



STRATEGIC PLAN 2010 - 2014

Producer
of National
Statistics



Jabatan Perangkaan
MALAYSIA

DEPARTMENT OF STATISTICS, MALAYSIA

TRANSLATION

STRATEGIC PLAN

DEPARTMENT OF STATISTICS, MALAYSIA

2010 - 2014



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FOREWORD

MINISTER IN PRIME MINISTER'S DEPARTMENT



Assalamualaikum warahmatullahi wabarakatuh and salam sejahtera.

I would like to congratulate the Department of Statistics, Malaysia in coming up with the **Strategic Plan of Department of Statistics, Malaysia 2010 – 2014** which is useful for the planning and implementation of the responsibilities entrusted by the Government.

The public service in Malaysia plays an important role in meeting the challenges to enhance the nation's competitiveness and sustainability brought about by the rapid changes in the global environment. In this regard, each component of the government's machinery needs to be planned in detail and ahead to ensure that the implementation of their roles complements the country's social and economic policies.

The Government has introduced six National Key Result Areas (NKRA) to implement a transformation through an outcome based management. For each of the NKRA, Key Performance Indicators (KPI) have been identified to strengthen the efficiency and quality of the public service with the aim to evaluate and measure the achievements of the ministries and government agencies objectively. As an agency entrusted to collect, interpret and disseminate official statistics, the Department of Statistics, Malaysia will face various challenges in fulfilling the dynamic needs of the stakeholders. The formulation of the strategic thrusts in this Plan is essential to support the Government's transformation programmes based on the outcome through the NKRA and KPI.

I am confident that the Department of Statistics, Malaysia will ensure that the strategic directions outlined in this Plan will be reviewed and updated to ensure its relevancy.

'PEOPLE FIRST, PERFORMANCE NOW'

Best wishes,

TAN SRI NOR MOHAMED YAKCOP

MESSAGE CHIEF STATISTICIAN, MALAYSIA



Assalamualaikum warahmatullahi wabarakatuh and salam sejahtera.

First and foremost, I would like to express my gratitude to Allah S.W.T with His permission and blessings, the **Strategic Plan of the Department of Statistics, Malaysia 2010-2014** has been successfully formulated.

The Strategic Plan of the Department of Statistics, Malaysia 2010-2014 is an enhancement of the previous Corporate Plans, with a shift towards upgrading the Department's role as the leading statistical agency for national planning and development. This Strategic Plan is in line with the government's aspiration to inculcate a culture of high performance in the public service.

This Strategic Plan sets the direction of the Department for the next five years. The Plan was formulated to address the needs of the statistical community. The changes in the external environment and its implications to the Department have also been taken into consideration in the preparation of this Plan so that it remains as the premier statistical agency.

I strongly believe that this Strategic Plan will provide a comprehensive guideline in delivering excellent statistical services to the users, both the public and private sector.

Finally, I would like to congratulate and thank all parties for their contribution in preparing the Strategic Plan of the Department of Statistics Malaysia 2010-2014.

'PRODUCER OF NATIONAL STATISTICS'

DATO' HAJAH WAN RAMLAH WAN ABD.RAOF



CHAPTER 1

INTRODUCTION

Establishment of DOSM



1.1 Background of the Department of Statistics, Malaysia

The Department of Statistics, Malaysia (DOSM) was established in 1949 under the Statistics Ordinance 1949 and was then known as Bureau of Statistics. The Statistics Ordinance 1949 was replaced by the Statistics Act 1965. Under this Act, the Bureau of Statistics was known as the Department of Statistics, headed by the Chief Statistician. The Statistics Act 1965 was revised in 1989. The functions of the Department are explicitly defined under Section 2(2):

“The functions of the Department shall be to collect and interpret statistics for the purpose of furnishing information required in the formation or carrying out the Government policy in any field or otherwise required for Government purposes or for meeting the needs of trade, commerce, industry or agriculture (including forestry, fishing and hunting)”.



In 1965, DOSM comprised 12 divisions at the Headquarters, Kuala Lumpur and two branch offices in Sabah and Sarawak. The total staff then was 363 persons, of which 313 were at the Headquarters, 20 in Sabah and 30 in Sarawak. In tandem with the country's economic development and increasing demand for statistical information, a series of restructuring exercises were undertaken with the latest in 2007. With this restructuring, DOSM was organised into three programmes namely Management/Coordination Services Programme (MCSP), Social/Demographic Programme (SDP) and Economic Programme (EP) consisting 19 divisions at the Headquarters, 14 State Offices and 28 Operational Centres. Currently, DOSM has a staff strength of 3,314.

In general, the function of MCSP is to provide support services to the Divisions and State Offices with regards to human resource management, finance, information technology, user services and matters related to the implementation of censuses/surveys. The SDP and EP are responsible for preparing and analysing social/demographic and economic statistics while the State Offices and Operational Centres are responsible for data collection, processing and data quality control. The organisational structure of Department of Statistics, Malaysia is shown in **Chart 1**.

**Chart 1: Organisational Structure
Department of Statistics, Malaysia**



1.2 Statistical System of Malaysia

Statistical System of Malaysia

Malaysia adopts a centralised statistical system. DOSM is responsible in generating official statistics of the country through censuses/surveys and compilations of secondary data. Nevertheless, other ministries/departments/government agencies such as Bank Negara Malaysia, Ministry of Agriculture and Agro-based Industry as well as Ministry of Human Resources may produce statistics according to their requirements.

Principal Statistics

The principal statistics produced by DOSM comprise economic areas such as agriculture, mining and quarrying, manufacturing, construction, services, national accounts, balance of payments, economic indicators and external trade. Meanwhile, social/demographic statistics covers population, labour force, household income and expenditure, prices, environment, health, education and housing.

The coordination of data collection among agencies is essential to ensure comparability of data collected. This is implemented through:

- a. Inter Agency Technical Committee;
- b. Technical consultancy to ministries/agencies in the field of statistics; and
- c. Cadre officers as technical ambassadors in the ministries/agencies.

1.3 Governance of Statistical System

To assist DOSM in identifying the needs of users, two committees were established in 1988 to determine guidelines, policies and priorities for statistical activities:

- a. Statistics Steering Committee; and
- b. Main User Committee.

Through this mechanism, the Department is able to fulfil the nation's needs in generating data of high quality and integrity as well as attaining international standards.



INTRODUCTION

In 1988, the Statistics Steering Committee and Main User Committee were formed to determine guidelines, policies and priorities for statistical activities.

STATISTICS STEERING COMMITTEE

Chairperson: Chief Secretary to the Government

Members : Director General of Public Services
Secretary General of Treasury
Director General, Economic Planning Unit
Governor, Bank Negara Malaysia
Chief Statistician, Malaysia

Secretariat : Economic Planning Unit

Terms of Reference :

- a. Determine guidelines and policy for the Department of Statistics, Malaysia in the implementation of its responsibilities;
- b. Coordinate activities related to the collection and dissemination of statistics carried out by government agencies; and
- c. Provide guidelines towards an effective national information system.

MAIN USER COMMITTEE

Chairperson: Director General, Economic Planning Unit

Members: Chief Statistician, Malaysia and representatives from:

Ministry of Finance

Bank Negara Malaysia

Ministry of International Trade and Industry

Malaysia Administrative Modernisation and Management Planning Unit

Secretariat : Department of Statistics, Malaysia

Terms of Reference :

- a. Identify and define statistical priorities and requirements in line with the current planning needs, in order to enable the Department of Statistics to operate efficiently and seamlessly;
- b. Coordinate, at the technical level, the collection and dissemination of statistics by government agencies in order to ensure, among others:
 - i. The efficient and effective utilisation of available resources;
 - ii. The use of standard concepts, definitions and classifications;
 - iii. The use of appropriate and effective methods in the collection and production of statistics;
 - iv. The minimisation of duplication; and
 - v. The production of quality and timely data.
- c. Set up Technical Working Groups for specific statistical activities.

1.4 Statistical Delivery System

An efficient and effective delivery system is essential in disseminating information and services to customers and users. This system is continuously enhanced in line with the development of the information and communication technology through:

- generation of information that adhere to the customers and users requirements;
- coordination between data producers and users;
- formation of institutional and legal framework;
- adoption of international standards, methodology, concepts and definitions and classifications;
- enhancement of human capital; and
- provision of the latest and appropriate information and communication technology (ICT) infrastructure.

1.5 Vision and Mission

1.5.1 Vision

The vision and mission outlined by the Department are in accordance with its role as the Producer of National Statistics. It is envisaged towards achieving statistical services of high standards comparable with national statistical organisations of developed countries.

The vision is based on:

Malaysia as a developed nation in 2020. As such, comprehensive statistics are vital to monitor the growth of the country through the provision of economic and social indicators; and

The year 2020 is an appropriate time frame to ensure the Department will be able to provide comprehensive statistics in the economic and social sectors.

VISION

To Become a
Leading Statistical
Organisation
Internationally by
2020

MISSION

Producer of National Statistics of integrity and reliability for national planning and development through:

- Adoption of best practices and methodologies
- Continuous research and statistical analysis
- Use of the best technology; and
- Competent and innovative human capital

1.5.2 Mission

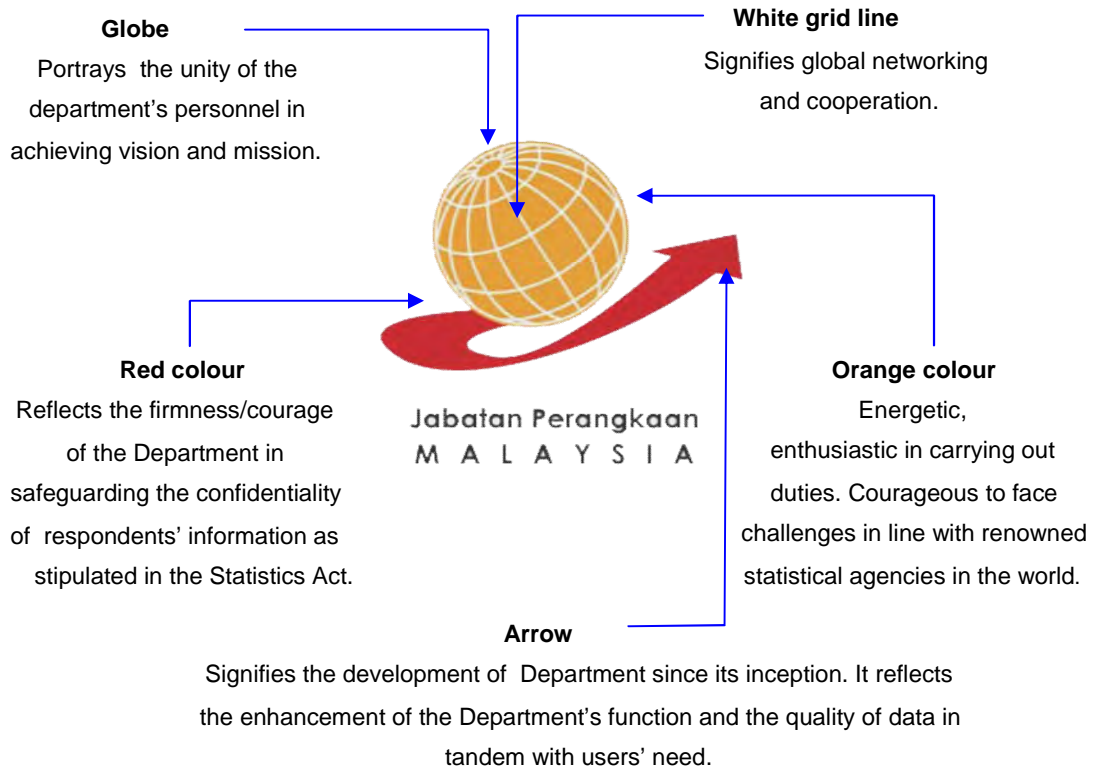
Producer of National Statistics of integrity and reliability for national planning and development through:

- Adoption of best practices and methodologies;
- Continuous research and statistical analysis;
- Use of the best technology; and
- Competent and innovative human capital.

