



# PPSIA

GUIDANCE FOR THE IMPLEMENTATION OF  
SOCIAL IMPACT ASSESSMENT FOR DEVELOPMENT PROJECTS







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GUIDANCE FOR THE IMPLEMENTATION  
OF SOCIAL IMPACT ASSESSMENT FOR  
DEVELOPMENT PROJECTS

**PLAN**Malaysia

Perancangan Melangkaui Kelaziman  
*Planning : Beyond Conventional*

**Department of Town and Country Planning (PLANMalaysia)**

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## PREFACE

### DIRECTOR GENERAL OF TOWN AND COUNTRY PLANNING PLANMALAYSIA

PLANMalaysia embarked on social impact assessments (SIA) process in 2017 pursuant to the amendment of the The Town and Country Planning Act, 1976 (Act A1522). This calls for the preparation and submission on SIA report as supporting documents for the National Physical Planning Council.

Preciously two guidance documents were published in 2012 and 2018 respectively to assist project proponent and SIA Consultants to carry out the SIA and prepared the report. Realizing the new challenges that need to be faced and to continuously improve, this new guidance document has been published to replace the two previous versions.

The SIA serves as a crucial project-planning tool for the Project Proponent and the consultants. It also serves as a decision-making tool for the federal, state and local governments to ensure that development initiatives are in line with national aspiration and help realise people-centricity and community well-being.

It is hoped that the publication of this guidance will inspire Project Proponents to ensure that benefits are accrued equitably to all stakeholders and to support government aspirations to promote inclusive and liveable development.

I would like to thank the Ministry of Local Government Development for the support and advice that they have provided. I would also like to express my gratitude to the numerous ministries, departments and agencies that had collaborated with us in the development of this guidance by sharing their knowledge and providing information and resources.

**TPr DR. ALIAS BIN RAMELI**  
Director General Of Town And Country Planning  
Department of Town and Country Planning  
(PLANMalaysia)





The Habitat, Penang Hill | PLANMalaysia Corporate Division

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Pantai Kekabu, Marang, Terengganu | PPSIA Study Team, 2022

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# **EXECUTIVE SUMMARY**



## CHAPTER 1 :

### INTRODUCTION

#### Social Impact Assessment-SIA

“ Social Impact Assessment is the processes of analysing, monitoring and managing the intended and unintended social consequences, both positive and negative, of planned interventions (policies, programmes, plans, projects) and any social change processes invoked by those interventions.”

- *International Principles of Social Impact Assessment*



#### EXECUTIVE SUMMARY

#### PROJECT PROPOSER



SIA is a **project planning tool** for the Project Proposer.

Analysis, scientific studies and predictions from the SIA should lead to better project planning in terms of social aspects, reduce cost to the society, minimise impacts and comply with all regulations.



#### GOVERNMENT



SIA report is a **decision-making tool** for the Government.

The SIA reports should provide sufficient and reliable information about the impacts and mitigation measures to enable the Government to make informed decisions, in line with the national's policies and aspirations.

#### PROJECT PLANNING STAGE

#### PROJECT IMPLEMENTATION STAGE

1 Screening

2 Scoping

3 Data Collection & Analysis

4 Impact Prediction & Assessment

5 Refining Project Design and Options

6 Mitigation Measures

7 SIMP

8 Monitoring

9 Audit

Public Participation

## CHAPTER 2 :

### TYPES OF DEVELOPMENT PROJECTS SUBJECT TO SIA

#### CATEGORY A SIA :

Project under Section 20B and Subsection 22(2A), Act 172

A

1. Coastal Reclamation
2. Infrastructure
  - Airport
  - Sea/Land Port
  - Railway Transportation
  - Highway
3. Major Utilities
  - Toxic Waste Disposal Site
  - Power Plant
  - Dam
4. New Township
5. Development on Hilltops or Slopes
6. Other Infrastructure of National Importance

#### NOTE

The Project Proponent / Consultants are required to seek advice from the State PLANMalaysia regarding proposed development project and the need to obtain advice from the NPPC, as well as to prepare an SIA Report.

B

#### CATEGORY B SIA :

Projects that have significant social impacts as determined by the State PLANMalaysia / Local Authorities.

1. Industrial
2. Waste Management
3. Energy and Utilities
4. Roads
5. Coastal Reclamation
6. Labour Quarters
7. Commercial
8. Other development projects determined by State or Local Authorities from time to time.



**DID YOU KNOW:** As provided for under subsection 2(1) of the Town and Country Planning Act 1976 (Act 172), SIA Report generally forms part of a "plan" which includes reports, drawings, maps and models.

## CHAPTER 3 :

### SCREENING AND SCOPING

#### Screening



##### 01

Screening for compliance with legal provisions.



##### 02

Screening for compliance with current policies and plans.

#### Scoping

##### Identify the Issues / Impacts

- ✓ Understanding of activities carried out throughout the project phases.
- ✓ Literature review of impacts from similar development projects.
- ✓ Site visit.
- ✓ Public participation and input from experts.
- ✓ Use of checklists.

##### 01

##### Determine the Zone of Influence

- ✓ Primary ZOI or Direct Impact Zone
- ✓ Secondary ZOI or Indirect Impact Zone

##### 02

##### Identify the Stakeholders

- ✓ Affected Groups.
- ✓ Interested Parties.
- ✓ Government Agencies.

##### 03



## CHAPTER 4:

### DATA COLLECTION

#### Examples of Basic Data in the SIA Process



-  Community Profile (Demographic)
-  Economy
-  Socially Sensitive Areas
-  Land Use



#### TYPES OF DATA

##### Primary Data



Data collected directly through public engagement sessions such as interviews or focus group discussions.

01

##### Secondary Data



Data collected for a specific purposes and recorded in the form of reports, journals or statistical data.

02

#### Quantitative Method

01

Emphasizes on quantities, numbers and other directly measurable factors.

#### Qualitative Method

02

This relies on variables that cannot be readily measured.



#### DATA COLLECTION METHODS

## CHAPTER 5 :

### IMPACT PREDICTION AND ASSESSMENT



#### Social Elements That Are Meaningful To Humans

- 1 Lifestyle
- 2 Cost of Living
- 3 Health
- 4 Community
- 5 Political System
- 6 Culture and Heritage
- 7 Environment



#### Types of Impacts

##### 1 Direct Impacts

Known as primary impacts, occur as a result of direct interaction with a specific receptor at the same time and location.



##### 2 Indirect Impacts

Known as secondary impacts, occur as a result from the reactions of external factors to direct impacts.



##### 3 Cumulative Impacts

Impacts that occur as the result of either combining similar impacts from multiple projects or combining different impacts from a proposed project that affect a specific receptor.



#### Examples of Impact Assessment Methods

##### Expert Views



Through the exchange of ideas and effective communication among experts.

##### Checklist



Using a tabular format to present the SIA findings.

##### Spatial Analysis



The use of Geographic Information Systems (GIS) and suitable layer maps (overlay).

##### Carrying Capacity Analysis



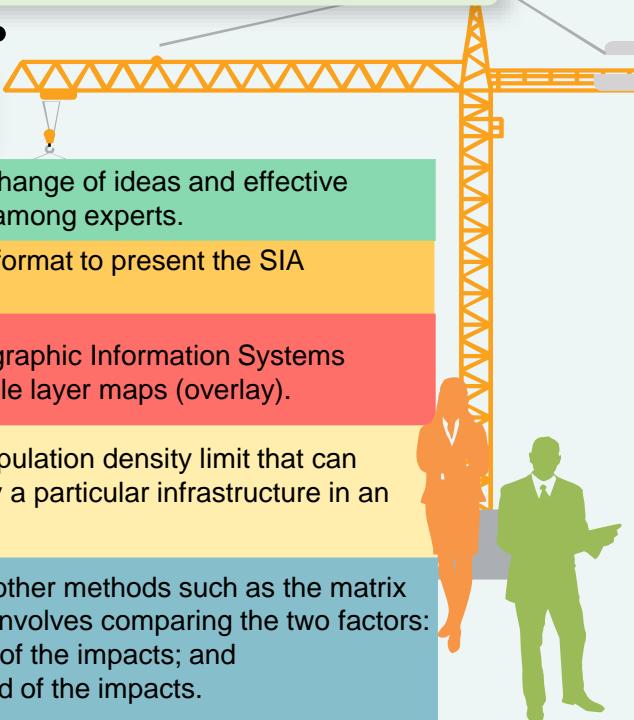
Estimate the population density limit that can be supported by a particular infrastructure in an area.

##### Other Methods



There are also other methods such as the matrix method, which involves comparing the two factors:

- ❖ The severity of the impacts; and
- ❖ The likelihood of the impacts.



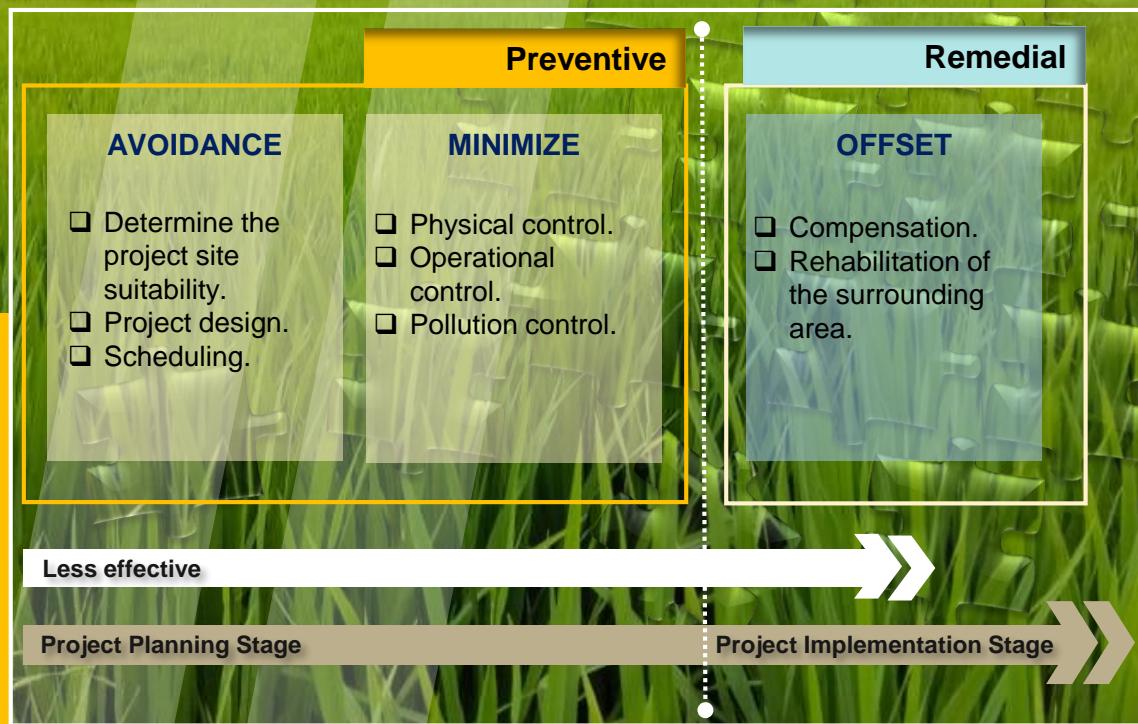
## CHAPTER 6 :

### MITIGATION MEASURES

#### Hierarchy Of Mitigation Measures

The hierarchy shows the recommended **priority sequence of mitigation measures** that shall be considered in managing potential social impacts.

The three components of the hierarchy (i.e., avoidance, minimize and offset) can be classified into two categories which are **preventive** and **remedial**.



## CHAPTER 7 :

### SOCIAL IMPACT MANAGEMENT PLAN

1

#### Implementation Mechanism

The Project Proponent must understand and be committed to execute the mitigation measures and improvements that are outlined in the SIMP.

2

#### Implementation Organisation

The responsibilities of the Project Proponent and appointed parties of the implementation and monitoring team must be described in the SIMP.

3

#### Monitoring Framework

The SIMP is an adaptive management tool that needs to be continuously monitored, and any failure to meet the key performance indicators must be investigated to identify its causes.

4

#### Grievance Management Mechanism

The Project Proponent shall record all forms of issues, complaints and suggestions from the stakeholders before, during and after the construction phase.

5

#### Emergency Response Plan

Emergency response plan shall be prepared by the Project Proponent as a preparation for any sudden or unexpected situation.

6

#### Reporting and Audit Framework

Regular reporting on the SIMP monitoring must be prepared by the Project Proponent and submitted to PLANMalaysia. Audits is not mandatory and can be conducted voluntarily through an appointed independent auditors.

## CHAPTER 8 :

### SIA REPORT EVALUATION PROCESS



#### Review Procedure For Category A and B SIA Report

Component

Category A

Category B



Processing Agency

PLANMalaysia

State PLANMalaysia



Submission of  
SIA Report by the  
Project Proponent  
/ SIA Consultant

- 15 hardcopies of the report.
- Link to the softcopy report must be provided by the Project Proponent/SIA Consultant.
- Link to the softcopy report will be shared with relevant agencies by the secretariat.



Review Period /  
Client Charter

60 working days

30 working days



Chairperson of  
the Review Panel  
Meeting

Director General of  
PLANMalaysia or  
representative.

Director of State  
PLANMalaysia or  
representative.



Validity Period

2 years - extension of up to 1 year may be granted.



#### Category of Review Panel Meeting Outcomes for SIA Report



1 Report Approved

Approved immediately without any amendments required to the SIA Report.

2 Report Approved With Amendments

- ✓ The amended report must be submitted to PLANMalaysia for review.
- ✓ No re-presentation unless directed by the Chairperson of the Review Panel Meeting.

3 Report Not Approved

The Project Proponent must submit a new SIA Report for re-evaluation at the Review Panel Meeting.

#### Notes:

- Attendance of the Project Proponent and SIA Consultant at the Review Panel meeting is mandatory; and
- Meeting will be canceled if the Project Proponent FAILS to attend.

## CHAPTER 9 :

### MONITORING AND AUDIT



Gamuda Cove Development Project, Sepang,  
Selangor | PPSIA Study Team, 2022

#### Monitoring

- Monitoring of the Social Impact Management Plan (SIMP) needs to be fully conducted by the Project Proponent after the SIA report is approved.
- Monitoring report need to be submitted periodically by the Project Proponent to the SIA secretariat and local authorities every six months.
- The SIA project monitoring coordinator:
  - ❖ Category A is coordinated by PLANMalaysia.
  - ❖ Category B is coordinated by State PLANMalaysia.

#### Enforcement

- Government agencies enforcement is based on the SIMP monitoring framework throughout the planning, construction, operation and abandoned project phases in accordance with existing laws and powers granted to the agencies.

#### Audit

- Audit is important to assess overall project compliance and ensure the mitigation measures are effective in addressing or minimising social impacts on the surrounding community.
- Audit is not mandatory, but it can be carried out voluntarily by the Project Proponent after construction work begins and continues throughout the project's lifespan.

## CHAPTER 10:

### PUBLIC PARTICIPATION

#### QUANTITATIVE METHOD



#### Questionnaire Survey

Obtaining individuals' views and perceptions about the project either in person, online, by phone, or by mail.



#### Focus Group Discussion

Involving small groups led by a moderator to discuss specific topics.



#### Interview

Face-to-face interviews can be conducted in a semi-structured format.



#### Public Forum

Open to the public and usually involving a large number of participants.



#### Workshop

Gathering government agencies to obtain views and inputs on the findings of the SIA.



#### Public Display

Conducted at community centers near the project site.



#### Project Information Kit

Delivering basic and important information about the project in the form of brochures or infographic videos.



#### Video Calling Application

Using video calling applications to conduct online meetings or sessions.

#### QUALITATIVE METHODS



#### EXECUTIVE SUMMARY

## CHAPTER 11: **COMPETENT PERSON**



### **LIST OF COMPETENT PERSON**

In current practice, the SIA Consultants are individuals registered with the Malaysian Institute of Planners (MIP) and/or the Malaysian Association of Social Impact Assessment (MSIA) who have expertise in stakeholder consultation, social impact assessment and have extensive knowledge of the proposed development.

**Subsection 58(1A) of Act 172** outlines the power given to the National Physical Planning Council (NPPC) to make rules regarding matters in Act 172, including SIA. Paragraph 2B(1)(d) of Act 172 outlines the role of the Director General of Town and Country Planning to advise the NPPC on matters referred to him regarding development planning including regulating competent person.



### **SIA COMPETENCY COURSE**

PLANMalaysia has implemented a competency course which consists of comprehension module and assessment module to provide knowledge and skills to ensure that SIA practitioners meet the standards and are qualified to conduct SIAs and prepare high quality SIA reports.

#### **1. Comprehension Module:**

The module is designed to cater to a wide range of stakeholders and SIA practitioners, including the Project Proponents, Consultants, government officials, NGOs and individuals with an interest in SIA. It focuses on key topics as follows:

ASPECT 1	ASPECT 2	ASPECT 3
Introduction to Social Impact Assessment.	Screening & Physical Planning and Land Use Components.	Social Impact Components, Methodology, Public Participation and SIMP.

Note: Other aspects are determined based on current needs.

#### **2. Assessment Module:**

Limited to the SIA Consultants registered with the *Lembaga Perancang Bandar Malaysia* (LPBM) and/or the Malaysian Association of Social Impact Assessment (MSIA) and have more than 10 years of experience in impact analysis and 5 years in preparing SIA reports.

# **CHAPTER 1**

---

# **INTRODUCTION**





Petronas Twin Tower, Kuala Lumpur | PPSIA Study Team, 2022

# 01 INTRODUCTION

## 1.1 INTRODUCTION

Malaysia has experienced rapid development in recent decades with various development projects implemented to stimulate the country's economic growth. The quality of life and well-being of the community needs to be a priority in the process of generating economic growth. The prosperity of the country is closely related to the well-being of the community which includes all aspects of life including economy, living standards, liveability, health and safety. The quality of life will be affected if these aspects are ignored in development planning. Social Impact Assessment (SIA) is one among the many planning tools that can help the country to develop holistically where the community is the focus of development.

### 1.1.1 SIA Definition

The International Principles of Social Impact Assessment (SIA) defines SIA as **the process of analysing, monitoring and managing the intended and unintended social consequences, both positive and negative, of planned interventions (policies, programs, plans, projects) and any social change processes invoked by those interventions.**

Based on this definition, SIA can be outlined as **a process** to:

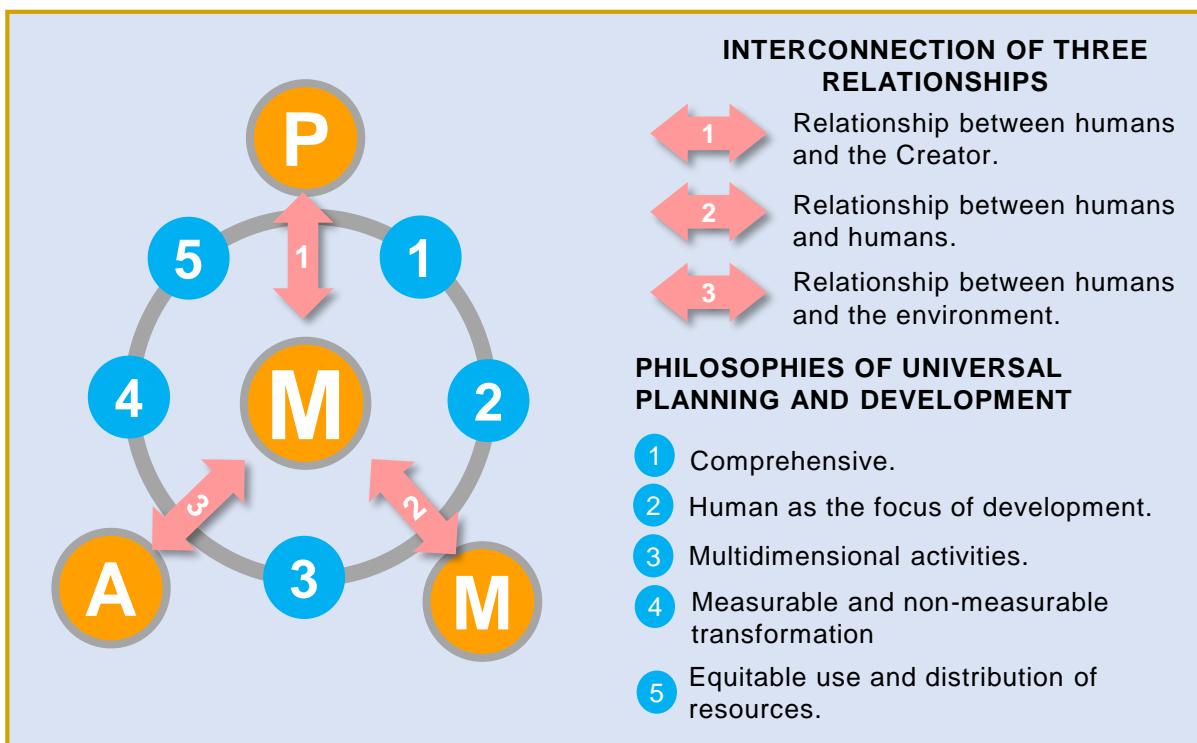
- Identify and assess the social impacts that are expected to result from the implementation of a project on individuals or communities.
- Formulate practical and effective mitigation measures to address or reduce negative impacts and monitor the effectiveness of these measures.
- Develop effective measures to enhance the positive impacts.

SIA reports are prepared and submitted as supporting documents to the Government in making planning decisions.

### 1.1.2 Universal Doctrine of Planning and Development

The Universal Doctrine of Planning and Development emphasizes the integration of spiritual values in development by focusing on three relationships: humans and the Creator, humans and humans, and humans and the environment (Figure 1.1). Human-centered development is a key philosophy of the doctrine, where human needs, attitudes, emotions and aspirations are prioritised in policy and planning. The implementation of SIA aligns with this philosophy.

Figure 1.1 : Universal Doctrine of Planning and Development



## CHAPTER 1 INTRODUCTION

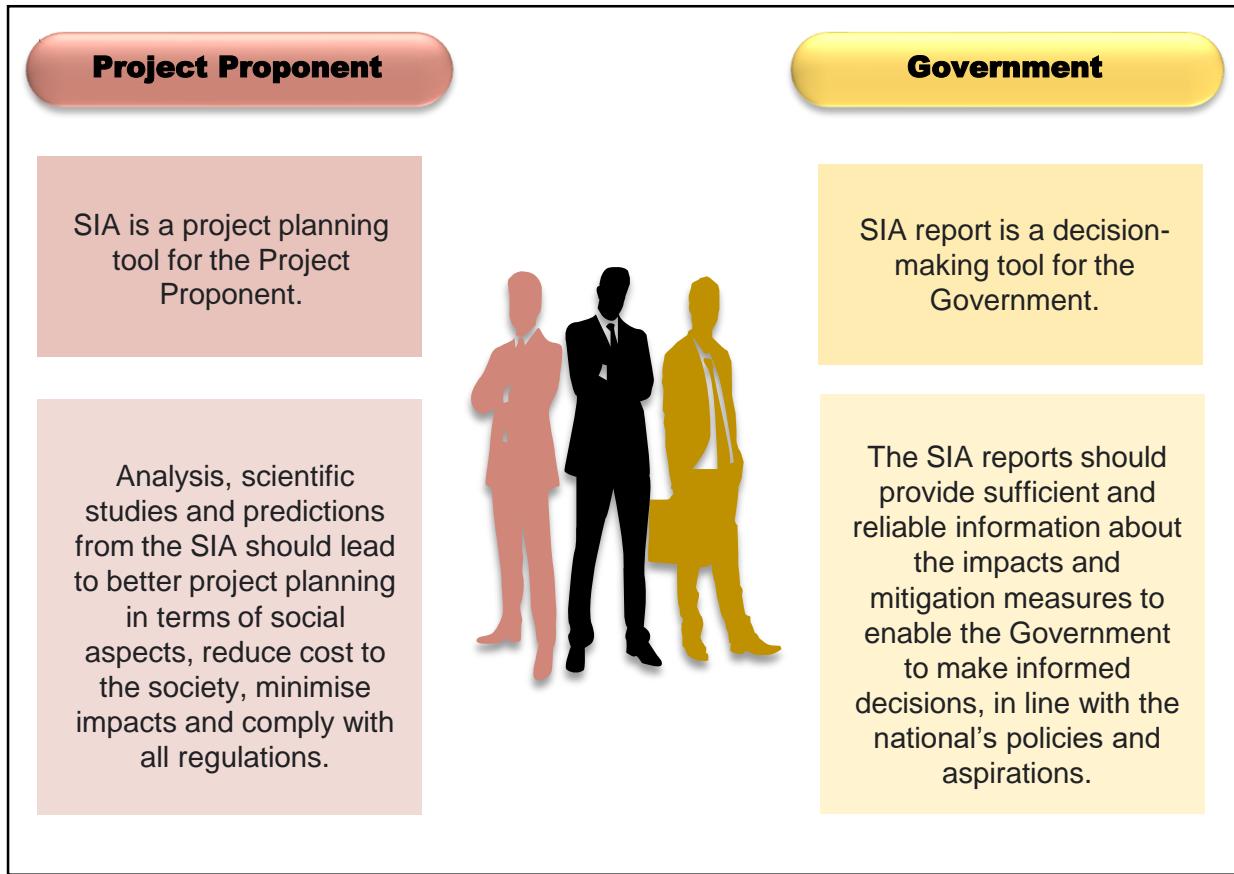
### 1.2 THE FUNCTION OF SIA IN DEVELOPMENT PROJECTS

The SIA process should commence as early as possible to ensure optimal planning and prevent social issues from becoming more complex. This allows the Project Proponent to modify the project design and incorporate necessary changes in a timely manner.

