Strategies to Improve National Poverty Data Bank Ekasih Registration Process at State Development Office of Johor

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Abstract
This study focuses on improving the existing work process for eKasih registration at the State Development Office of Johor (SDOJ). SDOJ is a department under the Implementation Coordination Unit (ICU), Prime Minister's Department's acts as custodian for the National Poverty Database, the eKasih System. One of the issues encountered in the registration process is that the data of the targeted household is not updated, mainly due to geographical issues and commitment by the household. An in-depth interview and focus group discussion (FGD) were conducted with the top management, middle managers, and operational level (enumerators) to identify issues in the organization. As a result, this research proposes a computer-assisted self-interview (CASI) using Quick Response (QR) code as a medium for the data updating process. The research methodology for this research is mixed methods, qualitative and quantitative. This research has reduced 5.6% of non-updated data in the targeted population during the first cycle interim period, which contributes to better decision-making by policymakers and relevant agencies. Successful registration of the targeted household will potentially benefit from the social assistance or aid provided by the government. In addition, the organization has benefited from operational cost savings of up to 56.4% in terms of the enumerator's mileage claim.
Keywords: Data Quality, Data Integrity, Strategy, Data Collection, Census.

Introduction
eKasih System was designed with its role as a single point of reference for poverty information used as a basis for planning at the federal level, state level, and district level. When dealing with big data and complex information, the questions about completeness, accuracy, and consistency of data collection are discussed in detail, as household income information is required to measure poverty level. The likelihood of a household participating in a survey

may not be the same across households with different income levels, and some sampled households invariably decline to participate because they are unwilling or because there is no one at home at the time the survey is conducted (The World Bank, 2023). If left uncorrected, this can distort both poverty and inequality measurements (The World Bank, 2023). Such bias will ultimately impact the decision-making process of relevant organizations (Tilahun et al., 2022).

Problem Diagnosis

In eKasih registration process, households are initially suggested by a committee known as the Focus Group Daerah Committee (FGDC) chaired by the District Officer (DO). The shortlisted households will then be presented to the SDOJ/ICU as the custodians of the eKasih database. Before the shortlisted households are registered in the eKasih system, a verification process will be conducted, and the enumerators will then visit the household to thoroughly interview and gather all the information required by the system, especially the household income information. Once the information is complete, the household will be registered in the eKasih system and categorized into the poor or hardcore poor category based on their income.

The registered households will eventually be interviewed again after 2 years of registration to identify if there have been any changes in household income or if there has been an addition of household members, and this process is called *pemutihan*. One of the issues during the *pemutihan* process or updating data process is that some households are not available at home more than three times due to various reasons. The non-updated data will eventually affect the integrity of the data since it will be used by the stakeholders in their planning and decision-making. Poor data integrity can lead to flawed analysis, misleading conclusions, and ineffective policies. Based on statistics from the eKasih System as of March 31, 2024, 6.9% or 978 households' data for the State of Johor are not updated which is categorized as *Tiada Sesiapa DiRumah (TSD)* (Refer Figure 1.1*).
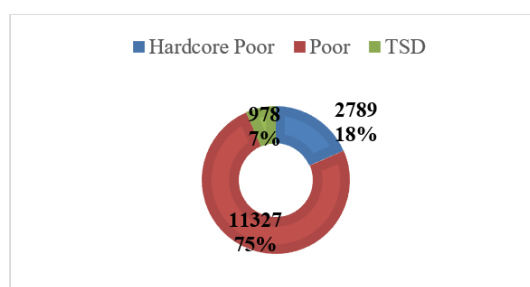

Figure 1.1 Poverty data based on categories.

Literature Review

There is limited literature found on modes of data collection in Malaysia focusing on household income data collection. However, few studies from other regions can be used as a reference during the household data collection and updating process.