1.6 Objectives

The objectives are formulated in order to achieve the vision and mission of DOSM. The objectives are:

- To improve and strengthen statistical services and delivery system;
- To be highly responsive to customer needs in a dynamic and challenging environment;
- To have strong research and analytical capabilities;
- To ensure maximum use of the best technology and statistical methodology;
- To inculcate a culture of innovation in producing and delivering statistical products and services;
- To have competent workforce with high level of professionalism; and
- To broaden the use of statistics among users.



Producer of
National Statistics

1.7 Logo and Slogan

The logo and slogan of DOSM symbolise its image and identity as the official producer of national statistics. This logo was launched in 2009 in conjunction with the 60th Anniversary Celebration of the Department. The new logo is in line with the rebranding of DOSM in terms of its functions and roles.

1.7.1 Slogan's description

The slogan signifies the roles of DOSM which are mandated by the Government as the official statistical

Core values

agency through its functions as stipulated in the Statistics Act 1965 (Revised - 1989).

1.8 Core values

In realising DOSM's vision, mission and objectives, all personnel of DOSM must inculcate and practice the following core values:

(i) Customer's Satisfaction

Provide friendly and professional services to the users and responsive to customer needs in a dynamic environment.

(ii) Professionalism

Embrace professionalism in carrying out duties with high commitment, responsibility and persistence, wisdom, creative, innovative, competitive and proactive based on best statistical practices.

(iii) Competent

Emphasise on competency towards enhancing knowledge and skills to achieve the best quality, acquire various skills to perform multi-tasks, attentive to current changes, be disciplined, spiritual and dedicated to work and continuous learning.

(iv) Integrity and Accountability

To perform duties with high integrity, sincerity and honesty according to the regulations and work procedures without personal interest, ensure the

confidentiality of respondent's individual information and be responsible.

(v) *Esprit de corp*

Work towards realising the vision, mission and objectives of the Department through team work.

(vi) *Good Conduct and Credibility*

Observe good values such as fair and just, tolerant, friendly, patient, firm and consistent in decision making, adaptable to all situations, willing to listen to comments and criticisms and portray good personalities and be courteous.

1.9 Source of Authority

In executing its functions, DOSM is subject to the Statistics Act 1965 (Revised - 1989). In addition, certain censuses are conducted under the Census Act 1960 (Revised - 1969).

DOSM also performs its tasks based on the Government General Orders and Circulars. It is guided by international manuals and standards in compiling and generating statistics.

1.10 Stakeholders and Customers

Statistics produced by DOSM are used for national planning and development.

DOSM's stakeholders are:

- i. Economic Planning Unit (EPU);
- ii. Ministry of Finance (MOF);
- iii. Bank Negara Malaysia (BNM);
- iv. Ministry of International Trade and Industry (MITI);
- v. Ministry of Domestic Trade, Co-operatives and Consumerism (MDTCC); and
- vi. Other Ministries.



DOSM's users consist of public and private sectors which encompasses local and international.

1.11 Client's Charter

Client's Charter is formulated to ensure products and services provided are of quality, timely, efficient and fulfil the users' needs.

Client's Charter

The
DOSM

We are committed to produce and provide quality, user-oriented and timely statistical information based on the following needs:

- *Special Data Dissemination Standard (SDDS).*
- Published data will be made available within a period of one to two working days.
- Unpublished data:
 1. Data extracted from existing computer generated tabulation will be made available within a period of three to five working days.
 2. Data which require additional computation, compilation and processing will be made available within a period of two to 10 working days.
- Over the counter customers will be entertained within 10 minutes of arrival.
- Complaints received through letter/e-mail/fax/telephone will be answered within seven working days.

Charter is:

Client's



CHAPTER 2

**ENVIRONMENT CHANGE AND
ITS IMPLICATION TO
THE DEPARTMENT
OF STATISTICS, MALAYSIA**

2.1 Issues and Challenges

Challenges
faced

The DOSM is responsive to the various challenges as it affects the structure and functions of the Department. Among the challenges faced by DOSM are issues related to National Development Policies and the National Vision, globalisation, economic liberalisation, transition of the economy from production-based to knowledge-based, ICT development and telecommunications. Being the producer of national statistics, it is imperative for DOSM to produce and interpret relevant statistical information in fulfilling the demand for decision making and policy formulation. The main challenges faced by DOSM are:

2.1.1 National Development Policy and National Vision

To ensure the implementation of Development Policies and National Vision is on the right path, the Government continuously review and evaluate the effectiveness of the development programmes. As a result, there would be changes in prioritisation or discontinuation of programmes and the introduction of new policies.

Concept
“1Malaysia -
People First,
Performance Now ”

The government is in the midst of formulating the Tenth Malaysia Plan (MP) based on the outcome approach towards realising Vision 2020 in line with the main thrusts of National Mission and “**1Malaysia - People First, Performance Now**” concept. To ensure effective planning and implementation of the development programmes, the thrusts of National Mission are elaborated in the NKRA and the Key Results Area (KRA) in the Tenth MP.

Hence, as the producer of national statistics, the direction and strategies of DOSM should be flexible in tandem with the National Mission and the NKRA.

2.1.2 Globalisation

The rapid developments in ICT and economic liberalisation have accelerated market globalisation. Changes in the direction of globalisation have significantly affected the nation's competitiveness.

The advancement of ICT and its increased use in trade has allowed better accessibility to various products and services worldwide. ICT has also enabled trade transactions and international services to be conducted online. In the medical field, online clinical specialists' consultancy services are available. For example, analysis of a scanned x-ray image from a hospital in Malaysia which requires a specialist opinion from abroad would be transmitted online. The foreign specialist would then send the report back to Malaysia. All the transactions and payments are done online.

Another example is international trade transactions. Purchasing of computer software, films, videos and audios via internet are rapidly growing across national borders through online payment. These two examples illustrate the enormous challenges faced by DOSM in the collection of accurate and comprehensive information.

The progress in ICT has also affected globalisation process. As a result, information are transmitted rapidly. An event or information available in real-time causes the information to be easily obsolete. Users are able to compare DOSM's products and the release time with that of other national statistical organisations. Thus, proactive measures and responsiveness to the current needs as well as setting new benchmarks in the production of official national statistics are the priority of DOSM.

The openness in the ICT system does not only facilitate a better delivery of products however, it poses threats to the security of information. Online data transmission from providers to DOSM or vice versa is always exposed to intrusion by cyber criminals. Furthermore, systems application and data

repository are also susceptible to hackers. This is a challenge to DOSM to provide a secured cyber security.

In the borderless world and increasing demand for data, timeliness and data reliability are crucial. In 1996, IMF introduced a data standard known as SDDS which focuses on timeliness and transparency in the production of data. To fulfil the standard, DOSM will expand the coverage of Advanced Release Calendar to other areas of subject matter.

Globalisation has also given opportunities to companies in Malaysia to expand its investment abroad. These activities have grown rapidly. As more companies are involved, the number of country destinations had also increased. The expansion of these activities had posed challenges to the balance of payments statistics in collecting data for direct investment abroad.

2.1.3 Economic Liberalisation

The services sector is an important component in the nation's economy, contributing about 55 per cent to the GDP in 2008 of which 47.6 per cent was non-government services. This sector also accounted for 57 per cent of the total employment in Malaysia.

Realising the potential growth in the services sector, the government has decided to liberalise the 27 services subsectors, with no equity condition imposed. These subsectors cover health and social, tourism, transportation, business and computers services and other related services.

Liberalisation of the services sector is being implemented with the aim of developing a conducive business environment to attract investments, technologies, as well as to create high skilled employment opportunities. These efforts are expected to

increase the services sector competitiveness and to act as a new economic growth sector. Thus, it will stimulate the sector's contribution to the economic growth.

The drastic change in Malaysian economy requires transformation in the monitoring and implementation systems. This will not only have a direct impact on the structure of the economy but also on the data collection system. New industries continue to flourish rapidly across the nation's boundary. Thus, necessitate a more comprehensive balance of payments statistics particularly in the International Trade Services Sector which enable stakeholders and users to monitor the impact of liberalisation. The dependency on existing data sources no longer able to fulfil the current and future needs.

2.1.4 Demand of the General Public on the Usage and Accessibility of Data

The present society is highly knowledgeable and exposed to the various sources of global information. Economic analysis is no longer at a macro level instead it has become more complex and detailed. As a result, the stakeholders' and users' expectation have increased and varies.

Sampling design

Thus, as more information is gathered, the more detailed analysis is required. To overcome these challenges, an efficient sampling design and smaller sample size that produce robust estimates will be introduced. Besides, detailed estimation procedures will be looked into in order to obtain precise estimates at smaller level.

The globalisation and advancement in ICT have enabled free flow of information and becomes a challenge to DOSM as provider of official statistics. Users tend to compare the products and dissemination methods practiced by DOSM with that of other national statistical agencies. This creates pressure to DOSM to provide a better dissemination infrastructure and

comprehensive information via relevant medium of communication.

2.1.5 Demand on Evidence-Based Decision Making

In the 1970's and 1980's, the monitoring and analysis of economy were generally at macro level. Status of development and economic forecast were aimed at national level. In the 1990's, the requirements of data cascaded to state level. The monitoring of economic progress is now focused on regional and smaller areas.

At present, decisions made during planning, implementation and monitoring of policies are mostly based on evidence. These are done through the feedback systems and in-depth studies pertaining to any issue. Evidences do not only prove the success or failure of programme, status and progress of programme but also specific areas at micro level. As an example, analysis on poverty does not only determine the rate; the data must be able to show where the poor are located. Thus, DOSM has to migrate from current practices towards the use of geospatial data.

Stakeholders require in-depth analysis which can relate the data to the actual situation. This entails a high analytical skills and knowledge. DOSM will continue to enhance the analytical ability of its personnel.

