1.0 OBJECTIVES OF STUDY

1. To evaluate the rakyat’s awareness level on existing government products and assistance

2. To ascertain the perception towards the adequacy of existing government products and assistance

3. To measure the level of awareness and the effectiveness of 1Malaysia products

4. To measure the level of public support for the government’s efforts to continue helping the rakyat even if it means acquiring more debt
2.0 METHODOLOGY

Population (N)
Consists of all residents across Malaysia.

Sample size (n)
1,047 respondents

Sampling technique
Stratified random sampling across ETHNICITY and STATE

Data collection
Phone interview - Computer Aided Telephone Interviews (CATI)

Sampling frame
All parliamentary constituencies (222 constituencies in all state including Sabah and Sarawak) and the selection of respondents is proportional to the population in each constituency

Duration of Study
13 June until 22 June 2017

Likert scale
Ranging from scale 1 to 5

Strongly disagree
Slightly disagree
Neutral
Slightly agree
Strongly agree
3.0 DEMOGRAPHIC PROFILE

GENDER
- Male, 69.4%
- Female, 30.6%

MARITAL STATUS
- Married, 79.2%
- Single, 16.6%
- Divorced/Widowed, 4.2%

AGE GROUP
- Below 21 yrs old, 0.5%
- 21-30 yrs old, 16.2%
- 31-40 yrs old, 30.0%
- 41-50 yrs old, 23.6%
- 51-60 yrs old, 17.0%
- 61 yrs old and above, 12.7%

ETHNICITY
- Malay, 54.8%
- Chinese, 24.6%
- Indian, 7.3%
- Bum. Sabah, 5.9%
- Bum. Sarawak, 6.2%
- Orang Asli, 0.6%
- Others, 0.6%

RELIGION
- Islam, 63.4%
- Buddhist, 21.0%
- Hindu, 6.4%
- Christian, 7.6%
- Others, 1.4%

Missing value: 0.2%
A Study on the Perception of Government Products and Assistance

n = 1,047, 13 June – 22 June 2017

3.0 DEMOGRAPHIC PROFILE

EDUCATION

<table>
<thead>
<tr>
<th>Education Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Formal Schooling</td>
<td>2.4%</td>
</tr>
<tr>
<td>Primary School</td>
<td>9.9%</td>
</tr>
<tr>
<td>Lower Secondary</td>
<td>9.8%</td>
</tr>
<tr>
<td>Upper Secondary</td>
<td>38.6%</td>
</tr>
<tr>
<td>StPM/SPM</td>
<td>22.2%</td>
</tr>
<tr>
<td>Degree and Above</td>
<td>19.8%</td>
</tr>
</tbody>
</table>

HOUSEHOLD INCOME

<table>
<thead>
<tr>
<th>Income Group</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Below RM1,000</td>
<td>19.2%</td>
</tr>
<tr>
<td>RM1,001 - RM2,000</td>
<td>24.3%</td>
</tr>
<tr>
<td>RM2,001 - RM3,000</td>
<td>20.0%</td>
</tr>
<tr>
<td>RM3,001 - RM4,000</td>
<td>14.5%</td>
</tr>
<tr>
<td>RM4,001 - RM5,000</td>
<td>7.3%</td>
</tr>
<tr>
<td>RM5,001 - RM6,000</td>
<td>4.7%</td>
</tr>
<tr>
<td>RM6,001 - RM7,000</td>
<td>1.7%</td>
</tr>
<tr>
<td>RM7,001 - RM8,000</td>
<td>1.5%</td>
</tr>
<tr>
<td>More than RM8,000</td>
<td>6.0%</td>
</tr>
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OCCUPATION

<table>
<thead>
<tr>
<th>Occupation</th>
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<tbody>
<tr>
<td>Govt. Sector</td>
<td>12.9%</td>
</tr>
<tr>
<td>Private Sector</td>
<td>41.0%</td>
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<tr>
<td>Self-Employed/Own Business</td>
<td>24.1%</td>
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<tr>
<td>Housewife</td>
<td>7.6%</td>
</tr>
<tr>
<td>Unemployed/Student</td>
<td>5.4%</td>
</tr>
<tr>
<td>Pensioner</td>
<td>8.2%</td>
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<tr>
<td>Others</td>
<td>0.7%</td>
</tr>
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INFORMATION MEDIUM