Figure 1.2 illustrates the functions of SIA for the Project Proponent and the Government.



**Figure 1.2 : The Functions of SIA in Project Planning and Approval**



### 1.2.1 The Role of SIA in Improving Project Planning

SIA should be seen as a project planning tool to identify and manage negative impacts while ensuring benefits are accrued to the local community. It is a form of investment in project risk management, incorporating local community values and inputs in project design and site selection. SIA findings from surveys, community engagement, risk analysis and other analysis should be used to improve project planning and design.

## 1.2.2 SIA Report as a Decision-Making Tool

A development project is the outcome of planning by the Project Proponent, guided by a business model that aims to deliver expected returns. **The submission of the SIA report is the Project Proponent's commitment to fulfilling the obligations towards the local community.**

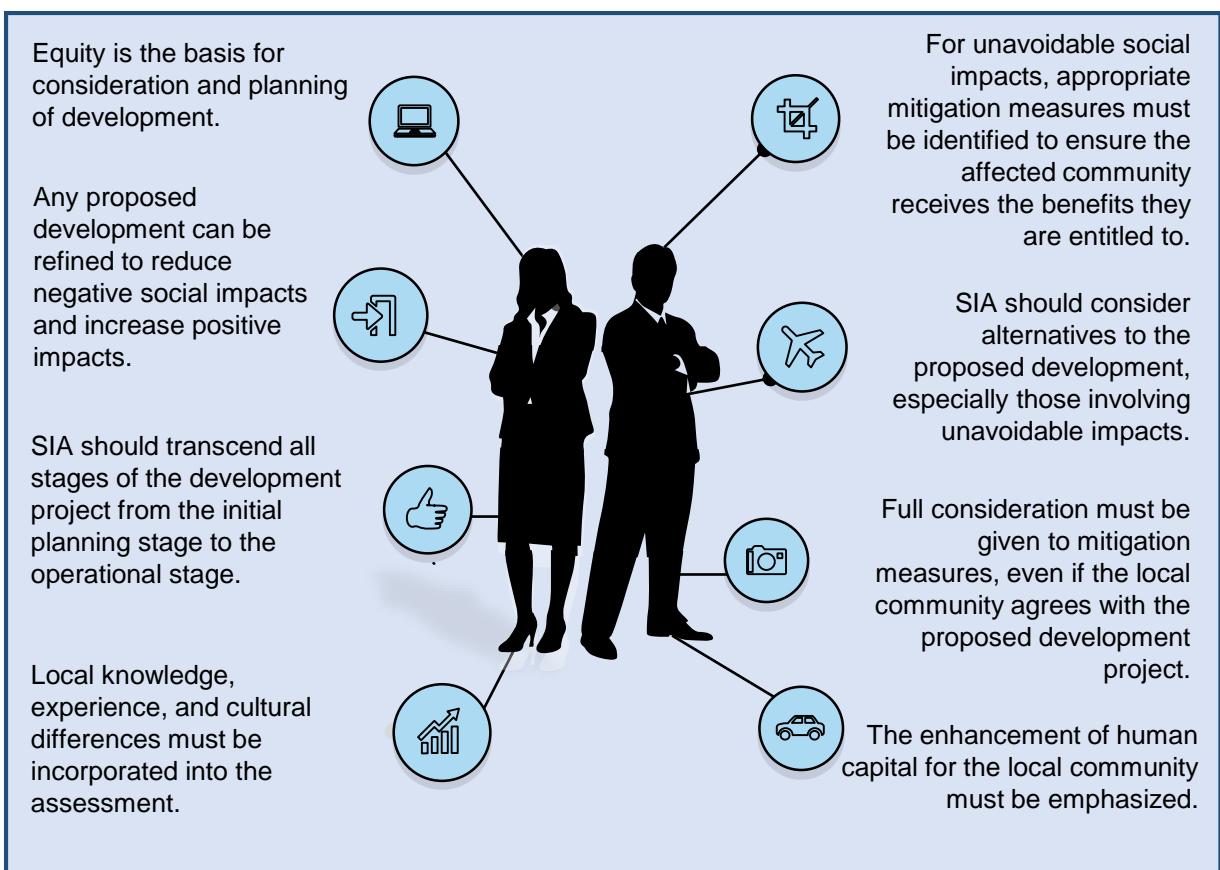
To enable the Government to make informed decisions, the Project Proponent, in the SIA report, must demonstrate that:

- The proposed development project is aligned with national or state policies and complies with all legislations;
- The benefits to the community outweigh the costs to the community; and
- Negative impacts of the project have been minimized and positive impacts have been optimised.

## 1.2.3 The Principles of Social Impact Assessment

Social Impact Assessment (SIA) should adhere to basic principles as outlined in Figure 1.3:

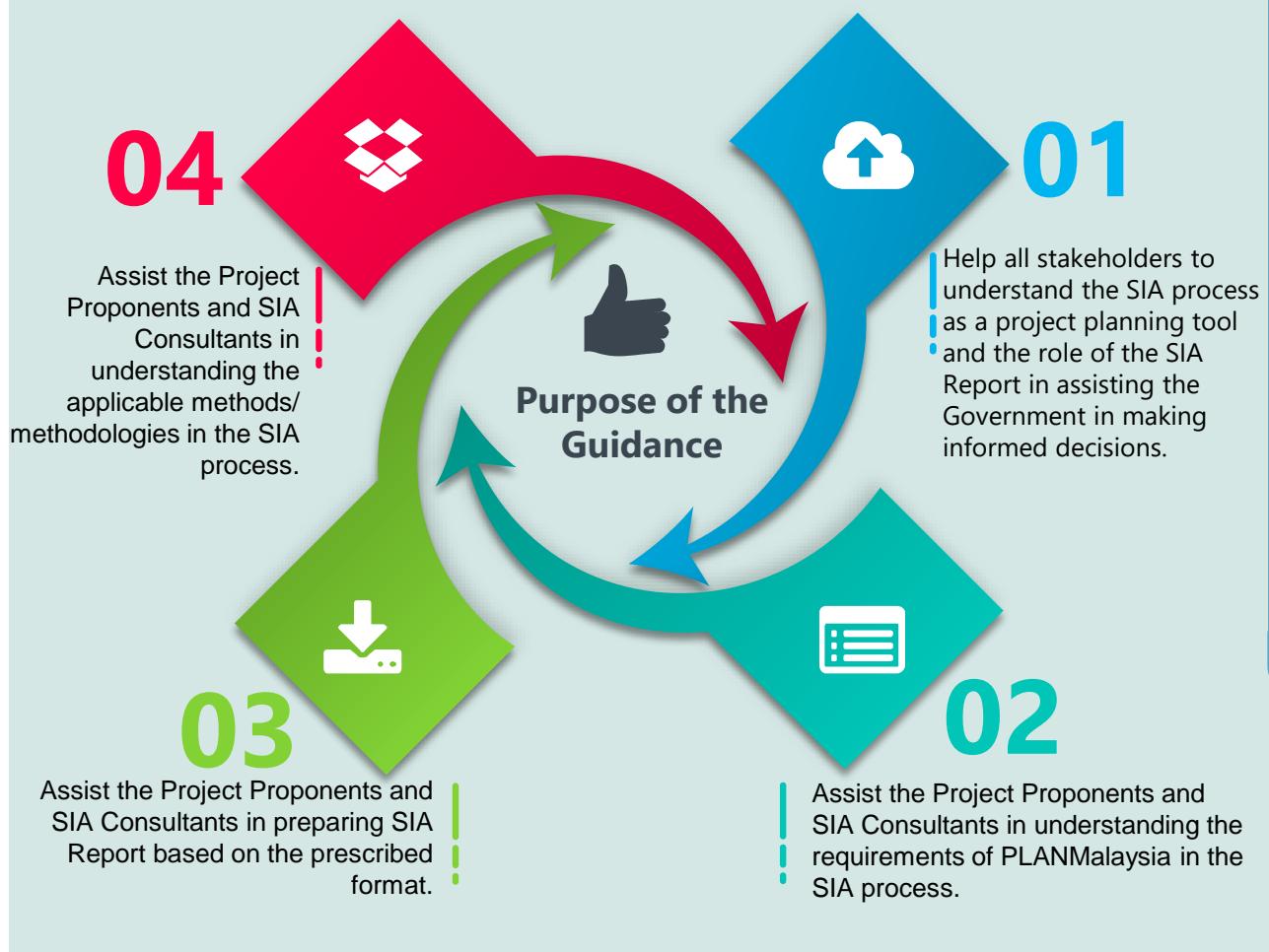
**Figure 1.3 : The Principles of Social Impact Assessment**



### 1.3 PURPOSE OF THE GUIDANCE

The Guidance for the Implementation of Social Impact Assessment for Development Projects also known as *Panduan Pelaksanaan Penilaian Impak Sosial Bagi Projek Pembangunan* (PPSIA) aims to provide guidance and serve as a reference for all stakeholders involved in the SIA process (Figure 1.4).

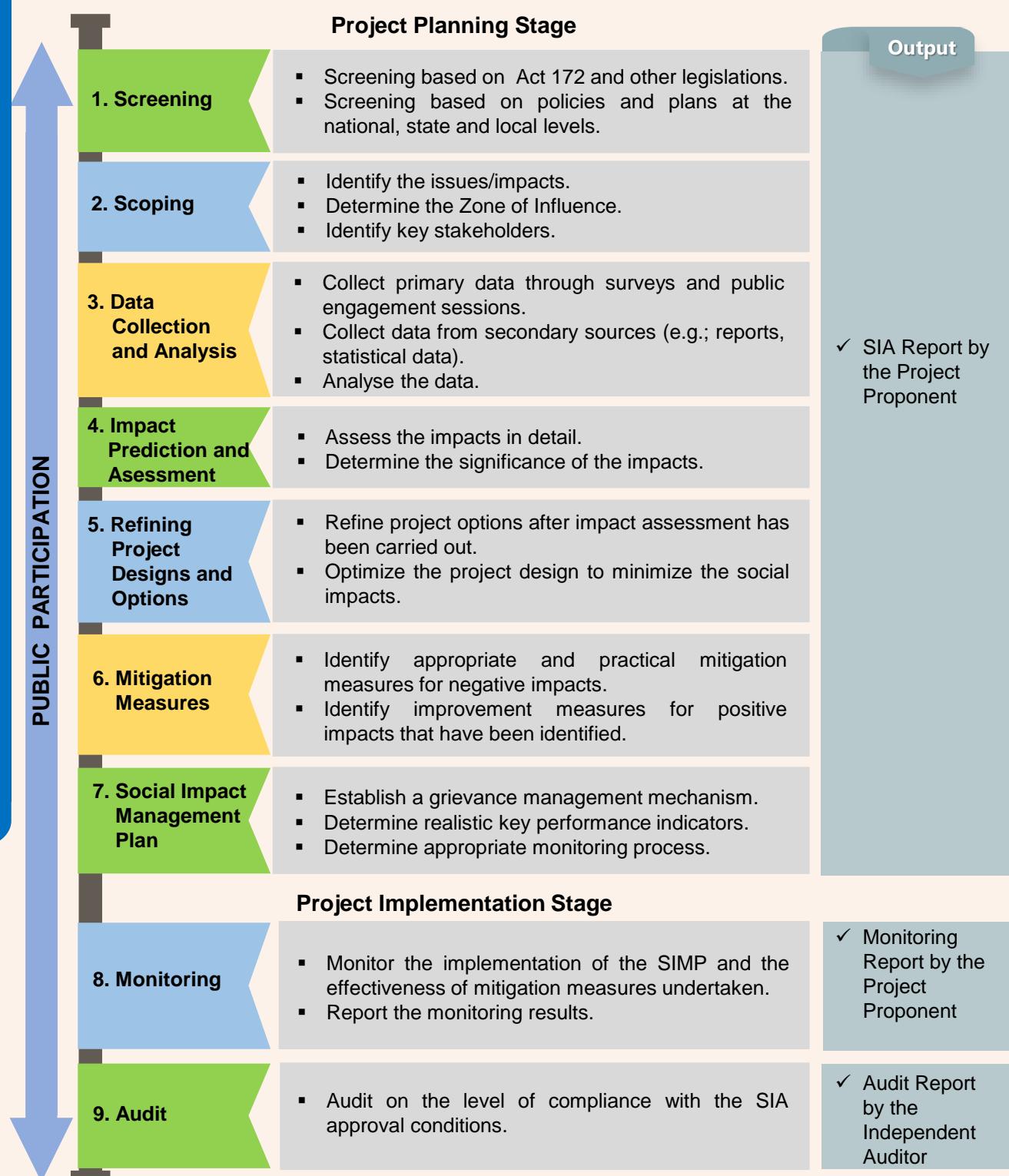
**Figure 1.4 : Purpose of the Guidance**



### 1.4 SIA PROCESS

SIA is a process in the project life cycle that begins in the project planning stage and continues until the project implementation stage. The sequence of the SIA process according to the project stages is shown in Figure 1.5, with details of the SIA process explained in Chapters 3 to 9 of this Guidance. The SIA report format can be referred to in Appendix 2 (LP-2).

**Figure 1.5 : SIA Process**



Public participation is a crucial process that should be continuously implemented throughout the project life cycle (Figure 1.5). This provides the stakeholders with opportunities to share their views and improve project planning for the benefit of all. Public participation is explained in Chapter 10.

# **CHAPTER 2**

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## **TYPES OF DEVELOPMENT PROJECTS SUBJECT TO SIA**





Fishermen activities at Kuala Linggi, Melaka | PPSIA Study Team, 2022

## 02

# TYPES OF DEVELOPMENT PROJECTS SUBJECT TO SIA

## 2.1 INTRODUCTION

Social Impact Assessment (SIA) report is part of the "plan" required under subsection 2(1) of the Town and Country Planning Act 1976 (Act 172), which includes reports, drawings, maps and models. The type and level of significance of potential impacts are vary for each development project.

Local authority has the responsibility to supervise and ensure compliance with approved planning permissions. They are obligated under common law to provide written instructions for the preparation of EIA, SIA and TIA reports. The Town and Country Planning Act 1976 (Act 172), relevant planning regulations and the Guidelines for the Implementation of the Act (*Panduan Pelaksanaan Akta*) are used as references to determine the types of development projects subject to SIA.

### Notes:

PPA 02 - Implementation Guidelines for the Act 172: Application for Development Proposals under Subsection 22(2A), Act 172.

PPA 13 - Implementation Guidelines for the Act 172: NPPC Application for Development Proposals under Paragraph 22(2A)(c), Act 172.

PPA 14 - Implementation Guidelines for the Act 172: Application for Development Proposals under Section 20B, Act 172.

Circular from the Secretary General of the Ministry of Local Government Development No. 2 of 2022: Expansion and Improvement of Negotiation Procedures under Section 20A, Town and Country Planning Act 1976 (Act 172), for Government Development Projects.

## 2.2 CATEGORY A

The Director General of Town and Country Planning has the responsibility to advise the National Physical Planning Council (NPPC) on matters referred to him by the Council, as stated in paragraph 2B(1)(d) of Act 172. Category A SIA refers to development projects that require NPPC advice and are under Section 20B and Subsection 22(2A) of Act 172.

PPA 02, PPA 13, and PPA 14 are referred together for Category A SIA applications. SIA reports are necessary documents for the NPPC application, which include large-scale projects involving many residents with high investment values, projects in disaster-prone areas and projects spanning across two states (subject to the decision of the NPPC Supervisory Committee Meeting and NPPC Working Committee Meeting).

The types of development projects falling under Category A are described in Figure 2.1.

**Figure 2.1: Types of Development Projects Under Category A**

**1**

## CATEGORY: COASTAL RECLAMATION

Coastal Reclamation



Source: Department of Environment

**1**

### TYPE OF DEVELOPMENT

- Coastal area and sea reclamation.
- Artificial island.

**2**

### DEVELOPMENT CHARACTERISTICS

- Activities involving an area of 50 hectares or more.
- Excluding reclamation for jetty construction and coastal restoration.

**3**

### KEY IMPACTS TO BE GIVEN FOCUS

- Impact on the socio-economic activities of the local community, especially fishermen.
- Loss of recreational beaches due to coastal erosion.
- Impacts on the river or marine ecosystem that affects the livelihood and well-being of the local community.



### NOTES

- Excluding** the sea reclamation for jetty construction and coastal restoration by the Department of Irrigation and Drainage.
- For sea reclamation projects which SIA report have been submitted during the **preparation of the development concept plan through Section 20B**, the **SIA report must be prepared again during the detailed plan layout (top side development)** if it is included in the requirements of subsection 22(2A).
- Within **3 nautical miles** - review from the State Authority is required.
- From **3-12 nautical miles** (Territorial Water) - review from the relevant Ministry/Agency or any appointed party is required.

## 2

### CATEGORY : INFRASTRUCTURE

Airport



#### 1

#### TYPE OF DEVELOPMENT

- International Airport.
- Domestic Airport.
- Other airports that are subject to the Civil Aviation Act 1969.

#### 2

#### DEVELOPMENT CHARACTERISTICS

- Construction of a new airport.
- Construction of a new runway that is 1,000m or longer at an existing airport.
- Upgrading projects that involve expanding the area by more than 50% of the existing area.

#### 3

#### KEY IMPACTS TO BE GIVEN FOCUS

- The impact of noise and vibrations from aircraft operations on the liveability of the area.
- The effect of land use restrictions in the area surrounding the airport.
- Safety risks to residents in the vicinity due to aircraft operations.

#### NOTE

Applications are from the Ministry or any appointed party.



3

## CATEGORY : INFRASTRUCTURE

Sea/Land Port



Source : India Shipping News – Port Klang Authority

1

### TYPE OF DEVELOPMENT

- National Port.
- Regional Port.
- Naval Base.
- Private Seaport (including container terminals) under the Ports (Privatisation) Act 1990 (Act 422).

#### NOTE

**Excluding** passenger/ fisherman/ Malaysian Maritime Enforcement Agency/ marine police jetties.

2

### DEVELOPMENT CHARACTERISTICS

- Construction of a new port.
- Upgrading projects that involve expanding the area by more than 50% of the existing area.
- Cargo transfer services (including oil and gas) between two ships in the permitted operating area within port limit.

3

### KEY IMPACTS TO BE GIVEN FOCUS

- Impact on the socio-economic activities of the local community, especially fishermen.
- Closure of entry and exit routes for boats or ships.
- Loss of recreational beaches.
- Heavy vehicle movement that endangers the public.
- Land acquisition.

#### NOTES

- a. Within **3 nautical miles** - review from the State Authority (PBN) is required.
- b. From **3-12 nautical miles** (Territorial Water) - review from the relevant Ministry/Agency or any appointed party is required.

## 4

## CATEGORY : INFRASTRUCTURE

Railway Transportation



### 1

### TYPE OF DEVELOPMENT

- Construction of railway lines and stations that are subject to the Land Public Transport Act 2010.

### 2

### DEVELOPMENT CHARACTERISTICS

- Railway tracks that traverse between two or more states (including Federal Territories).
- Involves railway tracks that cross international borders.

### 3

### KEY IMPACTS TO BE GIVEN FOCUS

- Community fragmentation or land severance due to physical barriers.
- Safety risks to the public involving the construction of heavy structures.
- Noise pollution during construction and operations affecting the liveability of an area.
- Land acquisition.

#### NOTE

Applications are from the Ministry or any appointed party.

## 5

### CATEGORY : INFRASTRUCTURE

Highway



Source : Paultan.org

#### 1

#### TYPE OF DEVELOPMENT

- Expressway of the R6/U6 design standard.
- Highway of the R5/U5 design standard.



#### NOTE

As classified by the Public Works Department and the Malaysian Highway Authority

#### 2

#### DEVELOPMENT CHARACTERISTICS

- New highway that crosses two or more states (including Federal Territory).
- Road upgrading project that crosses two or more states (including Federal Territory).

#### 3

#### KEY IMPACTS TO BE GIVEN FOCUS

- Community fragmentation or land severance due to physical barriers.
- Safety risks to the public involving the construction of heavy structures.
- Noise pollution during construction and operations affecting the liveability of an area.
- Land acquisition.

#### NOTE

**Excludes** road repairs or maintenance as outlined in paragraph 19(2)(b) of Act 172.

## 6

### CATEGORY : MAJOR UTILITIES

Toxic Waste Disposal Site



#### 1

#### TYPE OF DEVELOPMENT

- Scheduled Waste Disposal Site subject to the Environmental Quality (Prescribed Premises) (Scheduled Waste Treatment and Disposal Facilities) Order 1989 (Environmental Quality Act 1974).
- Radioactive Waste Disposal Site subject to the Atomic Energy Licensing Act 1984 (Act 304).

#### 2

#### DEVELOPMENT CHARACTERISTICS

- All toxic waste disposal sites.
- Upgrading projects that involve expanding the area by more than 50% of the existing area.

#### NOTE

Excludes waste recovery plants.



#### 3

#### KEY IMPACTS TO BE GIVEN FOCUS

- Air and odor pollution that could affect the health of local community.
- Movement of heavy vehicles that endanger the public.
- Safety risks (explosion, fire or leakage) to nearby communities due to technical failure or human negligence.

## 7

# CATEGORY : MAJOR UTILITIES

Power Plant



Source : Berita Harian – Stesen Jana Kuasa TNB

### 1

#### TYPE OF DEVELOPMENT

- Power plant subject to the Electricity Supply Act 1990 (Act 447).
- Gas pipeline.

### 2

#### DEVELOPMENT CHARACTERISTICS

- All power plants exceeding 100 MW.
- Gas pipeline routes spanning more than 50km.

### 3

#### KEY IMPACTS TO BE GIVEN FOCUS

- Health risks to local community.
- Community fragmentation or land severance due to physical barriers.
- Safety risks (explosion, fire or leakage) to nearby communities due to technical failure or human negligence.

#### NOTE

Applications are from the Ministry, JBA, TNB or any appointed party.



## 8

### CATEGORY : MAJOR UTILITIES

Dam



Source : Utusan Malaysia – Kenyir Dam

#### 1

#### TYPE OF DEVELOPMENT

- Dam built for the following purposes:
  - i. Irrigation
  - ii. Water supply
  - iii. Hydroelectric power generation.

#### NOTA

Applications are from the Ministry, JBA, TNB or any appointed party.

#### 2

#### DEVELOPMENT CHARACTERISTICS

- Involves the dam/water reservoir with a surface area of 100 hectares or more.
- Dam/water reservoir with a height of 10 meters or more.
- Dam upgrades involving the expansion of the inundated area by more than 50% of the existing area.



#### 3

#### KEY IMPACTS TO BE GIVEN FOCUS

- Community displacement.
- Loss of economic activity areas.
- Safety risks to residents in the event of a dam break.
- Community fragmentation or land severance due to physical barriers.
- Changes in the local ecosystem and ecology.
- Loss of local identity (heritage and culture).

## 9

# CATEGORY : NEW TOWNSHIP

New Township



Source: EdgeProp.my

### 1

#### TYPE OF DEVELOPMENT

- Mixed development.
- Residential.
- Commercial.
- Industrial.

### 2

#### DEVELOPMENT CHARACTERISTICS

- An area of more than 100 hectares or a population of over 10,000 people.

### 3

#### KEY IMPACTS TO BE GIVEN FOCUS

- Increase or decrease in the number of population.
- Pressure on existing public facilities.
- Fluctuation to the property value.
- Economic and social gap between existing and new communities.
- Impact on traffic conditions.

#### NOTE

If the Project Proponent intends to apply according to the development phase, where the area is less than 100 hectares, a Category B SIA report shall be prepared and the assessment falls under the jurisdiction of the State PLANMalaysia.



## 10

### CATEGORY : ENVIRONMENTALLY SENSITIVE AREA

Development on Hilltops or Slopes



Source : Harian Metro.

#### 1

#### TYPE OF DEVELOPMENT

- Mixed development.
- Residential.
- Commercial.

#### 2

#### DEVELOPMENT CHARACTERISTICS

- Development involving an area of  $\geq 20$  hectares.
- Development areas with more than 50% of the area having a slope of 25° or more.
- High-density development of  $\geq 40$  units per acre (100 units per hectare) for residential development and a plot ratio of  $\geq 1:4$  for commercial development.