The post-pandemic landscape has driven innovation and adoption of diverse computer-assisted data collection (CADC) methods. The need for social distancing and safety protocols led to a shift towards mixed-mode approaches, combining online surveys, phone interviews, and mobile data collection with reduced in-person interaction (Lee et al., 2019). With more

people working and learning remotely, online surveys became a preferred method for reaching a wider audience, especially for geographically dispersed populations (Guzman-Tordecilla et al., 2023). As technology continues to evolve, we can expect even more sophisticated and efficient methods of collecting and analyzing data, which will shape the future of research and decision-making in various fields (Tilahun et al., 2022). A few research during and after the pandemic highlighted several ways of data collection (Hensen et al., 2021; Marzo et al., 2022; Tijani et al., 2021). The COVID-19 pandemic has had a significant impact on how data is collected, accelerating the already existing trend towards CADC.

Solutions in literature have pursued a variety of methods in data collection such as using mobile phone surveys (MPS) or mobile computing devices (MCDs) (Guzman-Tordecilla et al., 2023; Lamanna et al., 2019; Vielma Orozco, 2023). Such methods involve several modalities such as Computer-Assisted Telephone Interviews (CATI) (Guzman-Tordecilla et al., 2023),Audio Computer-Assisted Self-Interview (A-CASI) (Heinritz et al., 2022), Short Message Service (SMS) CASI (Brown et al., 2008), and Interactive Voice Response (IVR) (Guzman-Tordecilla et al., 2023).

It is clear from the extensive evidence in the literature that the implementation of CADC has revolutionized the way information is gathered, offering significant advantages over traditional paper-based methods. CADC manages to boost efficiency in various aspects such as eliminating the tedious and error-prone process of manually entering data from paper forms. CADC software automatically captures responses, saving time and reducing clerical errors. In addition, CADCs are much more cost-effective in the context of eliminating the need for printing, distributing, and collecting paper forms, saving on printing costs and logistical expenses, reducing travel costs and personnel hours (Guirao et al., 2015; Guzman-Tordecilla et al., 2023; Lamanna et al., 2019; Nair, 2013; Song et al., 2023; Zeleke et al., 2019). A summary of findings for different modes of data collection has been tabulated in three (3) dimensions: cost-efficiency, process efficiency, privacy, and anonymity (Refer to **Appendix A**).

Materials And Methods
As this research combines qualitative and quantitative methods, different analysis is performed in each of the methods. As for the qualitative methods, a thematic analysis was conducted on the in-depth interview findings meanwhile for the quantitative methods, a descriptive and comparative analysis was performed.

In-depth interviews were used as an opportunity to explore the background of the organization and identify current issues and problems. In this research, the interview protocol is designed to answer the research questions as follows:
1)What are the ongoing issues in e-Kasih registration process?
  2) What is the existing registration work process?
3) What strategies do the officers and enumerators use to ensure the reliability and validity of data collection during the e-Kasih registration process?

The target audience for this research is the top management, middle managers, and operational level (enumerators). Therefore, three (3) sets of open-ended questions were designed to meet different levels of the organizational structure that are directly involved in

the research topic (Refer to **Appendix B**). The protocol of the interview includes informed consent and an introduction to the study, warm-up questions about the participant's background in the organization, followed by open-ended questions about their personal experiences within their job scope, probing questions to explore potential challenges, concerns, and implementation considerations, and closing questions about overall thoughts and recommendations.