<table>
<thead>
<tr>
<th>Medium</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Media</td>
<td>42.7%</td>
</tr>
<tr>
<td>Electronic Media</td>
<td>37.3%</td>
</tr>
<tr>
<td>Printed Media</td>
<td>14.9%</td>
</tr>
<tr>
<td>Friends and Family</td>
<td>3.5%</td>
</tr>
<tr>
<td>Talk/Forum</td>
<td>1.5%</td>
</tr>
</tbody>
</table>

STATE

<table>
<thead>
<tr>
<th>State</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Perlis</td>
<td>0.9%</td>
</tr>
<tr>
<td>Kedah</td>
<td>7.0%</td>
</tr>
<tr>
<td>Kelantan</td>
<td>5.4%</td>
</tr>
<tr>
<td>Terengganu</td>
<td>3.9%</td>
</tr>
<tr>
<td>Pulau Pinang</td>
<td>5.3%</td>
</tr>
<tr>
<td>Perak</td>
<td>8.6%</td>
</tr>
<tr>
<td>Pahang</td>
<td>5.6%</td>
</tr>
<tr>
<td>Selangor</td>
<td>18.7%</td>
</tr>
<tr>
<td>N. Sembilan</td>
<td>5.0%</td>
</tr>
<tr>
<td>Melaka</td>
<td>3.6%</td>
</tr>
<tr>
<td>Johor</td>
<td>10.5%</td>
</tr>
<tr>
<td>Sabah</td>
<td>9.1%</td>
</tr>
<tr>
<td>Sarawak</td>
<td>8.9%</td>
</tr>
<tr>
<td>WP Kuala Lumpur</td>
<td>6.0%</td>
</tr>
<tr>
<td>WP Putrajaya</td>
<td>0.6%</td>
</tr>
<tr>
<td>WP Labuan</td>
<td>0.6%</td>
</tr>
</tbody>
</table>
4.0 Analysis on Awareness of the Available Government Products/Assistance and Perception Towards its Adequacy
4.1 AWARENESS ON VARIOUS TYPES OF GOVERNMENT PRODUCTS AND ASSISTANCE

Q: As a government, the federal or state governments have introduced various types of products or assistance. Are you aware of the various types of government products or assistance that are available at present?

48.9% Aware of the various types of government products or assistance that are available at present

16.6% Not aware of the various types of government products or assistance that are available at present

34.5% Not sure
4.2 AWARENESS ON GOVERNMENT PRODUCTS AND ASSISTANCE FOR SPECIFIC GROUPS

Top 6

- PEOPLE WITH DISABILITIES: 84.2%
- EDUCATION: 80.7%
- HEALTHCARE: 80.1%
- HOUSING: 80.1%
- SINGLE MOTHERS: 77.9%
- LOW HOUSEHOLD INCOME GROUP: 76.2%

Bottom 5

- SENIOR CITIZENS: 75.6%
- COST OF LIVING: 74.8%
- BUSINESS: 68.8%
- TRANSPORTATION: 64.1%
- EMPLOYMENT: 58.1%

n = 512
### 4.3 PERCEPTION TOWARDS ADEQUACY OF THE AVAILABLE GOVERNMENT PRODUCTS/ASSISTANCE

<table>
<thead>
<tr>
<th>Category</th>
<th>Adequate</th>
<th>Inadequate</th>
<th>Neutral</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Top 6</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Healthcare</td>
<td>58.6%</td>
<td>20.4%</td>
<td>20.9%</td>
</tr>
<tr>
<td>Transportation</td>
<td>48.0%</td>
<td>27.5%</td>
<td>24.5%</td>
</tr>
<tr>
<td>Senior Citizens</td>
<td>43.3%</td>
<td>30.8%</td>
<td>25.9%</td>
</tr>
<tr>
<td>People with Disabilities</td>
<td>41.8%</td>
<td>34.1%</td>
<td>24.1%</td>
</tr>
<tr>
<td>Education</td>
<td>37.6%</td>
<td>33.5%</td>
<td>28.9%</td>
</tr>
<tr>
<td>Business</td>
<td>33.7%</td>
<td>33.1%</td>
<td>33.1%</td>
</tr>
<tr>
<td><strong>Bottom 5</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Single Mothers</td>
<td>31.2%</td>
<td>32.0%</td>
<td>36.8%</td>
</tr>
<tr>
<td>Employment</td>
<td>26.7%</td>
<td>46.9%</td>
<td>26.4%</td>
</tr>
<tr>
<td>Housing</td>
<td>23.3%</td>
<td>48.0%</td>
<td>28.7%</td>
</tr>
<tr>
<td>Low Household Income Group</td>
<td>18.2%</td>
<td>23.7%</td>
<td>58.1%</td>
</tr>
<tr>
<td>Cost of Living</td>
<td>16.4%</td>
<td>52.9%</td>
<td>30.7%</td>
</tr>
</tbody>
</table>
Q: Are you aware that the government has introduced various types of assistance/products for specific groups such as the following?