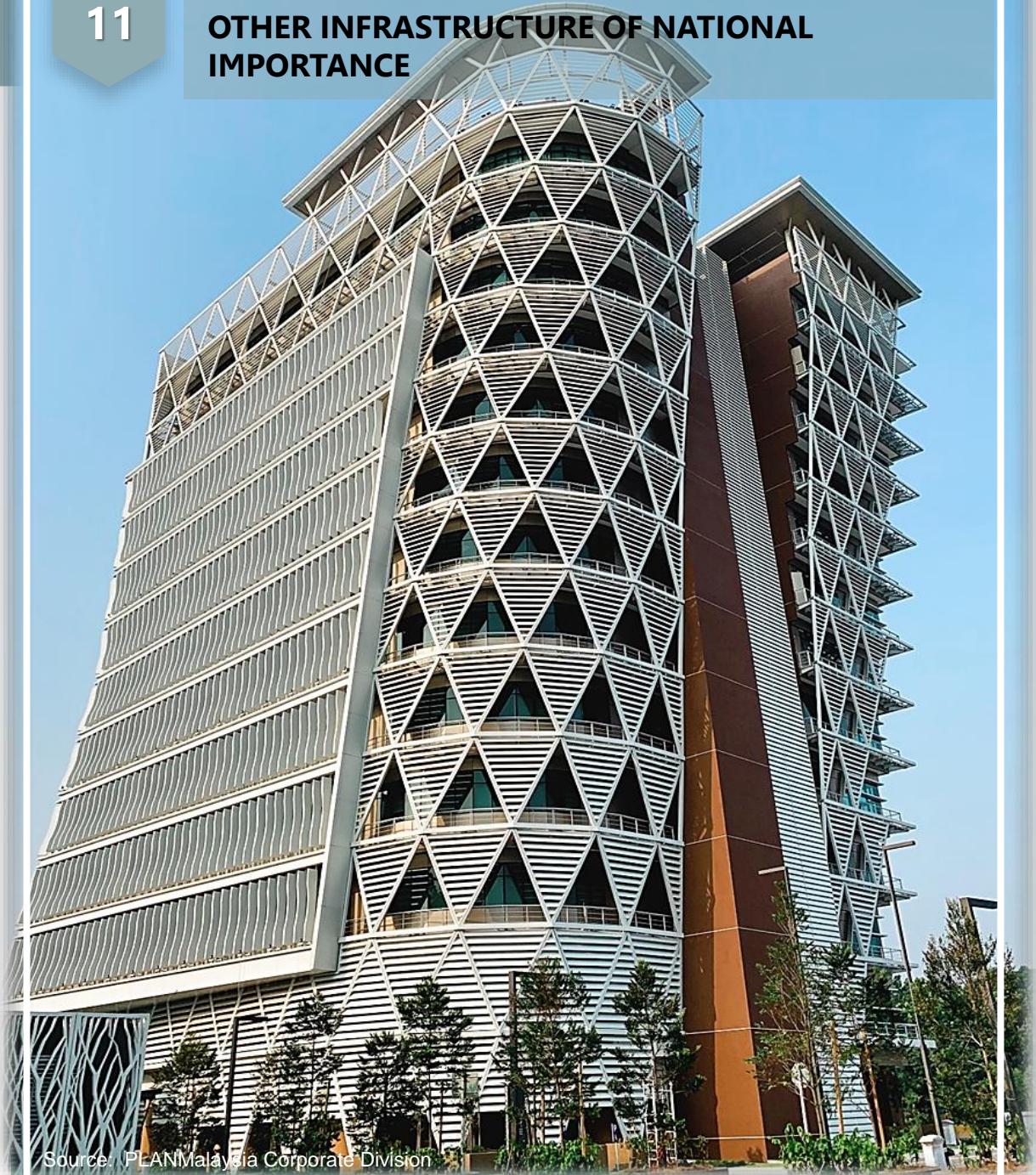
#### 3

#### KEY IMPACTS TO BE GIVEN FOCUS

- Risk of landslides that may endanger public safety.

## 11

### OTHER INFRASTRUCTURE OF NATIONAL IMPORTANCE



Source: PLANMalaysia Corporate Division

This will be determined by the NPPC through official directives from time to time, with a focus on:

- Infrastructure that spans two (2) or more states.
- Infrastructure that involves population catchments from two (2) or more states.

### 2.3 CATEGORY B

The Category B SIA is a document included in the application for Planning Permission for development projects under subsection 21(1) of Act 172 and is determined by the State Authority based on its significant social impacts. The SIA report must be prepared separately from the Social Impact Analysis in the Proposed Development Plan and does not need to be brought to the NPPC.

The State Authority can establish and elaborate on the list of Category B development projects and provide procedures for *Tatacara Pemprosesan Laporan SIA* at the state level, subject to approval by the State Planning Committee before it can be enforced.



#### NOTES

- The requirement for AIS under paragraph 21A(1)(ea) of Act 172 can be referred to the latest edition of the Development Proposal Report Manual.
- Development project undergoing the Section 20A Negotiation process under Act 172 are also subject to the determination of Category A or B as in the OSC planning permission process.



**Figure 2.2: Types of Development Projects Under Category B**

1

### CATEGORY : INDUSTRIAL

Source : Compass-ip.my – Compass Kota Seri Langat Industrial Park

1

#### TYPE OF DEVELOPMENT

- New industrial areas.
- Oil and gas refineries centres.

2

#### DEVELOPMENT CHARACTERISTICS

- Heavy and medium-scale industries with an area of 50 hectares or more.
- All types of oil and gas refineries centres regardless of size.
- Located within 500 meters from the existing residential areas.

3

#### KEY IMPACTS TO BE GIVEN FOCUS

- Impact on the health and well-being of local community.
- Influx of foreign workers.
- Job opportunities for local community.
- Impact on traffic conditions.
- Safety risks (explosion, fire or leakage) to nearby communities due to technical failure or human negligence.

2

## CATEGORY : WASTE MANAGEMENT



1

### TYPE OF DEVELOPMENT

- Incinerator.
- Solid waste disposal site.
- Inert waste disposal site.
- Solid waste transfer station.

2

### DEVELOPMENT CHARACTERISTICS

- All types of waste management centres and incinerators.

3

### KEY IMPACTS TO BE GIVEN FOCUS

- Impact on the cleanliness and health of local community.
- Traffic congestion and increased heavy vehicle activities that disturbs the residents.
- Affecting the liveability of an area.
- Impact on property values in the surrounding area.

### 3

## CATEGORY : ENERGY AND UTILITIES

Source : Fourqsquare – TNB PMU, Bukit Mertajam

#### 1

### TYPE OF DEVELOPMENT

- Gas pipeline.
- Main intake substation.

#### 2

### DEVELOPMENT CHARACTERISTICS

- Involves the construction of gas pipeline less than 50 km or outside of utility reserves.
- Involves main intake substation exceeding 50ha.

#### 3

### KEY IMPACTS TO BE GIVEN FOCUS

- Community fragmentation or land severance due to physical barriers.
- Safety risks (explosions, fires or leaks) from these activities and maintenance work to the local community.

## 4

### CATEGORY : ROAD



#### 1

#### TYPE OF DEVELOPMENT

- Main roads of the R4/U4 design standard.

#### NOTE

As classified by the Public Works Department and the Malaysian Highway Authority.

#### 2

#### DEVELOPMENT CHARACTERISTICS

- Main roads connecting towns and rural areas within the state.

#### 3

#### KEY IMPACTS TO BE GIVEN FOCUS

- Community fragmentation or land severance due to physical barriers.
- Safety risks to the public involving the construction of heavy structures.
- Noise pollution during construction and operations affecting the liveability of an area.
- Land acquisition.

#### NOTE

**Excludes** road repairs or maintenance as outlined in paragraph 19(2)(b) of Act 172.



## 5

### CATEGORY : COASTAL RECLAMATION



Source : Sahabat Alam Malaysia

#### 1 TYPE OF DEVELOPMENT

- Coastal reclamation.

#### 2 DEVELOPMENT CHARACTERISTICS

- Coastal reclamation with an area of less than 50 hectares and more than 20 hectares.

#### 3 KEY IMPACTS TO BE GIVEN FOCUS

- Impact on the economic activities of fishermen.
- Loss of recreational beaches for the local community.
- Destruction of the coastline and its impact on socio-economic activities of the community.
- Closure of entry and exit routes for boats or ships.

## 6

### CATEGORY : LABOUR QUARTERS



#### 1

#### TYPE OF DEVELOPMENT

- Centralised labour quarters (CLQ).

#### 2

#### DEVELOPMENT CHARACTERISTICS

- New CLQ with a capacity of  $\geq 1,000$  people.
- Expansion of existing CLQ that involves a total number of workers  $\geq 1,000$  people.

#### 3

#### KEY IMPACTS TO BE GIVEN FOCUS

- Socio-cultural changes, increase in social conflict/problems, and risk of disease transmission.
- Pressure on existing public facilities.
- Fluctuation to property values.
- Economic and social gap between existing and new communities.

7

## CATEGORY : COMMERCIAL

Source: Escape Team Park, Penang

### 1 TYPE OF DEVELOPMENT

- Theme park.
- Large-scale commercial lot.
- Hypermarket/Superstore.

### 2 DEVELOPMENT CHARACTERISTICS

- Theme park is located within 500m from the residential area.
- Hypermarkets and superstores are located less than 1.6km from the residential area.

### 3 KEY IMPACTS TO BE GIVEN FOCUS

- Traffic congestion affecting the liveability of the area.
- Impact on the local economy.
- Influx of foreign workers.

## 8

### OTHER DEVELOPMENT PROJECTS



Source: kuala terengganu drawbridge - Bing images

Other development projects including mining, agriculture, off-river storage and other projects **determined by the State or Local Authorities** from time to time.

#### NOTE

The listed key impacts are for **guidance** purposes and are not limited to what is listed only.





# **CHAPTER 3**

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## **SCREENING AND SCOPING**





Muara Sungai Melaka, Melaka | PPSIA Study Team, 2021

## 03

# SCREENING AND SCOPING

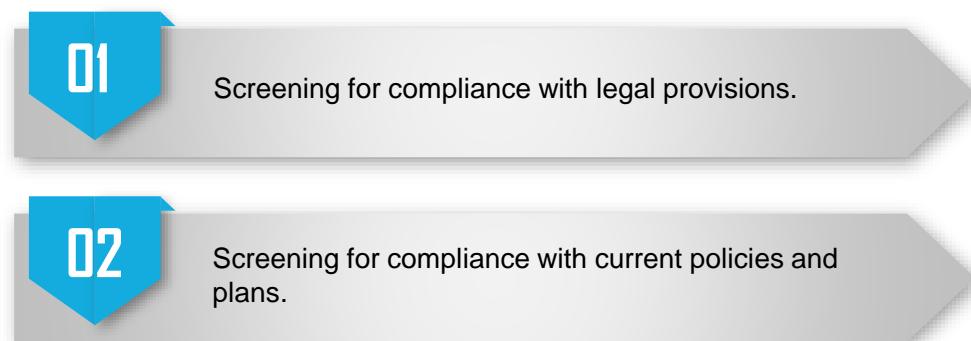
### 3.1 INTRODUCTION

Screening and scoping are the initial steps in the SIA process. A proper execution of screening and scoping can assist the Project Proponent and SIA Consultant in conducting the SIA cost-effectively by focusing on key issues.

### 3.2 SCREENING

To determine if a proposed development project needs to go through the SIA process and comply with the legislation, the Project Proponent or SIA Consultant need to conduct two levels of screening, as shown in Figure 3.1.

**Figure 3.1: Two Levels of Screening**



#### 3.2.1 Screening – Legal Requirement

The Project Proponent and SIA Consultant must determine whether the project needs to undergo the SIA process in accordance with Act 172, - whether it is Category A (Figure 2.1) or for Category B development projects (Figure 2.2).

Discussions with relevant technical agencies are necessary at the screening stage to determine the legal requirements or procedures that need to be complied with before implementing a development project. Appendix AP-3 lists the legal provisions for implementing any development project.

### 3.2.2 Screening – Alignment with National, State & Local Policies and Plans

The Project Proponent and SIA consultant should review national, state and local policies and plans to ensure that the proposed development project is aligned. This includes conducting a site suitability analysis based on various plans such as the National Physical Plan-4, National Coastal Zone Physical Plan-2, State Structure Plan, Local District Plan and Special Area Plan.

Furthermore, other relevant policies and plans such as the National Forestry Policy, National Transport Policy and Highway Network Development Plan should be taken into account. Examples of the relevant policies and plans are shown in Figure 3.2.

**Figure 3.2: Examples of Relevant Policies and Plans**

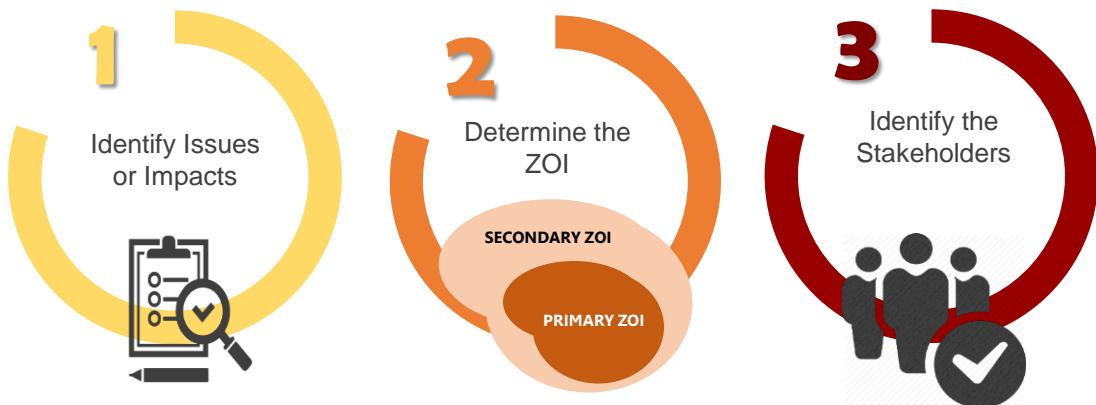


In addition, PLANMalaysia has developed the i-Plan system, which is an online application that helps users identify the types of existing land use and zoning in specific locations.

### 3.3 SCOPING

Scoping refers to the process of identifying significant issues that require comprehensive assessment in the SIA. This helps to determine the spatial extent of the Impact Zone, which includes the areas that are likely to be affected positively or negatively. This provides guidance to the SIA Consultants in determining the appropriate methodology to meet the objectives and requirements of SIA. Figure 3.3 shows the three steps of scoping.

**Figure 3.3: Steps of Scoping**



#### 3.3.1 Identify Issues or Impacts

The initial stage in scoping is to identify the issues or impacts that are expected to occur as a result of the development project. Figure 3.4 outlines the methods that can be employed to identify issues or impacts:

**Figure 3.4: Method for Identifying Issues or Impacts**

- 01** Understanding of activities carried out throughout the project phases.
- 02** Literature review of the impacts from similar development projects.
- 03** Site visit.
- 04** Public participation and input from experts.
- 05** Use of checklists.

# 1

## Understanding of Activities Carried Out Throughout The Project Phases

A development project typically consists of three main phases as follows:

- Planning
- Construction
- Operation

The activities involved in each phase of a development project can have positive or negative impacts on the surrounding community. Analysing project activities, including construction methods and their duration is crucial in determining the significance of an impact and conducting public engagement. It is essential for the Project Proponent or SIA Consultants to communicate clearly the project activities and potential social impacts to the affected community.

### Examples of Typical Activities Based on the Project Phases:

#### Planning

- Land acquisition.
- Land survey/investigation works.
- Utility relocation (electrical lines, gas pipes, water supply pipes, telecommunication cables).



#### Construction

- Construction of labour quarters.
- Road closures and diversion.
- Site clearing.
- Movement of construction machinery/vehicles.
- Recruitment of construction workers.
- Construction of temporary access road.



#### Operation

- Initiation of economic activities.
- New traffic flow.
- Maintenance works.

## 2

### Literature Review of the Impacts from Similar Development Projects

The approach involves collecting data from secondary sources such as reports, journals or articles related to impacts from development projects that share similar characteristics to the proposed project. These impacts serve as a good guidance in identifying relevant issues related to the proposed project.

## 3

### Site Visit

Site visits are necessary to comprehend the conditions of the project site and the surrounding area. During site visits, it is crucial to identify the areas that are likely to be affected by the project and to examine natural elements that may impact the lifestyle, culture and economic resources of the local community. Site visits can help identify socially sensitive areas around the project site. Appendix AP-5 provides examples of socially sensitive areas.

Careful observation along with a good understanding of the activities in the project can give a clear picture of the significance of the impact that will be experienced by a community in a certain area.

## 4

### Public Participation and Input from Experts

Public participation should be conducted in the early stages of project planning. The Project Proponent should seek expert views from industry or sector experts as well as impact assessment experts (EIA, HIA and TIA) to determine the scope of impact can be identified comprehensively taking into account the cumulative impact from other impact studies. These experts should have the necessary qualifications and experience in their respective fields.

Consultations with government agencies are also essential to obtain technical insights on specific impacts. The Project Proponent and SIA Consultant are encouraged to conduct public engagement with the local community to obtain their insights on local culture and past experiences related to impacts from previous projects. This information is useful to determine the scope of impacts.

## 5

### Use of Checklists

The use of checklist (Appendix AP-4) can help in identifying and screening specific areas of concern related to a development project by listing social variables and their corresponding impacts. It is crucial to conduct a thorough impact assessment and evaluate the significance of each impact identified in the checklist. Additionally, Appendix AP-5 can assist in identifying socially sensitive areas around the project site.

### 3.3.2 Determine the Zone of Influence

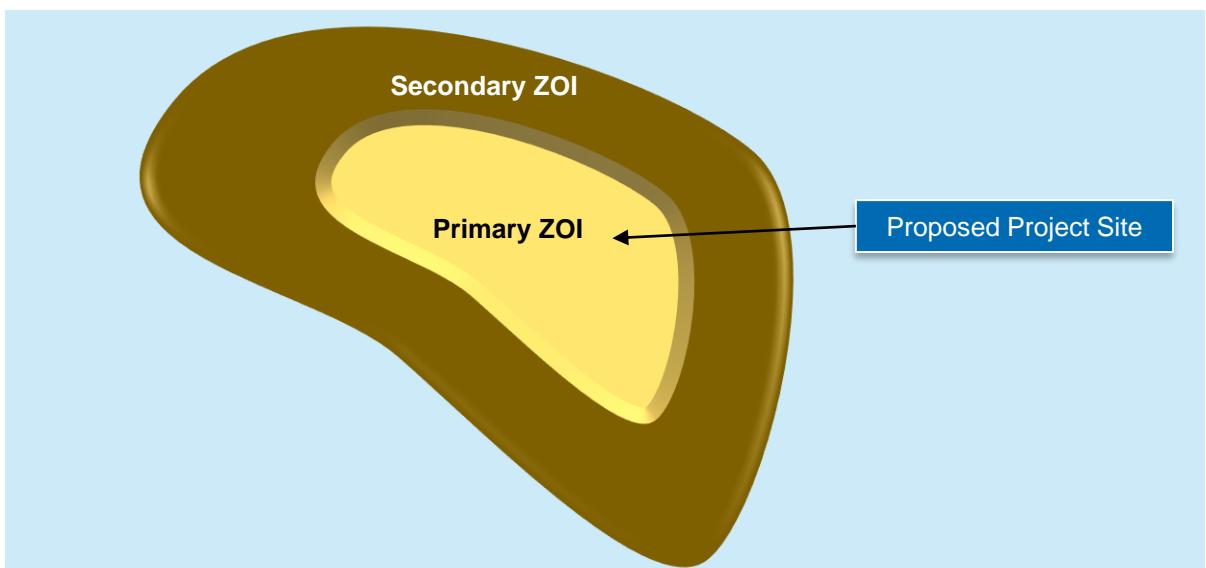
The Zone of Influence (ZOI) refers to the physical area surrounding a proposed project where stakeholders or those who may be affected by the project are located and likely to experience changes in social quality. These stakeholders are referred to as receptors and may include individuals residing in the area or structures developed for habitation or non-habitation purposes, including housing, public and social facilities.

The ZOI is determined by identifying inhabited structures such as residential areas due to the long period of impact exposure. For example, any impacts occurred at night will disturb the sleep quality of the impacted community and consequently affect their emotions, feelings and quality of life. The impacts to non-habitable structures including schools and public facilities are equally important, as activities carried out during impact exposure may be disrupted by the project implementation.

Distance is also important in determining the ZOI, which depends on the project scenario and type, as well as environmental conditions on a case-by-case basis. For instance, a wider ZOI may be required for explosion activities such as 1.0 km or 1.5 km is required as a safety precaution of the local community.

In usual practice, the ZOI can be classified into two categories, namely (a) Primary ZOI and (b) Secondary ZOI (Figure 3.5).

**Figure 3.5: Primary and Secondary ZOI**



#### Primary ZOI or Direct Impact Zone

It is determined by measuring the physical distance between the proposed project site and the areas that are likely to be affected during construction and operation. For instance, factors such as noise levels resulting from construction activity and changes in traffic flow.

#### Secondary ZOI or Indirect Impact Zone

It is difficult to precisely define but comprises areas that may experience changes caused either directly or indirectly by the implementation of the proposed project.

The size of the ZOI should accurately reflect the impact of the proposed project, and this impact can vary based on social issues and site topography. The ZOI is not necessarily limited to a fixed radius but can extend over a broader area, even up to the regional level, depending on the complexity of the project and its environment.

For instance, a primary ZOI with a radius of 500m from the project site boundary can be determined by considering the activity and type of pollution to the nearest impact receiver. Additionally, the primary ZOI can be split into two sections, 0 to 250m and 251m to 500m, for a more comprehensive impact assessment. The SIA Consultants should analyse the primary and secondary ZOI separately when calculating severity, likelihood, and significance scores.

Four approaches can be used to determine the ZOI, each with its own set of benefits and drawbacks (Table 3.1).

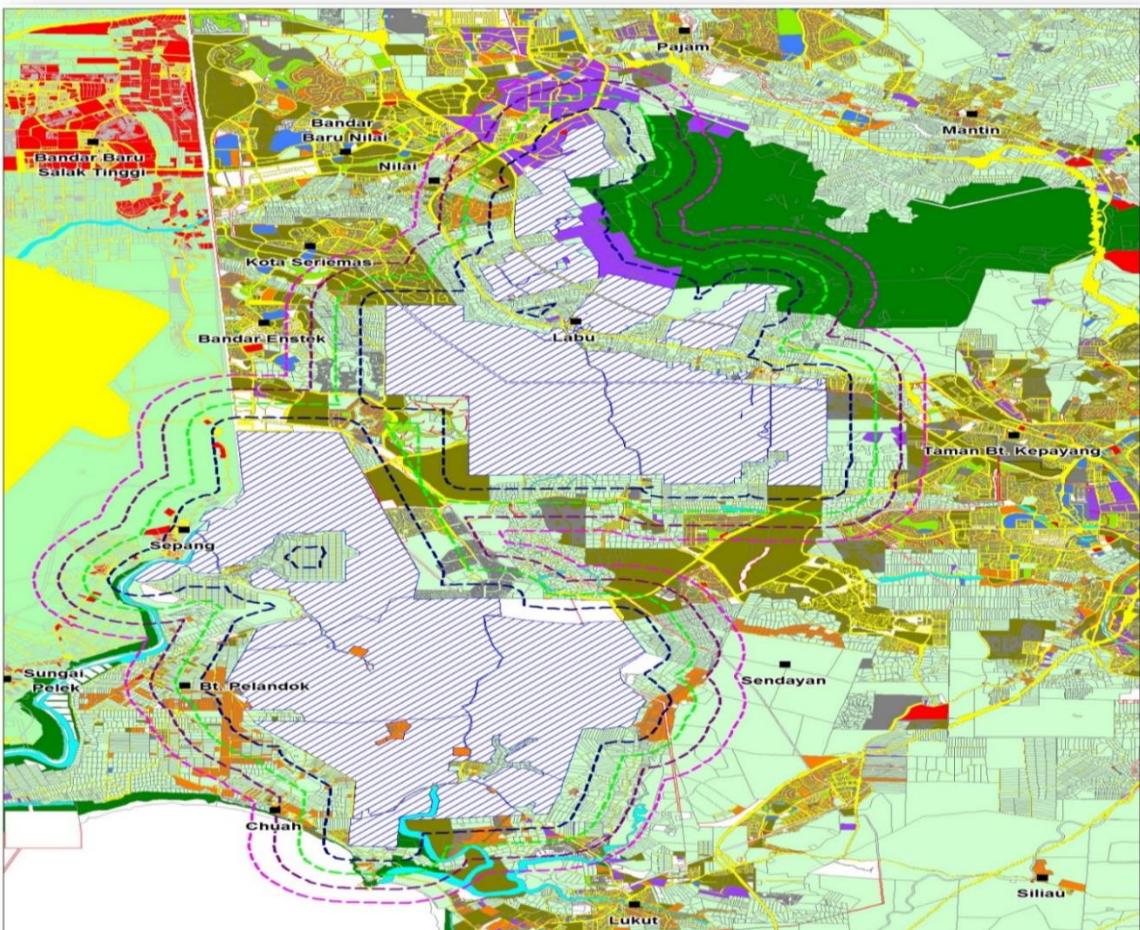
**Table 3.1: Approaches to ZOI Determination and their Advantages and Disadvantages**

Approach	Advantages	Disadvantages
<b>Fixed Corridor Approach</b>  For example a corridor 1 km from the center line	Easy to understand.	The approach typically does not take into account the stakeholders' perceptions of indirect impacts and does not provide a clear framework for stakeholder consultation.
<b>Catchment Area or Service Area Approach</b>	Examines how the nature of integrated networks relates to project planning.	It can be more challenging to determine as there are no natural boundaries on the land or site, and they are more conceptual in nature.
<b>Neighbouring Approach</b>	Provide a more effective stakeholder engagement framework that allows for easy identification of stakeholders, such as those directly associated with residential areas or economic activities.	May result in unnecessarily larger areas being included and make it more difficult for the stakeholders to participate.
<b>Issue Approach</b>	The shape of ZOI varies depending on the issues being assessed, such as land use changes, traffic congestion, noise pollution and air quality, which can disrupt public tranquility.	More focused on specific issues, ZOI can be less clear as there may be multiple areas or zones of influence.

The following are examples of ZOI determined based on the shape of the project site and specific impacts for focused analysis (Figure 3.6, Figure 3.7 & Figure 3.8).

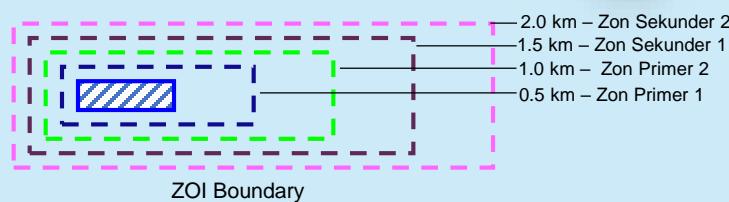
- ZOI for block-shaped project sites are determined by the site perimeter and the shape of the proposed project site - suitable for new township, industries and centralized labour quarters projects (Figure 3.6).