Results and Discussion
Qualitative Method

As part of the descriptive thematic approach, inductive reasoning was utilized to sort and classify the responses and answers to focus on detailed aspects of the organization's current practice and issues (Daher et al., 2022). In this analysis, the data and information gathered during the interview were examined closely and clustered into common themes regarding topics, ideas, and patterns of meaning that come up repeatedly (Refer to **Appendix C**). Figure 3.1 shows the thematic map with six (6) main issues highlighted with the most prominent issues of non-updated data due to household commitments.
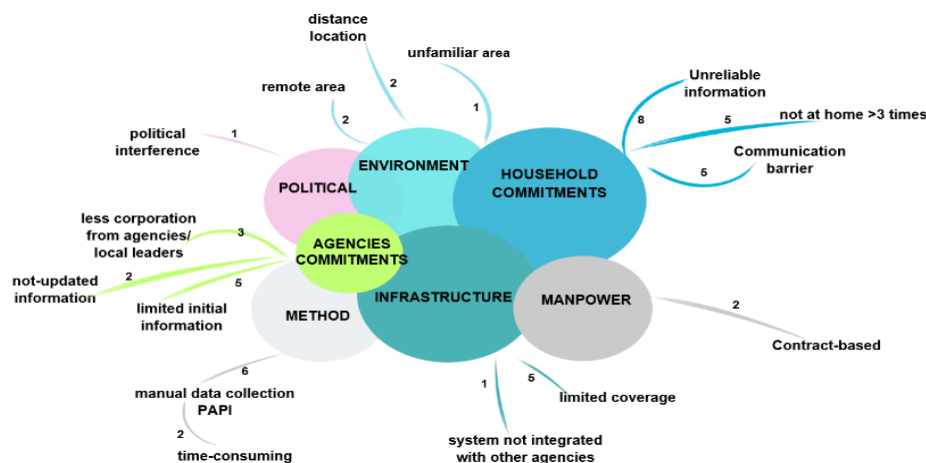

Figure 3.1 Thematic maps on issues during eKasih registration process and the frequency of each issue occurs.

Proposed Interventions
A focus group discussion (FGD) has been conducted to perform a comprehensive analysis and risk assessment on all the issues identified during the in-depth interviews. The FGD has proposed a Computer Assisted Self Interview (CASI) as an additional mode of data collection and updating process by using Quick Response (QR) Code. Using the QR Code, the household will directly update their information through the link provided which directs to the online forms. This QR code can pre-fill forms with certain household information and the household will just need to update the necessary information to complete the data updating process.

This mechanism will eventually enhance data accuracy and completeness compared to manual processes through pen-and-paper interviews. QR codes can also facilitate multi-channel data collection during online and offline bridging. The household can scan codes from printed materials to access online surveys or submit data via mobile devices, even in areas with limited internet access. In addition, QR codes are easily scannable by smartphones and

tablets, enabling enumerators to collect data directly on mobile devices, reducing reliance on paper forms and manual data entry.

Quantitative Method
In this research, the comparative analysis involved analyzing secondary data from eKasih system, the TSD data. This data analysis involved pre-intervention data on March 31, 2024, and post-intervention data after 3 months of intervention for each cycle. During the first cycle, the TSD data is expected to reduce in number and percentage to minimize the non-updated data. As of May 16, 2024, 55 households, or 5.7%, from a total of 978 households updated their data using the QR Code link (Refer to **Appendix D**). At this stage, the progress of the data collection process is monitored, any emerging issues are identified, and adapt the intervention as needed to improve the quality of the data collected.

Table 3.3 (a)
TSD Data Analysis

District	Baseline (March 31, 2024)	Cycle 1 (as of May 16, 2024)	Trend (↓ = reduce TSD; ↔ = no changes)
Batu Pahat	12	0	↓
Johor Bahru	583	546	↓
Kluang	20	18	↓
Kota Tinggi	66	66	↔
Kulai	103	103	↔
Mersing	87	87	↔
Muar	2	0	↓
Pontian	14	12	↓
Segamat	58	58	↔
Tangkak	33	33	↔
Total	**978**	**923**	↓

There are several factors for households to update their data or information such as contact number changes, household information, income data as well as occupation and health status. Using the QR Code link is expected to increase the engagement between the household and the organization as well as improve the existing work process to a more targeted approach.

Based on the QR code feedback for 1st cycle, a total of 55 households responded using the QR code. In normal scenarios before the intervention, enumerators must perform house visits at least three (3) times per household to get the household income information which incurred operational costs for a mileage claim. An analysis of the operational costs pre-intervention and post-intervention has been conducted focusing on the mileage claim. A few assumptions have been set to analyze as follows:

1) The total number of households is set as 55 (baseline) based on feedback from QR code.
2) 30km average mileage per household.
3) The mileage rate is based on the organization circular at RM0.30/km.