Note: This analysis only applies to those who are aware of govt. assistance and products, N= 512

AWARENESS ON GOVERNMENT PRODUCTS AND ASSISTANCE FOR SPECIFIC GROUPS - COST OF LIVING

<table>
<thead>
<tr>
<th>Awareness</th>
<th>Not aware</th>
<th>Not sure</th>
</tr>
</thead>
<tbody>
<tr>
<td>74.8%</td>
<td>13.9%</td>
<td>11.3%</td>
</tr>
</tbody>
</table>

74.8% Aware on products and assistance available for cost of living

13.9% Not aware on products and assistance available for cost of living
PERCEPTION TOWARDS ADEQUACY OF THE AVAILABLE GOVERNMENT PRODUCTS/ASSISTANCE – COST OF LIVING

- Very adequate
- Slightly Adequate
- Neutral
- Slightly Inadequate
- Very inadequate

16.4%
Stated that the available government products/assistance for cost of living are adequate

52.9%
Stated that the available government products/assistance for cost of living are inadequate

Note: This analysis only applies to those who are aware of govt. assistance and products, N= 383

Q: To what extent is the adequacy of the available government assistance based on the following?
4.0 AWARENESS AND PERCEPTION OF GOVT. ASSISTANCE

4.2.2 AWARENESS ON GOVERNMENT PRODUCTS AND ASSISTANCE FOR SPECIFIC GROUPS - LOW HOUSEHOLD INCOME GROUP (BELOW RM3,860)

Note: This analysis only applies to those who are aware of govt. assistance and products, N= 512

Q: Are you aware that the government has introduced various types of assistance / products for specific groups such as the following?

- 76.2% Aware on products and assistance available for low household income group
- 11.5% Not aware on products and assistance available for low household income group
- 12.3% Not sure

Note: This analysis only applies to those who are aware of govt. assistance and products, N= 512
PERCEPTION TOWARDS ADEQUACY OF THE AVAILABLE GOVERNMENT PRODUCTS/ASSISTANCE – LOW HOUSEHOLD INCOME GROUP (BELOW RM3,860)

- **Very adequate**: 58.1%
- **Slightly Adequate**: 23.7%
- **Neutral**: 16.7%
- **Slightly Inadequate**: 4.6%
- **Very Inadequate**: 1.3%

18.2% stated that the available government products/assistance for low household income group are adequate.

58.1% stated that the available government products/assistance for low household income group are inadequate.

**Note:** This analysis only applies to those who are aware of government assistance and products, N= 391

Q: To what extent is the adequacy of the available government assistance based on the following?
Q: Are you aware that the government has introduced various types of assistance / products for specific groups such as the following?

Note: This analysis only applies to those who are aware of govt. assistance and products, N= 512
A Study on the Perception of Government Products and Assistance
n = 1,047, 13 June – 22 June 2017

4.0 AWARENESS AND PERCEPTION OF GOVT. ASSISTANCE

4.3.3 PERCEPTION TOWARDS ADEQUACY OF THE AVAILABLE GOVERNMENT PRODUCTS/ASSISTANCE – EDUCATION

- Very adequate
- Slightly Adequate
- Neutral
- Slightly Inadequate
- Very inadequate

37.6% Stated that the available government products/assistance for education are adequate

33.5% Stated that the available government products/assistance for education are inadequate

34.2% 30.1% 28.9%

Note: This analysis only applies to those who are aware of govt. assistance and products, N= 413

Q: To what extent is the adequacy of the available government assistance based on the following?
4.2.4 AWARENESS ON GOVERNMENT PRODUCTS AND ASSISTANCE FOR SPECIFIC GROUPS - HEALTHCARE

80.1% Aware on products and assistance available for healthcare

12.3% Not aware on products and assistance available for healthcare

Note: This analysis only applies to those who are aware of govt. assistance and products, N= 512

Q: Are you aware that the government has introduced various types of assistance / products for specific groups such as the following?

