



COMMUNITY CENTRES FOR THE EMPOWERMENT OF INDIAN WOMEN IN MALAYSIA

TERMS OF REFERENCE FOR THE SURVEY TO IDENTIFY LOCATIONS FOR ESTABLISHING THE COMMUNITY CENTRES

A project co-funded by the European Union



A. Objective

The main objective of this survey is to identify the most suitable locations for setting up 5 Community Centers in



urban and suburban areas for Indian communities in West Malaysia.

The first step is to clarify and define the term Community in the context of this project.

The next step will be to set up the relevant indicators and their corresponding sub-indicators for conducting the survey. The relevancy of the indicators and the sub-indicators will be based on the facts derived from the proposal submitted to the EU on one hand, and other local issues relevant for setting up the community centers on the other hand. The selected indicators and sub-indicators will then be assigned relevant weights. Also provided will be a justification of the weights allocated. This will result in a formula depending on the weights of the indicators and sub-indicators. This formula will provide a transparent and logical method for filtering suitable locations based on the indicators and sub-indicators that are relevant for the purpose of the selection of location for setting up of community centers.

After the indicators have been set up, the next step in this process will be to gather statistics related to these indicators and sub-indicators from the various secondary sources. The most important criteria in this regard would be to talk to the local authority of the district to find out if they are agreeable to setting up of the cabin containers in the selected area and that a working relationship can be established in that area. If this criterion is not met, then no further effort will be made to gather statistics for that particular area. Otherwise, statistics will be gathered and compiled according to the Indicators already set up. This will result in the short-listing of 10 prospective locations for setting up the community centers.

A community survey of the target group in the 10 selected locations will provide a crosscheck for the above methodology. The community survey will either strengthen or refute the selection of a particular location based on the above methodology. In case of conflict, a decision will be made on per case basis to select or filter out a particular location depending not only on the relevant indicators derived from secondary sources, but also on the local situation and the opinion of the target group in the area concerned.

B. Community

Malaysia is a federation of thirteen states. Administratively, Malaysia is organized along a three-tier type of government: federal, state and local government. The federal and state governments cater to the Malaysian Federation and the states respectively. The next layer in



the government hierarchy, which is at the local level, is the district and municipal administration. In the context of this project, the government hierarchy responsible is the local level. The objective of the survey is to select urban settlements with 7000 to 8000 families, which cater to the minimum requirements as set up in the indicators described in the following section.

C. Indicators

Indicators are the factors or criteria that are considered relevant for the selection of a particular location from among all the available locations. Each indicator includes a number of sub-indicators that fall under that category and are relevant for the selection process. The sub-indicators are ordered according to their order of relevance within that indicator.

The indicators are selected as a result of discussions and brainstorming. The selection is dependent on the facts presented in the proposal to the EU (B7-7010), as well as other criteria that are considered relevant in the local context of the region. The following section describes the indicators and sub-indicators that are relevant for the purpose of the survey.

The following are the indicators and their corresponding sub-indicators relevant for the survey:

1. Population and Infrastructure (50% weight)

1.1 Ethnic composition (the ethnic composition of the community, e.g. Malays, Indians, Chinese, and Others).

Indicator: The population of the district where the community is located should have a minimum of 20,000 Indians. The community should have 100-600 families. An additional feature is that the community should comprise of other ethnic groups (Malays, Chinese, Others), minimum 40%.

Weight: 50%

Relevance: This sub-indicator is very important as the project proposal to EU (B7-7010) states that the community centers should be set up in districts where more than 20,000 Indians reside and approx. 300-400 women should be targeted by each community center. A mix of ethnic communities is relevant because it will teach the Community members tolerance and discrimination is more rampant in communities with mixed ethnic groups.



Where to get Information: District council. Also Department of statistics website and perhaps direct meeting if info. not available online.

1.2 Age structure

Indicator: More than 60% of the Indian women in the community are in the productive age group (16-45)

Weight: 30%

Relevance: This indicator will ensure that our activities will benefit the right age group of women, who can bring about some change in the community and can train other community members (for example, their children) as well.

Assumption and justification: Assumption is that women in age group 16-45 are productive.

Where to get Information: Statistics Dept.

1.3 Education level

Indicator: More than 50% of the Indian population in the community has had primary education.

Weight: 20%

Relevance: This indicator is relevant because it ensures that the community has the basic education level to understand, undergo, and benefit from the activities of the community centers.

Assumption and justification: Primary education standards are sufficient to read, write, understand, undergo and benefit from the activities of the community center. Also, although the National Literacy Policy states that all people should have compulsory primary education, in reality the additional costs and living situation may not make it possible for all to attend school, especially the female gender.

Where to get Information: District education office / Dept. of statistics.

2. Living Situation

Definition: Living situation indicates the lifestyle of the community, which includes the unhealthy environment with no proper drainage, sanitation, congested homes.