Table 3.3 (b)
Updated Information Using QR Code

Updated Information	Total	Requirement for house visit (Y=Yes/ N=No)
Contact number changes	9	N
Add/reduce of households	2	Y
Occupation status	3	Y
Divorced/ Death	3	Y
Illness/ Disabled	1	Y
Household income changes	1	Y
More than two changes	10	Y
Others	2	Y
No changes	22	N
Address	2	Y
TOTAL	**55**	**Y=24**

Based on the analysis, total mileage costs before intervention are RM1,485 for 55 households. After the intervention, the organization minimized the operational costs to only RM648.00 as only 24 households required a one-time house visit (Refer to Table 3.3(b) and 3.3 (c). This shows that implementing the QR code during data updating has achieved 56.4% cost savings for the first cycle output. This strengthens research by (Karia et al., 2019; Song et al., 2023) that QR codes are cost-efficient during data gathering and updating.

Table 3.3 (c)
Financial Implications Pre and Post Intervention

Pre-Intervention (based on total 1st Cycle response)		Post-Intervention (1st Cycle) only for required house visit	
Mileage Claim	Total cost (RM)	Mileage Claim	Total cost (RM)
55 households x 0.30km x 30km x 3 times visit/household	1,485	24 households x 0.30/km x 30km x 1 time visit/household	648.00
Total cost savings (1st cycle): RM1,485.00 – RM648.00 = <u>RM837</u> (56.4%)			

Conclusion

Overall, QR codes offer a versatile and cost-effective tool to enhance accuracy, efficiency, inclusivity, and respondent engagement in eKasih data updating process. By embracing this technology, the organization can streamline operations, collect better-quality data, and make informed decisions that positively impact the targeted populations, communities, and stakeholders (Guirao et al., 2015; Tilahun et al., 2022). For future improvements, the QR Code can also be integrated with accessibility features like audio prompts or text-to-speech functionality for individuals with visual impairments or other marginalized groups.

Acknowledgement

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Appendix A. Summary of literature findings based on different modes of data collection

Mode of Data Collection	Author	Findings		
		Cost efficiency	**Process efficiency**	**Privacy & Anonymity**
Pen and Paper Personal Interview (PAPI)	(Zeleke et al., 2019)	Involved in paper printing & distribution costs and travel costs.	Time-consuming as requires data entry post-interview. The tendency of data loss and error is high compared to electronic data collection.	Less privacy due to face-to-face interview
Computer Assisted Personal Interview (CAPI)	(Vielma Orozco, 2023; Zeleke et al., 2019)	Required one-off cost for tablet/ mobile devices.	Real-time data entry during face-to-face interview session.	Less privacy due to face-to-face interview
Computer Assisted Self Interview (CASI)	(Guirao et al., 2015; Song et al., 2023)	Cost efficient as it doesn't require printing and traveling costs.	Real-time data entry. More flexible: can be done online and offline.	More privacy. Suitable for sensitive survey.
Audio-CASI	(Heinritz et al., 2022)	Costly: Interactive Voice Response (IVR) features	Real-time data entry.	More privacy. Suitable for sensitive survey. Suitable for illiterate & disadvantaged population
Computer Assisted Telephone Interview (CATI)	(Guzman-Tordecilla et al., 2023)	Costly: Short Message Service (SMS) and Interactive Voice Response (IVR) features	Real-time data entry.	More privacy. Suitable for sensitive survey.

Mode of Data Collection	Author	Findings		
		Cost efficiency	**Process efficiency**	**Privacy & Anonymity**
Mobile phone survey (MPS)	(Marzo et al., 2022)	Cost efficient as it doesn't require traveling costs.	Suitable for those who have limited internet access.	More privacy.