Integrated questionnaire

2.1.6 Coordination in Data Collection

DOSM undertakes various surveys in economic and social sectors. Data collection in the economic sectors needs to be coordinated in order to reduce respondents' burden. At the same time, there are several similar variables being collected in the different surveys from the same establishments. The evolution of data requirements as highlighted earlier compelled the widening of areas of research. Hence, data collection has become more complex.

The use of integrated questionnaires will lessen respondent's burden as well as operational costs. In addition, the use of administrative data will complement existing data sources. Here, DOSM will leverage on the advancement in ICT and networking among government agencies to optimise the usage of administrative data.

2.2 SWOT analysis

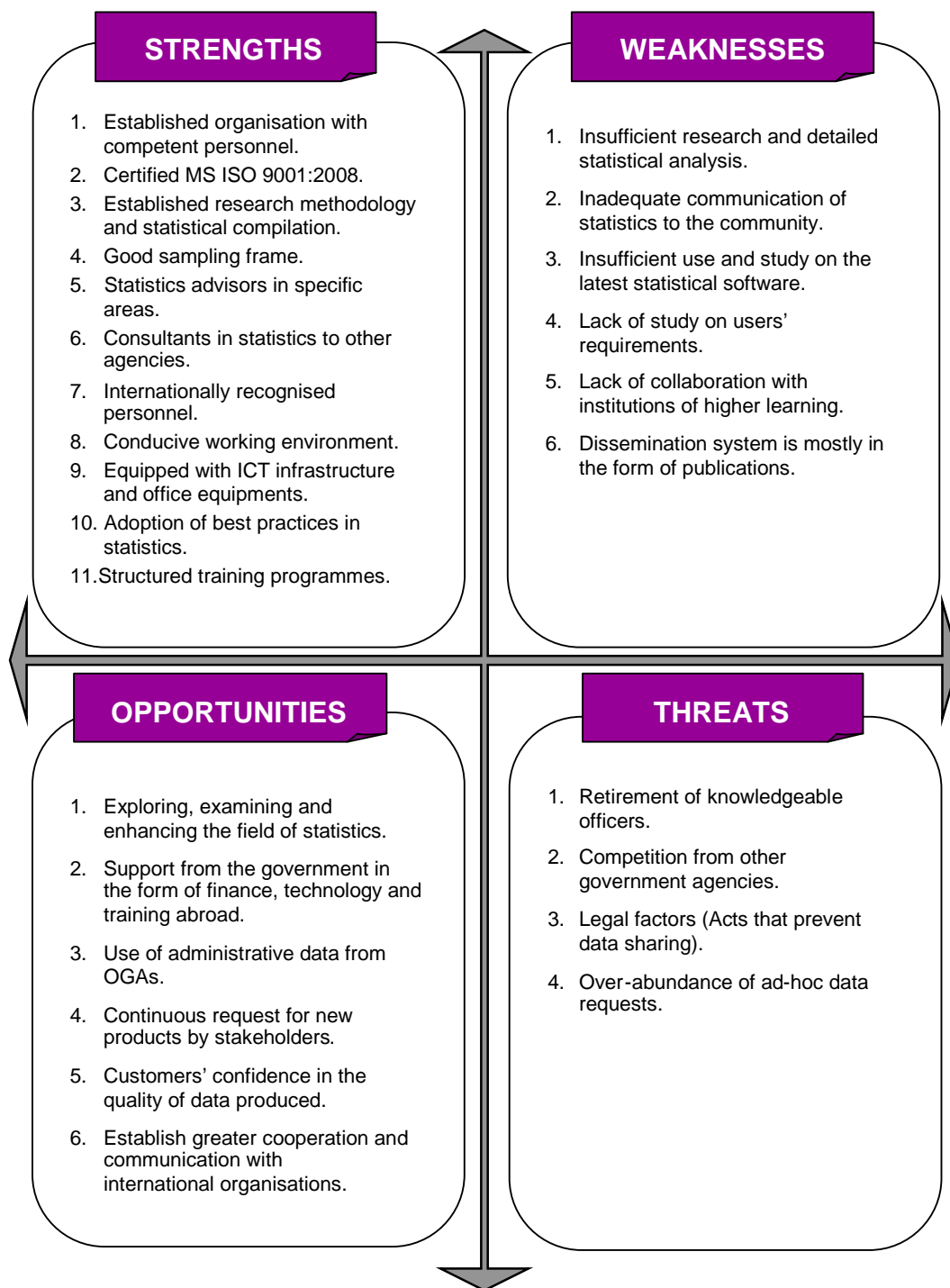
SWOT analysis was used to identify measures to enhance achievements through opportunities and improve the current weaknesses. This analysis was carried out to identify:

- strengths and weaknesses of DOSM activities based on in-depth analysis, with specific follow-up actions; and
- opportunities and threats that will assist in the development of the strategic plan.

The use of resources, latest technology and collaboration with government agencies are among the opportunities envisaged.

DOSM has identified the obstacles and threats that could hinder its vision of becoming a leading statistical organisation. Figure 1 shows the strengths, weaknesses, opportunities and threats as follows:

Figure 1: SWOT Analysis



2.3 Implications to the Department of Statistics, Malaysia

The effects of globalisation, changes in national economic and social agenda, developments in information technology, users' expectations on delivery system, pressure arising from adverse reactions of respondents have serious implications to DOSM. In adapting to the environment, DOSM needs to be more responsive and sensitive to the changes in consumers' behaviour and be innovative in providing services in a more challenging environment. DOSM will:

- Strengthen its role as the leading agency producing statistics which are user oriented to meet current and future needs through benchmarking the best practices of reputable statistical organisations.
- To focus on collaboration with other government agencies and the private sectors to increase research, data sharing and to reduce respondents' burden.
- To review and enhance methodologies, procedures and survey manuals so as to produce data in a timely manner, reduce cost and increase response rates via a more professional rapport with data suppliers.
- To focus on the establishment of a comprehensive business registry and depicted into geospatial data.

- To develop first-class human capital that are innovative and knowledgeable through training, networking and active participation at the international arena.
- To ensure continuous improvement in data quality and reduced collection time, processing and data dissemination.
- To enhance information delivery systems through the availability of time series data that can be accessed interactively.
- To produce new products that is relevant and meet user requirement and focus on the interpretation and analysis of statistics.
- To provide a wider understanding of statistics to organisations and communities through informational programmes and statistical education.
- To ensure that each plan and work programme run smoothly, orderly and efficiently even after the retirement or the transfer of an officer.
- To develop expertise through knowledge enrichment in the field of statistical analysis.
- To ensure the organisation is strong through skilled and competent personnel and the use of ICT, at par to those of developed countries.



CHAPTER 3

THE ROLE OF THE DEPARTMENT OF STATISTICS, MALAYSIA

The Strategic Plan 2010 - 2014 of the Department sets the framework to become a leading statistical agency internationally. Five major roles have been identified namely as producer of national statistics, coordinator of statistical activities, enhancing the data communication, broaden the smart networking and strengthening the statistical profession.

3.1 Producer of National Statistics

As stipulated in the Statistics Act, the Department is tasked to produce official national statistics. Since its inception in 1949, the Department has produced quality data, user-oriented and timely statistics for the formulation of national development policies and administration.

Globalisation, changes in the economic structure, sophisticated and complex requests from users and ICT development have led to new data requests and high expectations for statistical services. An analysis of external and internal environment of the Department indicates the needs to continuously evaluate service delivery system. In order to meet dynamic needs in a challenging environment, the Department is always responsive to users' requirements.

Improvements in the statistical system and procedures will accelerate delivery system of DOSM. This improvement encompasses continuous study on products, timeliness and data quality. The Department will continue its efforts to develop appropriate instruments and produce indicators which will assist stakeholders to formulate policies and monitor the planned programmes. In addition, DOSM will produce seasonally adjusted data and provide projections as well as estimations on main economic indicators to assist stakeholders in formulating appropriate policies and programmes. Data usability will be



THE ROLE OF THE DEPARTMENT

diversified and data analysis will be improved. These efforts are in line with dynamic economic scenario and globalisation which have implications on the needs for information.

The business frames are continuously updated to ensure it is complete, efficient and current. Sampling methods are reviewed and improved through the application of best sampling techniques. The usage of administrative data will be expanded to complement the existing primary data and optimise the use of resources and reduce respondents' burden. Methods of data collection have been diversified from face to face interviews and mail to the use of appropriate tools and applications in line with technological changes. Among the tools and applications used are Personal Digital Assistant (PDA), Computer Aided Telephone Interview (CATI) and e-survey.

In realising the Department's ICT Strategic Plan, an integrated system of preparation and data collection, processing and dissemination known as the National Enterprise-Wide Statistical Systems (NEWSS) framework is currently under development. The first phase of NEWSS covers Labour Force Survey, Monthly Manufacturing Survey and Economic Surveys/Censuses. This system will be further expanded to include other surveys as well as statistical compilation based on secondary data. Full implementation of NEWSS will enhance the capacity of the Department as the Producer of National Statistics.

3.2 Coordinator of Statistical Activities

Apart from being the official producer of national statistics, the Department broaden its role as the coordinator for statistical activities in the country. Currently, the Department provides

technical consultancy which includes sampling and questionnaire design; and data collection based on selected requests from users. In order to increase and coordinate the quality of researches in the country, the Department will extend technical consultancy to other agencies, organisations and researchers. This will ensure high quality statistics are produced.

Coordination of statistical activities also covers the activities of harmonisation of codes, classifications and definitions used by all agencies through the establishment of Inter Agency Technical Committee (IATC) under the PERKASA STATS project. This will improve the cooperation and enhance good relationship with other government agencies as well as to facilitate access and the use of secondary data.

DOSM receives feedback on data requirements from stakeholders through the Main User Committee. The governance of this committee will be strengthened and improved to balance the needs of stakeholders and the capacity of the Department.

3.3 Enhancement of Data Communication

The Department has strengthened its capacity in data communication, for instance, monthly data can be accessed via portal. However, most of the statistics currently are published in hardcopy and compact discs (CD). Nonetheless, the formats and contents of publications will continuously be improved to suit users' needs.

The advancement in ICT and increasing statistical literacy among users have resulted in sophisticated and complex data requirements. Thus, data communication will be given emphasis.



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Portal is the best medium to improve data communication. Aggregated and time series data together with user manual are provided in the portal. Free downloads of data and publications will enhance data accessibility.

Interactive databases through online data sharing increases data communication and allow users to do data mining. Database on Small and Medium Enterprise (SME) and Agriculture Database are available whilst Environment Database is currently under development. At the same time, under NEWSS project, databases for Labour Force Survey, Monthly Manufacturing Survey and Economic Surveys/ Censuses are in the developmental stages. To enhance data communication and accessibility, databases will be extended to other data collected by the Department.

Besides the data communication to stakeholders, the Department will extend its data delivery to specific target groups such as students or institutions of higher learning and researchers. As practised by other statistical agencies, the Department will create a webpage which is accessible to all users. This approach will increase data accessibility and improve statistical literacy among users.