Note: This analysis only applies to those who are aware of govt. assistance and products, N= 512
4.3.4 PERCEPTION TOWARDS ADEQUACY OF THE AVAILABLE GOVERNMENT PRODUCTS/ASSISTANCE – HEALTHCARE

Very adequate  Slightly Adequate  Neutral  Slightly Inadequate  Very inadequate

58.6% Stated that the available government products/assistance for healthcare are adequate

20.5% Stated that the available government products/assistance for healthcare are inadequate

Note: This analysis only applies to those who are aware of govt. assistance and products, N= 411

Q: To what extent is the adequacy of the available government assistance based on the following?
Q: Are you aware that the government has introduced various types of assistance/products for specific groups such as the following?

Note: This analysis only applies to those who are aware of govt. assistance and products, N= 512

80.1% Aware on products and assistance available for housing

10.9% Not aware on products and assistance available for housing

9.0% Not sure
4.0 AWARENESS AND PERCEPTION OF GOVT. ASSISTANCE

4.3.5 PERCEPTION TOWARDS ADEQUACY OF THE AVAILABLE GOVERNMENT PRODUCTS/ASSISTANCE – HOUSING

- Very adequate
- Slightly Adequate
- Neutral
- Slightly Inadequate
- Very inadequate

23.3% Stated that the available government products/assistance for housing are adequate

48.0% Stated that the available government products/assistance for housing are inadequate

Note: This analysis only applies to those who are aware of govt. assistance and products, N= 410

Q: To what extent is the adequacy of the available government assistance based on the following?
4.0 AWARENESS AND PERCEPTION OF GOVT. ASSISTANCE

4.2.6 AWARENESS ON GOVERNMENT PRODUCTS AND ASSISTANCE FOR SPECIFIC GROUPS - SENIOR CITIZEN

75.6% Aware on products and assistance available for senior citizen

11.1% Not aware on products and assistance available for senior citizen

13.3% Not sure

Note: This analysis only applies to those who are aware of govt. assistance and products, N= 512

Q: Are you aware that the government has introduced various types of assistance/products for specific groups such as the following?

A Study on the Perception of Government Products and Assistance
n = 1,047, 13 June – 22 June 2017
4.3.6 PERCEPTION TOWARDS ADEQUACY OF THE AVAILABLE GOVERNMENT PRODUCTS/ASSISTANCE – SENIOR CITIZEN

- Very adequate
- Slightly Adequate
- Neutral
- Slightly Inadequate
- Very inadequate

43.3% Stated that the available government products/assistance for senior citizen are adequate

30.8% Stated that the available government products/assistance for senior citizen are inadequate

Notes: This analysis only applies to those who aware on govt. assistance and products, N= 387

Q: To what extent is the adequacy of the available government assistance based on the following?
4.2.7 AWARENESS ON GOVERNMENT PRODUCTS AND ASSISTANCE FOR SPECIFIC GROUPS - PEOPLE WITH DISABILITIES

Q: Are you aware that the government has introduced various types of assistance/products for specific groups such as the following?

- 84.2% Aware on products and assistance available for people with disabilities
- 7.0% Not aware on products and assistance available for people with disabilities
- 8.8% Not sure

Note: This analysis only applies to those who are aware of govt. assistance and products, N= 512
4.3.7 PERCEPTION TOWARDS ADEQUACY OF THE AVAILABLE GOVERNMENT PRODUCTS/ASSISTANCE – PEOPLE WITH DISABILITIES

- Very adequate: 34.1%
- Slightly Adequate: 24.1%
- Neutral: 32.5%
- Slightly Inadequate: 37.6%
- Very Inadequate: 4.2%
- 1.6%

Stated that the available government products/assistance for people with disabilities are adequate

Stated that the available government products/assistance for people with disabilities are inadequate

Note: This analysis only applies to those who are aware of govt. assistance and products, N= 431

Q: To what extent is the adequacy of the available government assistance based on the following?
4.2.8 AWARENESS ON GOVERNMENT PRODUCTS AND ASSISTANCE FOR SPECIFIC GROUPS - BUSINESS

- **68.8%** Aware on products and assistance available for business
- **13.7%** Not aware on products and assistance available for business
- **17.5%** Not sure

*Note: This analysis only applies to those who are aware of govt. assistance and products, N= 512*

Q: Are you aware that the government has introduced various types of assistance / products for specific groups such as the following?
4.0 AWARENESS AND PERCEPTION OF GOVT. ASSISTANCE