Appendix C. Thematic Analysis

Theme	Meaning of Theme	Files	References	Subtheme	Evidence
Background	Organization and interviewees background	10	10	Interviewee background	*Hj R* In Public Service, I have already served for thirty years. Okay. so throughout my service I have served ahhh at various levels starting at the Ministry Level, Department Level, State and also in the district level. *Mr. AR* Total in public service almost 15 years *Ms H* I am the enumerator for Johor Bahru district and have three years of work experience *Mrs. HS* I am the enumerator for Tangkak district and has served for almost ten years in State Development Office of Johor *Mrs. W*

Theme	Meaning of Theme	Files	References	Subtheme	Evidence
					I have been working at SDOJ started in 2015 when I was assigned to the Kluang district. At the end of year 2018, I moved to Batu Pahat so my experience working at SDOJ around 9 years.
					Mrs. U I have been working at SDOJ for almost 11 years since 2013. Okay. I was also placed at the Segamat District Office until now. *Mrs. AH* Okay, I'm Aqilah, enumerator for Kota Tinggi district for almost 5 years *Mrs. A* I have two years of work experience in SDOJ and was placed in the Kulai District Office. *Mrs. HK* My experience working at SDOJ has been almost 11 years. *Mrs. S* I have been stationed in Kluang District since 2022, January 2022. Soon to be two years this year.
		1	4	Organization background	*Hj R* The organization

Theme	Meaning of Theme	Files	References	Subtheme	Evidence
					was officially established on the twelfth of July nineteen seventy-one (12th July 1971) which is the last fifty years. Okay, the establishment of the JPM ICU was in line with the New Economic Policy (DEB) at that time, which was formulated for the long term of the Malaysian government for twenty years. Okay started at the beginning of the second Malaysian plan which is the second RMK in the year nineteen seventy-one and continued until the year nineteen ninety. to be the central agency that excels in coordination and monitoring National development. its mission is to spur the country's development
		4	16	Role	*Hj R* special program involving allocations from the

Theme	Meaning of Theme	Files	References	Subtheme	Evidence
					Prime Minister, Deputy Prime Minister and Members of Parliament coordination, implementation, monitoring and evaluation of programs or projects by practicing good governance and a creative, innovative and work culture with integrity towards the well-being of the people project planning under the Five Year Malaysia Plan people's well-being programmes empowering the bumiputera agenda *Mr AR* coordinating the eKasih system which is a database as a single point of reference to agencies in the State of Johor for them to implement poverty alleviation programmes. Implement supporting programmes such as giving aids to the needy receive funds from strategic partners such as BSN, and

Theme	Meaning of Theme	Files	References	Subtheme	Evidence
					Bank Muamalat, which they then channel help in the form of money and we act as a coordinating agency in identifying potential participants *Mrs HS* Carry out survey, search and respond (SARa) activities Perform data updating process (pemutihan) for existing households in eKasih system. Verify new eKasih registration perform e-Kasih data sustainability based on KPI that has been set Performed data updating task force with the state agencies such as Jabatan Kebajikan Masyarakat (JKM) and Majlis Agama Islam Negeri Johor (MAINj) Mobile team activities with relevant agencies *Mrs U* Hardcore poor taskforce We conduct verification and data updating process as well as mobile team

Theme	Meaning of Theme	Files	References	Subtheme	Evidence
		9	12	Work process	*Mr AR* eKasih new registration which we will receive a response from the district office registered eKasih household data were updated every 2 years and this process is called pemutihan or data updating. using the Poor Household Census Form (BIRM) which there are 50 questions each that we will do technically when we use this form, a lot of manpower is involved *Mrs HS* workcamp twice a year to reflect on existing workprocess once a month to review or discuss any issues occur during site visit or eKasih registration process *Mrs W* workcamp twice a year to review on any issues *Mrs U* holding a work camp twice a year or when there is a