To further strengthen data communication, the Department utilises facilities provided by *e-government* through short messaging system (SMS) known as *mySMS*. Seven main indicators namely Population, GDP, consumer price index, external trade, monthly manufacturing, industrial production index and unemployment rate are available in *mySMS*. This facility will be expanded to other indicators.

In line with the country's development, more detailed data are required at the lowest level of analysis. For this purpose,

DOSM will outline policies and relevant data collection methods in order to provide micro data to the stakeholders and other users.

3.4 Smart Networking

Smart networking has intensified research, methodology development, knowledge sharing and life-long learning. The synergy from this networking would improve the quality of data produced.

Smart networking would be strengthened with higher learning institutions, Ministry of Education, Ministry of Higher Learning and other related agencies to create portal on statistics for educational purposes and participating in career exhibitions and talks.

Organising and participating in international statistical activities are increasingly significant. The Department will continue to organise and participate in related activities such as International Comparison Programme, foreign direct investment, industrial statistics, input-output tables and capital stock. Among the international institutions related to these activities are the United Nations Statistics Division (UNSD), World Bank, Institute of Developing Economies (IDE), Australian Bureau of Statistics (ABS) and IMF. The current smart networking will be broadened through training opportunities with other national statistical agencies and professional statistical bodies.

Collaboration in data sharing with related government agencies will be enhanced. This collaboration has been formalised through Memorandum of Understandings with Bank Negara Malaysia, Companies Commission of Malaysia, Employees' Provident Fund and Tourism



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Malaysia. It will be further extended to the Ministry of Health, Ministry of Education, Malaysian Communications and Multimedia Commission and others.

Smart networking will be further enhanced through periodic dialogue sessions with data providers and the private sectors. These will facilitate data collection process which eventually fulfil users' requirements.

3.5 Strengthening Statistical Profession

The Department is responsible in nurturing professional statisticians who will be recognised both locally and internationally. To support this effort, continuous training is undertaken by establishing comprehensive training roadmap. Personnel are equipped with adequate training to develop excellent and versatile individuals. Improvement in training opportunities for cadre officers will ensure their services as technical ambassadors continuously relevant.

These professionals are able to provide technical consultancy services to local and international agencies. A directory of experts will be created to facilitate references.

To promote professionalism, personnel are encouraged to conduct research and analysis. They are also encouraged to document their findings in statistical journals. Being a statistical practitioner, recognition of the statistics profession is of paramount importance, to be at par with international standard. Thus, the vision of the Department to become an internationally recognised statistical organisation will be materialised.



CHAPTER 4

**STRATEGIC DIRECTION
2010-2014**

4.1 Introduction



In realising its vision and mission, DOSM has outlined the way forward that encompasses the strategic thrusts, key areas and goals for the period 2010-2014 in tandem with its role as the Producer of National Statistics. This direction is formulated based on an analysis of the current environment, issues and challenges such as economic liberalisation and globalisation, high expectation of the stakeholders, lessen respondents' burden as well as the dynamic advancement in ICT.

The strategic direction also incorporates the focus of the country's agenda, that is **TO STRENGTHEN THE INSTITUTIONAL AND IMPLEMENTATION CAPACITY** as outlined in the National Mission Thrust 2006-2020. The Department Strategic Plan (DSP) is also aligned to the NKRA and KRA as identified in the 10th MP.

4.2 Analysis of Four Action Framework

In formulating the Strategic Thrusts, DOSM has identified the activities that need to be raised, reduced, created and eliminated through the analysis of the Four Action Framework based on the Blue Ocean Strategy.

Enhancements in technical aspects particularly in subject matter expertise and development of new economic and social indicators enable the use of statistical knowledge to fulfil the needs and expectations of policy makers, businesses and international communities. Technology,

resource management, communication and publicity aspects are also emphasised. In line with technological advancement and the target in *delighting the customers*, the coordination of data requests through online system, is planned in accordance with the concept of *people first* whereby data users and service delivery are given priority. To strengthen the statistical services, data collection will be improved further by reducing dependence on primary data. Irrelevant processes such as in-silo data processing will be replaced by integrated processing through the implementation of NEWSS.

The analysis of four action framework serves as inputs in developing the DSP so as to be more dynamic and efficient in the delivery system to meet the future challenges.

4.3 Strategic Thrust

DOSM strategic thrusts for the period 2010-2014 are formulated to strengthen the capabilities of the statistical services. The strategic thrusts provide an equal emphasis on core businesses, human resources, financial as well as information technology. Hence, three strategic thrusts are introduced:

Strategic Thrust 1

- To Produce Information of Integrity and Reliability

Strategic Thrust 2

- To Strengthen Research and Analysis as well as to Inculcate Innovation Culture

Strategic Thrust 3

- To Strengthen Resource Management

Strategic Thrust 1: To produce information of integrity and reliability

DOSM is the main agency in providing statistics for policy formulation and implementation as well as for monitoring national programmes. Hence, the information provided is timely, relevant, accurate and reliable. These fulfil the needs and expectations of the stakeholders and to strengthen the confidence of users. The reliability of the information is ascertained in terms of data source and coverage, methodology, processing and related analysis.

In providing and sharing of information globally, DOSM adopts the *UNSD (1994), Fundamental Principles of Official Statistics*. Internalisation of the concepts and adoption of the core values of the Department will place DOSM at par with advanced statistical organisations. In this context, consultation with; and participation by stakeholders, ministries, other government agencies and private sectors are adopted.

Four strategies are outlined under Strategic Thrust 1:

Strategy 1: To Strengthen the Statistical Services in the Challenging and Dynamic Environment

Presently, most of the stakeholders' and users' needs have been fulfilled. However, the request for information will increase tremendously especially with the pressure for evidence-based decision making. Hence, one of the initiatives taken is to strengthen the Malaysia's Statistical System. It integrates all data collected by DOSM and other agencies in the data repository.

This Strategy is implemented through:

First Programme: To increase the ability in data collection which includes various data collection methods and this subsequently improve the effectiveness and optimal use of resources. Integrating the questionnaires, emphasising on the most required variables and extending the use of administrative data from other agencies are among the efforts to be implemented. These approaches reduce the respondents' burden so as to ensure high response rate, as well as timely and quality information.

Second Programme: To promote the use of concepts, codes and statistical classifications such as Malaysia Standard Industrial Classification (MSIC) and Malaysia Classification of Products by Activity (MCPA) to other related government agencies. The effort supports the uniformity of information from other administrative data sources in accordance to national and international statistical standards.

Third Programme: To develop a central repository for data collected and processed by DOSM and other government agencies. This infrastructure is in line with the dynamic and challenging data usage by the user community. Improving and providing various means in accessing the information are being carried out concurrently with the enhancement of the database capacity as well as sharing of micro data and small area statistics.

Fourth Programme: To upgrade the capability in providing various data to support the policy makers in formulating social and economic programmes. A wider scope of data and new domestic and international economic data as well as social statistics are the focus towards the strengthening of statistical services. DOSM is committed to improve the presentation of data, broaden the

statistical analysis as well as to provide detailed data dissemination according to current needs.

Fifth Programme: To strengthen the Malaysia's Statistical System through the coordination of data collection activities between DOSM and other agencies. The implementation plan will enrich the data repository content through the use of administrative data which adhere to the concepts, definitions, codes and classifications set at international level.

Sixth Programme: To strengthen the household and establishment frames through the enhancement of the Central Registry System and the Census Frame Database System. The Central Registry System will be continuously updated based on the latest company registration and through field work while the Global Positioning System (GPS) is used to enhance the identification of the Enumeration Block boundaries.

Strategy 2 :
 To Optimise the Use of
 Statistical Methodology and
 Technology

Optimisation of statistical methodology and technology applications will reduce the dependency on human resources and therefore, enables more timely output. This strategy is fulfilled by the integration of technical knowledge, soft skills, software and hardware and to adapt the best practices of the International Statistical Agencies. The programmes outlined are as follows:

First Programme: To strengthen data analysis by enhancing data acquisition and the application of best analytical techniques in specific areas. This is supported with continuous effort in the application of sampling techniques and the use of advanced statistical software.

Second Programme: To enhance the sampling design by reviewing the relevant sampling approach for the economic and household surveys. The use of appropriate software in generating statistics will be reviewed regularly. Continuous monitoring of the field operations ensure that the survey procedures are observed.

Third Programme: To upgrade and extend the use of statistical methodology for estimates in the preparation of preliminary data or short term projection. Efforts are also undertaken to enhance the existing modelling techniques to upgrade the ability in producing statistics within a short period.

Fourth Programme: To broaden the implementation scope of the NEWSS project in order to enhance the efficiency in data management and information. This encompasses the process of data collection, processing and dissemination of data. The advancement of technology and the strengthening of human resource will support the application of international standard and best practices.

Strategy 3:
To Increase the Understanding
and Use of Statistics Among the
Users and Communities

The Department emphasises on the marketing and promotion strategies of its products to the potential users in line with the concept of statistics as public goods. In the scenario of evidence-based decision making, statistics should be easily accessible to main users and the public. The

programmes outlined are:

First Programme: To intensify publicity and promotion programmes through the enhancement of data dissemination and communication methods. It can be achieved by the utilisation of web portals, online databases and strategic partnerships with other agencies.

Apart from this, the involvement of media in data dissemination should be intensified. DOSM actively participates in seminars, workshops and exhibitions on statistics.

Second Programme: To improve the data accessibility by users are noted through the availability of online databases, developing interactive modules and dissemination via mySMS. Free downloads and online payments are provided in the DOSM's portal.

Strategy 4 :
To Expand Networking with Data Providers and Users

To improve data collection, DOSM continuously expand the networking via effective coordination and collaboration with data providers and users. Consultations with data users will improve data communications. Consultation and statistical coordination activities will be intensified in the effort to position the statistical services into the mainstream.

The identified programmes are:

First Programme: To enhance collaboration with data provider via data sharing agreement. Emphasis to strengthen the functions of DOSM from the legal aspect is undertaken by reviewing the Statistics Act 1965 (Revised - 1989).

Second Programme: To increase consultation with data users through existing mechanism such as Statistics Steering Committee and Main User Committee. These committees and the Inter Agency Planning Group (IAPG) are the platforms used to identify data requirements or new social and economic indicators. Continuous interactive sessions are organised to identify the stakeholders' and users' needs.

Strategic Thrust 2: To strengthen research and analysis as well as to inculcate innovation culture

As the national producer of statistics, DOSM will continue to reinforce its roles by strengthening the research and analytical activities and inculcate the innovation culture among its workforce. Capability in applying knowledge is the key to success of Strategic Thrust 2.

Three strategies have been outlined under this strategic thrust.

Strategy 1 : To Enhance Research and Analysis Capability

In order to implement Strategy 1, programmes are planned to strengthen capabilities in research and data analysis.