Weight of the Indicator: This indicator will carry around 40% of the entire weight, as these are some crucial information we need, in order to determine the needs of the community.



*Sub-indicators:*The following are the relevant sub-indicators for the indicator "Living situation of the Community".

2.1 Income

Indicator: The income of 80% of the families in the community will be above RM 500 per family member.

Weight: 35%

Relevance: If the majority of the families in the community have an income level below the basic, then they would be not very receptive to community center activities. In addition, the crime rate, especially against women will be exacerbated due to this.

Where to get Information: Labor Dept.

2.2 Employment

Indicator: The population can be divided into three categories as far as employment is concerned: (1) Unemployed / Daily wage workers (2) Permanently employed manual labor and factory workers (3) Management and self-employed. All the three sections should be represented in the community

Weight: 30%

Relevance: This indicator will ensure that people can bring up role models for others to follow, and will also help in removing discrimination, as people will interact with people from other categories and learn to respect the other's work.

Where to get Information: Labor Dept.

2.3 Crime rate

Indicator: The general crime rate is less than the Malaysian average, but the rate of criminality against women forms more than 50% of this crime rate.

Weight: 20%

Relevance: The general crime rate being less than average means that there will be no danger to the general functioning of the community centers. The fact that rate of criminality against women forms more than 50% of the crime rate means that criminality against women is a major factor and that the set up of community centers can



help in such situations to empower the women and help reduce such crimes.

Where to get Information: Police Dept.

2.4 Basic social services (primary education, basic health care, access to clean water)

Indicator: There is either a primary school, or a basic health care facility, or both in the community; and that the residence is permanent and there is access to clean water, sanitation, garbage collection in the community or reachable via transport facility.

Weight: 15%

Relevance: The basic social services primary school, basic health care facility & sanitation are essential for the physical and mental well-being. If these basic social services are lacking, the community members will have other priorities in their mind & may not participate in the community activities on a regular basis.

Where to get Information: District office

3. Services available (10% weight)

3.1 Lack of existence of support schemes by Govt. and other NGO organizations.

Indicator: No community centers are by Govt. departments and NGOs in the selected area for the next 3 years.

Weight: 50%

Relevance: This indicator ensures that there is no duplicated effort, and that there will be no competition with other NGOs and Govt. departments, and goodwill is maintained.

Where to get Information: NGOs and Govt. Dept. (Welfare Dept.)

3.2 Lack of existence of local businesses

Indicator: There are no local businesses in the community in the legal, basic health care provision, and psychology related areas, as well as small training centers that teach basic skills and vocations in that community, which aim at the target group of the project.

Weight: 30%



Relevance: This indicator ensures that the local small businesses do not suffer due to the setup of community centers, which will then provide the services provided by the local businesses at no costs to the community members.

Assumption and justification: If these local businesses provide these services at an exorbitant rate in the sense that that particular business targets other group, then this Indicator is no longer valid, because the community members cannot use the facility anyways.

Where to get Information: Yellow pages, Registrar of companies

3.3 Advanced social services

Indicator: Advanced social services like secondary schools, colleges, universities, libraries, and hospitals are existent in the community.

Weight: 20%

Relevance: This indicator ensures that the living conditions in that area are generally amenable, provided the community members are inspired and trained to improve their situation by the community centers.

Where to get Information: Maps

Sub-indicators also considered, but not included in the above list because of lack of availability of statistics from secondary sources:

These are the additional factors that will be considered during the crosscheck for the sake of additional information gathering, but they will not influence the community location selection process.

1.4 Transport and Infrastructure

Density of Indian population is relevant factor here

Indicator: At least 300-400 Indian families live within 20 minutes of walking distance from the community center.

Relevance: This indicator will ensure that services of the community center will be used on a regular basis by the target group if easy accessibility is ensured.

Assumption and justification: Assumption made is that the 300-400 families imply a female population of at least 300-400.



Where to get Information: Questionnaire target group

2.5 Lack of skills and vocational training

Indicator: 60% or more of the adult population lacks in a vocation or skill.

Relevance: This sub-indicator is relevant because it gives the community centers the opportunity to provide the community members with skills or vocational training.

Where to get Information: Questionnaire target group

2.6 Sub-ethnic composition (division into castes and groups within the Indian community)

Indicator: The community comprises of people from more than one group or caste within the Indian community.

Relevance: This sub-indicator is relevant because it will help in educating the community to tolerate the population from other group and communities, and thus help in minimizing discrimination.

Assumption and justification: This issue is a very sensitive one in the Malaysian context, and thus the information cannot be directly accessed. Such information can only be derived by means of talking informally to certain community members during direct communication.

Where to get Information: Talking to community members.