4.3.8 PERCEPTION TOWARDS ADEQUACY OF THE AVAILABLE GOVERNMENT PRODUCTS/ASSISTANCE – BUSINESS

- Very adequate
- Slightly Adequate
- Neutral
- Slightly Inadequate
- Very inadequate

33.7% Stated that the available government products/assistance for business are adequate

33.1% Stated that the available government products/assistance for business are inadequate

Note: This analysis only applies to those who are aware of govt. assistance and products, N= 351

Q: To what extent is the adequacy of the available government assistance based on the following?
4.0 AWARENESS AND PERCEPTION OF GOVT. ASSISTANCE

4.2.9 AWARENESS ON GOVERNMENT PRODUCTS AND ASSISTANCE FOR SPECIFIC GROUPS - EMPLOYMENT

58.1% Aware on products and assistance available for employment
21.9% Not aware on products and assistance available for employment
20.0% Not sure

Note: This analysis only applies to those who are aware of govt. assistance and products, N=512

Q: Are you aware that the government has introduced various types of assistance / products for specific groups such as the following?
4.0 AWARENESS AND PERCEPTION OF GOVT. ASSISTANCE

4.3.9 PERCEPTION TOWARDS ADEQUACY OF THE AVAILABLE GOVERNMENT PRODUCTS/ASSISTANCE – EMPLOYMENT

- Very adequate: 26.4%
- Slightly Adequate: 23.0%
- Neutral: 6.4%
- Slightly Inadequate: 3.7%
- Very Inadequate: 40.5%

26.7% Stated that the available government products/assistance for employment are adequate

46.9% Stated that the available government products/assistance for employment are inadequate

Note: This analysis only applies to those who are aware of govt. assistance and products, N= 299

Q: To what extent is the adequacy of the available government assistance based on the following?
4.2.10 AWARENESS ON GOVERNMENT PRODUCTS AND ASSISTANCE FOR SPECIFIC GROUPS - TRANSPORTATION

**Note:** This analysis only applies to those who are aware of government assistance and products, N=512

Q: Are you aware that the government has introduced various types of assistance/products for specific groups such as the following?

- **64.1%** Aware on products and assistance available for transportation
- **19.3%** Not aware on products and assistance available for transportation
- **16.6%** Not sure
4.0 AWARENESS AND PERCEPTION OF GOVT. ASSISTANCE

4.3.10 PERCEPTION TOWARDS ADEQUACY OF THE AVAILABLE GOVERNMENT PRODUCTS/ASSISTANCE – TRANSPORTATION

- Very adequate
- Slightly Adequate
- Neutral
- Slightly Inadequate
- Very inadequate

48.0%
Stated that the available government products/assistance for employment are adequate

24.5%

25.4%

27.5%
Stated that the available government products/assistance for employment are inadequate

4.9%

2.1%

Note: This analysis only applies to those who are aware of govt. assistance and products, N= 328

Q: To what extent is the adequacy of the available government assistance based on the following?
4.2.11 AWARENESS ON GOVERNMENT PRODUCTS AND ASSISTANCE FOR SPECIFIC GROUPS - SINGLE MOTHERS

Note: This analysis only applies to those who are aware of govt. assistance and products, N= 512

Q: Are you aware that the government has introduced various types of assistance / products for specific groups such as the following?
4.0 AWARENESS AND PERCEPTION OF GOVT. ASSISTANCE

4.3.11 PERCEPTION TOWARDS ADEQUACY OF THE AVAILABLE GOVERNMENT PRODUCTS/ASSISTANCE – SINGLE MOTHERS

- Very adequate
- Slightly Adequate
- Neutral
- Slightly Inadequate
- Very inadequate

31.2% Stated that the available government products/assistance for single mothers are adequate

32.0% Stated that the available government products/assistance for single mothers are inadequate

Note: This analysis only applies to those who are aware of govt. assistance and products, N= 396

Q: To what extent is the adequacy of the available government assistance based on the following?
6.0 Analysis on Perception Towards the Purpose, Fairness, Transparency and Accessibility of Federal Government Products and Assistance
6.0 PERCEPTION TOWARDS FEDERAL GOVT. ASSISTANCE

6.1 PERCEPTION TOWARDS THE PURPOSE, FAIRNESS, TRANSPARENCY AND ACCESSIBILITY OF FEDERAL GOVERNMENT PRODUCTS AND ASSISTANCE