Theme	Meaning of Theme	Files	References	Subtheme	Evidence
					course involving staff related to poverty *Ms H* there is a work camp twice a year. So we are compulsory to attend the camp *Mrs A* at least twice a year if like recently we have a task force at Muar and Tangkak for verification purpose *Mrs HK* work camp twice a year *Mrs S* Trainings were held 2 to 3 times a year with other enumerators from other districts. *Mrs AH* In a year, the frequency is twice.
		3	3	Standard Operating Procedures (SOPs)	*Hj R* produce SOPs for each role and functions in the organization (ie. MS ISO, Integrity Pact etc) *Mrs HS* SOPs that we need to follow is basically the eKasih registration SOPs *Mrs HK* Gather as much data as possible from the households and

Theme	Meaning of Theme	Files	References	Subtheme	Evidence
					record in the form and key in into the eKasih system
Challenges	The external challenges that become an impediment to the organization's decision-making and policy-making process	1	1	Public funding	*Hj R* implementation of development projects using public funds and we know the funds are some from loans, if we don't execute the projects on time it will incur more interest to the government
		1	1	Limited allocation	*Hj R* And we know that with the current economic situation, the government's allocation is also limited
		1	5	Economy	*Hj R* address socioeconomic imbalances and increase solidarity between races. reoccurring imbalance in terms of economic dominance between Bumiputera and non-Bumiputera In the current economic situation, the government's allocation is also limited Bumiputera land that need to be

Theme	Meaning of Theme	Files	References	Subtheme	Evidence
					developed and so on but there are obstacles high dependence by the Bumiputera community to get government allocation
		1	1	Piecemeal project	*Hj R* development cannot be achieved completely but it will be in piecemeal
		1	1	Unrealistic approach	*Hj R* There are various forms of poverty in our country. Okay there are absolute poor, there is relative poverty, there is poverty that is universal or based on the situation and etc
		1	2	Political	*Hj R* the political situation is also unstable which means that the agendas that want to be implemented. there are times when you require the consent of all levels of society.
Issues	Internal and external issues during execution of policies and functions of the organization	8	19	Household commitments	*Hj R* Community commitment in this regard is sometimes difficult for them to provide cooperation in ensuring the accuracy of the

Theme	Meaning of Theme	Files	References	Subtheme	Evidence
					data. *Mr. AR* we must go to houses that sometimes we are not even sure they are still in the same place or not *Mrs HS* lack of cooperation from the households Communication limitation with households who is not fluent in Malay and English Info given was sometimes doubtful such as income data Households are not at home more that 3 times Sometimes the information's outdated *Mrs W* I've seen household that has many children up to 15 people so that's going to take a little time sometimes 45 minutes for us to prepare one case This verification is very dependent on the other members of the households in the house. The challenge is IC in terms of IC sometimes during visitation the households are not

Theme	Meaning of Theme	Files	References	Subtheme	Evidence
					at home and so we will have to go back and forth to get that person's IC Data given by the household was not accurate *Mrs HK* The households seem to doubt during the visitation and ask a lot of questions such as what is eKasih? The household himself does not understand what e-Kasih is. Even if he wants to register, he actually doesn't know what the purpose of the registration. Self-employed has variable incomes Health status is hard to verify since there is no official letter from authorities such as the hospitals or clinics
					Hard to get accurate data Some households don't know how to explain the spouse and children's status *Mrs S* Does not want to give information the member of the households information's *Mrs AH*

Theme	Meaning of Theme	Files	References	Subtheme	Evidence
					Hard to get information when not at home *Mrs U* The most challenging is when the only information that we have to collect data are names, address and IC only without any contact number. Whether they are at home or not, that will be a different story. *Ms H* Limitation in terms of communication with households who is not fluent in Malay and English
		4	5	Environment	*Mr. AR* Most of the households live in remote areas untraceable household location *Mrs HS* Locality of the household if in town area much easier compared to rural areas *Mrs HK* Time-consuming during visitation to remote areas *Mrs AH* Certain areas hardly to reach using vehicles so we have to walk to reach the

