

Challenges faced by the National Statistics Office Department of Statistics, Malaysia (DOSM)

Abstract

The tremendous demand for statistics as a consequence of the fast changes in economic structure within the country and globally and the expansion of Information and Communication Technology (ICT) have created a statistical user community which demands for timely, real-time, relevant and reliable information. This dynamic and complex demand from statistical users' community poses challenges to the Department to ensure that the task of collecting, interpreting and communicating statistics is efficiently undertaken.

These challenging environment demands for more innovative service delivery system that can meet the stakeholders' and users' expectations. The transformation development programmes undertaken by the Government can only be successful with efficient evidence-based policy formulation and programme implementation. Hence, as the producer of national statistics, the direction and strategies of DOSM should be flexible in tandem with the National Mission.

The present society is highly knowledgeable and exposed to various sources of global information. As a result, the stakeholders' and users' expectation have increased and varied. This has envisioned DOSM to continuously monitor the scope of data collection, in line with both local and international requirements.

DOSM undertakes various economic and social surveys. Data collection in these surveys need to be coordinated in order to reduce respondents' burden. On this note, DOSM has embarked on the use of integrated questionnaires and administrative data, advancement in ICT and increased engagement with data providers to ensure the provision of timely and reliable statistics are met.

This paper will further elaborate the various facets of the challenges.