the Ministry of Rural and Regional Development and also electricity from micro hydro projects by UNIMAS have been undertaken respectively in areas like Long Beruang and Long Peluan, and Long Banga, Long Pulung and Long Lamai. Rural service centres have also been established in Long Beruang and Long Lamai while primary schools are found in Long Banga and Long Lamai. Clinics are only found in Long Banga and Lio Matoh. A number of projects to raise the socioeconomic status of the community have been introduced such as high yielding rubber block planting.

Early findings indicate that educational achievement among the population is rather low. The study area also suffers from hardcore poverty due to multiple reasons such as household heads and members lacking the skills and knowledge to better themselves, low farm productivity, limited economic opportunities, no steady or consistent income and poor support from the authorities. relevant Though facing multiple challenges and issues, the local community shows a strong desire to learn and improve themselves.



## VICOSlecturesconferences

#### Profiling of Public Sector Communication Channels and Perception of Their Effectiveness

his is an in-house project which aimed to profile government communication channels and examine their effectiveness in disseminating information. The respondents for the study are: government ministries, resident offices, state departments, local authorities, district offices and statutory agencies. The study used an online questionnaire to obtain data from the selected government agencies.

63 Out of agencies selected, only 44 returned their questionnaires. The finding shows that all of the goverment agencies and departments use more than one channel to communicate and disseminate messages and information to their target groups. channel The communication selected is based on the agencies' functions and core area. In terms of



frequency of use, the study revealed that the most popular methods are through newspaper (mass media channel), brochure and exhibition (print media channel), and dialogue and talk (face-to-face channel).

In terms of rating on effectiveness – based on the respondents' evaluation and perception – the most effective modes are seminar, talk and workshop (face-to-face channel). The respondents agreed that these methods were the most effective ways to communicate and disseminate messages and information to their intended targets as the public prefer faceto-face or direct communication where they can interact and get instant and immediate feedback on issues discussed. In general the respondents agreed that the ability and creativity of the planner in the department concerned in deciding on which channel is to be used for a particular activity or programme is very important to avoid miscommunication and wasted effort and time.

#### Information and Communication Technology (ICT) Awareness Programme (Survey)

his survey is commissioned by the Information and Communication Technology (ICT), Chief Minister's Department to find out the customers' level of satisfaction on the online services provided by the government. The study agreement was signed in November 2013 and data collection commenced in December 2013.

The survey will also explore the reasons that hamper government online services penetration in the market. Findings from the survey will provide the service provider with feedback from users regarding the quality of the services plus reasons why nonusers are reluctant to use them. This feedback could be used by the service provider to improve its services as well as to explore ways to expand its user base. The survey will focus on active users of government online services and also nononline users who have internet access but are yet to use the government online services, and prefer to use other non-online services.

The survey will only evaluate six key online services as identified by ICTU which are Talikhidmat, e-Scholarship, e-Recruitment, e-Library, Paybills Malaysia and e-Booking.







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