These programmes include:

First Programme: To intensify data analysis. The objective of this programme is to enhance the value added of the products of the Department and to improve the competency of the officers. Divisions/State offices are required to produce two statistical research papers annually as well as to provide analysis for the published data.

Second Programme: To conduct research in niche areas. This is to fulfil the new requirements of the stakeholders. Each Division is required to identify at least one new statistical area for the period of 2010-2014.

Strategy 2:

To Nurture Innovation Culture in Producing and Delivering Statistical Products and Services

To foster an innovation culture, knowledge enhancement through continuous learning and training; and smart networking with national statistical offices of advanced countries, higher learning institutions, domestic and foreign professional bodies will be undertaken. The programmes outlined include:

First Programme: To continuously establish networking with main users, higher learning institutions; and professional bodies, domestic and abroad. The objective of this programme is to promote knowledge sharing and develop expertise as well as to venture into new areas in statistics. The officers are always given the opportunities to attend seminars and meetings within and outside the country. This initiative will encourage exchange of ideas among agencies particularly statistical agencies.

Second Programme: To continue the Innovative and Creative Group (ICG) activities. The focus of ICG is in the core business areas, administration/finance and ICT. It is compulsory for the Divisions and State Offices to participate in ICG competition held annually.

Third Programme: To participate in Star Rating Programme at the ministry level to enhance the delivery of products and services.

Strategy 3 : To Develop Competent Human Capital of High Level Professionalism

The development of competent, creative and innovative human capital with positive attitude and spiritual values are continuously being inculcated. The Human Capital

Development programmes are as follows:

First Programme: To continue the strategic human capital development through the strengthening of mind, body and soul (MINJARO). It is implemented through internalisation and practice of DOSM's core values, promoting knowledge enhancement and developing leadership skills. Training and courses in the Competency Plan which covers functional, generic, behavioural, ICT, presentation of papers locally and internationally constitute some of the activities that are monitored and given importance.

Second Programme: To continuously provide and enhance technical consultancy in various fields to local and foreign agencies. DOSM will continuously provide its officers courses on training of trainers/facilitators, organise intellectual discourse and premier talk by renowned persons regularly.

Third Programme: To preserve knowledge through Knowledge Management System with the objective to inculcate and encourage knowledge sharing. In the efforts to develop competent and competitive human capital, the Statistical Training Institute Malaysia (ILSM) is established to expand the current scope of Statistical Training Division. ILSM will provide continuous and structured training programmes to enhance expertise and professionalism in line with DOSM's aspiration to be at par with advanced countries.

Fourth Programme: To develop a high performing organisation and inculcate first class mentality through performance management based on KPI. The measurement of KPI at Department, Divisions and State Offices level will be further cascaded to individuals to sustain and improve performance.

Strategic Thrust 3: To strengthen resource management

Efficient and effective resource management is an important aspect that is continuously given priority. The resource management strategy is realised through the recruitment of personnel, succession plan for strategic positions, human resource database system, trainings, organisational development, placement of cadre officers, performance evaluation and recognition, financial and assets; and general administration.

Strategy 1 : To Strengthen Human Resource Management

Seven programmes have been outlined to improve the DOSM Human Resource Management:

First Programme: To implement the plan to recruit new personnel based on the studies and analysis with regards to staff requirement at Divisional and State Offices level. The study will be based on current workloads, additional responsibilities and new challenges faced by DOSM.

Second Programme: To implement succession plan for strategic positions for grade 48 and above. Selection will be based on characteristics of personnel with outstanding personality, high performing, knowledgeable and skilful. DOSM needs to prepare future leaders to succeed the leadership of the Department.

Third Programme: To ensure that the Human Resource Management Information System (HRMIS) is fully utilised. The modules such as leave management, assets declaration etc. will be implemented to ensure complete records of staff electronically.

Fourth Programme: To strengthen the Training Management System (SPL) and development of personnel, systematically and continuously by taking into

account the Competency Plan and the financial capability of the Department.

Fifth Programme: To plan the review of the organisation structure in line with the present needs. This is to ensure that the Department is responsive to the users' expectations in a dynamic and challenging environment. Thus, it is important to review the existing human resource strength and the organisational structure.

Sixth Programme: To strengthen the placement of cadres in other government agencies and ministries as the main reference person in statistical services.

Seventh Programme: To improve the individual appraisal and recognition system. The Department will engage a comprehensive individual assessment through the superior-peer-subordinate evaluation approach based on individual performance. Nevertheless, non-monetary reward is also practiced in the Department where high performance individuals are rewarded accordingly.

Strategy 2 :
To Strengthen the Management of
Finance and Assets

Five programmes have been planned to improve and strengthen the management of finance and assets. These are:

First Programme: To improve the effectiveness of DOSM's Management of Budget Preparation. This important programme is formulated to ensure the required budget is secured.

Second Programme: To enhance and reinforce the Administrative and Development Expenditure Management by monitoring the financial allocations that are disbursed according to the programmes and schedules. Training on

financial management and other related trainings will be provided to the staff in Financial Management to be more equipped and capable in the Budget Management.

Third Programme: To strengthen the procurement management to obtain value for money in DOSM's expenditure.

Fourth Programme: To ensure payment of bills through the e-SPKB/e-Perolehan comply to Treasury Circular No. 7 of 2009, Treasury Amendment 103 of the bill payment should be paid within 14 days and avoid payment of Treasury bills under 58 (a) and the Treasury 59. To ensure that bill reimbursement are made within 14 days without fail and disbursed in the current year, responsible personnel must be competent to use this system. Training, courses and workshops on the use of the system will be held from time to time.

Fifth Programme: To streamline and strengthen the management and monitoring of Capital Assets and the Government mobile assets are systematic and effectively implemented in accordance with procedures and guidelines. Training, monitoring and compliance to enforce regulations, will be emphasised and considered to ensure that the asset management is in order, complete and adequate.

Strategy 3 :
To Improve the Efficiency of
Management and Administrative
Services

Five programmes have been outlined to improve the efficiency of Management and Administrative Services in DOSM.

First Programme: To enhance the quality management to increase the awareness on the importance of quality. Through these activities, the Quality Management Meeting and projects monitoring will be carried out as scheduled. Moreover, continuous improvement will be implemented to achieve a

significant level of quality to uplift the image of the Department. Studies will be undertaken to expand the scope of coverage to the MS ISO 9001:2008 and other recognised quality standards.

Second Programme: To establish an efficient secretariat and events management to ensure smooth and effective events and meet the standards and quality as required. DOSM personnel will be provided with training, courses and hands-on to enrich their knowledge and skills in various aspects.

Third Programme: To strengthen the compliance to Government's circulars, administrative instructions and regulations in force. The planned activities include efficient, systematic and uniform practices and adoptions of the administrative procedures and guidelines, throughout the Department. Training and knowledge enhancement will be provided to respective personnel so that best practices are smoothly implemented.

Fourth Programme: To ensure the safety and conduciveness of the DOSM's work places are secured and comply with Government procedures.

Fifth Programme: To strengthen the Support Service Management activities. Ensure quality planning and timely reporting to the Management. Strengthen secretarial and coordination skills by using effective management technique. Coordinate the reporting activities of DOSM's progress reports and preparation of Government's documents such as the Memorandum to the Cabinet and Cabinet Information Note. Strengthen collaboration, communication and consultation with local and international agencies.

Strategy 4 :
To Enhance the Resource and
Information Technology Management
Efficiency

The following programmes were outlined to enhance the use of IT as an enabler and the leader to achieve the tasks and objectives of the Department.

First Programme: To ascertain the hardware and software are efficiently managed and maintained as outlined in MS ISO 9001:2008.

Second Programme: To ensure the hardware replacement plan is according to their life span and the increase of personnel to enable smooth and effective work flow; and increase the efficiency of ICT.

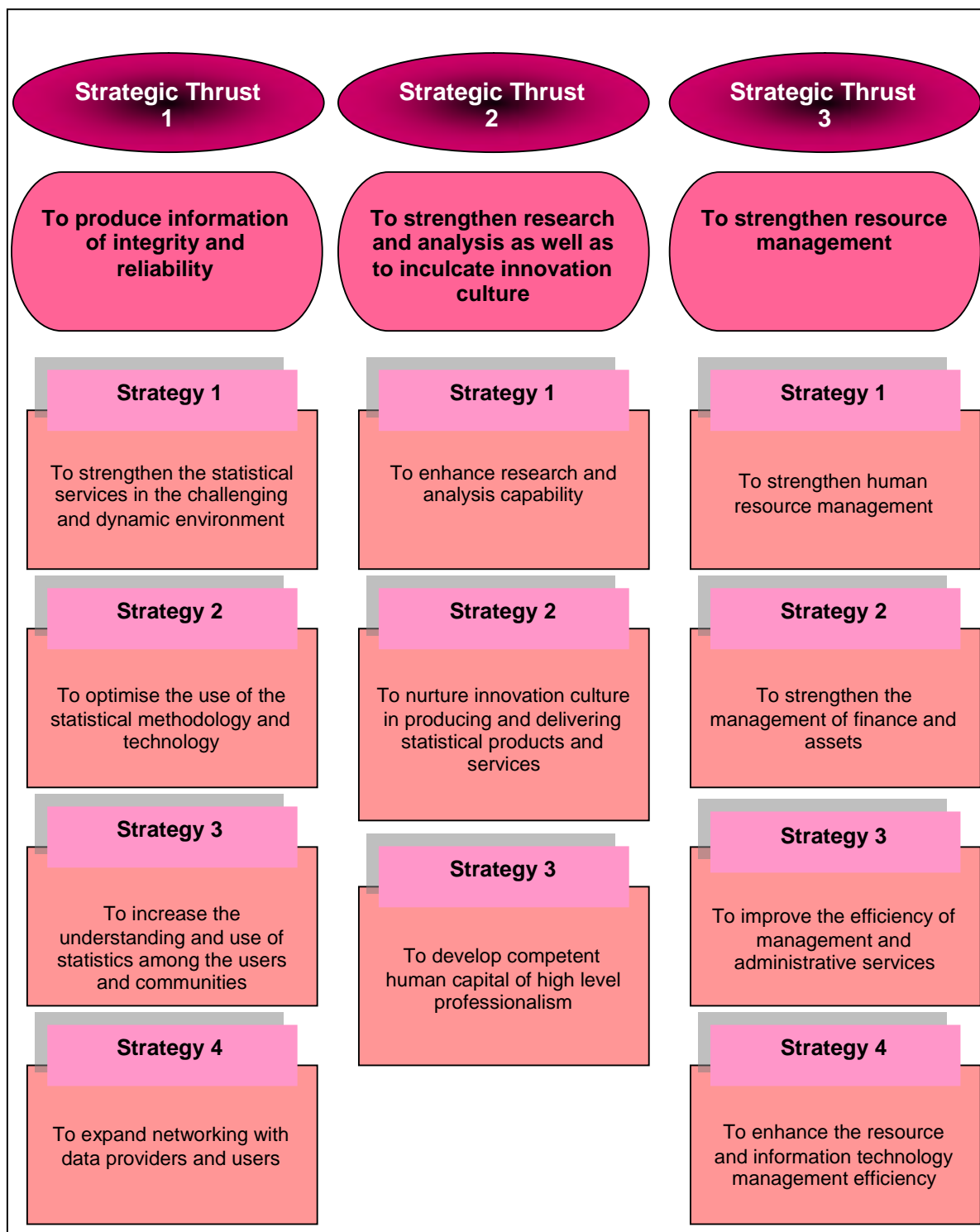
Third Programme: To conduct trainings and courses related to hardware and software maintenance, security and protection of information and software procurement for statistics and functional.