D. Methodology

- o Collection of relevant data and statistics from secondary sources, meetings with the relevant department in the Ministry of Women and Family Development, Ministry of National Unity and Social Development, Ministry of Health, Department of Statistics, Police Department and other NGOs, also to browse through the internet, and available publications that are relevant for the survey. The following table depicts the sources for collection of various sub-indicators:

Sources	Sub-departments	Indicators & sub-indicators	Mode of conduct
District Council	District Council Subang Jaya	Permission Ethnic composition Age structure Education level Basic social services	Telephone call Letter Personal visit
	District Council	Permission	Telephone



	Petaling Jaya	Ethnic composition Age structure Education level Basic social services	call Letter Personal visit
	District Council Kuala Selangor	Permission Ethnic composition Age structure Education level Basic social services	Telephone call Letter Personal visit
	District Council Klang	Permission Ethnic composition Age structure Education level Basic social services	Telephone call Letter Personal visit
City Council	City Council of Kuala Lumpur	Permission Ethnic composition Age structure Education level Basic social services	Telephone call Letter Personal visit
Dept. of statistics		Ethnic composition Age structure Education level Publication	Internet Telephone call Letter Personal visit Publication
Election Commission		Ethnic composition Age structure Publication	Internet Telephone call Letter Personal visit Publication
Labor Dept.		Income Employment (divided into categories)	Telephone call Letter Personal visit
Police Dept.	Central	Average criminal statistics	Internet
	Police Dept. Subang Jaya	Crime rate	Telephone call Letter Personal visit
	Police Dept. P Jaya	Crime rate	Telephone call Letter Personal visit
	Police Dept. Kuala Selangor	Crime rate	Telephone call Letter Personal



			visit
	Police Dept. Klang	Crime rate	Telephone call Letter Personal visit
	Police Dept. Kuala Lumpur	Crime rate	Telephone call Letter Personal visit
District Education Office	District Education Office Subang Jaya	Education level	Telephone call Letter Personal visit
	District Education Office P Jaya	Education level	Telephone call Letter Personal visit
	District Education Office Kuala Selangor	Education level	Telephone call Letter Personal visit
	District Education Office Klang	Education level	Telephone call Letter Personal visit
	Education Office Kuala Lumpur	Education level	Telephone call Letter Personal visit
Ministry of Women and Family Development		Age structure Employment Crime rate Lack of existence of support schemes by Govt. and other NGOs	Internet Telephone call Letter Personal visit
Ministry of National Unity and Social Development		Lack of existence of support schemes by Govt. and other NGOs	Internet Telephone call Letter Personal visit
Registrar of Companies		Lack of existence of local businesses	Internet Telephone call Letter Personal visit
NGOs	Women's Aid Organization	Lack of existence of support schemes by Govt. and other NGOs	Telephone call Letter
	All Women's Action Society	Lack of existence of	Telephone call



		support schemes by Govt. and other NGOs	Letter
	Yayasan Strategik Sosial	Lack of existence of support schemes by Govt. and other NGOs	Telephone call Letter
	Women's Development Collective	Lack of existence of support schemes by Govt. and other NGOs	Telephone call Letter
	Sisters in Islam	Lack of existence of support schemes by Govt. and other NGOs	Telephone call Letter
	Tenaganita	Lack of existence of support schemes by Govt. and other NGOs	Telephone call Letter
Yellow Pages		Lack of existence of local businesses	Internet Publication
Maps		Advanced social services	Internet Publication

- o Compilation of all the materials and statistics collected, analysis of the data according to the indicators and the sub-indicators for the survey.
- o Calculation of the weight of the indicators and sub-indicators according to each community will be obtained from the analysis of the survey's final output.
- o Selection of the locations according to the relevant criteria for establishing the community centers. Once the information is collected from the secondary sources, and compiled the formula will be used to filter out areas that fall below a threshold value. Some of the border cases may still be considered relevant for the purpose of consideration as a prospective location for setting up a community center. 10 locations will be short-listed for crosscheck process.
- o The preparation and confirmation of the actual survey form for the community. Once the filtering process has been carried out, a verification process will be carried out on the target group. This will be done by means of distributing questionnaires in the selected location and then using the collected statistics to verify the selection by means of information collection via secondary sources. This step is used as a crosscheck and also to collect some relevant information that is not available from the secondary sources.



E. Verification with the target group i.e. reality check of the community

This step will provide a mechanism to crosscheck the results achieved as a result of considering the indicators and sub-indicators gathered from the secondary sources. The questionnaire will be designed keeping in mind the indicators and sub-indicators considered above, and also the indicators that we have not been able to gather statistics on using the secondary sources.

F. Presentation of the survey result

The survey report will consist of the following:

- o Introductory selection criteria for state and district selection.
- o Compilation and presentation of statistics from all relevant secondary sources (Excel sheets).
- o Summary of the weights of the three Indicators for all the selected locations (Excel sheets).
- o Selection of 10 selected locations based on the combined weights of the three indicators (Excel sheets).
- o Presentation of statistics gathered by means of community crosscheck process in the 10 selected locations (Excel sheets).
- o Selection of the relevant 5 selected locations, along with justification for their selection.

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