**Figure 3.6: Example of ZOI – Block-Shaped Project Site**



**LEGEND:**

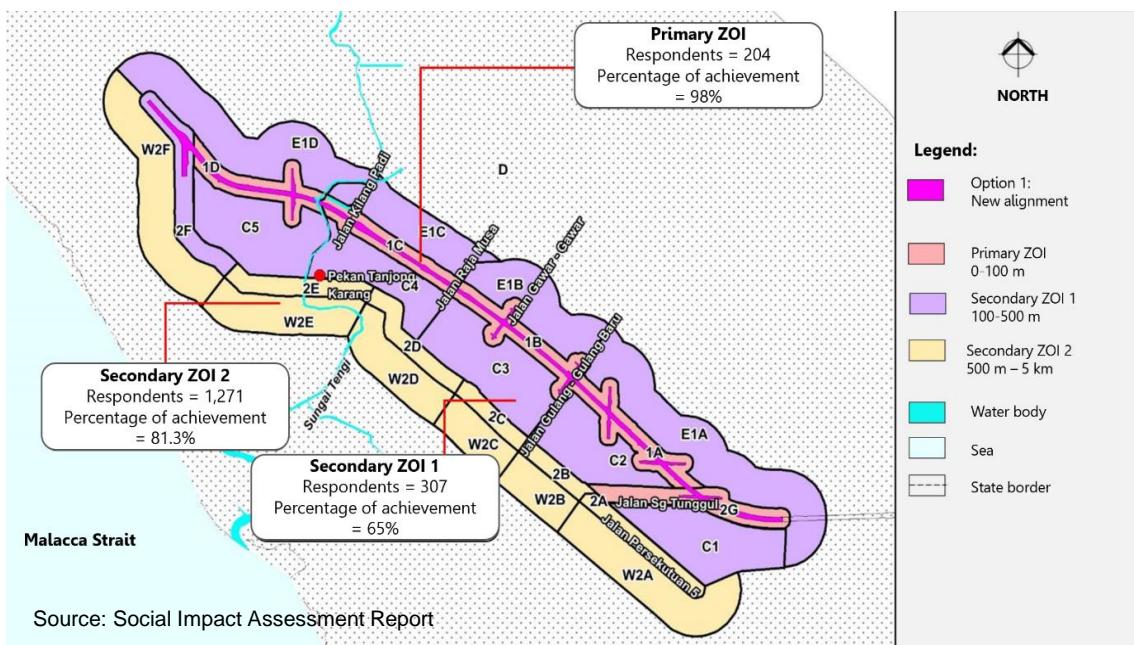
Residential area	Worship area	Agriculture
Commercial	Safety	Forest
Industry	Graveyard	Empty land
Open Space and Recreation	Infrastructure and Utilities	Water body
Institution	Transportation	Study area
	■ Main settlement	



Source: Social Impact Assessment Report

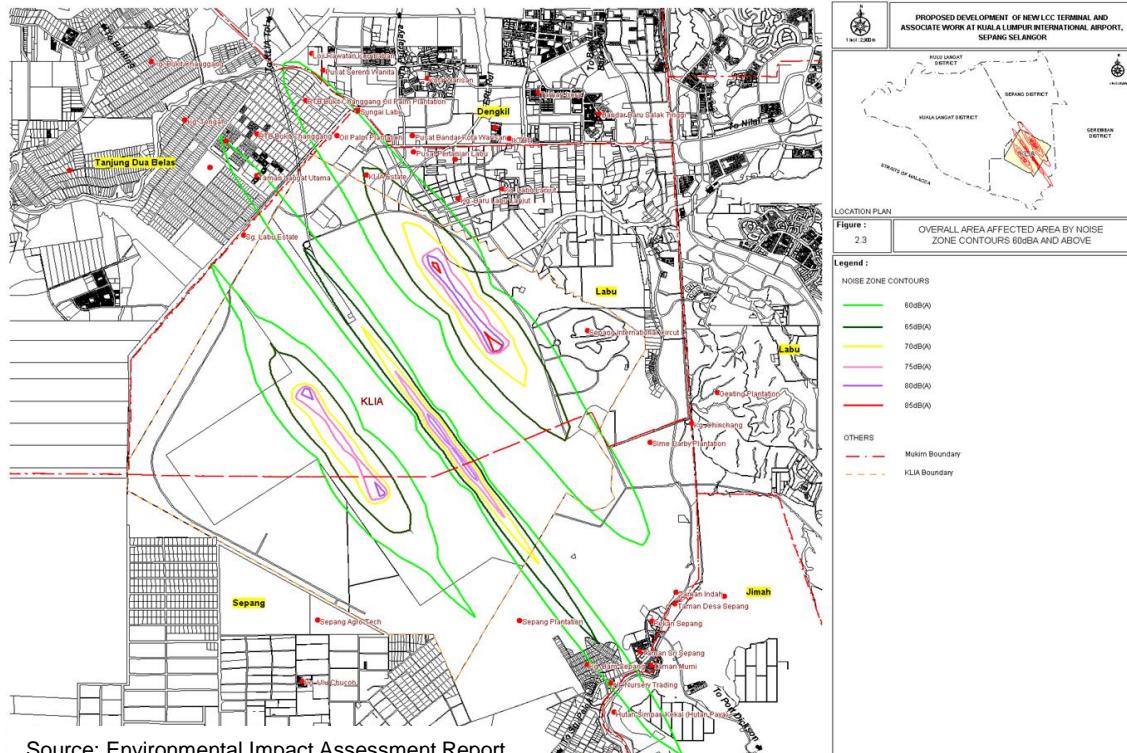
- b. ZOI is determined in a linear shape along the project corridor – suitable for linear projects such as roads and railway (corridors) (Figure 3.7).

**Figure 3.7: Example of ZOI – Linear Projects**



- c. The ZOI is determined based on the specific impacts after receiving inputs from other experts regarding factors such as noise and air quality in the affected area (Figure 3.8).

**Figure 3.8: Example of ZOI – Based on the Specific Impact (Noise)**



### 3.3.3 Identify the Stakeholders

Stakeholders in a development project can be categorized into three groups as follows:

#### Category 1: Affected Groups

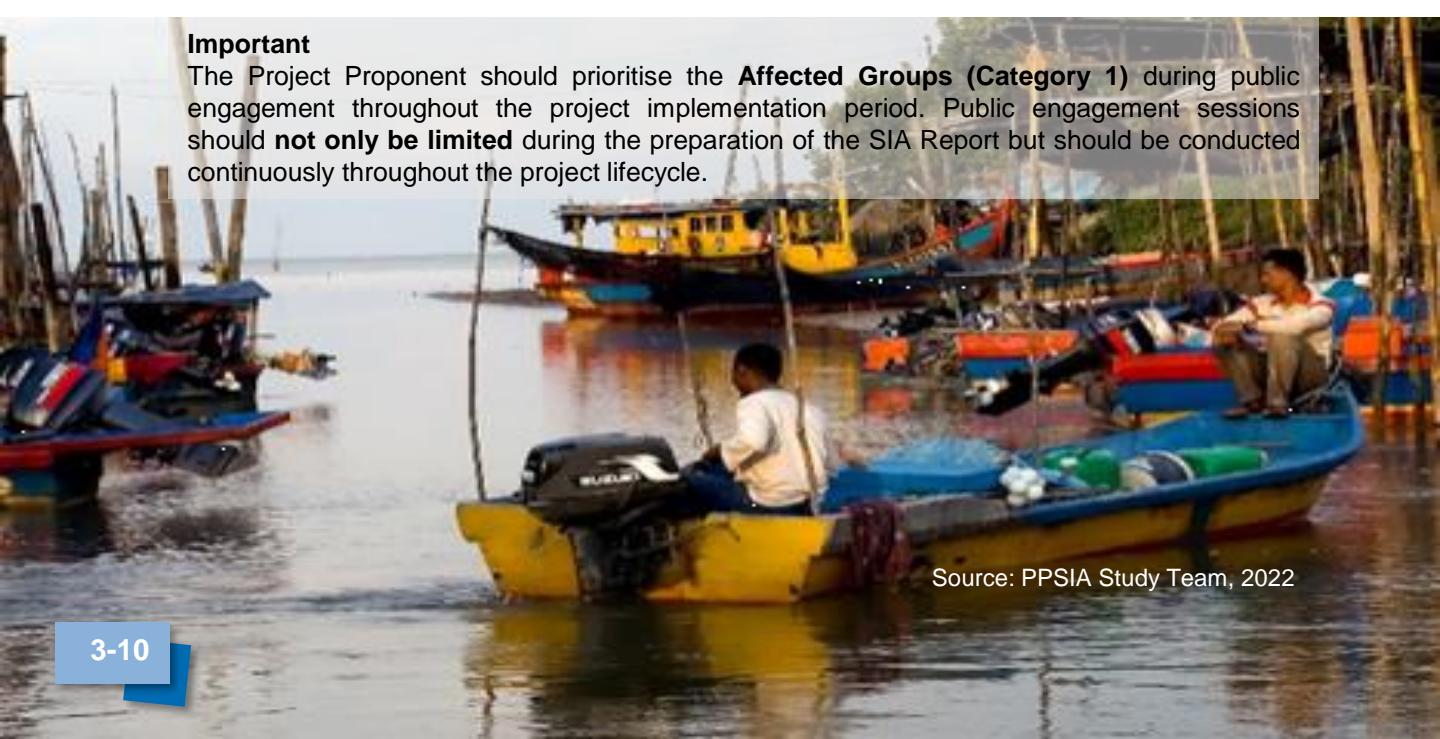
**Definition:** Individuals, communities, or organizations located either **within** or **near** the project site that are potentially **directly impacted** by land acquisition or other negative impacts during the project implementation period such as noise pollution, air pollution, safety risks and other impacts.

#### Examples:

- **Housing:** House owners/tenants, representatives of residents' committees [*Jawatankuasa Pembangunan dan Keselamatan Kampung* (JPKK), Joint Management Body (JMB), Management Corporation (MC), Resident Association].
- **Business Premises:** Shop owners/tenants, representatives of respective Business/Street Vendors Association or Chamber of Commerce.
- **Religious Institutions (Places of Worship, Cemetery):** Individuals or representatives of mosque/temple/cemetery management committees, landowners, representatives of agency managing the institution.
- **Educational Institutions:** School management representatives (Principals, Headmasters), representatives of Parent and Teacher Associations, representatives of district and state education agencies.
- **Orang Asli:** Representatives of Orang Asli community (*Tok Batin*), Department of Orang Asli Development at state and federal levels, and residents in Orang Asli settlements.
- **Fisheries:** Fishermen, Local Fishermen Association, National Fishermen's Association and Department of Fisheries.
- **Agriculture:** Farmers, landowners (individuals, private companies, paddy fields development agencies such as KADA, MADA, or IADA), representatives of Farmers' Association, Department of Agriculture, and Department of Veterinary Services.

#### Important

The Project Proponent should prioritise the **Affected Groups (Category 1)** during public engagement throughout the project implementation period. Public engagement sessions should **not only be limited** during the preparation of the SIA Report but should be conducted continuously throughout the project lifecycle.



Source: PPSIA Study Team, 2022

## Category 2: Interested Parties

**Definition 1:** Individuals, communities, or organizations that are not physically located near the project site but have **an interest or responsibility for the welfare and social well-being of the local community.**

**Examples:**

- Head of Village;
- State Assembly or Member of Parliament;
- Community-based organizations (recreation, sports, youth, women or community development associations); and
- Non-governmental organizations (related to social, environmental, and health).

**Definition 2:** Individuals, communities, or organizations who may not be situated in close proximity to the project site but are identified as potentially **experiencing indirect positive or negative impacts from the implementation** of a proposed project.

**Examples:**

- **Express bus operators** who may lose income due to competition with proposed public transportation infrastructure projects such as intercity trains;
- **Visitors to recreational areas** such as beaches who may be affected aesthetically by coastal reclamation projects; and
- **Business associations** that may be affected by noise pollution.

## Category 3: Government Agencies

Government agencies that have authority over project implementation and have the potential to influence project direction should be consulted for technical input on social, environmental, economic and health-related issues.

**Examples:**

PLANMalaysia, Local Authorities, Department of Environment, State Economic Planning Unit, Department of Orang Asli Development and Department of Director General of Lands & Mines.

The relevant agencies are not limited to the examples listed, as they depend on the specific impacts of the project that have been identified.



Source: PPSIA Study Team, 2022

# **CHAPTER 4**

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# **DATA COLLECTION**





Kampung Agong, Pulau Pinang | Petit Go.com

# 04 DATA COLLECTION

## 4.1 INTRODUCTION

It is essential to identify the necessary data required for SIA at the early stage of the development project. The SIA report should describe the data collection process, including the baseline data, sources and data collection approaches.

The collected data will be analysed to predict and identify potential impacts and social changes that may occur due to the project. The analysis output will guide the SIA Consultant in developing mitigation measures, improvement plans and the social impact management plan in the subsequent stages.

## 4.2 BASELINE DATA

To conduct a thorough social impact analysis, qualitative and quantitative baseline data must be collected using appropriate methods. The relevance of each type of data shall be considered to ensure its usefulness for impact assessment. Accurate information on the population and socio-economic characteristics of the project area is crucial to determine the type and severity of the impacts on the community. A lack of data may result in an incomplete analysis with insufficient evidence to support the results.

Table 4.1 outlines several examples of baseline data needed for the SIA.

**Table 4.1: Examples of Baseline Data Needed for the SIA**

No.	Category	Type of Data	Description
1.	Community Profile (Demographic)	<ul style="list-style-type: none"> <li>• Number of population and households;</li> <li>• Household income;</li> <li>• Population by age; and</li> <li>• Status and type of employment.</li> </ul>	<ul style="list-style-type: none"> <li>• The data helps in developing a community profile for a specific area and provides insight on how a particular impact may affect different communities differently based on their socio-economic status.</li> </ul>

No.	Category	Type of Data	Description
2.	Economy	<ul style="list-style-type: none"> <li>Types of economic activities;</li> <li>Number of economic activities;</li> <li>Local communities sources of income and type of employment.</li> </ul>	<ul style="list-style-type: none"> <li>The data helps in analysing the impacts on the local, regional and national economy.</li> <li>It also helps in assessing the impacts on income sources and economic activities within the area.</li> </ul>
3.	Socially Sensitive Area	<ul style="list-style-type: none"> <li>Number of populations and families;</li> <li>Land status;</li> <li>Ethnicity and culture;</li> <li>Cemetery location; and</li> <li>Aboriginal roaming area.</li> </ul>	<ul style="list-style-type: none"> <li>The data helps in analysing the impact on settlements, traditional or heritage buildings and public facilities that are affected by the implementation of a project.</li> </ul>
4.	Land use	<ul style="list-style-type: none"> <li>Current land use;</li> <li>Land use zoning;</li> <li>Committed development.</li> </ul>	<ul style="list-style-type: none"> <li>The data helps in analysing the impact of land use changes on the living conditions of the local community.</li> <li>It is used to evaluate the effects of the project on other developments in the surrounding area.</li> </ul>

The data, as stated in Table 4.1, are baseline data that can be obtained through several methods (but not limited to) as follows:

**a) Census data from the Department of Statistics Malaysia**

The Department of Statistics Malaysia (DOSM) conducts population and housing census every 10 years to gather current data on all elements of the population. Unlike sampling, which involves selecting only a portion of the population, a census encompasses the entire population.

Through the census, statistical data at the state, district, and sometimes mukim level can be examined. This data includes population size, distribution of ethnic groups, age categories, number of households, number of locals and foreigners, urbanization rate, economic activities and energy usage. Additionally, other studies conducted by DOSM, such as migration, industry, energy usage, household income and expenditure, provide an overview of the socio-economic conditions in a particular area.

In smaller study areas, particularly those within the project's ZOI, specific data requests can be made via DOSM eStatistics website. The DOSM publishes annual reports known as "MyLocal Stats" at the state and district levels, which contain valuable data for assessing the socio-economic status of the project area. However, it is crucial to note that the existing census data may be outdated, typically spanning nearly a decade. Therefore, it is recommended to extrapolate the official data to the current year to ensure better accuracy.

#### **b) Survey and consultation**

In situations where the data from the DOSM is outdated and pending for the next census, the SIA Consultant has the option to gather information through surveys, focus group discussion and interviews with representatives from the residents' associations, Land and District office and other relevant stakeholders. This process enables the collection of data such as demographic information, sources of community income, types of employment, economic activities and socially sensitive areas.

#### **c) Database system**

PLANMalaysia has developed two comprehensive spatial database systems, namely the **i-Plan** and **S-CHARMs**, which provide efficient and interactive access to spatial, land use and population data. Both **i-Plan** and **S-CHARMs** are designed to facilitate informed decision-making processes in spatial planning and land use management. These database systems offer valuable resources to effectively analyse and utilise spatial and demographic data.

The **i-Plan** database system serves as an integrated land use planning information system, providing current land use information, land use zoning and data on committed land use. It offers a wide range of data related to land use planning.

On the other hand, the **S-CHARMs** database system focuses on village profiles, land use, socially sensitive areas, public facilities and spatial data. It enables users to access detailed information on these aspects.

#### **d) Development plan**

Information on current land use, zoning and committed data in the project area or its surroundings can also be obtained from development plans such as State Structure Plans, Local District Plans and Special Area Plans. These plans serve as valuable references and sources of data for understanding the existing land use patterns and regulations in the region.

### **4.3 DATA COLLECTION APPROACH**

The SIA Consultant will have to employ various data collection approaches to gather the appropriate data. These approaches differentiate the types of data sources and methods used to gather relevant and detailed information for the project. Public engagement plays a crucial role in the data collection process and is further elaborated in Chapter 10.

#### 4.3.1 Types of Data

The community profile, insights into the current environment at the project site and understanding of the community's support for the proposed project can be achieved through analysing of both primary and secondary data. The data collection process is typically initiated by the SIA Consultant by gathering secondary data, which provides an understanding of the project area. This is followed by the collection of primary data. Figure 4.1 provides an overview of the distinctions between primary and secondary data in terms of their definitions, collection processes, costs, availability and sources.

**Figure 4.1: Primary and Secondary Data**

Primary Data	Secondary Data
<ul style="list-style-type: none"> <li>• Data collected directly through public engagement such as interviews or FGD.</li> <li>• Real-time data.</li> <li>• In-depth and time consuming.</li> <li>• High cost.</li> <li>• Project-specific data.</li> <li>• Raw data.</li> <li>• Surveys, observations, experiments, questionnaires and interviews.</li> </ul>	<ul style="list-style-type: none"> <li>• Data collected for a specific purpose and recorded in the form of reports, journals or statistical data.</li> <li>• Past data.</li> <li>• Fast and easy.</li> <li>• Reasonable cost.</li> <li>• Data is general and may not be relevant to the Consultant's needs.</li> <li>• Data that has been analysed.</li> <li>• Government publications, websites, books and journal articles.</li> </ul>





The secondary data collected at the early stage of the data collection process provides valuable insights to the SIA Consultant, in determining the appropriate methods for primary data collection. The methodologies to obtain primary data are further elaborated in Chapter 10.

#### 4.3.2 Data Collection Methods

The data collection methods to obtain primary and secondary data can be divided into quantitative and qualitative methods.

## a) Quantitative Methods

Quantitative data refers to information that focuses on measurable quantities, numbers and directly observable aspects. This includes secondary data in numerical form, such as statistical reports from the Department of Statistics and publications from government agencies. Primary sources, particularly survey forms, are also considered part of the quantitative approach.

## b) Qualitative Methods

The qualitative approach emphasizes on obtaining in-depth and high-quality information, rather than focusses on the number of individuals involved. The SIA Consultant shall engage various communities and interest groups as much as possible during the process. In qualitative academic research, the involvement of groups may be discontinued when saturated responses or similar feedback is obtained.

A combination of quantitative and qualitative approaches is encouraged to ensure adequate public inputs from diverse interest groups. If the number of respondents in the quantitative method cannot be increased due to certain limitations, the engagement of additional groups through qualitative methods can support the findings.

The principle of triangulation is followed, where information from different sources is compared and consistency across sources is desired. When conflicting information arises, additional data from other sources are sought to verify and confirm the divergent findings, particularly in terms of data validity and reliability.

### 4.3.3 Representative Sampling Technique

Once the data collection method has been identified, it is crucial for the SIA Consultant to choose an appropriate sampling technique. Selecting the right technique of identifying relevant respondents is essential to ensure the meaningful involvement of affected stakeholders.

The selection of the sampling technique depends on the following factors:

1. Which target group should be focused on?
2. What are the actual parameters to be analysed?
3. What is the suitable type of sampling frame?
4. What is the cost involved?
5. How long does it take to collect the information?

An important consideration in sampling is the inclusion of individuals who are accurately represent a larger population. However, the most effective representation is achieved when the selected members are chosen freely, without any influence from selector bias. This selection relies on whether probabilistic or non-probabilistic sampling is used.

## Probabilistic Sampling

Probabilistic sampling follows the principle that each element in a population has an equal probability of being selected and included in a survey. It aims to eliminate bias in respondent selection. The SIA process can employ various probabilistic sampling methods to ensure fair representation.

### i. Simple Random Sampling

The sampling method is similar to a lucky draw concept, where each element in the population has an equal chance of being selected. In this approach, house numbers or other identifiers are written on pieces of paper, placed in a container and randomly drawn to determine the respondents for a survey.

Another simple variation involves randomly selecting a page number from a book and using the final digit as a guide for choosing specific houses or elements to include in the sample (for example, "7" from page 137). The selected numbers will guide the SIA Consultant to choose the houses with numbers that end with that digit, such as 7, 17, 27, 37, and so on.

### ii. Systematic Random Sampling

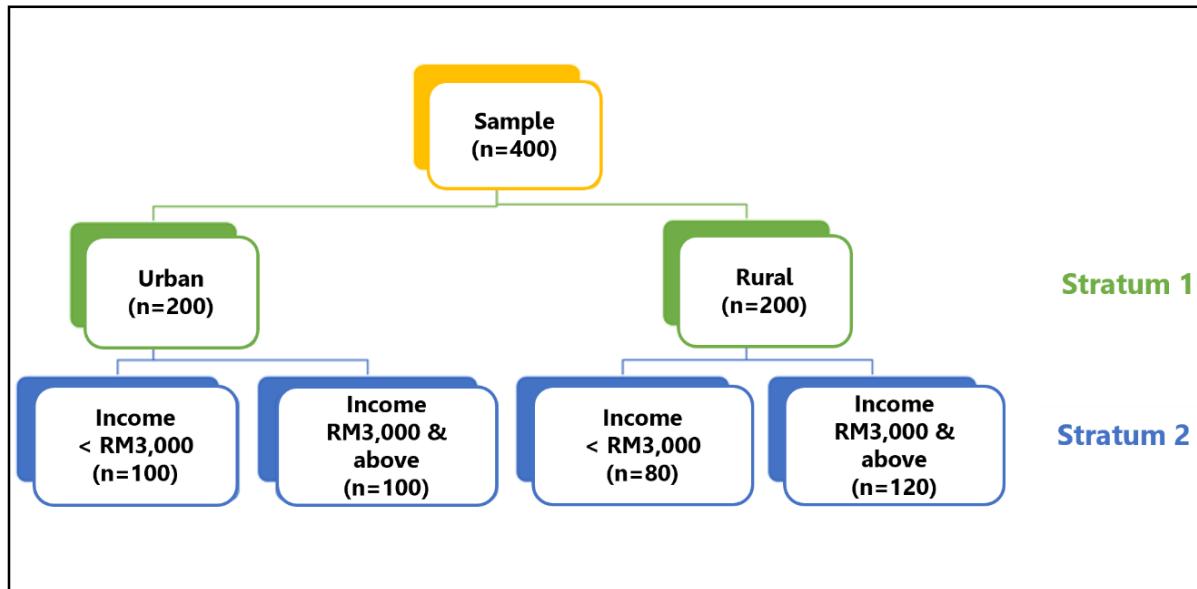
In this method, the house numbers within a study area are collected and arranged in ascending order. For instance, if there are 1,000 houses in the area and a sample size of 200 is required, the total number of houses (1,000) is divided by the desired sample size (200), resulting in a sampling interval of 5. Random sampling is then used to select the initial set of numbers, such as 1, 2, 3, 4, and 5. These selected numbers guide the subsequent selection of house numbers. For example, if the number 2 is chosen, respondents are selected from houses with addresses such as 2, 12, 22, 32, until reaching 982, 992 in the list of houses.

### iii. Stratified Random Sampling

This method involves dividing the respondents into smaller groups or stratum based on specific criteria. For instance, if 400 respondents are required, they can be divided into two stratum: 200 from urban areas and 200 from rural areas (stratum 1). Additionally, if income is considered as a criteria, respondents can be further divided into two income groups: those with an income of RM3,000 and below, and those with an income above RM3,000 (stratum 2). In stratum 2, this would mean selecting 100 respondents from each income group within both rural and urban areas. By stratifying the respondents, the sampling process becomes more targeted and representative of different subgroups within the population.

Figure 4.2 demonstrates the appropriate number of respondents selected based on the stratum criteria using the aforementioned methods (i) or (ii). Through this approach, sampling can be carried out to ensure that the selected respondents align with the defined stratum. However, as the number of stratum increases, the complexity of the method intensifies.

**Figure 4.2: Sample Selection by Stratum**



#### iv. Cluster Sampling

The cluster sampling method is particularly useful when dealing with geographical locations. It allows the study area to be divided into clusters based on specific characteristics such as residential, mixed development, industrial, commercial and others. Sample selection is done within each cluster to represent the community and economic activities in the study area, known as area sampling. Once the clusters are randomly selected using the aforementioned methods (i) or (ii), the population or sample elements will be selected for data collection.