Theme	Meaning of Theme	Files	References	Subtheme	Evidence
					house
		1	1	Political	*Mrs W* political intervention from the YB EXCO who I think is very tough. What we do he doesn't think it's right he did it again it's not right either so we don't know, we try defending our data I think I have done the best
		6	10	Agencies Commitments	*Hj R* involvement and commitment of strategic partners are still moderate *Mrs HS* Some agencies data are not updated especially existing aids the household received Ketua Kampung not available during visitation Hard to get their IC details *Mrs HK* Ketua Kampung not supporting. *Mrs W* The only information given is the address. As for telephone number, 50% of it cannot be reach as we understand people tend to change phone numbers.

Theme	Meaning of Theme	Files	References	Subtheme	Evidence
					The address sometimes are incomplete using old codes The only information given by other agencies is only IC number and address *Mrs S* Initial information's are required from the households and their member's *Mrs AH* New information that we need to gather.
		6	8	Method	*Hj R* Manual data updating *Mrs HS* Current practice we gather the data manually it will be days maybe two days for repeating the questions usually to get IC information from the rest of his household *Mrs W* A total of 18pages of form and 50 questions to be completed manually I've seen many children up to 15 people so that's why it takes a little time, sometimes 45 minutes for us to prepare a form

Theme	Meaning of Theme	Files	References	Subtheme	Evidence
					Ms H take a little longer because of have to wait for the household IC number. He looks for IC number, later birth certificate and after that he wants to wait for his son to call and give his IC number *Mrs A* takes a longer time to fill the form *Mrs S* takes time to complete the form
		3	3	Infrastructure	*Hj R* We need an integrated database to ensure digitalization of public service delivery can be a success. We take PADU for example, it is combination of systems that will combine data from ministries and central agencies is in, which means that if people enter PADU, they can look at the eKasih database, they can look at other databases *Mr. AR* Limited access to the internet

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					especially in rural areas Mrs W Even though we were provided with tablet the issues of internet access in rural area might occur
		3	4	Manpower	*Hj R* the data delay problems for updates due to constraints in terms of manpower to key in the information in the eKasih database as accurately as possible *Mr. AR* using the Poor Household Census Form (BIRM) which there are 50 questions each that we will do technically when we use this form, a lot of manpower is involved *Mrs W* Those of us with more than five years of experience are hoping to get a permanent post in the government but we also understand the government's policy. How can I continue the contract? I hope for the government to

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					continue the contract, when we reach the end of the year, we start to worry about the same, are we still relevant in the organization as the requirement for the positions are highly demanded to handle cases on the ground. Our position are renewed every one year and sometimes every 6 months.
Strategies	Existing strategies that the top management, middle managers, and enumerators implemented during task execution	10	18	Key Performance Indicators (KPIs)	*Hj R* The New Economic Policy which at that time this policy was designed to last the length for twenty years Long term strategic plan (ST) such as Twelfth Malaysia Plan, organization ST Zero hardcore poor by 2025; Zero delayed project; Zero project that has not started; *Mr. AR* eKasih new registration which we will receive the response from District Office data updating towards existing households

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					registered under eKasih
					Search and Rescue (SARa) is when we do house visitation for verification and updating. If we see the next-door neighbours who is potential to be registered then we will also help them
					Mobile team - which we will see in this eKasih system any eKasih participant who has not yet received assistance.
					Mrs HS
					KPI for verification sixty (60) cases per month, as for pemutihan hundred twenty (120) cases per month
					Mrs W
					our KPI achievement is 120 cases per month for
					   data updating, meanwhile for verification is 60
					   cases and we also have a mobile team every two
					   months rotated by district
					Mrs U
					For verification KPI for a month 60 cases. Okay. 60. If in a year there are 720. Okay. We will solve it. For data