Fourth Programme: To review the ICT Strategic Plan periodically to optimise and align with the needs of ICT and in line with the current functional requirement.

Fifth Programme: To provide relevant ICT courses and trainings for ICT personnel. This is implemented through structured training programmes according to the field of expertise and specialisation.

Relationship between the Strategic Thrusts and Strategies is depicted in **Figure 2**.

Figure 2: Relationship between Strategic Thrusts and Strategies



4.4 Action Plan

DOSM has outlined the Action Plan for the period of 2010 - 2014 to ensure the Strategic Thrusts are achieved.

The Action Plan is supported by detailed Implementation Plans.

The background of the slide is a collage of images. On the left, there is a large, multi-story building with many windows, possibly a university or government building. On the right, there is a large, tiered lecture hall filled with students. In the center, there is a group of people sitting around a table, possibly in a meeting or conference. In the foreground, there are several people working at computers, some wearing headscarves. The overall theme is education and implementation.

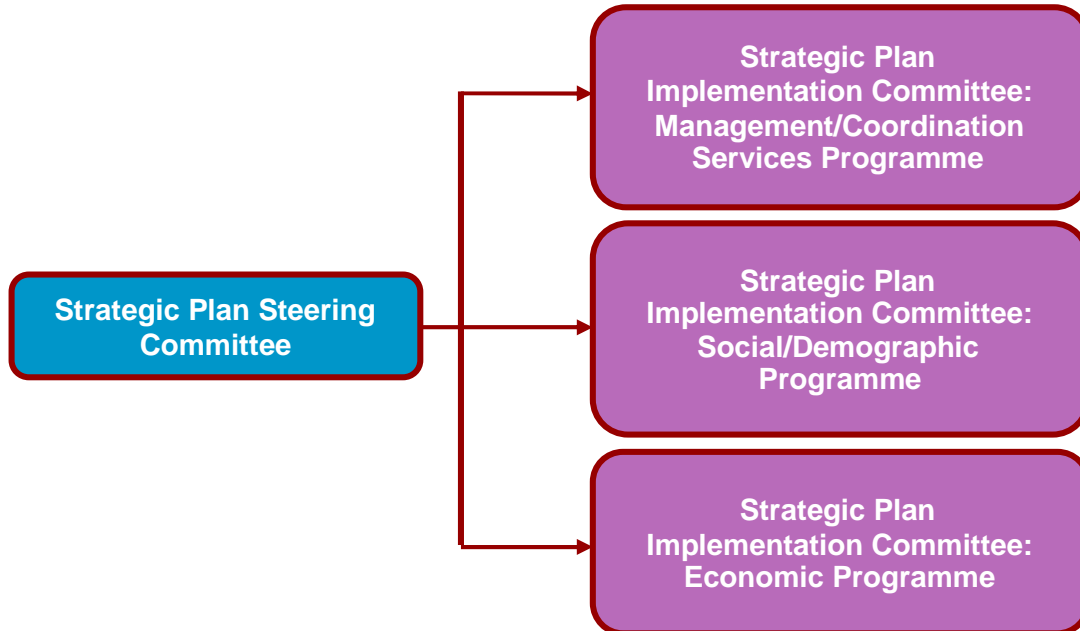
CHAPTER 5

IMPLEMENTATION MECHANISM

5.1 INTRODUCTION

DSP 2010-2014 is used as a guide and to be implemented with full commitment by DOSM's personnel. For more effective implementations to achieve the objectives, monitoring is essential. In this case, the progress of DSP implementation is monitored through regular reporting at committees' meetings. In the effort to ensure the smooth implementation of the DSP, a Steering Committee is established to monitor the implementation plans. Steering Committee and Implementation Committee meetings will be held at least twice a year. The structures of the committees are as follows:

Chart 2: Structure of the Steering Committee and Implementation Committee of the Department Strategic Plan



5.2 Strategic Plan Steering Committee

Chairman :

Chief Statistician, Malaysia

Members :

- Deputy Chief Statistician
Social/Demographic Programme
- Deputy Chief Statistician
Economic Programme
- Senior Director
Management and Human Resource Division
- Senior Director
Prices, Income and Expenditure Statistics Division
- Senior Director
National Accounts Statistics Division
- Senior Director
Information Management Division
- Director
Data Coordination Division
- Director
Corporate and User Services Division

Secretariat :

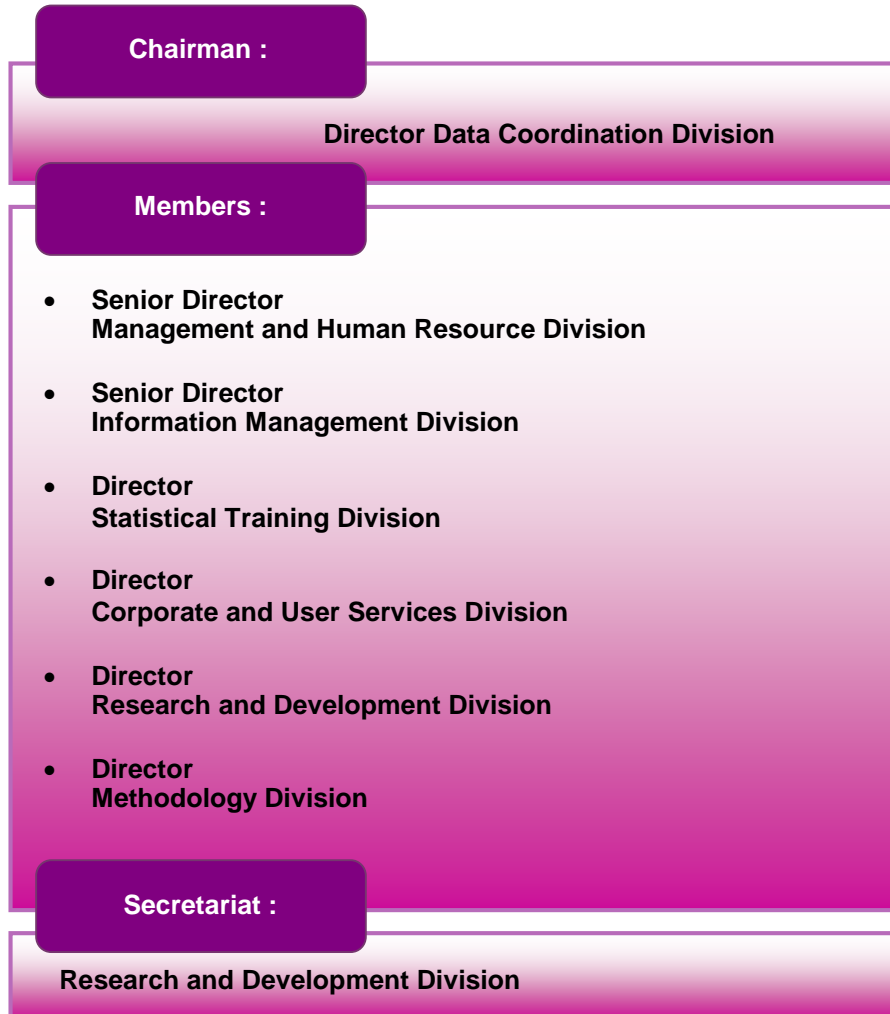
Corporate and User Services Division

Terms of Reference:

- a) Provide guidance and advice in implementing the strategic plan.
- b) Assess the progress and achievement reports in line with the target set.
- c) Decide on the proposed changes of activities recommended by the Implementation Committee.
- d) Make decisions on actions to be taken to ensure the smooth implementation of the strategic plan.
- e) Decide on the improvements to overcome constraints in implementing the strategic plan.

5.3 Strategic Plan Implementation Committee

5.3.1 Management/Coordination Services Programme



5.3.2 Social/Demographic Programme

Chairman :

Deputy Chief Statistician Social/Demographic Programme

Members :

- **Senior Director
Prices, Income and Expenditure Statistics Division**
- **Director
Population and Housing Census Statistics Division**
- **Director
Demographic Statistics Division**
- **Director
Manpower and Social Statistics Division**
- **Director
Agriculture and Agro-Based Statistics Division**
- **Director
Environment Statistics Division**
- **Representative of State Offices**

Secretariat :

Manpower and Social Statistics Division

5.3.3 Economic Programme

Chairman :

Deputy Chief Statistician Economic Programme

Members :

- Senior Director
National Accounts Statistics Division
- Senior Director
Services Statistics Division
- Director
Industrial Production and Construction Statistics Division
- Director
External Trade Statistics Division
- Director
Economic Indicators Division
- Director
Balance of Payments Statistics Division
- Representative of State Offices

Secretariat :

Services Statistics Division

Terms of Reference:

- Monitor the implementation of strategic plan by creating an evaluation mechanism based on performance targets set in the Action Plan and Implementation Plan.
- Prepare annual performance progress report for every implementation activity to the Steering Committee.
- Identify constraints in the implementation of strategic plan and recommends improvements to the Steering Committee.
- Review the application of any proposed changes of activities.
- Evaluate the outcome of the consultation with internal and external users to strengthen the implementation of Department Strategic Plan.
- Ensure that performance based Strategic Plan meets the expectations of internal and external users in accordance with the National Mission.
- Implement mid-term review of activities in terms of coverage of the strategic plan, the implementation, human resources, training requirements, the use of ICT and the provision of finance.