#### Non-probabilistic Sampling

This method is based on the understanding that every individuals in the population does not have an equal chance of being selected as a respondent. It can be criticized for its potential bias as it may exclude other individuals from being selected as respondents. Non-probabilistic sampling methods, are not considered "random" or "unstructured." Thus, using these terms in this context is inaccurate.

## i. Convenience Sampling

Convenience sampling, also referred to as accidental sampling, involves selecting respondents through the easiest way possible in order just to meet the required sample size. This includes obtaining feedback from individuals attending a lecture session or a program organized in the study area. While selecting these individuals as respondents can be convenient, it may not provide an opportunity for other groups who did not participate in the lecture or program.

## ii. Purposive Sampling

The selection of a sample that focuses on a specific group is conducted under the assumption that this group is the most relevant for the study. For instance, in an SIA related to coastal reclamation, the focus may be on communities residing along the coastline. This method can be further categorized into purposive sampling and quota sampling.

In purposive sampling, it is preferable to select fishermen living in the primary ZOI rather than the secondary ZOI. In the context of SIA, it is advantageous to have a larger sample size from the primary ZOI compared to the secondary ZOI. Purposive sampling aims to ensure that the directly affected groups are specifically targeted as respondents.

On the other hand, quota sampling involves filling the required number of respondents based on specific criteria, selecting anyone relevant until the quota is met. Quota sampling can be useful to ensure that minority groups are adequately represented and taken into account.

### 4.3.4 Sample Size

There are several methods to determine the required sample size for a survey.

#### i. Krejcie and Morgan (1970)

The Krejcie and Morgan (1970) method is widely used as a simple approach to determine the appropriate sample size in which it offers a readily available sampling table that can be easily applied. The sample size derived using the Krejcie and Morgan method relies heavily on the margin of error (e) and the level of confidence (c).

Krejcie and Morgan's sample calculation formula:

$$n = \frac{\chi^2 * N * P * (1 - P)}{[e^2 * (N - 1)] + (\chi^2 * P * (1 - P))}$$

where,

n = sample size

$\chi^2$  = Chi-square value for the level of confidence in the degrees of freedom

N = population size

P = population proportion (usually 0.5)

e = margin of error

**Example:**

When  $N = 300$ ,  $e = 5\%$ ,  $c = 95\%$ ,  
the required sample size is 169.

When  $N = 300$ ,  $e = 1\%$ ,  $c = 95\%$ ,  
the required sample size is 291.

When  $N = 300$ ,  $e = 1\%$ ,  $c = 99\%$ .  
the required sample size is 296.

Similar, when the population size is larger.

**Example:**

When  $N = 75,000$ ,  $e = 5\%$ ,  $c = 95\%$ ,  
the required sample size is 382.

When  $N = 75,000$ ,  $e = 1\%$ ,  $c = 95\%$ ,  
the required sample size is 658.

When  $N = 75,000$ ,  $e = 1\%$ ,  $c = 99\%$ ,  
the required sample size is 13,583.

## ii. Slovin's Formula

Slovin's Formula is a method that is easy to use, although its accuracy is sometimes questioned because it does not factor in the level of confidence. where  $n$  = sample size,  $N$  is the population size, and  $e$  is the margin of error.

$$n = \frac{N}{1 + Ne^2}$$

where,

$n$  = sample size

$N$  = population size

$e$  = margin of error

**Example:**

When  $N = 300$ , and  $e = 5\%$ ,  
Hence,  $n = 171$ .

When  $N = 300,000$ , and  $e = 5\%$ ,  
Hence,  $n = 399$ .

In certain cases, a study area with a large population is divided into multiple segments based on specific area or physical characteristics. For instance, a study corridor with a population of 75,000 residents can be divided into three segments, each comprising 25,000 residents and characterized by specific physical characteristics. If Krejcie and Morgan's (1970) method is used;

When  $N = 25,000$ ;  $e = 5\%$ ,  $c = 95\%$ , the required sample size is 378.

When  $N = 25,000$ ;  $e = 1\%$ ,  $c = 95\%$ , the required sample size is 6,939.

When  $N = 25,000$ ;  $e = 1\%$ ,  $c = 99\%$ , the required sample size is 9,972.

Hence, the minimum sample size is calculated as 378 multiplied by 3 for a total of 3 segments, which equals to 1,134 (compared to only 382 if 75,000 individuals calculated as the total population size). However, it is important for the SIA Consultant to determine whether the survey should aim for individuals or households. Commonly, surveys select only one individual from each household. Therefore, it is more appropriate to use the calculation on the number of households rather than the number of individuals.

By doing so, assuming an average household size of 5, the sampling calculation mentioned above should be based on a corridor consisting of only 15,000 households, instead of 75,000 individuals. Consequently, the number of households in each segment would be 5,000.

When  $N = 5,000$ ;  $e = 5\%$ ,  $c = 95\%$ , the required sample size is 357.

When  $N = 5,000$ ;  $e = 1\%$ ,  $c = 95\%$ ,  
the required sample size is 3,288.

When  $N = 5,000$ ;  $e = 1\%$ ,  $c = 99\%$ ,  
the required sample size is 3,842.

What is the optimal sample size?

Answer: A larger sample size generally leads to more accurate and representative findings, but it also requires more effort, time, and higher costs. However, a larger sample size allows for greater inclusivity, as it provides more individuals with the opportunity to participate and express their opinions.

There are several methods available to determine sample size, including Parker (2014) method, Cochran's Formula (1993), Yamane's Formula, and Cohen (1992) method. The selection of method depends on the specific project requirements, population characteristics and time and budget constraints. The SIA Consultant has the responsibility to select the most appropriate method based on these considerations.

# **CHAPTER 5**

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## **IMPACT PREDICTION AND ASSESSMENT**





Coastal Reclamation Project Site in Melaka | PPSIA Study Team, 2021

# 05

# IMPACT PREDICTION AND ASSESSMENT

## 5.1 INTRODUCTION

Impact prediction and assessment are the most important steps in the SIA process. These steps involve identifying and assessing the potential social impacts of a development project by analyzing baseline data, scientific studies, experiences from similar projects and expert views. The significance and importance of the impacts are determined through an analysis of their magnitude.

There are multiple approaches for impact assessments, each with its own advantages and disadvantages. The SIA Consultant should take into account the social elements that are meaningful to humans and their correlation to social impacts.

## 5.2 SOCIAL ELEMENTS THAT ARE MEANINGFUL TO HUMANS

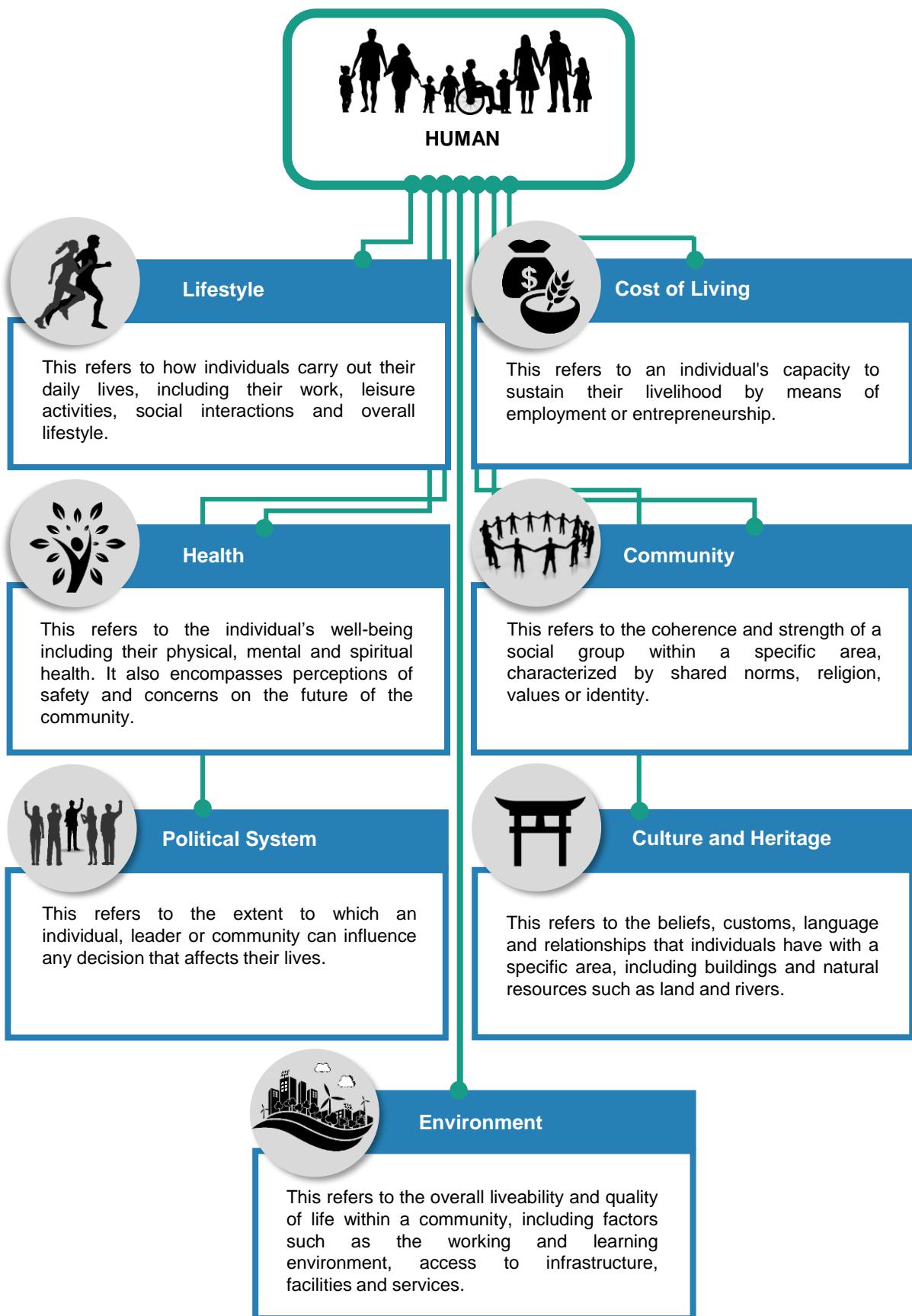
Social elements play a crucial role in identifying the potential impacts of a development project, as changes to these elements can affect the local community. In the impact prediction and assessment, the Project Proponent and SIA Consultants can take into account seven social elements that are valuable to human life. These elements include:

- Lifestyle;
- Cost of Living;
- Health;
- Community;
- Political system;
- Culture and heritage; and
- Environment.

Detailed explanations for each social element are shown in Figure 5.1.



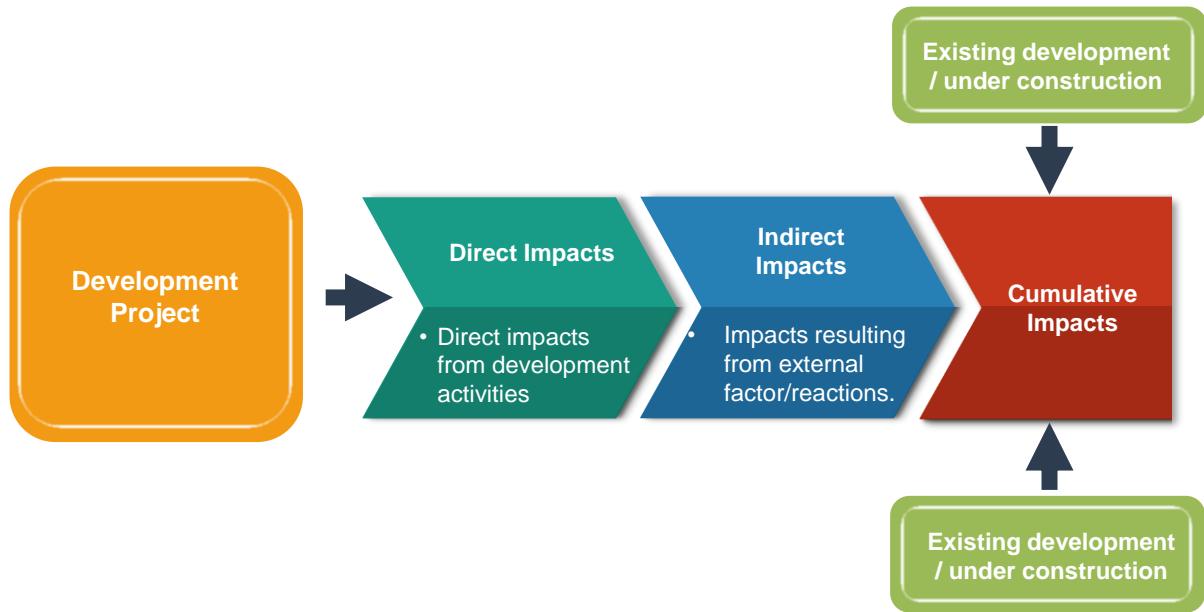
**Figure 5.1: Seven Social Elements That Are Meaningful to Humans**



## 5.3 TYPE OF IMPACTS

Social impacts can be categorized into direct impacts, indirect impacts and cumulative impacts. Figure 5.2 shows the types and flow of impacts for development projects.

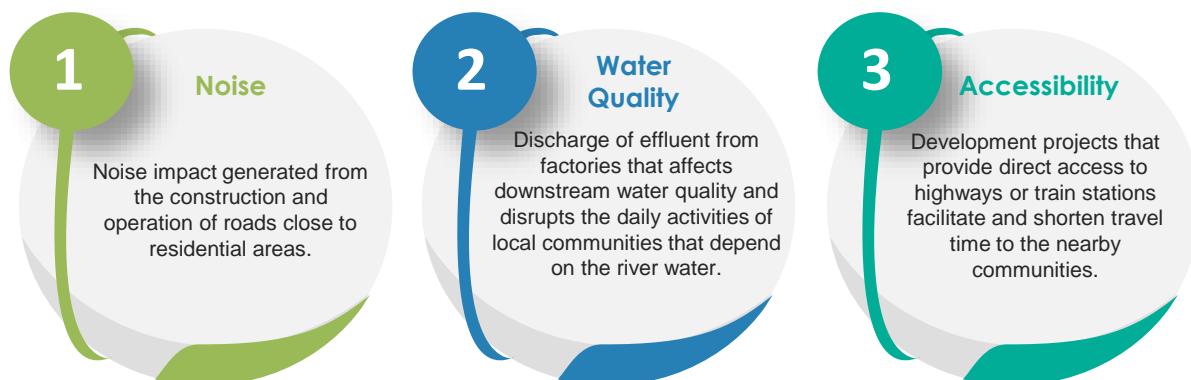
**Figure 5.2: Three Types of Impacts**



### 5.3.1 Direct Impacts

Direct impacts, also known as primary impacts, occur as a result of direct interaction with a specific receptor at the same time and location. In the social context, direct impacts associated with development projects often include land acquisition that lead to community displacement. Figure 5.3 provides the examples of common direct impacts.

**Figure 5.3: Examples of Direct Impacts**



### 5.3.2 Indirect Impacts

Indirect impacts, also known as secondary impacts, are the impacts that emerge from the reactions of external factors to direct impacts. These impacts occur after a certain period and can extend beyond the project location. The flow of impacts from direct to indirect impacts forms a complex chain of interconnected effects. Figure 5.4 provides examples of indirect impacts.

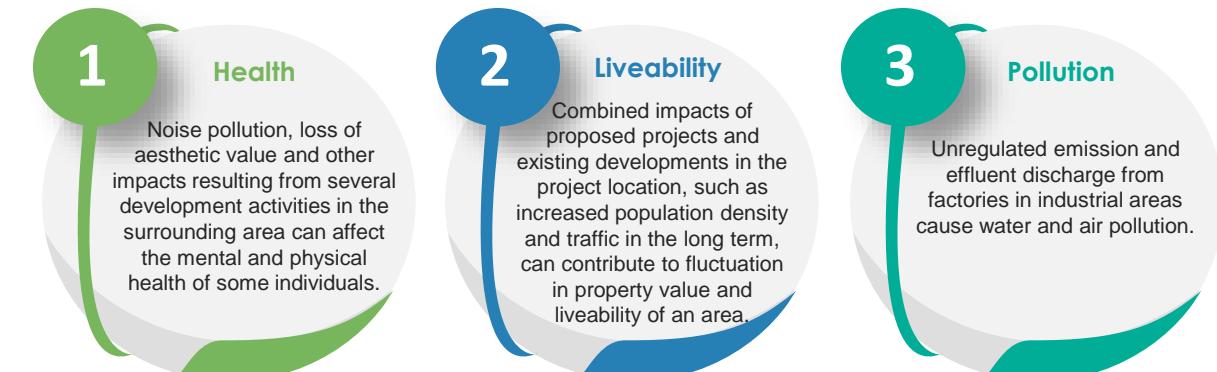
**Figure 5.4: Examples of Indirect Impacts**



### 5.3.3 Cumulative Impacts

Cumulative impacts are the impacts that occur as the result of either combining similar impacts from multiple projects or merging different impacts from a proposed project that affect a specific receptor. These impacts accumulate over time and can have a cumulative effect on the affected area. Figure 5.5 provides examples of cumulative impacts.

**Figure 5.5: Examples of Cumulative Impacts**





In addition to the aforementioned three categories of impacts, impacts can also be categorized in terms of:

- **Tangible impacts** are measurable impacts such as the number of jobs created, the number of houses affected by land acquisition.
- **Intangible impacts** are abstract impacts that cannot be measured. It is often associated with social impacts such as cultural integration and belief.

#### 5.4 THE CORRELATION OF OTHER IMPACTS IN THE SOCIAL CONTEXT

In a development project, various impact assessments are conducted such as EIA to evaluate the environmental impacts, HIA to assess the heritage impacts and TIA to assess the traffic impacts. Some of the impacts are closely related to social impacts.

For instance, the EIA evaluates noise and air pollution by conducting modeling to measure noise levels and air quality during the construction phase. In the SIA, noise and air pollution must be examined considering their effects on the local community.

Figure 5.6 describes the examples of the analysis and correlation of several elements such as economy, traffic and environment with social aspects.

**Figure 5.6 : Examples of Correlation of Other Impacts with Social Aspects**

1

#### Economic Impact

##### Economic Impact Assessment

A new industrial park project is expected to generate approximately 1,000 job opportunities and generate an annual revenue of over RM500 million to the State Government. The project is also expected lead to economic spill-over with increased demand for residential and commercial development around the industrial area.

##### Social Impact Assessment

The job opportunities generated are expected to elevate the socio-economic status of the surrounding community. However, there are perceptions among the locals who are concerned that these job opportunities will be filled by foreigners. The influx of foreign workers may change the characteristic or traits of the local community and potentially cause social conflicts between the locals and the foreign workers.



## 2

### Traffic

#### Traffic Impact Assessment

The current traffic conditions during peak hours are at Level of Service (LOS) D, which approaches an unstable flow. It is expected that the traffic flow will deteriorate further during the construction phase and will reach LOS E, which represents an unstable flow.

#### Social Impact Assessment

Traffic congestion may pose adverse health effects on road users, particularly in terms of mental stress caused by being trapped in traffic for prolonged periods.

## 3

### Environment

#### Noise Impact Assessment

The noise impact is expected to remain within the permitted level as outlined by the DOE.

#### Social Impact Assessment

Noise impact may cause disturbance to the local community and poses health risks, (examples: sleep deprivation or emotional disturbance).

#### Water Pollution Assessment

The effluent discharge into water body from the factory comply with Standard A.

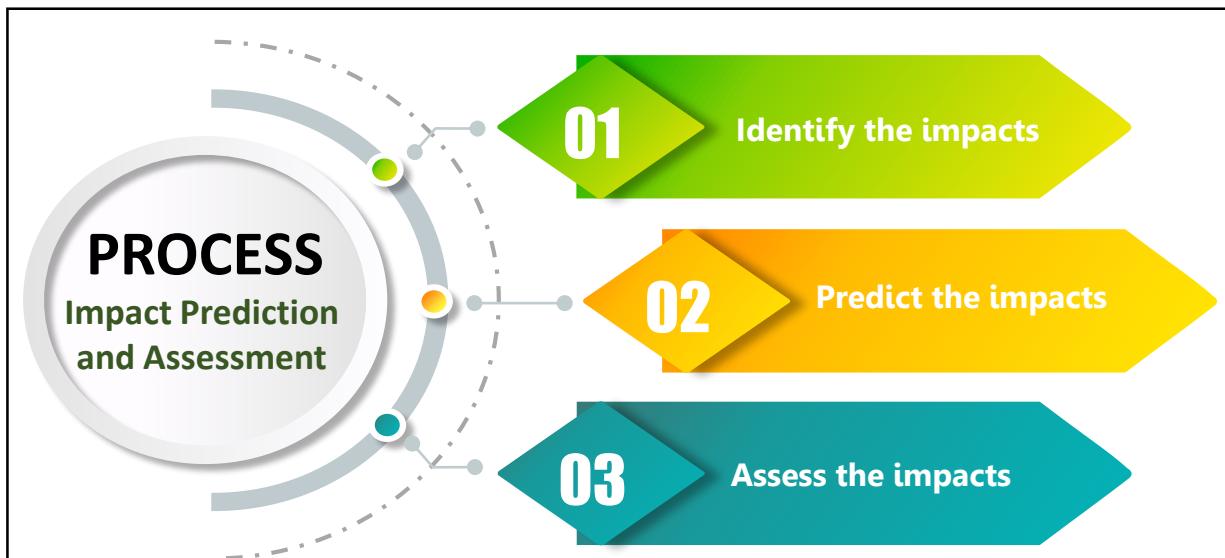
#### Social Impact Assessment

Non-compliance with the Standards for effluent discharge may result in the degradation of the river water quality and the loss of freshwater fish, thereby affecting the economic resources of the surrounding community, who rely on freshwater fish as a source of income.

## 5.5 IMPACT PREDICTION AND ASSESSMENT

Impact prediction and assessment is the most important stage in the SIA process. The steps involved in the process must be followed to ensure a thorough impact assessment is carried out (Figure 5.7).

**Figure 5.7: Steps of Impact Prediction and Assessment**



The impact assessment begins with a general overview and progressively becomes more detailed towards the end of the process. A thorough assessment enhances the decision-making process and provides clarity on mitigation measures for each impact. The assessment process should incorporate the 5W1H questions (Who, What, Where, When, Why and How) as fundamental inquiries for each step of the assessment.

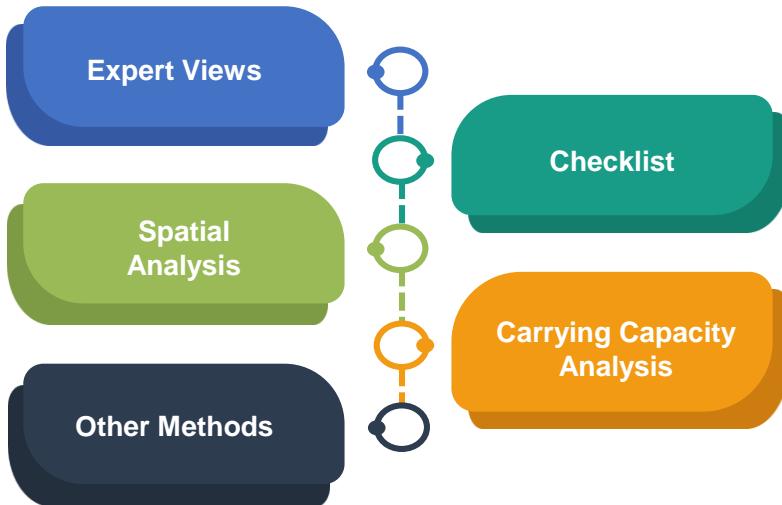
### 5.5.1 Identify the Impacts

The identification of impacts starts at the scoping stage and continues through the baseline data collection process. All social impacts resulting from the development project must be taken into consideration to assess all direct or indirect impacts and the potential cumulative impacts that may occur. Various methods can be employed for this purpose, including checklists, matrices, networks, overlays, GIS and expert views.

### 5.5.2 Predict the Impacts

The potential impacts need to be categorized according to planning, construction, operation and abandonment phases. Various impact prediction methods can be used to assess the potential social impacts resulting from the implementation of the project (Figure 5.8).

**Figure 5.8: Examples of Impact Prediction Methods**



### a) Expert Views

The technical input provided by the Consultant during SIA process, helps in the impact assessment through effective exchange of ideas and communication among experts. The team members are selected based on their diverse expertise covering the identified scope of impacts. The experts include researchers, local authorities, technical agencies and other individuals who are experts in a particular field (not limited to the experts in the Consultant's team only). The Project Proponent and Consultant are encouraged to seek inputs from external experts, particularly when identifying issues during the decision-making process and assessing the significance of impacts. Expert views may be gathered through face-to-face interviews or joint discussions

Advantages	Disadvantages
<ul style="list-style-type: none"> <li>• High credibility input.</li> <li>• Exchange of ideas and brainstorming in decision making.</li> </ul>	<ul style="list-style-type: none"> <li>• Possible biased perspectives.</li> <li>• Experts are likely to work outside the core team thus creating communication barrier.</li> </ul>

### b) Checklist

It is recommended to present study findings in the form of a table-based checklist, which serves as a useful tool in the decision-making process to identify potential impacts or social issues associated with a development project. The format of the checklist table is flexible based on the Consultant's preference. An example of a checklist for the decision-making process can be found in Appendix AP-4: Scoping Checklist.

### Advantages

- Structured systematic method for identifying impacts.
- Facilitate the comparison of impacts between project site options at the early stage.

### Disadvantages

- It does not provide the likelihood of an impact or which impact should be given priority.
- The summary of impacts in the table may be insufficient and overlook significant impacts.
- The summary of impacts may be too broad and lead to difficulty in managing impacts.