HELP THE DESERVING GROUPS IN MALAYSIA AT PRESENT

- Yes: 50.2%
- No: 26.6%
- Not sure: 23.2%

FAIRLY AND TRANSPARENTLY GIVEN ACROSS MALAYSIA

- Yes: 42.0%
- No: 24.8%
- Not sure: 33.2%

EASILY ACCESSIBLE BY THE DESERVING GROUPS

- Yes: 40.5%
- No: 31.0%
- Not sure: 28.5%
6.0 PERCEPTION TOWARDS FEDERAL GOVT. ASSISTANCE

6.1.1 PERCEPTION TOWARDS THE PURPOSE OF GOVERNMENT PRODUCTS AND ASSISTANCE

Q: Do you think the government products/assistance have helped the deserving groups in Malaysia at present?

- **50.2%** Think that the government has helped the deserving groups in Malaysia
- **26.6%** Think that the government has not helped the deserving groups in Malaysia
- **23.2%** Not sure

Note: This analysis only applies to those who are aware of govt. assistance and products, N= 512
PERCEPTION TOWARDS FAIRNESS AND TRANSPARENCY OF FEDERAL GOVERNMENT ASSISTANCE

42.0% Agreed that the federal government has distributed assistance fairly and transparently to all states

24.8% Disagreed that the federal government has distributed assistance fairly and transparently to all states

33.2% Not sure

Q: In your opinion, does the federal government provide assistance fairly and transparently to all states, including states governed by the opposition?

Note: This analysis only applies to those who are aware of govt. assistance and products, N = 512
A Study on the Perception of Government Products and Assistance

6.0 PERCEPTION TOWARDS FEDERAL GOVT. ASSISTANCE

6.1.3 PERCEPTION TOWARDS THE ACCESSIBILITY OF FEDERAL GOVERNMENT ASSISTANCE

Q: Do you feel that assistance by the federal government are easily accessible by the deserving groups?

- **40.5%** Stated that the federal government’s assistance is easily accessible by the deserving groups
- **28.5%** Stated that the federal government’s assistance is not easily accessible by the deserving groups
- **31.0%** Not sure

Note: This analysis only applies to those who are aware of govt. assistance and products, N= 512
7.0 Evaluation on the Federal Government’s Efforts in Providing Assistance
# 7.0 Evaluation on Federal Govt. Efforts

## 7.1 Evaluation on the Federal Government’s Efforts in Providing Assistance

<table>
<thead>
<tr>
<th>Group</th>
<th>Good</th>
<th>Poor</th>
<th>Neutral</th>
</tr>
</thead>
<tbody>
<tr>
<td>People with Disabilities</td>
<td>75.2%</td>
<td>5.5%</td>
<td>19.3%</td>
</tr>
<tr>
<td>Senior Citizens</td>
<td>75.1%</td>
<td>6.3%</td>
<td>18.6%</td>
</tr>
<tr>
<td>School and University Students</td>
<td>72.7%</td>
<td>6.7%</td>
<td>20.6%</td>
</tr>
<tr>
<td>Single Mothers</td>
<td>70.4%</td>
<td>6.2%</td>
<td>23.5%</td>
</tr>
<tr>
<td>Small-Medium Enterprises</td>
<td>62.2%</td>
<td>8.8%</td>
<td>29.0%</td>
</tr>
<tr>
<td>B40 Income Group</td>
<td>60.1%</td>
<td>10.0%</td>
<td>29.9%</td>
</tr>
<tr>
<td>M40 Income Group</td>
<td>35.9%</td>
<td>23.9%</td>
<td>40.2%</td>
</tr>
</tbody>
</table>

- **Good**: colored in green
- **Poor**: colored in red
- **Neutral**: colored in yellow

*Note: **n** = 512*
7.0 EVALUATION ON FEDERAL GOVT. EFFORTS

7.1.1 EVALUATION ON THE FEDERAL GOVERNMENT’S EFFORTS IN PROVIDING ASSISTANCE – B40 INCOME GROUP (HOUSEHOLD INCOME BELOW RM3,860)

EVALUATED FEDERAL GOVERNMENT’S EFFORTS IN PROVIDING ASSISTANCE – B40 INCOME GROUP (HOUSEHOLD INCOME BELOW RM3,860)

60.1% Evaluated federal government’s efforts in providing assistance to the B40 income group as good

10.0% Evaluated federal government’s efforts in providing assistance to the B40 income group as poor

Note: This analysis only applies to those who are aware of govt. assistance and products, N = 512

Q: How would you evaluate the efforts of the federal government in providing assistance to people of the following groups?
7.0 EVALUATION ON FEDERAL GOVT. EFFORTS

7.1.2 EVALUATION ON THE FEDERAL GOVERNMENT’S EFFORTS IN PROVIDING ASSISTANCE – M40 INCOME GROUP (HOUSEHOLD INCOME OF RM3,860-RM8,319)

Q: How would you evaluate the efforts of the federal government in providing assistance to people of the following groups?

