



COUNTRY PROGRAMME ACTION PLAN 2016-2020



Empowered lives.
Resilient nations.

ANNUAL PROGRESS REPORT 2018

: Support In Developing National B40 Action Plan Using Innovative Bottom-Up Approaches

Award ID: 00098147

Project ID: 00101580

PROJECT DESCRIPTION (500 characters max):

Developing a comprehensive action plan to address the increasing cost of living and its impact on the wellbeing of B40 households through a bottom-up consultative process on the current cost of living issues and possible specific interventions

UNDP MALAYSIA CPAP OUTCOME: <input checked="" type="checkbox"/> Inclusive Growth & Development <input type="checkbox"/> Sustainable & Resilient Development	11th MALAYSIA PLAN STRATEGIC THRUST: Enhancing inclusiveness towards an equitable society	GENDER MARKER RATING: GEN2
--	--	--------------------------------------

PROJECT PROFILE

PROJECT PERIOD: Sep 2016 – July 2017		REVISED PERIOD (if any): July 2017 – Dec 2019	
PROJECT BUDGET: USD 390,000 USD 321,000 (in-kind)	REVISED BUDGET (if any): -	2018 BUDGET (AWP): USD 34,856	Revised 2018 budget amount: -

IMPLEMENTING PARTNER: Ministry of Economic Affairs (MEA)	
NATIONAL PROJECT DIRECTOR: Abdul Halim bin Abdul Aziz, Director Equity Development Division, MEA	NATIONAL STEERING COMMITTEE CHAIR: Dato' Dr Noor Zari bin Hamat Deputy Director-General (Policy), MEA

PROJECT IMPLEMENTATION

2018 UTILIZATION (AS OF ___31 Dec 2018___): USD 27,192.45	RATIO OF 2018 BUDGET (%): 78.0%
PROJECT UTILIZATION TO-DATE: USD 243,712.77	RATIO OF TOTAL BUDGET (%): 62.5%

PROJECT STATUS

<input type="checkbox"/>	Project scheduled for Year 1 implementation in 2018	National/Project Steering Committee Meetings: 1. 3 December 2018
<input type="checkbox"/>	Project scheduled for Year 2 and above implementation in 2019	
<input checked="" type="checkbox"/>	Project scheduled for completion in 2018, but extended to 2019	
<input type="checkbox"/>	Project completed in 2018	



COUNTRY PROGRAMME ACTION PLAN 2016-2020



*Empowered lives.
Resilient nations.*

Project Outcome Snapshot

Outcome Description	2017	2018
Outcome: A comprehensive B40 Action Plan that has a rationalised and optimised set of recommended government interventions		
Output 1: B40 Open Space Forums conducted	<input type="checkbox"/> On Track <input type="checkbox"/> Off Track <input checked="" type="checkbox"/> Achieved <input type="checkbox"/> Not Achieved	<input type="checkbox"/> On Track <input type="checkbox"/> Off Track <input checked="" type="checkbox"/> Achieved <input type="checkbox"/> Not Achieved
Output 2: B40 Action Plan developed	<input checked="" type="checkbox"/> On Track <input type="checkbox"/> Off Track <input type="checkbox"/> Achieved <input type="checkbox"/> Not Achieved	<input type="checkbox"/> On Track <input checked="" type="checkbox"/> Off Track <input type="checkbox"/> Achieved <input type="checkbox"/> Not Achieved
Outcome: Project Management		
Output 1: Project Management	<input checked="" type="checkbox"/> On Track <input type="checkbox"/> Off Track <input type="checkbox"/> Achieved <input type="checkbox"/> Not Achieved	<input type="checkbox"/> On Track <input checked="" type="checkbox"/> Off Track <input type="checkbox"/> Achieved <input type="checkbox"/> Not Achieved

Scheduled evaluation & assurance activity

Activity	Yes/No	Year	Ratings/Results
HACT Assurance Activity: [spotcheck/audit]	No		
Evaluation: [MTR/TE/Others:]	No		
Project Implementation Review	No		
Others:			

ANNEX

Please list additional documentation included in this report (including NSC meeting minutes; PIR report summary; additional project reporting including list of activities)

1. NSC meeting (3 December 2018)



COUNTRY PROGRAMME ACTION PLAN 2016-2020



SECTION 1: 2018 PROGRESS REPORT NARRATIVE

Describe the project's progress of outcomes and/or outputs in outlined in the Annual Work Plan since the MYPR.

Describe the issues and challenges faced, and the project management response.