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					updating a month 120. Okay. Estimated in a year we have to complete 1,440 cases for one enumerator *Ms H* For pemutihan 120 cases per month meanwhile verification 60 cases per month *Mrs HK* Verification 60 cases per month and for pemutihan 120 cases per month *Mrs A* Verification KPI 60 cases per month, whereas pemutihan 120 cases per month *Mrs S* For our KPI in district around 100 to 120 cases per month Update data frequently during pemutihan *Mrs AH* We have two main KPIs, verification and pemutihan with 60 cases and 120 cases each / month
		7	17	Tools	*Hj R* checking the effectiveness of monitoring and evaluation to realize

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					the national development agenda The Five-Year Malaysia Plan we have MyProjek system meanwhile for project Khas we have MyKhas which acts similarly in the management of allocations This PADU database will combine all the databases in ministries and departments a realistic approach to measuring the state of poverty *Mr AR* supply the tablet which in the initial stage aims to help assist the enumerator during the site visit and record information directly into the system *Mrs HS* using Borang Isi Rumah Miskin (BIRM) during interview *Mrs W* household profile are from the eKasih System the department allocate a tablet for each enumerator to assist during verification and site

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					visit *Mrs U* we each receive a tablet we use BIRM form during interview *Mrs H* prepare a BIRM form where the form needs to be filled in completely to simplify the processing work for data entry into the system *Mrs HK* eKasih profile, tablet and BIRM form *Mrs A* we can refer to the guideline book on how to conduct the interview and the details we need to fill in the BIRM form *Mrs S* prepare a manual for us, which is a questionnaire form tablet *Mrs AH* forms and additional information from the office guideline manual
		7	9	Collaboration	*Hj R* establish good relationships with agencies or departments at federal or state level in making the national

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					development agenda a success *Mr. AR* cross-check with data from other agencies *Mrs HS* Cross-check with other agencies Collaboration with local leaders *Mrs W* Arrange the information based on Kampung or area and contact the Ketua Kampung to join the site visit as most of the Ketua Kampung are well aware of their household especially the one that self-employed at kampung area to verify their income. *Mrs U* We contact the Ketua Kampung or Penghulu to get information such as their data and exact location *Mrs A* ask help form Ketua Kampung or AJK to be with us to make sure the data is accurate and usually if there is a Ketua Kampung the household will be more honest on sharing their

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					informations assistance from Chinese and Indian liaison officer for households that cant speak Malay or English well *Mrs AH* Bring along local leaders during verification and pemutihan
		2	2	Authority Verification	*Mrs HS* Let the household get income verification from authority *Mrs W* It is relevant for the household to verify their income before proceed with the registration
		1	4	Shared Outcome	*Hj R* to ensure allocation under the Five Year Malaysia Plan, allocation of special projects and also people's welfare programs can be seen and felt by the community down there the implementation of the projects can be seen and felt by the community even of small value but they are quick wins or touch point to the community more efficient public

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					service delivery practice a good governance which can avoid leakages, abuse of power and also corruption issues that have already been raised by the Prime Minister
Proposed Intervention	Each level of organization suggestion to improve existing work processes and establish an efficient public service delivery	1	2	Training	*Mrs HS* Basic language training such as Mandarin, Cantonese or Tamil *Ms H* Language training
		3	6	Technology	*Hj R* enumerators will be supplied with tablets which currenly they manually fill in the household information through manual form (*Borang Isi Rumah Miskin – BIRM*) to propose a mechanism for data updating using QR code *Mr AR* tablet to assist the enumerators during interview process *Mrs HS* camera or recorder or something that can record all our conversations with

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					the respondent *Mrs W* maybe a voice recorder as a proof and references for the interview *Mrs HK* body camera as security features and references during the interview
		1	4	Task Force	*Mrs HS* We will check the household profile with other agencies to avoid duplication of data or outdated data *Mrs AH* collaboration with local leaders as they are more familiar with the locals in the area *Mrs A* verification by relevant agencies *Mrs U* task force or mobile team
		1	1	Post allocation	*Mrs W* permanent post for enumerators