### c) Spatial Analysis

Spatial analysis involves the application of Geographic Information Systems (GIS) and suitable overlay to describe the spatial distribution of impacts in a particular area or affected receptor. The map or diagram that shows the cumulative impacts on a specific receptor are the expected outputs. Mapping can also provide an overview of the impact of the project on a particular receptor. The use of GIS is suitable for complex and large-scale development projects. However, for small-scale projects, GIS may not be suitable due to the high cost.

### Advantages

- Clear visual presentation.
- Flexible and easy to update.
- Able to give a clearer understanding of the cumulative impacts.

### Disadvantages

- High-cost software.
- Relies heavily on the collection or availability of data sources to enable the data overlays.

### d) Carrying Capacity Analysis

Carrying capacity analysis can be applied to measure the level of sustainability of a development project. In a social context, this method able to determine the limit of population density in an area that can be supported by available infrastructure such as schools and hospitals. For example, development project of a new airport on an island, carrying capacity analysis can help determine the maximum number of tourists that the island can accommodate at any given time..

### Advantages

- It takes into account the trends in the surrounding area.
- It only considers the accumulated impacts within the buffer limit.

### Disadvantages

- Limited to the available data only..

### e) Other Methods

The SIA Consultant has the flexibility to utilize other methods, including the Logical Framework Matrix and the Delphi technique, during the impact prediction and assessment stage. The selection of these methods are based on the specific project requirements. Depending on the type of the development projects, employing multiple techniques may be necessary.

#### 5.5.3 Assess the Impacts

It is important to have a clear understanding of the parameters involved in the impact assessment. The presence of unclear, numerous or redundant parameters may cause the assessment process to be confusing and result in inaccurate outcomes. The parameters that are commonly used in the impact assessment and decision-making are shown in Figure 5.9.

**Figure 5.9: Impact Assessment Parameters**

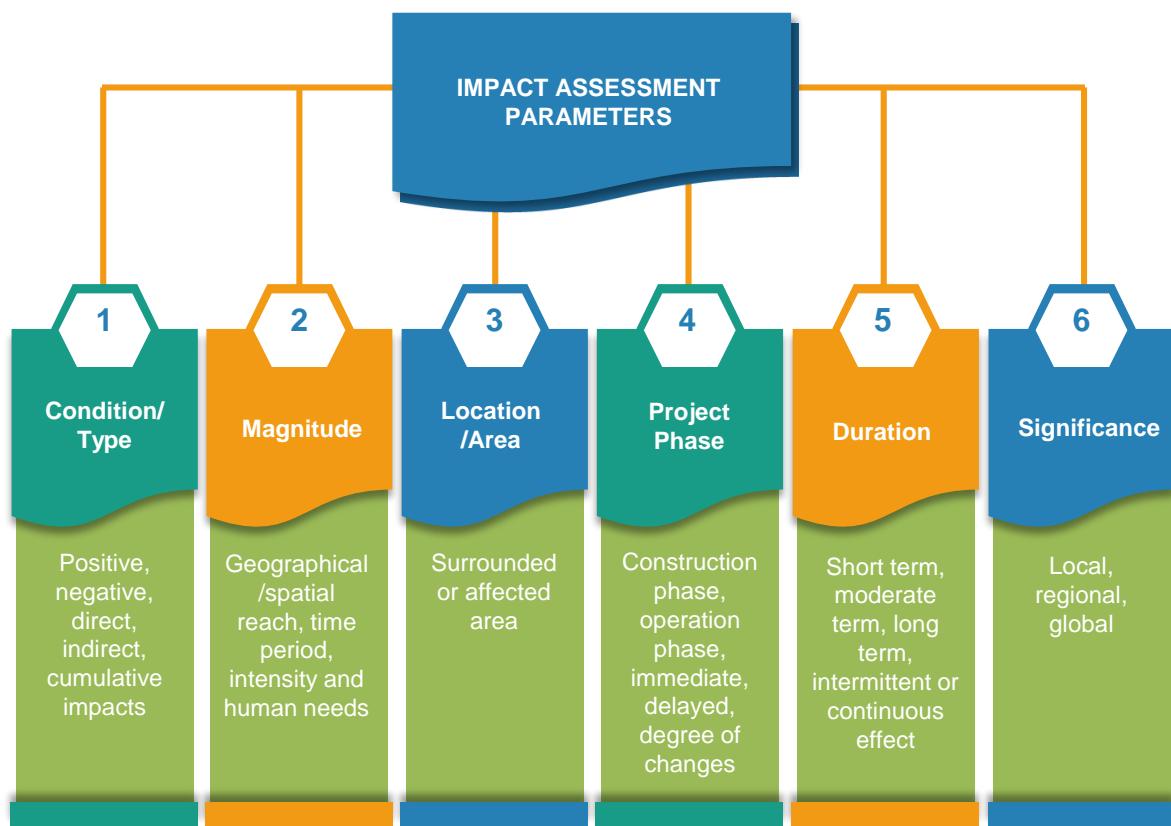
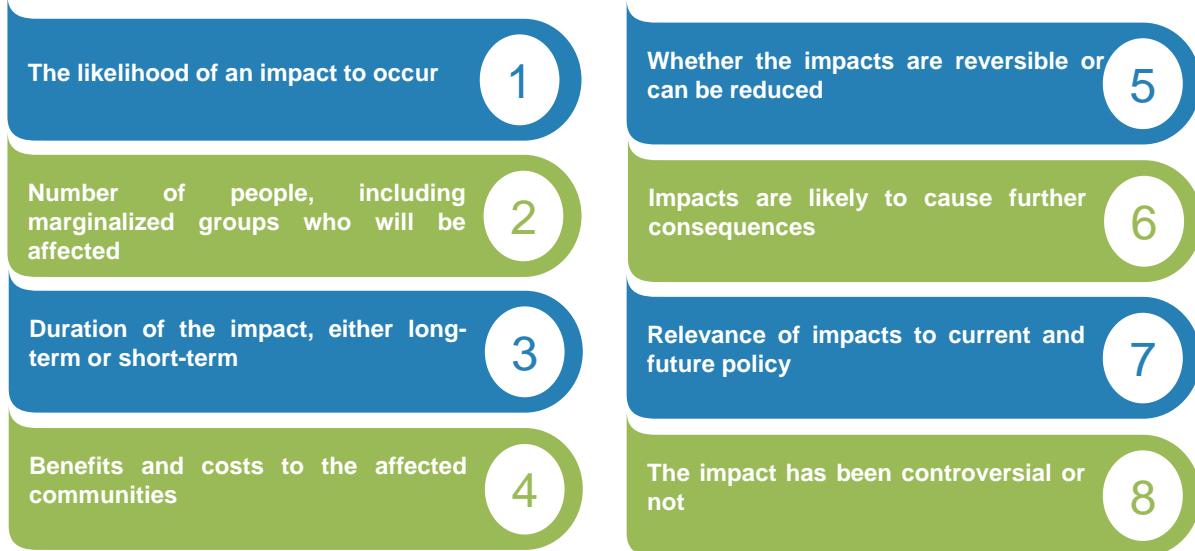


Figure 5.10 illustrates several examples of criteria frequently used to identify the significance of the impact according to the parameters.

**Figure 5.10: Examples of Criteria to Identify the Significant Impacts**



Impact assessment is carried out by **measuring the level of significance** and **answering** the following questions:

- ✓ Who are likely to be affected by the implementation of the project?
- ✓ Who will benefit from the implementation of the project?
- ✓ How will the identified impacts affect the receptors?

To enhance the impact assessments, it is crucial to incorporate analysis of data from primary and secondary sources. Measuring the level of significance of each impact is necessary to classify and prioritize the impacts for effective management through practical mitigation measures. Priority should be given to impacts with a high level of significance and managed with utmost care.

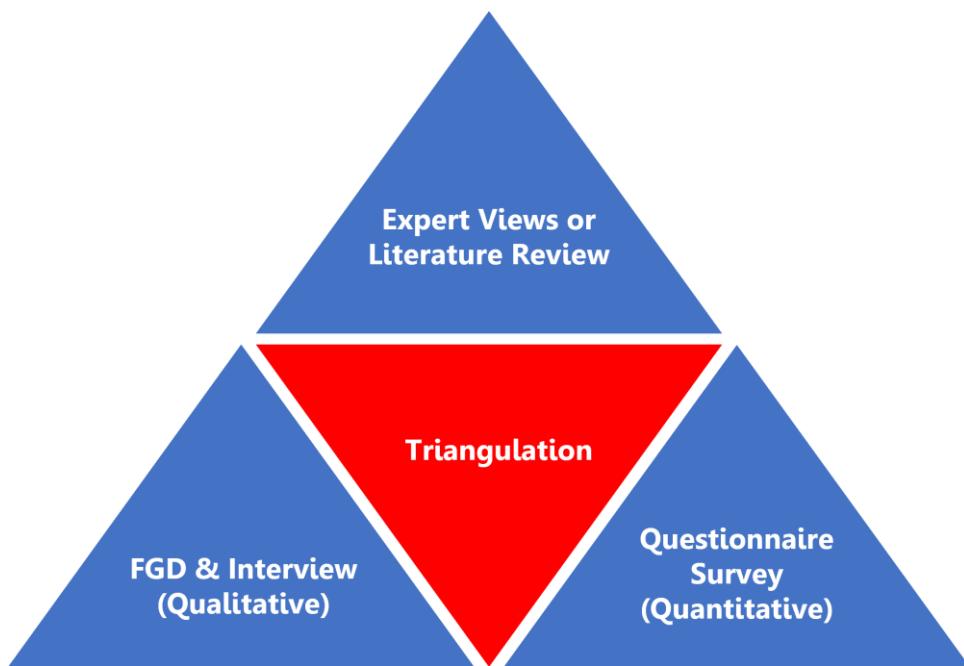
### Detailed Description of Impacts

The identification and assessment of social impacts are necessary throughout the project phases. A clear diagrammatic illustration shall be prepared to provide a comprehensive overview of the social impacts on specific communities. Moreover, it is beneficial to utilize examples of impacts from similar projects as a reference and basis for comparison, reinforcing the assumptions made in the impact assessment.

The potential impacts should be assessed from the perspective of different affected groups. Communities with diverse backgrounds will experience impacts differently. Therefore, it is necessary to consider demographic factors, community backgrounds and socio-economic status, including extreme poverty and health conditions in the area. Vulnerable groups, including Orang Asli, the elderly, women, children and persons with disabilities are particularly susceptible to social and environmental changes, and they may experience more significant social impacts compared to others.

The triangulation method (Figure 5.11) can be used to strengthen the outcomes of impact assessments by analysing the findings from questionnaire surveys and other public engagement sessions. Combination of qualitative and quantitative findings will enhance the credibility and validity of the assessment outcomes.

**Figure 5.11: Triangulation Method**



Thematic analysis can be used to evaluate qualitative data obtained from FGDs or interviews. It involves identifying and categorizing patterns from descriptive qualitative data. Additionally, the significance of impacts can be determined by considering the frequency of a particular impact being mentioned.

Thematic analysis can be conducted using various applications, such as NVivo or ATLAS.ti. Figure 5.12 shows an example of thematic analysis with a list of impacts. The font size of each impact represents its frequency of discussion, where larger font size indicates more frequent mentions.

Figure 5.12: Example of Thematic Analysis



Quantitative data collected from questionnaire surveys can be analyzed based on the frequency of responses or the significance of the specified scale values. The scaling technique provides data in percentage form, enabling an assessment of the distribution.

The use of scales allows respondents to express their views, perceptions and concerns regarding a specific impact in a linear manner. These scales can range from negative to positive or from agreement to disagreement with a statement. The Likert Scale is a commonly used example of a scale in questionnaire surveys.

### Likert Scale

The Likert Scale is commonly used by researchers in questionnaire surveys to gather information that is difficult to measure, such as attitudes and opinions. This scale can be divided into several possibilities using both even and odd numbers, such as 4-points, 6-points and 8-points scales, or 3-points, 5-points and 7-points scales.

These points allow individuals to indicate their level of agreement or disagreement with the given question or statement. The inclusion of an odd number of response options provides a neutral point, representing a neutral opinion. Moreover, using larger numbers allows for more detailed survey findings, enabling the Consultant to derive more comprehensive outcomes. The example below illustrates a possible Likert Scale configuration.

 Agreement	 Frequency	 Importance	 Interest
<ul style="list-style-type: none"> <li>Strongly agree</li> <li>Agree</li> <li>Undecided</li> <li>Disagree</li> <li>Strongly disagree</li> </ul>	<ul style="list-style-type: none"> <li>Always</li> <li>Often</li> <li>Sometimes</li> <li>Rarely</li> <li>Very rare</li> </ul>	<ul style="list-style-type: none"> <li>Important</li> <li>Neutral</li> <li>Not important</li> </ul>	<ul style="list-style-type: none"> <li>Very interested</li> <li>Slightly interested</li> <li>Neutral</li> <li>Slightly not interested</li> <li>Not interested</li> </ul>

## Assess the Significance of Impacts

Once an impact has been identified, the assessment of its significance must be carried out separately for the primary and secondary ZOI. The significance score of an impact can be determined by multiplying its severity and probability (Figure 5.13).

**Figure 5.13: Impact Significance Formula**

$$\text{Significance (Score)} = \text{Severity (S)} \times \text{Probability (P)}$$

### a) Severity

The term "severity" refers to the degree or extent of negative conditions experienced due to social changes resulting from a development project. The severity level can be measured based on the magnitude of the negative impacts, ranging from less to more severe conditions. Various methods can be employed to assess the severity of impacts, such as Likert Scales to gauge the magnitude of negative impacts.

Table 5.1 provides examples of impact severity levels based on the magnitude or severity of the impacts. As the severity level increases, the adverse impacts on the affected community become more pronounced.

**Table 5.1: Examples of Severity Levels of Negative Impacts**

Level	1	2	3	4	5	
Negligible	→					Catastrophe
Severity of Social Impact	Negligible	Minor	Medium	Critical	Catastrophe	
Description/ Possible Scenarios	<ul style="list-style-type: none"> <li>- Limited to a local area, a short period with no significant impact on the community;</li> <li>- Number of affected individuals in the community is very small; and</li> <li>- Impact period is less than 3 months.</li> </ul>	<ul style="list-style-type: none"> <li>- Limited to a local area, a short period with no significant impact on the community;</li> <li>- Number of affected individuals in the community is small; and</li> <li>- Impact period is 3 months.</li> </ul>	<ul style="list-style-type: none"> <li>- Limited to the local area, short or long term but has significant impact on the community;</li> <li>- Affecting communities in primary and secondary zones; and</li> <li>- Impact period is 1 year.</li> </ul>	<ul style="list-style-type: none"> <li>- Major damage, impact for medium and long term;</li> <li>- May not comply with legislation; and</li> <li>- Affecting regional level communities out of the secondary zone.</li> </ul>	<ul style="list-style-type: none"> <li>- Long-term damage/ affecting the entire community;</li> <li>- Legal intervention;</li> <li>- Affecting regional level communities out of the secondary zone; and</li> <li>- Impact period is over 2 years and will be part of a cumulative impact.</li> </ul>	

Note: The stated impacts are just the examples and varies depending on the type of impacts and projects.

Considering the varying significance of different projects, the Consultants can provide specific details regarding impacts based on the suitability of each impact assessment. The Likert Scale method is used to precisely describe the magnitude of impact, to ensure a clear and comprehensive assessment of each impact type.

While the Likert Scale matrix method is easy to use, it combines multiple impacts assessment parameters into a single stage, including the affected area, impact duration and the number of affected individuals. This method is suitable to assess impacts that are not overly extensive and are relatively easy to evaluate. However, if the impact assessment parameters are numerous and complex, this method may lead to confusion and hinder the ability to conduct structured and in-depth assessments accurately.

Moreover, this method primarily focuses on negative impacts. A separate Likert Scale matrix needs to be prepared to highlight positive impacts. An example of severity measurement for negative impacts during the construction phase can be found in Appendix AP-11 - Example of Severity Measurement.

### b) Probability

Probability refers to the likelihood of an event occurring which involves predicting whether certain situations will definitely or possibly occur. In impact assessment, the identified impacts are evaluated using a numerical scale, ranging from zero or one (indicating impossible to occur) to the maximum value (indicating high likelihood). The specific values for probability assessment can be defined by the Consultant based on the characteristics of the project. Table 5.2 provides an example of five probability levels along with their corresponding descriptions.

**Table 5.2: Example of Probability Values**

Value	Probability	Description
5	Very likely	The impact is almost certain to happen.
4	Likely	The probability of the impact occurring is high.
3	Possible	The impact is likely to occur.
2	Unlikely	The probability of the impact occurring is low.
1	Very unlikely	The impact occurrence is very low

### c) Impact Scoring and Level of Significance

The level of significance can be evaluated using the impact significance formula (Figure 5.13), followed by the detailed negative impact severity level (Table 5.1) and the probability level (Table 5.2). By combining these factors, the final score and level of impact significance can be determined. The sample impact rating score matrix, as outlined in Tables 5.3 and 5.4 can be utilized as a reference to identify the final score and significance level of each impact.

**Table 5.3: Example of an Impact Rating Score Matrix**

Severity	Probability				
	Very Unlikely (1)	Unlikely (2)	Possible (3)	Likely (4)	Very Likely (5)
Negligible (1)	1	2	3	4	5
Minor (2)	2	4	6	8	10
Medium (3)	3	6	9	12	15
Critical (4)	4	8	12	16	20
Catastrophe (5)	5	10	15	20	25

**Table 5.4: Example of Impact Severity Levels and Actions by Impact Rating Score**

Severity	Colour Code	Score Range	Actions
Significant (Very High Priority)	Red	21 – 25	Projects will not be approved unless the project site is relocated or redesigned.
Significant (High Priority)	Pink	16 – 20	Immediate preventive and mitigation measures.
Significant (Medium Priority)	Yellow	11 – 15	Preventive measures.
Significant (Low Priority)	Light Yellow	6 – 10	Continuous improvement or control measures.
Not significant	Green	1 – 5	None.

Social impacts will be assigned scores using a color scheme that ranges from lighter color (green) to darker color (red), representing the level of severity. Impacts with lower scores (1–5) indicate that they are not significant, while higher scores are categorized into impact groups based on their priority. Each impact group will have appropriate actions included to address the identified impacts.

#### d) Basic Human Needs in the Scoring Method of Level of Significance

A more comprehensive rating method is necessary to ensure that the interests of all stakeholders are taken into account without favoring one party over the other unfairly. Therefore, the principle of justice emphasizes the fulfillment of basic human needs at lower levels before higher-level needs can be addressed. The concept of basic human needs is illustrated in Maslow's Hierarchy of Needs (Abraham Maslow, 1943).

Maslow's Hierarchy of Needs (Figure 5.14) is a psychological theory that outlines the fulfillment of five levels of basic human needs. According to Maslow, individuals can only progress to higher-level needs once their lower-level needs have been adequately met.

**Figure 5.14: Maslow's Hierarchy of Needs**



Maslow's Hierarchy of Needs can serve as a valuable tool for cross-checking or providing justification to strengthen the outcomes of impact assessment. For instance, the impacts of residential acquisition can be classified as significant, considering that housing is a fundamental need essential for survival.

To ensure an unbiased assessment that considers the hierarchy of human needs, it is necessary to reevaluate the level of importance. Thus, a risk impact calculation formula (Figure 5.15) can be used to determine the adjusted risk level.

**Figure 5.15: Impact Risk Rating Formula**

$$\text{Impact Risk Rating (Maslow Adjusted)} = \text{Significance} \times \text{Maslow Score (M)}$$

With the identified risk rating, the required actions based on the level of impacts are outlined in Table 5.5.

**Table 5.5: Suggested Impacts Risk Rating and Action Model**

Code	Green	Yellow	Orange	Pink	Red
<b>Significance</b>	1-5	6-10	11-15	16-20	21-25
<b>Risk Score of Impact (Maslow Adjusted)</b>	1-20	21-40	41-60	61-80	81-100
<b>Risk Level</b>	Not Significant	Significant (Low Priority)	Significant (Medium Priority)	Significant (High Priority)	Significant (Very High Priority)
<b>Action for Negative Impacts</b>	Administrative and support mitigation measures	Increase or reduce impacts and continuous control measures	Avoid and reduce impacts	Immediate action to avoid or reduce impacts and redesign	Relocation, redesign or analysing alternatives

Source: PPSIA Study Team, 2022.

The suggested risk rating explains that even if the impact risk score is low (green), it is still necessary to evaluate any identified impacts and implement administrative and supportive mitigation measures. On the other hand, for impacts with the highest risk rating (red), it is recommended to consider options such as relocating the project, redesigning or identify alternative approaches. However, if a proposed project exhibits a high number of significant impacts with a red rating, it should be re-evaluated or potentially rejected.

Details on the methods used to assess the significance of impact risk rating is described in Appendix AP-12: Methods of Assessing the Significance of Impact Risk Rating.

## 5.6 REFINING PROJECT DESIGN AND OPTIONS

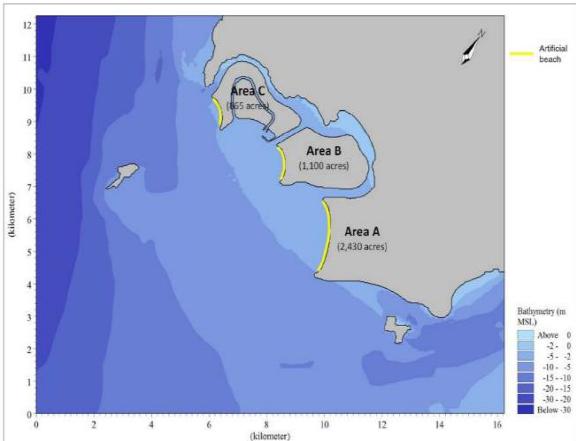
The refining project design and options should begin at the early stage of the proposed development project and continuously throughout the impact assessment process. The findings of the impact analysis shall be used as a basis for modification or selecting the most optimal option to minimise negative social impacts and maximise positive impacts. The refining of project design or options in response to the impact analysis may occur iteratively until the optimal project design is achieved. All processes of changing options or designs **must be explained in the SIA report.**

Several case studies that can be used as references in reporting the refinement of project options are as follow.

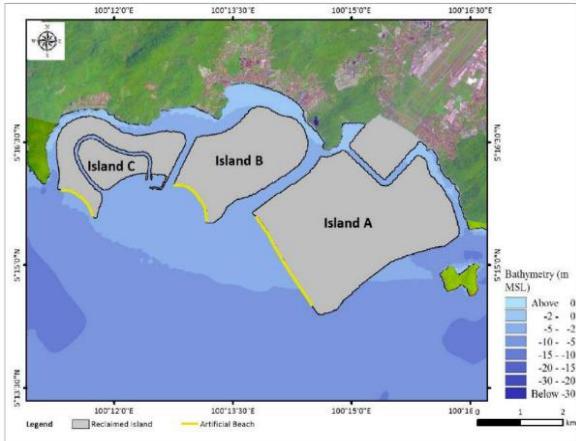
### Case Study 1: Coastal Reclamation Project

This project involves a proposed coastal reclamation for the development of man-made islands. The purpose of this project is to transform the state into a smart city and boosting local economic growth. The Project Proponent has presented four options for the project layout to be further studied as follows:

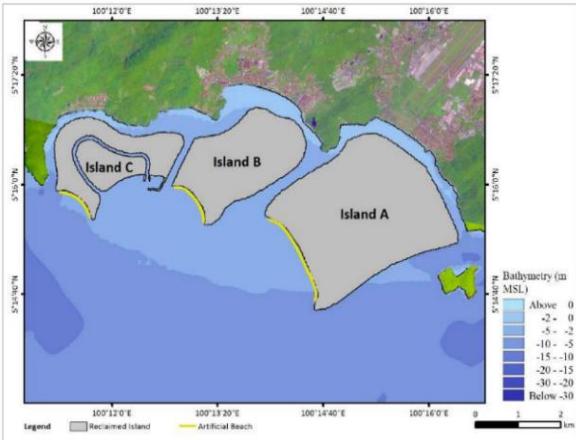
Option 1



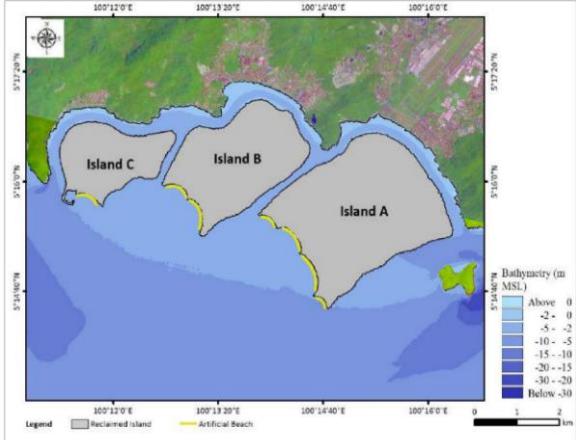
Option 2



Option 3



Option 4



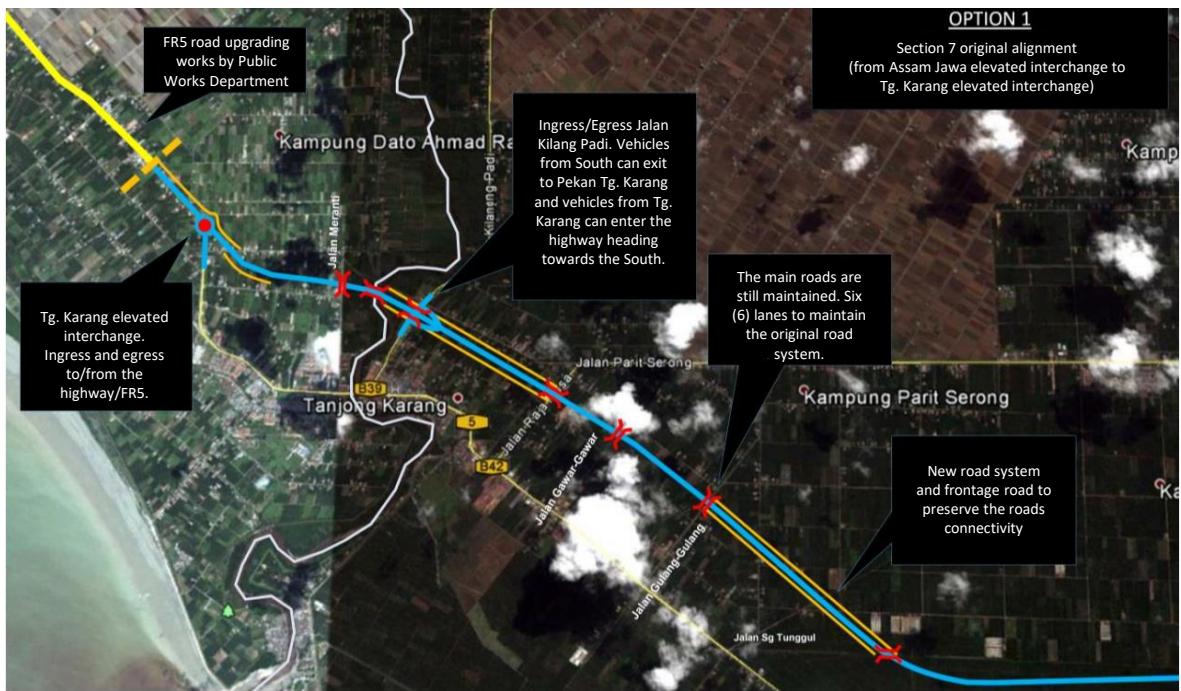
- **Option 1** – Connection to the main island and two additional islands.
- **Option 2** – Three islands with coastal reclamation and navigation routes for fishermen.
- **Option 3** – Three islands without coastal reclamation and with improved access for fishermen.
- **Option 4** – Three islands without coastal reclamation and with larger navigation routes for fishermen.