5.4 Achievement Targets

The details of the targets are shown in the Action and Implementation Plans. The examples of such reports are as follows:

5.4.1 Strategic Thrust 1

Strategic Thrust and Strategy		2010	2011	2012	2013	2014
Strategic Thrust 1: To Produce Information of Integrity and Reliability	Strategy 1: To Strengthen the Statistical Services in the Challenging and Dynamic Environment	1	At least 3 monthly / quarterly surveys are conducted using e-survey			
		2	Use of minimum five administrative data sources			
		3	Updating all establishments selected in economic survey and 60% of establishments which are not in the survey in the business frame			
	Strategy 2: To Optimise the Use of Statistical Methodology and Technology	1	Minimum value of RSE for each variable studied			
		2	Six systems in the NEWSS are implemented by end March 2010 and other systems implemented in stages between 2010 and 2011			
		3	Implementation of GIS map in strata 1, strata 2 and strata 3 by 2010			
	Strategy 3: To Increase the Understanding and Use of Statistics Among the Users and Communities	1	Increase publicity through electronic and print media at least 2 times a year			
		2	Interactive Module Development Using Business Intelligence (BI) for External Trade Database			
		3	Provide portal with free downloads			
	Strategy 4: To Expand Networking with Data Providers and Users	1	Collaboration with 10 identified data providers (OGAs)			

5.4.2 Strategic Thrust 2

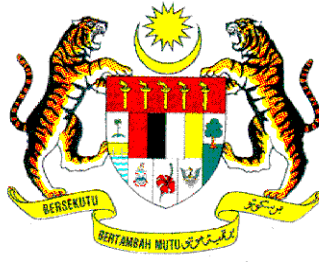
Strategic Thrust and Strategy		2010	2011	2012	2013	2014	
Strategic Thrust 2: To Strengthen Research and Analysis as well as to Inculcate Innovation Culture To Strengthen Research and Analysis as well as to Inculcate Innovation Culture	Strategy 1: To Enhance Research and Analysis Capability	1	Two papers (analysis)/ statistical journals by each Division / State Offices a year				
		2	At least one new research produced for each division				
	Strategy 2: To Nurture Innovation Culture in Producing and Delivering Statistical Product and Services	1	Collaboration with at least two other statistical agencies within 2010-2014				
		2	Participation in innovation and quality programmes				
	Strategy 3: To Develop Competent Human Capital of High Level Professionalism	1					Strengthening of Statistical Training Institute Malaysia
		2	Organise Executive Talk at least four times a year				
		3	Full implementation of Knowledge Management System (KMS)				
		1					Implementation of Performance Management System (PMS)

5.4.3 Strategic Thrust 3

Strategic Thrust and Strategy		2010	2011	2012	2013	2014	
Strategic Thrust 3: To Strengthen Resources Management	Strategy 1: To Strengthen Human Resource Management	1	Candidates for professional post have to sit for written examinations, assessment programmes and interviews prior to appointment				
		2					80% module and submodule of HRMIS is implemented
		3			Review organisational structure of Department		
	Strategy 2: To Strengthen the Management of Finance and Assets	1	100% bills paid within 14 days				
		1	Ensure all the programmes outlined by the Government are adhered				
	Strategy 4: To Enhance the Resource and Information Technology Management Efficiency	1	Application systems in placed based on users' requirements				
		2	ISP to be prepared by 2010				

APPENDIX





LAWS OF MALAYSIA

ACT 415

STATISTICS ACT 1965

(Revised — 1989)

LAWS OF MALAYSIA

ACT 415

STATISTICS ACT 1965
(Revised – 1989)

ARRANGEMENT OF SECTIONS

Section

1. Short title and application.
2. Department of Statistics.
3. Control and management of the Department.
4. Safeguards as to the use and communication of information.
5. Notice to require particulars.
6. Particulars not related to an undertaking.
7. Penalty.
8. Rules
9. Repeal.

LAWS OF MALAYSIA

Act 415

**STATISTICS ACT 1965
(Revised—1989)**

Any Act relating to statistics.

[16th August 1965.]

BE IT ENACTED by the Duli Yang Mahal Mulia Seri Paduka Baginda Yang di-Pertuan Agong with the advice and consent of the Dewan Negara and Dewan Rakyat in Parliament assembled, and by the authority of the same, as follows:

1. (1) This Act may be cited as the Statistics Act 1965. Short title
and
application.
- (2) This Act shall apply throughout Malaysia.
2. (1) The Bureau of Statistics established by section 3 of the Statistics Ordinance 1949, shall be known as the Department of Statistics (hereinafter referred to as "the Department"). Department
Of Statistics.
31 of 1949.
- (2) The functions of the Department shall be to collect and interpret statistics for the purpose of furnishing information required in the formation or carrying out of Government policy in any field or otherwise required for Government purposes or for meeting the needs of trade, commerce, industry or agriculture (including forestry, fishing and hunting).
- (3) Save as hereinafter provided, the Department shall where they consider it in the public interest have power to communicate statistics collected by them or their interpretation of statistics so collected not only to the Government department or person for whom the information was collected but also to other authorities or persons to whom the information or interpretation may be useful.

ACT 415

Control and management of the department.

3. (1) The Department shall be under the control and management of the Chief Statistician, assisted by such other officers and servants as the Yang di-Pertuan Agong may deem necessary.

(2) No officer of the Department who is engaged in or connected with the collection, interpretation or publication of statistics under this Act shall except as required by his duty communicate any information which has come into his possession in the course of his said duty as such.

(3) Any officer who contravenes subsection (2) shall on conviction be liable to imprisonment for a term not exceeding two years or to a fine not exceeding five thousand ringgit or to both.

(4) The Chief Statistician shall draw the attention of every officer engaged in or connected with the collection, interpretation or publication of statistics of the provisions of subsections (2) and (3) before the said officer commences to perform his duty under this Act.

Safeguards as to the use and communication of information.

4. (1) Except with the prior consent in writing of the person by whom, or of any person (whether as agent or principal) carrying on an undertaking in relation to which, statistics have been collected, no statistics collected by the Department shall be used by them for the purpose of determining any liability of any such person or undertaking to any description of taxation or levy, whether Federal, State or otherwise or be communicated to any Government department or other authority or person, being a department, authority or person likely to use it for that purpose.

(2) In communicating statistics collected by them or the interpretation thereof the Department shall take steps to ensure that the identity of any person or undertaking to whom or to which it relates is not thereby disclosed.

Notice to require particulars.

5. (1) For the purpose of the Department's functions under section 2 (2) the Chief Statistician may by notice in writing require any person carrying on an

STATISTICS

undertaking in Malaysia (whether as agent or principal) to furnish such particulars relating to the undertaking on such matters and in such form as the Chief Statistician may specify, being particulars within that person's knowledge or which he is reasonably able to obtain.

(2) The notice under subsection (1) may be served by delivering it to the person to whom it relates at a place where the undertaking in question is being carried or at his residence.

(3) A notice may require the information to be furnished at specific times or within specific intervals.

(4) A notice may require a person who has no knowledge of the particulars required or is unable to obtain the said particulars to furnish to the Chief Statistician the best estimates of the particulars.

(5) The Department shall not require any person to supply information which would disclose any secret process or other trade secret.

(6) In this section "undertaking" means any undertaking carried on by way of trade or business, any profession carried on by an individual, or any activities (whether carried on for profit or not) of a body corporate or an unincorporated body of persons.

6. (1) The Chief Statistician may, in relation to any matter not related to an undertaking (as defined in section 5 (6)) require any person to furnish such particulars and in such form as the Yang di-Pertuan Agong may approve.

Particulars not related to an undertaking

(2) The provisions of section 5 relating to notice and the service thereof shall apply to a requirement under this section as they apply to a requirement under section 5.

7. Any person who—

Penalty.

(a) fails to comply with the requirements of a notice under section 5 or section 6; or

ACT 415

- (b) knowingly or recklessly furnishes or causes to be furnished any false particulars on any matter specified in such notice,

shall be liable to a fine not exceeding five hundred ringgit and, in the case of a continuing offence, to a further fine not exceeding five hundred ringgit for each day after conviction during which the offence continues.

Rules.

8. The Prime Minister may from time to time make rules—

- (a) for exempting any person or class of persons from the obligation to furnish information under this Act, either wholly or to such extent as may be prescribed and either unconditionally or subject to such conditions as may be prescribed; and
- (b) for prescribing the fees which may be charged for communicating statistics collected by the Department or the interpretation by the Department of statistics so collected and the manner in which such fees may be collected and for exempting any person from the payment of such fees.

Repeal
31 of 1949.

9. (1) The Statistics Ordinance 1949, is hereby repealed.

(2) All information collected by the Bureau of Statistics before the commencement of this Act shall be subject to the same safeguards as respects communication as are provided by this Act as if the said information was collected under this Act.



LAWS OF MALAYSIA

REPRINT

Act 16

CENSUS ACT 1960

Incorporating all amendments up to 1 January 2006

PUBLISHED BY
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LAWS OF MALAYSIA**Act 16****CENSUS ACT 1960**

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LAWS OF MALAYSIA

Act 16

CENSUS ACT 1960

An Act to provide for the taking of a census from time to time.

*[Peninsular Malaysia—5 May 1960;
Sabah and Sarawak—18 December 1969,
P.U.(A)519/1969]*

Short title

1. This Act may be cited as the Census Act 1960.

Interpretation

2. In this Act, unless the context otherwise requires—

“census officer” means any person appointed under this Act as Commissioner, Deputy Commissioner, Assistant Commissioner, District Superintendent, Supervisor, house numberer or enumerator, acting within the local limits of any area for which he may have been so appointed;

“Commissioner” includes a Deputy Commissioner;

“prescribed” means prescribed under this Act;

“schedule” means a schedule in the prescribed form in which are, or are to be, entered the prescribed particulars required for the purposes of a census.

Power to direct census to be taken

3. The Yang di-Pertuan Agong may, by notification in the *Gazette*, from time to time direct that a census be taken throughout Malaysia or any specified area of Malaysia of the population, agriculture (including animal husbandry), trade, labour, industry, commerce, orphanhood, widowhood, blindness or other specified

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infirmity, disease or affliction, or such other matters as he may consider necessary or desirable in order to ascertain the social, civil or economic condition or state of health of the inhabitants of Malaysia, and may by the same or a different notification appoint a Commissioner to supervise the taking of the census.

Appointment of officers

4. (1) The Minister may, from time to time, by notification in the *Gazette*, appoint such Deputy Commissioners, Assistant Commissioners, District Superintendents and committees as he may deem expedient in and for Malaysia or any part thereof, and with such titles relating to the nature of the census in respect of which they are appointed, as he may consider necessary for the purposes of any direction under section 3.

(2) The Commissioner, any Assistant Commissioner, any District Superintendent, and any census officer authorized by the Commissioner in that behalf, may by writing under his hand appoint any person as a supervisor, house numberer or enumerator to supervise or take or aid in the taking of a census within any specified area.

(3) Every census officer shall be deemed to be a public servant within the meaning of the Penal Code [*Act 574*].

Census officers to carry proof of appointment

5. (1) Every census officer, other than a census officer appointed by notification in the *Gazette*, shall carry with him at all times when on census duty the writing under the hand of the Commissioner, Assistant Commissioner, District Superintendent or other census officer authorized by the Commissioner in that behalf appointing him a census officer under subsection 4(2), and shall produce the same for inspection by any person who may in good faith question his authority as a census officer.

(2) Every census officer appointed by notification in the *Gazette* shall carry with him at all times when on census duty a copy of the notification in the *Gazette* appointing him a census officer.

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Regulations

6. The Minister may from time to time make regulations to give effect to this Act and, without prejudice to the generality of the powers, the regulations may provide for—

- (a) the duties of census officer;
- (b) the functions of any committee appointed under subsection 4(1);
- (c) the particulars regarding which, the persons from whom, and the mode in which, information shall be obtained for the purposes of any census;
- (d) the forms of schedules to be used in obtaining any such particulars;
- (e) the form of requisition to be addressed to employers of labour under section 12;
- (f) such other matters as are required to be prescribed.