35.9% Evaluated federal government’s efforts in providing assistance to the M40 income group as good

23.9% Evaluated federal government’s efforts in providing assistance to the M40 income group as poor

Note: This analysis only applies to those who are aware of govt. assistance and products, N= 512
Q: How would you evaluate the efforts of the federal government in providing assistance to people of the following groups?

Note: This analysis only applies to those who are aware of government assistance and products, N=512.
7.0 EVALUATION ON FEDERAL GOVT. EFFORTS

7.1.4 EVALUATION ON THE FEDERAL GOVERNMENT’S EFFORTS IN PROVIDING ASSISTANCE – SENIOR CITIZENS

Q: How would you evaluate the efforts of the federal government in providing assistance to people of the following groups?

- Very good: 75.1%
- Quite good: 18.6%
- Neutral: 5.5%
- Quite poor: 0.8%
- Very poor: 23.9%

Note: This analysis only applies to those who are aware of govt. assistance and products, N= 512

Evaluated federal government’s efforts in providing assistance to senior citizens as good: 75.1%
Evaluated federal government’s efforts in providing assistance to senior citizens as bad: 6.3%
7.1.5 EVALUATION ON THE FEDERAL GOVERNMENT’S EFFORTS IN PROVIDING ASSISTANCE – PEOPLE WITH DISABILITIES

Q: How would you evaluate the efforts of the federal government in providing assistance to people of the following groups?

Note: This analysis only applies to those who are aware of govt. assistance and products, N= 512
7.1.6 EVALUATION ON THE FEDERAL GOVERNMENT’S EFFORTS IN PROVIDING ASSISTANCE – SMALL-MEDIUM ENTREPRENEURS (SMEs)

Q: How would you evaluate the efforts of the federal government in providing assistance to people of the following groups?

- Very good: 45.9%
- Quite good: 29.0%
- Neutral: 16.3%
- Quite poor: 7.6%
- Very poor: 1.2%

62.2% Evaluated federal government’s efforts in providing assistance to SMEs as good

8.8% Evaluated federal government’s efforts in providing assistance to SMEs as poor

Note: This analysis only applies to those who are aware of govt. assistance and products, N=512
A Study on the Perception of Government Products and Assistance
n = 1,047, 13 June – 22 June 2017

7.0 EVALUATION ON FEDERAL GOVT. EFFORTS

7.1.7 EVALUATION ON THE FEDERAL GOVERNMENT’S EFFORTS IN PROVIDING ASSISTANCE – SINGLE MOTHERS

Q: How would you evaluate the efforts of the federal government in providing assistance to people of the following groups?

Note: This analysis only applies to those who are aware of govt. assistance and products. N= 512

Evaluating federal government’s efforts in providing assistance to single mothers as good

- Very good: 49.5%
- Quite good: 70.4%
- Neutral: 23.5%
- Quite poor: 5.2%
- Very poor: 1.0%

Evaluating federal government’s efforts in providing assistance to single mothers as poor

- Very good: 20.9%
- Quite good: 6.2%
8.0 Analysis on Perception Towards the Application Processes to Obtain Government Assistance
8.0 PERCEPTION TOWARDS THE APPLICATION PROCESS

8.1 PERCEPTION TOWARDS THE APPLICATION PROCESSES TO OBTAIN GOVERNMENT ASSISTANCE

- Very easy to follow: 30.7%
- Slightly easy to follow: 24.1%
- Neutral: 15.3%
- Slightly not easy to follow: 22.9%
- Strongly easy to follow: 7.0%

29.9% stated that the application processes to obtain government assistance are easy to follow.

39.3% stated that the application processes to obtain government assistance are difficult to follow.

Note: This analysis only applies to those who are aware of government assistance and products, N=512

Q: Do you feel that the current application processes for obtaining government assistance are easy to follow?