Outcome: Developing a comprehensive B40 Action Plan that has a rationalised and optimised set of recommended government interventions	Progress Status
<p>Output 1: B40 Open Space Forums conducted</p> <p>The organization of 6 consultations (at each zone) coordinated by UNDP was supported by EPU and ICU in terms of mobilizing B40 participants using the e-Kasih database (70% of invited participants). Local NGOs also supported in getting the targeted 30% of participants. The consultations were conducted using the Open Space Technology (OST) methodology. The OST was complemented with in-depth interviews as well as short messages from the community using camera / video recording. During the consultation sessions, UKM also conducted their own survey to input into the project later. All 8 OST consultation sessions were completed between the period September – November 2016, within the project timeline.</p> <p><i>Indicate output target(s) that was not implemented or amended, and mitigating/adaptive actions taken by project:</i></p> <p>None.</p>	<p><input checked="" type="checkbox"/> Achieved <input type="checkbox"/> On track <input type="checkbox"/> Off track <input type="checkbox"/> Not Achieved</p> <p>Output Target: Series of Open Space consultations have been organised in 6 zones: Central, Northern, Eastern, Southern, Sabah & Sarawak. Additional 2 OSTs were held, each for Orang Asli and PWD stakeholders</p>
<p>Output 2: B40 Action Plan developed</p> <p>The B40 Report was completed in June 2018, after revising to consider the initiatives as stipulated in the Pakatan Harapan manifesto. The final report was presented to the National Steering Committee (NSC) on 3 December where it was accepted.</p> <p>During the NSC, the project team also proposed to extend the project to pilot implement a recommendation of the report to add value to the project.</p> <p><i>Indicate output target(s) that was not implemented or amended, and mitigating/adaptive actions taken by project:</i></p> <p>The recommendations of the B40 report were described very generically and needed to be tested for implementation and feasibility. In view of budget balance of about USD 146k, it was agreed for the project to be extended to pilot a recommendation.</p>	<p><input checked="" type="checkbox"/> Achieved <input type="checkbox"/> On track <input type="checkbox"/> Off track <input type="checkbox"/> Not Achieved</p> <p>Output Target: B40 Action Plan submitted and presented to National Development Planning Committee/Cabinet Meeting for approval</p>



COUNTRY PROGRAMME ACTION PLAN 2016-2020



Empowered lives.
Resilient nations

SECTION 2: 2018 Project Progress/Contribution to National Development Agenda

- 1.1 Please elaborate project's contribution to the review/revision/formulation of national or sectoral policies, strategies and action plans, in line with the mid-term review of the 11th Malaysia Plan and relevant sectoral policies.

The B40 bottom-up consultative process was to get on-the-ground views and perspectives on the current cost of living issues as a form of verification as well as support to the development of the B40 Action Plan that was being developed.

The analysis from the B40 report also was used as input into the MTR of the 11MP on the issues and challenges faced by the community.

If there is no such contribution, please indicate Not Applicable (N/A).

- 1.2 Please indicate activities undertaken by the project to strengthen and enhance capacity and technical knowledge on key development challenges/thematic issues/cross-cutting issues.

(Please attach as annex a full list of consultation/training/workshop events. See attached Capacity Building Activity Template)

The consultant's work on the B40 report informed MEA not only about the views from the ground relating to B40 household issues and challenges, but also of their aspirations and input contribution of possible specific interventions.

If there is no such contribution, please indicate Not Applicable (N/A).

- 1.3 What has the project done in 2018 to build/strengthen capacity to implement or sustain systemic changes? (Institutional Capacity Development)

One of the repeating B40 challenges that emerged from the consultation was that households have poor experience, knowledge of, and access to government services and programmes. The experiences and perspectives of the B40 households shone light to some extent of inefficiency and ineffectiveness of government programmes and service delivery mechanism.

To achieve improvements in service delivery, the most important factor is the frontline staff delivering the services. The people's problems become the focus of service delivery. In this regard, frontline civil servants must be able to assess the information, determine which agency provides the required service, provide information and directions to get to the department or organization, and also follow-up to see whether the issue is resolved.

As such, the project pilot was designed with a core component of capacity and knowledge building.



COUNTRY PROGRAMME ACTION PLAN 2016-2020



- 1.4 What has the project done in 2018 to generate/develop or improve/update datasets, statistics and models? Please indicate their utilization by Implementing Partner to strengthen national evidence-based policymaking.

The report utilized secondary data (Household Income and Expenditure Survey (HIES) 2016) obtained from the Department of Statistics (DOS) Malaysia for most of its statistical analysis. The OST consultation in 2016 was also meant to document qualitative data in the form of experiences and viewpoints of the B40 participants.

In terms of quantitative data, the report analysed the data by B40 subgroup breakdowns (e.g. poor, low income and lower middle income) that provided a more varied perspective to their condition such as age, housing, spending, savings and debt patterns, income patterns, as well as expenditure patterns. Multidimensional Poverty Index data based on HIES 2016 was also released in the MTR of the 11MP to provide the multidimensional perspective of poverty apart from the Poverty Line Income.