The Project Proponent has refined the layout options, aims to optimize the shape of the islands while minimising potential negative impacts on the community. The initial configuration of Islands A, B and C was been determined based on the existing bay shape, which reduces resistance to hydrodynamic forces and the accessibility of fishermen to the sea. After the assessment process, the most optimal layout plan was selected as the preferred option.

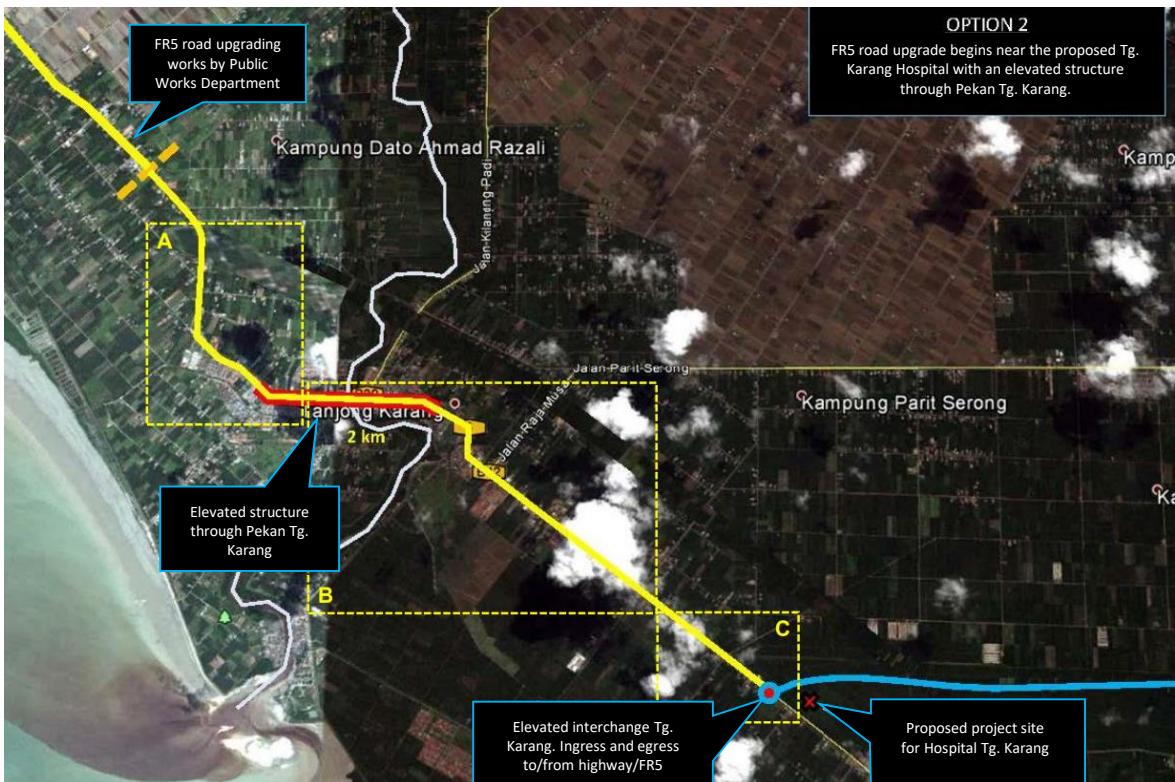
### Case Study 2: Highway Project

This project involves the construction of highway that crosses two states in Peninsular Malaysia. The proposed project aims to improve connectivity between urban and rural areas and connect with the existing highway, which is expected to boost economic growth in the two states. The Project Proponent has suggested two options for the highway alignment to be refined, which are:

#### Option 1: Proposed New Highway Alignment



## Option 2: Proposed Federal Road Upgrade with a Flyover Structure



The alignment options were studied through various methods, including public consultations via surveys, public forums and interviews with the stakeholders.

The impact assessment focused on both positive and negative impacts, including impact significance, risk of impact and level of impact risk. The Project Proponent adopted a clear impact risk scoring method for both options to determine the best option with maximum positive impacts and minimum negative impacts.



Source: <https://ms.wikipedia.org/wiki/Lebuhraya>

### Case Study 3: Railway Project

This railway project aims to significantly improve the public transportation system in high-density areas and improve the integration of public transportation. The Project Proponent has identified and evaluated several alignments to select the most optimal alignment.



The proposed initial layout by the Project Proponent at the early stage of project planning is Alternative 1 (green). However, during the SIA process, it was found that the social impacts of the original layout due to land acquisition and community fragmentation was too high.

The Project Proponent, SIA Consultant and Project Engineer, looked for alternative options to reduce the impacts, and as a result, Alternatives 2, 3 and 4 were identified. The selection of these layouts continued until the most optimal layout (highlighted in red) was identified. The SIA report was prepared based on this selected layout and submitted to PLANMalaysia for approval. This selection process shall be documented in the SIA report.

The following are the assessment criteria used during the assessment and selection of the alignment options:

- Serve the must-go points;
- Good station accessibility;
- Minimising social and environmental impacts;
- Integration with existing transportation systems and development;
- Minimising land acquisition;
- Ensuring constructability; and
- Optimising travel time.

# **CHAPTER 6**

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# **MITIGATION MEASURES**





Power Generation Plant Tanjung Bin, Johor | [www.hssgroup.com.my](http://www.hssgroup.com.my)

## 06

# MITIGATION MEASURES

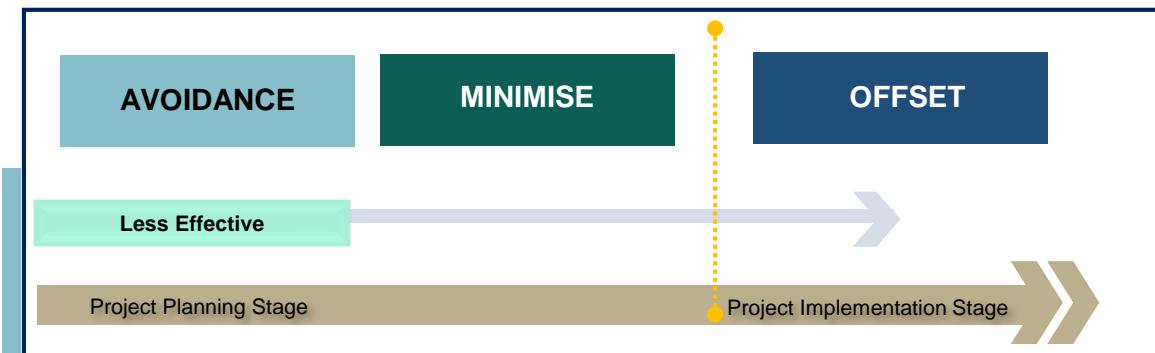
## 6.1 INTRODUCTION

The mitigation measures must be formulated based on the identified impacts throughout the project phases in planning, construction and operation. The primary objective is to proactively prevent, manage and minimize negative impacts, while maximizing the positive impacts and to ensure that the project benefits are accrued to the surrounding communities. In formulating mitigation measures, it is important to include active participation of the community, relevant government agencies and other stakeholders.

## 6.2 HIERARCHY OF MITIGATION MEASURES

The mitigation measures should be developed according to the hierarchy as follows (Figure 6.1):

**Figure 6.1: Hierarchy of Mitigation Measures**

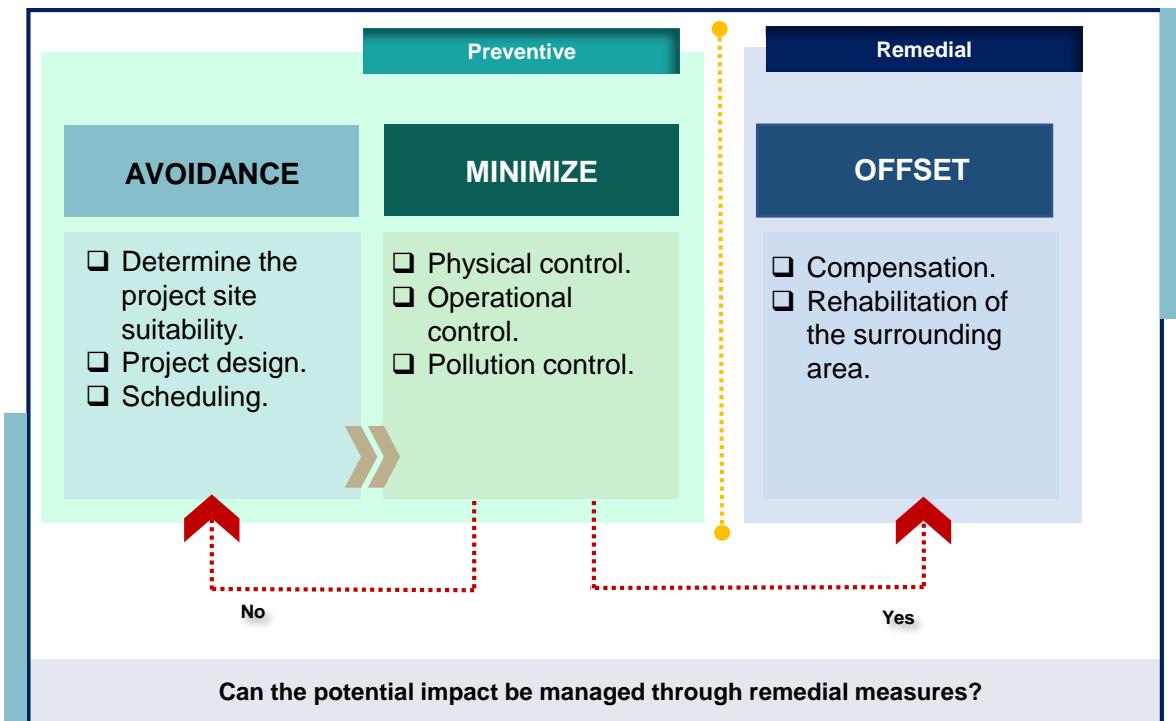


The hierarchy above illustrates the recommended **priority sequence of mitigation measures** in addressing potential social impacts. The hierarchy consists of three components, which can be broadly categorized as **preventive** and remedial measures (Figure 6.2).





**Figure 6.2: Schematic Diagram of the Mitigation Hierarchy Implementation**



The explanation of all three components are outlined in Table 6.1.

**Table 6.1: Components of the Mitigation Hierarchy**

### Hierarchy : Avoidance



- Avoidance measures are the most important steps in the mitigation hierarchy.
- The main principle of avoidance measures is to carry out assessments at the project planning stage, where changes to the project location or design can still be made easily.
- Avoidance can be carried out through the following methods:
  - Avoidance through project site selection;
  - Avoidance through project design;
  - Avoidance through scheduling.

**#1**

#### Avoidance through project site selection

- Involves changing a project site away from socially and environmentally sensitive areas;
- **Example 1:** Rerouting a proposed highway project to avoid places of worship such as mosques, temples and churches.

**#2**

#### Avoidance through project design

- Occurs during the selection of infrastructure type and placement as well as the operational mode at the project site;
- **Example 1:** Selection of construction methods.
- **Example 2:** Selection of project layout or design;
- The avoidance occur after the project site has been determined.



**Example of discussion at the project site**

**#3**

#### Avoidance through scheduling

- Avoidance through scheduling is achieved by making changes to the project schedule or timeline of activities.

## Hierarchy : Minimise

- If the impacts are unavoidable, the next step is to ensure the use of measures that can mitigate or reduce the magnitude, scope and duration of the negative impacts.
- Minimising measures can be classified into three categories:
  - Physical control;
  - Operational control;
  - Pollution control.

**#1**

### Physical control

- Adopt physical design to reduce potential impacts:
- **Example:** Providing underpass or overpass as part of the railway or highway design to reduce the impact of land severance.

**#2**

### Operational control

- Manage and supervise the actions of individuals involved in the project through establishment of regulations or orders.
- **Example:** Prohibiting piling work at night to avoid disturbance to the surrounding community.



**Example of underpass for public use**

**#3**

### Pollution Control

- Measures to reduce the level of pollutants such as dust, noise and effluent discharge.
- Pollutant control measures can be implemented at the source or receptor point.
- **Example of source control:** Ensure that the main road entering/exiting the construction site is always clean and moistened to prevent dust.
- **Example of receptor point control:** Provide landscaped barriers/walls/hoarding to prevent the spread of dust from the project site to nearby residential areas.

## Hierarchy : Offset



- The last component is to balance the residual impacts by providing monetary or other compensation, after all efforts to avoid and minimise impacts have been taken. Examples of offset measures includes:
  - Provide compensation for the loss of homes or sources of income due to land acquisition;
  - Replace important public infrastructure or facilities that play an important role to the community such as schools;
  - Replanting mangrove forests to restore the livelihood of local communities who depend on aquatic life in the mangrove ecosystem;
  - Provide reskilling or upskilling programs for fishermen who are affected by the loss of income from sea reclamation that destroys fishing grounds. Reskilling and upskilling training helps the fishermen to adapt to new related jobs such as tourist boat drivers.



The mitigation measures outlined in the SIA Report are commitments made by the Project Proponent. Therefore, the Project Proponent should be responsible to implement these mitigation measures. The factors listed in Table 6.2 can be used as a basis to develop mitigation measures.

**Table 6.2: Factors to Consider In Developing Mitigation Measures**

No.	Factor	Description
1.	Are the mitigation measures relevant and practical?	<ul style="list-style-type: none"> <li>The proposed mitigation measures should not be too general.</li> <li>It needs to be suitable to manage the identified impacts and specific to the proposed project, by factoring location, time and cost.</li> </ul>
2.	Are the mitigation measures complying with the standards and widely adopted?	<ul style="list-style-type: none"> <li>The mitigation measures should be widely adopted and proven to be effective.</li> <li>The use of standards to develop mitigation measures also ensures compliance with environmental pollution control to avoid social impacts on the local community.</li> </ul>
3.	Is the proposed project the sole contributor to the occurrence of the negative impacts and its scale of contribution to the overall or cumulative impacts?	<ul style="list-style-type: none"> <li>In some cases, the Project Proponent should not be solely responsible to manage certain impacts.</li> <li>Therefore, collaboration and mitigation measures involves various stakeholders may be necessary.</li> </ul>
4.	Are the mitigation measures have the potential to cause secondary impacts?	<ul style="list-style-type: none"> <li>For example, installing noise barriers aims to reduce the impact of noise from train operations, but may have an aesthetic impact on residents if the structure interferes with the view.</li> </ul>
5.	Are the mitigation measures able to address all possible scenarios that may occur?	<ul style="list-style-type: none"> <li>Mitigation measures need to be comprehensive and capable of addressing any uncertainty that may arise.</li> </ul>
6.	Are the mitigation measures been accepted/approved by the community?	<ul style="list-style-type: none"> <li>Mitigation measures proposed by the local community should be taken into consideration to reduce social impacts and improve the project.</li> <li>Collaboration with the local community is essential to develop mitigation measures that align with local context.</li> </ul>

# **CHAPTER 7**

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## **SOCIAL IMPACT MANAGEMENT PLAN**





Kolam Buaya, Paya Indah Wetland Sepang, Selangor | Pasukan Kajian PPSIA, 2022

# 07

# SOCIAL IMPACT MANAGEMENT PLAN

## 7.1 INTRODUCTION

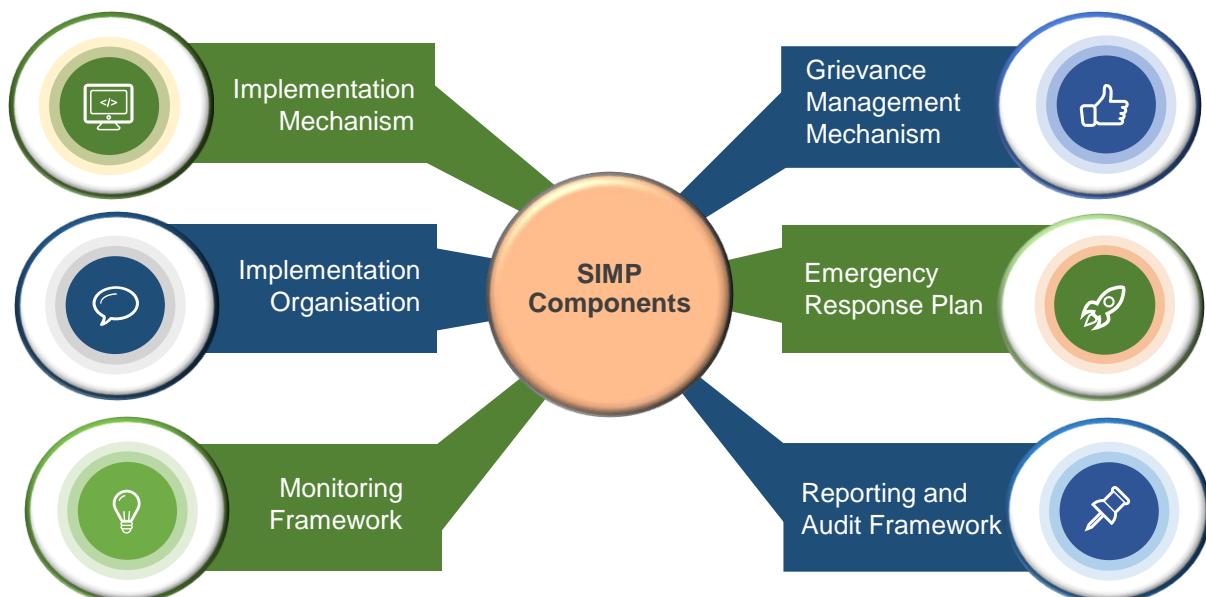
The Social Impact Management Plan (SIMP) is a crucial component of the SIA. It outlines the strategies to be taken during the different phases of a development project (planning, construction, operation and abandonment) to proactively monitor, report, assess, review and respond to the social impacts of the project.

The SIMP must clearly define the roles and responsibilities of the Project Proponent, relevant technical agencies and the community. It should also include key performance indicators (KPIs) for monitoring purposes.

## 7.2 SIMP COMPONENTS

The SIMP for development projects must include six components as outlined in Figure 7.1.

**Figure 7.1: SIMP Components**



Mitigation measures that outlined in SIMP will be taken into account as a condition in the approval of the SIA Report and the approval of planning permission.

### 7.3 IMPLEMENTATION MECHANISM

The Project Proponent must be committed to implement mitigation measures outlined in the SIMP as these are the Project Proponent's commitment and not merely suggestions from the SIA Consultant. A declaration of commitment to implement and monitor mitigation measures should be included in the SIA report. Example of Declaration of SIA for the Project Proponent is provided in Appendix AP-8.

For development projects that span multiple states, mitigation measures may be different for each state, and should be detailed in the SIMP. Mitigation measures from other impact assessment reports (EIA, TIA and HIA) should be considered if applicable. Impacts assessed as very high or high significance require a more comprehensive management plan to reduce the risk of the project proponent if the impacts are not properly managed.

### 7.4 IMPLEMENTATION ORGANISATION

The SIMP must outline the roles and responsibilities of the Project Proponent, contractors and consultants in implementing and monitoring mitigation measures. In cases where mitigation measures are implemented collaboratively with various parties, their roles and responsibilities must be specified to ensure compliance with the measures and SIA approval conditions as well as key performance indicators. The declaration by the lead consultant and SIA team is provided in Appendix AP-9 and 10.

The following information must be outlined:

- Name of the Project Proponent's personnel responsible for the SIMP (name, position, telephone number, and email);
- Name of the officer, position, telephone number, email and company's name of the main contractor , sub-contractors (if any) and site supervisors; and
- Name of any parties or individuals appointed specifically for monitoring and supervising the SIMP (if any).

### 7.5 MONITORING FRAMEWORK

The SIMP is an adaptive management tool that requires continuous monitoring and if any failure to meet the KPI occurs, the causes must be investigated. If a new issue arises that was not identified in the SIMP, relevant mitigation measures must be developed to minimise the impacts. This iterative modification process is carried out throughout the project implementation to ensure that the project's social impacts are effectively managed.

### 7.5.1 Monitoring

The Project Proponent is responsible for monitoring the implementation of mitigation measures. Figure 7.2 provides examples of social impacts that need to be monitored by the Project Proponent.

**Figure 7.2: Examples of Social Impacts That Need to be Monitored**

#### Land Acquisition



- Number of cases that have received compensation.
- Number of cases that have not yet received compensation.
- One-to-one replacement process that has been implemented.
- Compensation within the specified period.

#### Compensation Scheme for Fishermen



- Number of affected fishermen.
- Number of participants in the alternative employment training assistance scheme.
- Effectiveness of the training program.
- Number of fishermen who have successfully received new jobs.

#### Job Opportunity



- Percentage of employment from local communities that comply with quota designated.

## Movement and Welfare of Foreign Workers



Source: <https://assets.nst.com.my/images/articles>

- Compliance audit of Act 446 (Employees' Minimum Standards of Housing, Accomodations and Amenities Act 1990).
- Public nuisance complaints (if any).

## Environmental Impacts



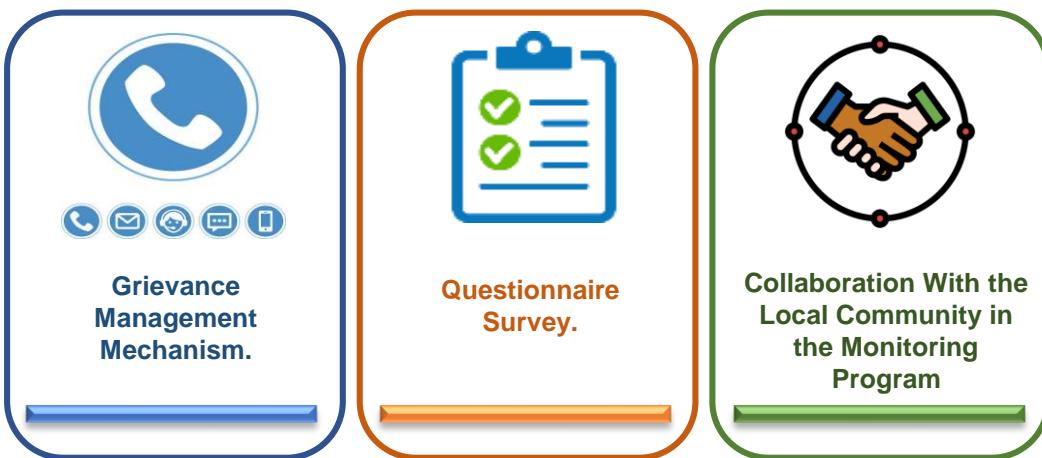
Source: Gunung Kanthan Hulu Kinta, Perak I  
<https://www.thesundaily.my/binrepository>

- Environmental parameters such as noise, vibration, and air as reported in the Environmental Monitoring Report.
- Number of nuisance complaints recorded through the grievance management mechanism (if any).

The Project Proponent must identify and outline the SIMP for monitoring other social impacts beyond the provided examples based on the actual project situation.

Figure 7.3 provides several monitoring mechanisms that can be used to monitor the effectiveness of the implemented mitigation measures.

**Figure 7.3: Example of Monitoring Mechanism**



The Project Proponent should prepare a monitoring framework in a table form that details each important element as outlined in Figure 7.4. Table 7.1 provides an example of a monitoring framework that is useful during the implementation and monitoring of mitigation measures for each identified social impact.