Occupier to allow access and permit affixing of numbers

7. Every person occupying any land, house, enclosure, vessel or other place shall allow any census officer such access thereto for the purposes of the census as, having regard to the customs of the country, may be reasonable, and shall allow him to paint, mark, or affix on or to the property in the occupation of that person, such letters, marks or numbers as the Commissioner may deem necessary for the purposes of the census.

Questions by census officers

8. Every census officer may ask such questions of all persons within the limits of the area for which he is appointed as may be necessary to obtain the information required for the purposes of the census, and every person of whom any such question is asked shall be bound to answer the question truthfully to the best of his knowledge and belief.

Delivery and filling in of schedules

9. (1) Any census officer may leave or cause to be left at any dwelling-house within the area for which he is appointed a

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schedule in the prescribed form to be filled in by the occupier of the dwelling-house or of any specified part of the dwelling-house.

(2) The occupier shall, within the time mentioned therein, fill in the schedule, or cause it to be filled in, in the manner prescribed and shall thereafter deliver the schedule so filled in to the enumerator or supervisor appointed for the area in which the dwelling-house is situated or to any other person as the Assistant Commissioner or District Superintendent may direct.

(3) If the occupier is unable either to fill in the schedule in the prescribed manner or cause some other person so to fill it in, he shall preserve it in the condition in which he received it and shall deliver it to the enumerator, supervisor or other person as aforesaid who shall then exercise the powers conferred upon him by section 8 and shall fill in the schedule in the prescribed manner.

(4) At any time before or within twelve months (or such longer period as may be prescribed) after the date directed for the taking of the census any census officer may, if instructed by any Assistant Commissioner or District Superintendent so to do, visit any dwelling-house within the area for which he is appointed for the purpose of checking any information obtained or of obtaining further information for the purposes of the census, in which event, after exercising the powers conferred upon him by section 8, he shall—

- (a) if satisfied that a schedule relating to any dwelling-house contains the name of any person who was not within that dwelling-house at the time of the taking of the census, delete from the schedule the name of, and all particulars relating to, that person;
- (b) if satisfied that any person was within any dwelling-house at the time of the taking of the census whose name is not written in a schedule relating to that dwelling-house, enter the name of, and all particulars relating to, that person in that schedule or in a separate schedule, as the Commissioner may direct; and
- (c) if satisfied that any schedule is incorrect in any other material particular make any necessary correction thereto.

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Collective schedules to be filled in by persons in charge of institutions, etc.

10. (1) An Assistant Commissioner or District Superintendent may deliver or cause to be delivered to—

- (a) the person in charge of any mental hospital, hospital, work-house, place of detention, prison, police station, reformatory or lock-up, or any Government, co-operative, collective or tribal farm, or any charitable, religious, educational or other public or private institution or organization; or to
- (b) the keeper, secretary or manager or other person in charge of any hotel, boarding-house, lodging-house, club or other residential establishment,

a schedule or schedules in the prescribed form to be filled in in respect of those premises.

(2) The person to whom any such schedule is so delivered shall fill in the same or cause the same to be filled in, to the best of his knowledge and belief, with the prescribed particulars in respect of the premises at the time aforesaid, and shall sign his name thereto and, when so required, shall deliver the schedule or schedules so filled in and signed to the enumerator or supervisor appointed for the area in which the premises are situate or to such other person as the Assistant Commissioner or District Superintendent may direct.

Enumeration of naval, military and air forces and travellers

11. The Commissioner shall obtain, by such lawful means as shall appear to him best adapted for the purpose, the prescribed particulars regarding—

- (a) any military or air force or any body of men belonging to a vessel of war; and
- (b) all persons who at the time when the census is being taken are travelling, or on shipboard, or for any other reason not abiding in any premises of which account is to be taken in the census,

and shall include the information in the abstracts to be made by him as provided in section 15.

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Employers of labour may be required to be enumerators

12. (1) Every employer—

- (a) of ten or more labourers who reside upon any agricultural estate or mining property, or in any factory or work-shop; or
- (b) of such other class or description of labourers as may be prescribed,

shall, upon receipt of a written requisition in that behalf in the prescribed form signed by an Assistant Commissioner or District Superintendent, act or appoint an agent to act as enumerator in respect of all persons employed or residing upon or in the estate, mining property, factory or work-shop.

(2) Every such employer or agent shall enter or cause to be entered, in the schedules delivered to him for the purpose, the prescribed particulars regarding all persons referred to in subsection (1) and shall deliver the schedules, filled in to the best of his knowledge and belief, to the enumerator or supervisor appointed for the area within which the estate, mining property, factory or work-shop is situate, or to such other person as the Assistant Commissioner or District Superintendent may direct.

Government servants to assist in taking census

13. All Government servants shall assist in the work of taking the census, if and when so required by the Commissioner, an Assistant Commissioner or by a District Superintendent.

Delivery of schedules and returns

14. Every enumerator shall deliver to the supervisor of the area for which he is appointed all schedules, and all such returns as may be required by the Commissioner, on a day or days to be appointed for that purpose by the Assistant Commissioner or District Superintendent for the area, and the supervisor shall forthwith verify them and transmit them, together with any other schedules and returns in his custody, to the Assistant Commissioner or District Superintendent who shall forthwith forward the same to the Commissioner, or to such other person as the Commissioner may direct.

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Abstract to be made and published

15. (1) The Commissioner shall, upon receipt of the schedules and returns forwarded pursuant to this Act, cause an abstract to be made of the same for each State and an abstract for the whole of Malaysia, and the abstracts shall be printed and published for general information.

(2) In any abstract prepared under subsection (1) with reference to any trade or industry the particulars and information comprised in the abstract shall not be arranged in any way which would enable any person to identify any particulars or information so published as being particulars or information relating to any individual person or business.

Offences by census officers

16. (1) Any census officer and any person employed in the preparation of the abstracts required to be made under section 15 who—

- (a) without sufficient cause, refuses or neglects to comply with any instruction or requisition addressed to him by the Commissioner, an Assistant Commissioner or a District Superintendent, or fails to use reasonable diligence in performing any duty imposed on him;
- (b) wilfully puts an offensive or improper question;
- (c) knowingly makes any false return; or
- (d) asks, receives, or takes from any person other than an authorized officer of the Government any payment or reward,

shall be guilty of an offence and shall, on conviction, be liable to a fine not exceeding one hundred ringgit or to imprisonment for a term not exceeding one month or to both.

(2) Any member of a committee appointed under subsection 4(1), any census officer and any person employed in the preparation of the abstracts required to be made under section 15 who discloses or makes use of, except for the purposes of this Act, any information which has come to his knowledge in the course of his duty as such shall be guilty of an offence and shall,

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on conviction, be liable to a fine not exceeding two thousand ringgit or to imprisonment for a term not exceeding one year or to both.

Other offences

17. (1) Any person who—

- (a) refuses to answer truthfully, to the best of his knowledge and belief, any question asked of him by a census officer which he is legally bound so to answer or wilfully makes a false answer thereto;
- (b) makes, signs, delivers or causes to be made, signed, or delivered any wilfully false or incorrect schedule, statement, or return;
- (c) refuses to allow a census officer such reasonable access to any house, land, enclosure, vessel, or other place as he is required by this Act to allow;
- (d) removes, obliterates, alters or injures, before the expiry of twelve months from the time of taking the census, any letters, marks or numbers which have been painted, marked or affixed for the purposes of the census; or
- (e) refuses or neglects to comply with any provision of this Act or of any regulation made thereunder,

shall be guilty of an offence and shall, on conviction, be liable to a fine not exceeding one hundred ringgit or to imprisonment for a term not exceeding one month or to both.

(2) Any person who impersonates a census officer shall be guilty of an offence and shall, on conviction, be liable to a fine not exceeding one thousand ringgit or to imprisonment for a term not exceeding six months or to both.

No prosecution without sanction of the Public Prosecutor

18. No prosecution shall be instituted under this Act without the previous sanction in writing of the Public Prosecutor.

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Individual returns not to be disclosed

19. (1) No individual return of particulars or information, and no part thereof furnished relating to any business, occupation or work shall, without the previous consent in writing of the person having the control, management or superintendence thereof, be published nor, except for the purposes of a prosecution under this Act or under such conditions as may be prescribed, shall any person not engaged in connection with a census be permitted to see any such individual return or part thereof.

(2) In making regulations and prescribing forms under section 6 due regard shall be had to the circumstances of various trades and industries, and in particular to the importance of avoiding the disclosure in any return of any trade secret or of trading profits, or of any other particulars or information the disclosure of which would be likely to tend to the prejudice of the person furnishing the return.

Census records secret and not admissible in evidence

20. No entry in any book, register, or record made by a census officer or by any person in the discharge of his duty under this Act shall be admissible in evidence in any civil or criminal proceeding, save and except a prosecution instituted under this Act in respect of an entry against the person who made, signed or delivered the same, or caused the same to be made, signed or delivered.

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Amending law	Short title	In force from
P.U.(A)519/1969	Modification of Laws (Census) (Modification and Extension to East Malaysia) Order 1969	19-12-1969
Act 160	Malaysian Currency (Ringgit) Act 1975	29-08-1975



APPRECIATION

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ACRONYM



ABS	Australian Bureau of Statistics	MDTCC	Ministry of Domestic Trade, Co-operatives and Consumerism
BNM	Bank Negara Malaysia	MINJARO	Mind, body and soul
CATI	Computer Aided Telephone Interview	MCPA	Malaysia Classification of Products by Activity
CD	Compact Discs	MCSP	Management/Coordination Services Programme
DOSM	Department of Statistics Malaysia	MP	Malaysia Plan
DSP	Department Strategic Plan	MOF	Ministry of Finance
EP	Economic Programme	MSIC	Malaysia Standard Industrial Classification
EPU	Economic Planning Unit	NEWSS	National Enterprise-Wide Statistical System
GATS	General Agreement on Trade in Services	NKRA	National Key Results Area
GFCF	Gross Fixed Capital Formation	OGAs	Other Government Agencies
GPS	Global Positioning System	PDA	Personal Digital Assistant
HRMIS	Human Resource Management Information System	SDP	Social/Demographic Programme
IAPG	Inter Agency Planning Group	SDDS	Special Data Dissemination Standard
IATC	Inter Agency Technical Committee	SMS	Short Messaging Services
ICG	Innovative and Creative Group	SME	Small and Medium Enterprise
ICR	Intelligent Character Recognition	SPL	Training Management System
ICT	Information and Communication Technology	UNSD	United Nations Statistics Division
IDE	Institute of Developing Economies		
ILSM	Statistical Training Institute Malaysia		
IMF	International Monetary Fund		
KPI	Key Performance Indicators		
KRA	Key Results Area		
MITI	Ministry of International Trade and Industry		

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