- 1.5 Please elaborate on project's efforts to mainstream gender equality through project outputs and activities in 2018. E.g. having equitable participation; generating sex-disaggregated data; planning gender analysis on outputs or gender sensitization to stakeholders.

The report considered gender perspectives when it also captured grievances from women at the consultation and presented them. For example, increased responsibilities undermine income opportunities particularly for women. Women experienced employment insecurity and reduced income through pregnancy, childcare and elderly care.

- 1.6 What has the project done in 2018 to develop or demonstrate/pilot new and/or innovative approaches and solutions? Please indicate how they have contributed to inform decision- and policymaking, and if it has led to actual/planned upscaling or replication.

In the end of 2018, a concept note was developed to pilot a Citizen's Journey Approach in to improve citizen's experiences and access to government service delivery.

By understanding citizens' journeys and finding out which are important to people, improvements in service delivery can be better identified and made. Implementing a citizen-centric approach to delivering government services will not only serve the needs of the people, but can increase public satisfaction and reduce costs.

The report suggests that, the journey approach also highlights that better citizen experiences come with more engaged employees and they are mutually reaffirming. Citizens who have good experiences are more likely to engage actively and reach out to organisations. Better experiences are delivered by engaging employees who would help to solve the case. In turn,



COUNTRY PROGRAMME ACTION PLAN 2016-2020



better engagement of citizens leads to effective solutions, better experiences and more meaningful work for employees.

- 1.7 Has the project Risk Analysis been reviewed and updated? Please indicate status critical risks in 2018. (please consult with UNDP CO support)

The risks encountered in 2018 were project delay and necessary skills and expertise in implementing the citizen journey approach.

The mitigation measures taken were:

- 1) Project delay: Project extension to accommodate for new pilot activities until Dec 2019.
- 2) Skills and expertise:
 - a. Re-engage with facilitation consultant who has extensive years of experience in innovative consultation approaches, whom has good performance evaluation from previous works done with UNDP. Besides that, the pilot implementation also provides for capacity building session for implementers to ensure consistent and high standards of implementation throughout the project.
 - b. Advertise widely to assemble project team that is suitable.

- 1.8 Please indicate any additional comments on areas of improvement that should be taken into consideration by MEA and UNDP Malaysia in the implementation of future projects.

Need to improve collective coordination and timeline management between UNDP and MEA to prevent future delays of the project. This can be done through continuous engagement on MEA's plan of work throughout 2019, which includes the preparation of 12MP.



COUNTRY PROGRAMME ACTION PLAN 2016-2020



Empowered lives.
Resilient nations.

SECTION 3: JUSTIFICATION FOR EXTENSION (for projects scheduled for completion this year)

Please indicate reasons for the project extension:

MEA and UNDP have both provided inputs for the conceptualization of a pilot project based on the recommendation from the consultant.

As such, project is extended from Jan 2019 to Dec 2019 to implement a pilot called Citizen Journey Approach. The pilot aims to test the challenges and feasibility of the Citizen Journey Approach in improving B40 citizen experience and access to government services and programmes.

Proposed duration of extension: 12 months

Agreement by National Steering Committee:

Date of meeting: 3 December 2018 (*minutes attached in Annex*)

Annual Progress Report 2018 approved by:

Name: En. Abdul Halim bin Abdul Aziz

Designation: Director, Equity Development Division, Ministry of Economic Affairs (MEA)

Date: 29 Jan 2019



COUNTRY PROGRAMME ACTION PLAN 2016-2020



Empowered lives.
Resilient nations.

FOR UNDP USE

UNDP Observations and Assessment

For UNDP Programme Management to comment on the reported contributions and activity progress by IP as Quality Assurance assessment

Section 1: Overall Implementation of Project Outputs as per Signed Annual Work Plan 2017

Outcome 1:

This project was implemented and achieved successfully within budget and a timely manner.

Outcome 2:

Delivery of the B40 report was finalized in June 2018 and accepted by MEA in the NSC on 3 December 2018. The B40 recommendations were seen to be too macro- and lacked implementation detail that are meaningful for effecting change at the local level. As such, a pilot of the recommendation has been proposed to be implemented as proof of concept, which received agreement from the NSC members in the meeting on 3 December 2018.

Section 2: Project Progress/Contribution towards National Development Agenda in 2018

The pilot project in 2019 looks to provide feedback on the feasibility of the Citizen Journey Approach and a policy guideline to improving government service delivery as input to the 12 Malaysia Plan, which is expected to be tabled in Parliament in Q1 of 2020.

Prepared by:

Jun Jabar
Programme Manager
UNDP