

# Dept improves data collection

**Mardinah Jikur**

SANDAKAN: In the era of globalisation and fast information, the Statistics Department has used various mediums in its data collection process to reduce respondents' burdens and speed up the process of data transmission. The Statistics Department's Deputy Chief Statistician (Economic Programme), Ismail Yusoff, said that among the steps the department has taken was to provide facilities for respondents to be able to fill online forms via e-survey.

"In addition, the department has also used data collection method Computer-assisted Telephone Interview (CATI) and Computer-assisted personal interviewing (CAPI). "The department is also providing convenience to users to download reports through the department's portal for free.

"E-services have also been introduced to enable users to get the latest information on products and services issued by the department," he added.

He said the department has also expanded its communication by improving its service delivery to clients and stakeholders in line with the boom in the era of information and communications technology.

Other than that, the department has also improved its official portal, [www.statistics.gov.my](http://www.statistics.gov.my) and provide special links to facilitate the distribution of customer information through an online service called e-services.

Moreover, he said Facebook and Twitter were also used to disseminate information to the users while short message service system (SMS) MySMS 15888 were used for key indicators. He said this when launching the Transformation Statistics Seminar with the Community here, Tuesday.

Also present were the State Statistics Department Director, Norhayati Jantan, Deputy Director, Suhaimi Mohd Yunus, officials of the Statistics Department from Putrajaya and others.

More than 150 participants consisting of owners, managers, executives, representatives of companies, organisations associations and government agencies participated in the one-day seminar.

In the meantime, Ismail said in the data dissemination, the department puts emphasis on quality assurance.

He said, with the MS ISO 9001: 2008 which has been given to the department, it has also become a benchmark in ensuring the quality of data collected and generated are reliable and timely with what the stakeholders need.

"This principle has become a guideline to the department in putting priority to the quality of statistics and it being time-oriented," he said.

Accordingly, Ismail said cooperation and good relations with business companies, private entities and various government agencies has become one of the most important prerequisites to ensure



Norhayati (left) presenting a souvenir to Ismail while Mohd Suhaimi looks on.

the high quality levels and performance of the data generated can be maintained.

In the meantime, he also said the renewal and transformation made under the Economic Transformation Programme (ETP) has shown encouraging results.

This was evident by the Gross Domestic Product (GDP) for the first quarter of 2015 which registered a growth rate of 5.6 per cent even though the country was experiencing a very challenging economic environment.

He said the success of the programmes implemented by the government are also gaining recognition in the world.

The World Bank in its report 'Ease of

Doing Business 2014' had also ranked Malaysia as 6th most easy to carry out business which is an improvement from 2011 where it only ranked 18th.

Norhayati in the meantime said the seminar was also held as a platform for the department to provide information to business organisations and associations.

"The seminar will also provide exposure to the organisations on the importance of data and information available for common use. "The seminar was also to establish good relations among business organisations, trade associations, government agencies, local authorities and the Statistics Department," she added.