**Figure 7.4: Important Elements of the Monitoring Framework**

<b>1</b> 	<b>2</b> 	<b>3</b> 	<b>4</b> 
<b>Social Impacts</b> <ul style="list-style-type: none"> <li>All positive and negative impacts evaluated in SIA process needs to be listed in the SIMP.</li> </ul>	<b>Level of Significance</b> <ul style="list-style-type: none"> <li>Referring to the color code representing the significance level.</li> </ul>	<b>Mitigation Measures and Improvement</b> <ul style="list-style-type: none"> <li>Referring to the listing of mitigation measures to manage or minimize negative impacts.</li> <li>Improvement measures to maximise the benefits accrued to the surrounding community.</li> </ul>	<b>Desired Outcomes</b> <ul style="list-style-type: none"> <li>Referring to the desired outcomes based on a social perspective.</li> <li>General and realistic.</li> <li>Can be guided by existing objectives or commitments based on sustainability elements or certification standards (ISO 45000, ISO 14001, ISO 39001 and ISO 26000).</li> </ul>
<b>5</b> 	<b>6</b> 	<b>7</b> 	<b>Key Performance Indicators</b> <ul style="list-style-type: none"> <li>Referring to realistic and measurable targets.</li> </ul>
<b>Monitoring Mechanism</b> <ul style="list-style-type: none"> <li>Referring to the methodology used to monitor the achievement of KPI and the effectiveness of mitigation measures.</li> </ul>	<b>Monitoring Frequency and Duration</b> <ul style="list-style-type: none"> <li>Referring to the frequency of monitoring mitigation measures.</li> <li>The Project Proponent need to specify the duration of the monitoring to be carried out.</li> </ul>		

## CHAPTER 7 SOCIAL IMPACT MANAGEMENT PLAN

**Table 7.1: Example of the Monitoring Framework Prepared by the Project Proponent**

### Example 1: Negative Impact

Impacts	Significance	Mitigation Measures	Targeted Outcomes	Key Performance Indicators	Monitoring Mechanism	Monitoring Frequency
<b>Construction Phase</b>						
Foreign workers influx in an area may lead to social conflict in terms of culture, behaviour and safety.	Moderate	<ul style="list-style-type: none"> <li>Provide a centralized labour quarters (CLQ) with adequate facilities;</li> <li>Provide training about social ethics and traditional customs of local community that need to be respected;</li> <li>Manage and monitor employee behaviour inside and outside the quarters area.</li> </ul>	Well-being and safety of the local community are preserved.	<b>Indicator</b> <ul style="list-style-type: none"> <li>Number of public complaints received regarding foreign workers;</li> <li>Time period for resolving complaints.</li> </ul> <b>KPI</b> <ul style="list-style-type: none"> <li>Maximum of two cases/complaints per month;</li> <li>No increase in the number of complaints in the following month;</li> <li>Complaints are resolved within 1 week.</li> </ul>	<ul style="list-style-type: none"> <li>Review of complaint records through the grievance management mechanism.</li> </ul>	Every month

Impacts	Significance	Mitigation Measures	Targeted Outcomes	Key Performance Indicators	Monitoring Mechanism	Monitoring Frequency
<b>Construction Phase</b>						
Noise from construction activities may cause disruption to local community.	High	<ul style="list-style-type: none"> <li>Construction of a temporary noise barrier structure;</li> <li>Construction activities are limited to daytime only.</li> </ul>	Minimal impact on the liveability and health conditions of the local community	<p><b>Indicator</b></p> <ul style="list-style-type: none"> <li>Compliance with requirements of EIA conditional approval;</li> <li>Number of noise complaints received;</li> <li>Time period for resolving complaints.</li> </ul>	<ul style="list-style-type: none"> <li>Compliance with noise threshold value in the environmental monitoring and audit reports;</li> <li>Review of complaint records through the grievance management mechanism.</li> </ul>	Every month

## CHAPTER 7 SOCIAL IMPACT MANAGEMENT PLAN

### Example 2: Positive Impact

Operation Phase	Impacts	Significance	Mitigation Measures	Targeted Outcomes	Key Performance Indicators	Monitoring Mechanism	Monitoring Frequency
Job opportunities for local communities	High	<ul style="list-style-type: none"><li>Identify hiring quota among local communities;</li><li>Organize career roadshows.</li></ul>	Improvement on the standard of living and socio-economics of the surrounding communities.	<p><b>Indicator</b></p> <p>Number of jobs filled by the local community.</p> <p><b>KPI</b></p> <ul style="list-style-type: none"><li>Compliance with the 60% quota of local workers.</li></ul>	<ul style="list-style-type: none"><li>Employment records evaluation.</li></ul>	Annually	

### 7.5.2 Suggestion for Government Agency Monitoring

Although the Project Proponent is responsible to monitoring the implementation of the SIMP, there may be certain parameters that are beyond the control or authority of the Project Proponent. Therefore, the Project Proponent can identify these parameters and propose a specific table as a guide for the relevant government agencies to enforce and verify according to their respective duties. Table 7.2 shows an example of parameters to be monitored by government agency.

**Table 7.2: Example of Parameters to be Monitored by Government Agency**

No.	Identified Social Impacts	Outcome	Prevention and Mitigation Measures	KPI	Enforcement Agency
<b>DEMOGRAPHIC PROCESS</b>					
1.	Population increase due to the influx of construction workers.	Ensuring a healthy, liveable and safe living environment	i. Foreign worker recruitment through legal channels and approved according to the conditions set by the Regulatory Agency, Ministry of Home Affairs.  ii. The Project Proponent report workers salaries through the Department of Labor's website based on the Employment Act.	i. Zero entry of illegal immigrants among foreign workers.  ii. Records of legal entry of foreign workers according to the <i>Jabatan Tenaga Kerja Semenanjung Malaysia's</i> legislation.	i. Local Authority Enforcement Department.  ii. Immigration Department of Malaysia.  iii. State Department of Labor.  iv. District Police Headquarters  v. District Department of Social Welfare.
<b>SOCIO-CULTURAL PROCESS</b>					
2.	Negative cultural and lifestyle influence of foreign workers such as hygiene issues and alcohol addiction.	Ensure a healthy lifestyle among construction workers and prevent the spread of social issues in the community.	i. Ensure adequate labour quarters to reduce stress from workloads.  ii. No storage of alcohol in construction site.	i. Regular inspection and awareness of the alcohol addiction implications.  ii. Immediately report of incidents involving conflicts among construction workers.	i. Local Authority Enforcement Department.  ii. Environmental Health Department, Local Authority.  iii. District Police Headquarters.

## 7.6 GRIEVANCE MANAGEMENT MECHANISM

The grievance management mechanism enables the Project Proponent to record and address issues, complaints and suggestions from the stakeholders before, during and after the construction phase. It can be implemented through various channels such as telephone, email, website, social media, billboards and distributing leaflets. The mechanism involves receiving, investigating, responding to and resolving complaints or grievances from the affected community in a fair and systematic manner. This will help the project proponent in identifying social issues and implementing the development project efficiently.

The Project Proponent can establish a working group with local representatives or delegate the responsibility to the contractor under their supervision.

The importance of the grievance management mechanism in a development project is:

- To address any potential or likely issues resulting from complaints or issues from stakeholders.
- To serve as a communication medium for stakeholders to channel complaints, questions and issues related to the development project and to prevent more prominent problems from occurring.
- To improve efficiency and expedite the grievance management process by providing a more systematic grievance structure.
- To enhance project management in line with international standards (external expectations), including human rights standards, financial institutions and various interested agencies.
- To monitor and provide grievance performance through the grievance log (Table 7.3) for reporting to higher-level committees.

The Project Proponent can form their own monitoring team and use the monitoring framework as a tool for continuous monitoring.

**Table 7.3: Example of Grievance/Complaint Log**

- a. Individual reference number;
- b. Name and contact information of the complainant (unless the complainant choose not to disclose);
- c. Details of the complaint;
- d. Date of the complaint received;
- e. Name of the individual responsible in managing the complaint (acknowledging, investigating, taking action on the complaint);
- f. Details of proposed solutions, including the individual responsible for managing and implementing;
- g. Date on which the complaint was acted upon and resolved; and
- h. Preparation of reference, activities and Governance decision and Risk Management and Compliance, if necessary.

## 7.7 EMERGENCY RESPONSE PLAN

An Emergency Response Plan (ERP) should be prepared by the Project Proponent to prepare for social emergency situations such as protests by the local community or other parties and/or any safety concerns. The plan should include:

- List of the emergency response team, their responsibilities and contact number;
- Types of emergencies that may occur;
- Proposed action to be taken for each type of emergency;
- Communication flow;
- List of emergency contact numbers (including nearby hospitals, police stations, fire and rescue stations, clinics and others).

## 7.8 REPORTING AND AUDIT FRAMEWORK

The Project Proponent is responsible to prepare and submit the monitoring reports on the SIMP to the State PLANMalaysia, Local Authorities and relevant agencies every six months after the SIA report is approved or at an agreed interval. The Project Proponent should train responsible individuals to monitor the implementation of the SIMP and prepare monitoring reports.

In current practice, audit is not mandatory. However, audits can be carried out voluntarily by the Project Proponent through an appointed independent auditors. Chapter 9 provides more information on monitoring, reporting and audit.



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# **CHAPTER 8**

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## **SIA REPORT EVALUATION PROCESS**



**PLAN**Malaysia



## 08

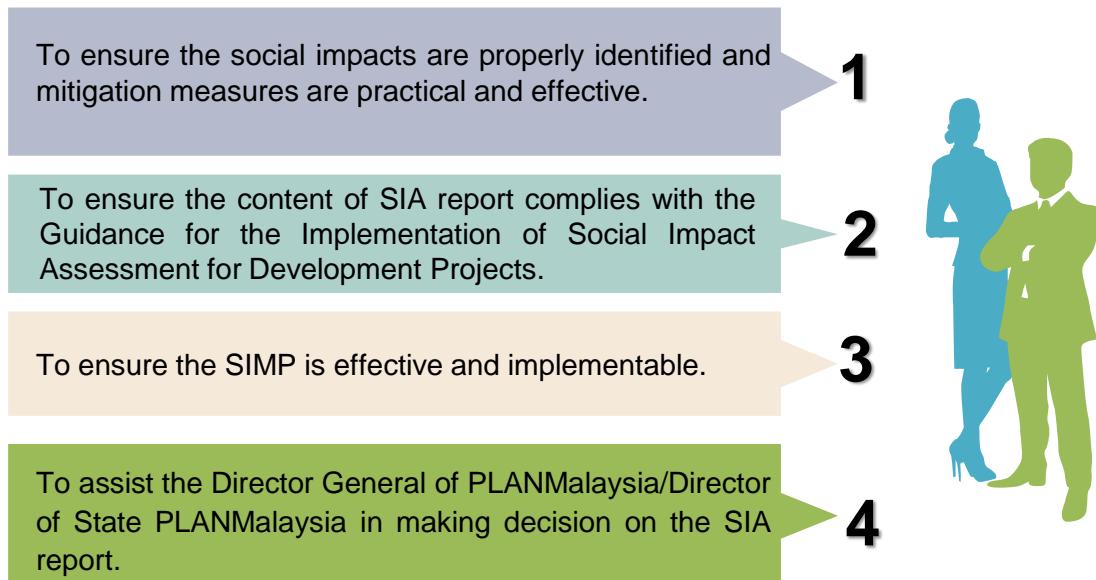
# SIA REPORT EVALUATION PROCESS

## 8.1 INTRODUCTION

PLANMalaysia is the agency responsible to evaluate and approve the SIA report. The SIA Review Panel Meeting will be held to evaluate the SIA reports submitted by the Project Proponent. The panel comprises of experts and relevant government agencies at the federal, state and local levels. The decision on the report approval will be concluded at the end of the meeting.

The primary objectives of the SIA report review process are outlined in Figure 8.1.

**Figure 8.1 : Primary Objectives of the SIA Report Review Process**



## 8.2 SIA REVIEW PROCESS

The Project Proponent and SIA Consultant must be aware of the requirements for SIA reports in line with existing laws and guidelines for project implementation. The SIA process should commence simultaneously with the planning process and development of the project's design and plans. The findings from community engagement play a vital role in selecting the most optimal layout before finalizing the development design and submitting the development proposal to the One Stop Centre (OSC) for Planning Permission approval.

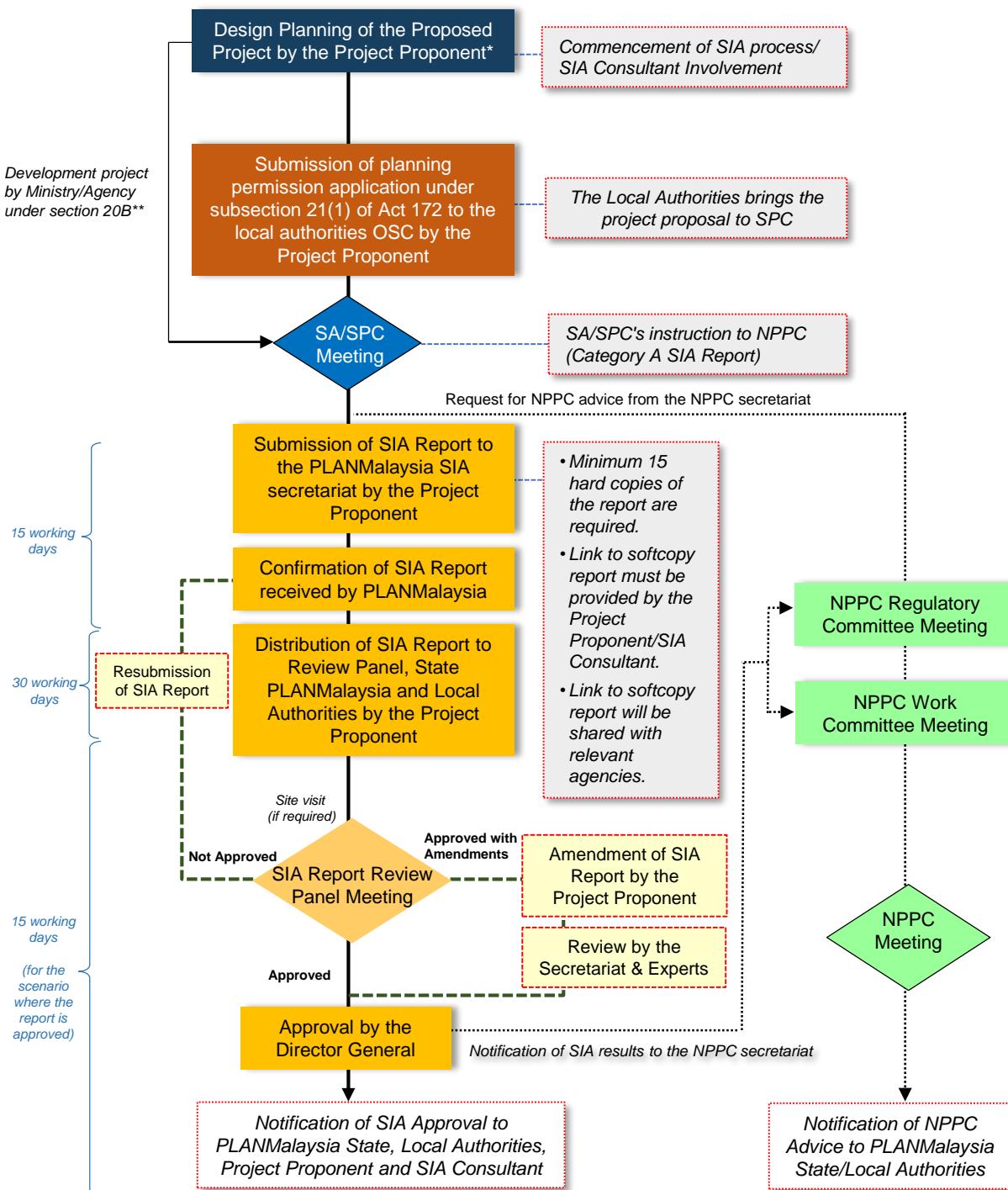
For projects that require advice from the National Physical Planning Council (NPPC), it is necessary to obtain directives from the State Authority/State Planning Committee before seeking NPPC advice and applying for approval for the Category A SIA report. The submission to the NPPC Secretariat and PLANMalaysia SIA Secretariat can be carried out concurrently after obtaining the directive from the State Authority/State Planning Committee. The advice from NPPC and the assessment decision on the SIA report, along with the SIMP will be forwarded to the State PLANMalaysia and local Authorities for consideration as a requirement before issuing the Planning Permission (C1) (Figure 8.2 - Review Procedure for Category A SIA).



For development projects under Section 20B of Act 172, submitted by Ministries/Agencies that do not involve Planning Permission and Certificate of Completion and Compliance (CCC), the development proposal can be directly submitted to the State Authority/State Planning Committee without going through the OSC.

For Category B SIA report, approval applications are submitted to the State PLANMalaysia SIA Secretariat. The State Authority may establish specific procedures for the review process of Category B SIA reports. In general, the State Authority may enforce a condition where SIA report approval must be obtained before submitting the Planning Permission to the OSC (Figure 8.3 - Review Procedure for Category B SIA).

**Figure 8.2 : Review Procedure for Category A SIA**



**Notes:**

- The SIMP is attached in the notification of SIA approval to the State and local authorities as a condition for Planning Permission approval.
- \*For development projects under Section 20A of Act 172 that require consultation, the same SIA review process will be undertaken if the proposed development requires Planning Permission and CCC.
- \*\*For development projects under Section 20B of Act 172 submitted by the Ministry/Agency that do not involve Planning Permission and CCC can submit the development proposal directly to SA/SPC.

**Abbreviations:**

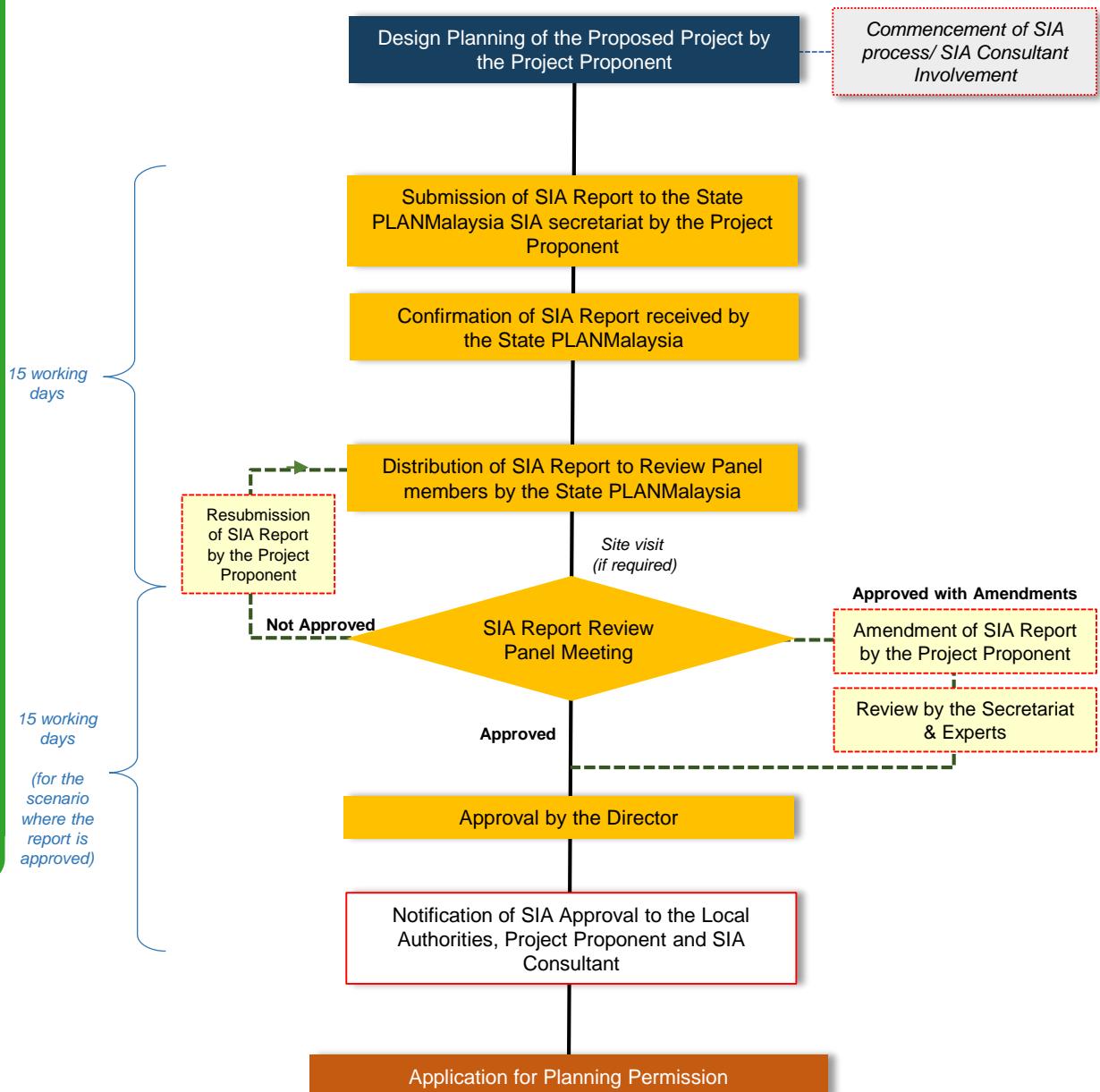
SA – State Authorities

SPC – State Planning Committee

CCC – Certificate of Completion and Compliance

NPPC - National Physical Planning Council

**Figure 8.3: Review Procedure for Category B SIA**



### 8.3 SUBMISSION OF SIA REPORT

The SIA report for Category A will be processed at PLANMalaysia, while the SIA report for Category B will be processed at the State PLANMalaysia. Detailed information regarding the submission of the SIA report is outlined in Table 8.1.

**Table 8.1 : SIA Report Reviewing Procedure For Category A and B**

Component	Category A	Category B
<b>Processing Agency</b>	PLANMalaysia	State PLANMalaysia
<b>Submission of SIA Report by the Project Proponent / SIA Consultant</b>	<ul style="list-style-type: none"> <li>• 15 hardcopies of the report.</li> <li>• Link to the softcopy report must be provided by the Project Proponent/SIA Consultant.</li> <li>• Link to the softcopy report will be shared with relevant agencies by the secretariat.</li> </ul>	
<b>Review Period / Client Charter</b>	<ul style="list-style-type: none"> <li>• 60 working days.</li> </ul>	<ul style="list-style-type: none"> <li>• 30 working days.</li> </ul>
<b>Chairperson of the Review Panel Meeting</b>	<ul style="list-style-type: none"> <li>• Director General of PLANMalaysia or representative.</li> </ul>	<ul style="list-style-type: none"> <li>• Director of State PLANMalaysia or representative.</li> </ul>

### 8.4 REVIEW OF SIA REPORT

The SIA Consultant must ensure that the SIA report is prepared based on the report format specified in the Appendix AP-2 and complete the SIA report checklist specified in Appendix AP-6. The SIA Consultant is also required to complete the basic information for the development project checklist as specified in Appendix AP-7.

#### 8.4.1 Review by the SIA Secretariat

The Secretariat will conduct an adequacy check to verify whether the submitted SIA report meets the necessary requirements before it is distributed to the Review Panel. If the SIA report meet the requirements, the hardcopy of SIA report will be distributed to the Review Panel (number of copies determined by PLANMalaysia) and softcopy of the report will be shared to other relevant government agencies for their review. If the report is found to be incomplete or does not meet the requirements, the Project Proponent or SIA Consultant are required to make the necessary amendments and resubmit the SIA report.

#### 8.4.2 Review by the SIA Review Panel

The evaluation and review of SIA report by the Review Panel will focus on the following:

- Confirmation of the SIA report prepared based on this Guidance;
- SIA study carried out using appropriate methodologies;
- Assessment by the SIA Consultant on the current social environment that is expected to receive impacts from the proposed projects;
- Input from the affected groups and stakeholders involved in the public engagement has been incorporated;
- Views and suggestions from local communities on the proposed project have been taken into account;
- Social impacts anticipated based on public and professional opinions have been included as a guide for mitigation measures; and
- Appropriate and effective SIMP to minimise negative impacts and maximise positive impacts.

Expert members should provide comments and feedback on the SIA report to the SIA Secretariat, which will serve as a reference during the SIA Review Panel Meeting. Appendix AP-6: SIA Report Review Checklist can be used as a guide to ensure that all the necessary aspects of the SIA report are thoroughly assessed and evaluated.

### 8.5 SIA REPORT REVIEW PANEL MEETING

The members of the SIA Review Panel Meeting for Category A and B are listed in Table 8.2 and Table 8.3 respectively. Experts from the Malaysian Association of Social Impact Assessment (MSIA) and the Malaysian Institute of Planners (MIP) are nominated by respective Presidents. Meanwhile, academia or individuals are appointed by the Director General of Town and Country Planning or the Director of State PLANMalaysia. It is mandatory for all experts to be a Registered SIA Review Panel and SIA Consultant, certified by the Director General of Town and Country Planning.

The Project Proponent is required to provide honorarium to the secretariat which will be distributed among the experts. In certain cases, the meeting Chairperson may invite relevant industry experts and non-governmental organizations (NGOs) for their input. Attendance of the Project Proponent and SIA Consultant at the meeting is mandatory. If the Project Proponent fails to attend, the meeting will be canceled.

**Table 8.2 : Members of the SIA Report Review Panel Meeting for Category A**

<b>Chairperson</b>	Director General of Town and Country Planning
<b>Fixed Members</b>	Project Proponent Appointed SIA Consultant Ministry of Women, Family and Community Development Social Services Divison, Economic Planning Unit (EPU) Implementation Coordination Unit (ICU), Prime Minister's Department State Economic Planning Unit Relevant State PLANMalaysia; and Relevant Local Authorities
<b>SIA Experts</b>	*MIP representative; or *MSIA representative; or *Academician representative; or * Individuals determined by the Director General of Town and Country Planning from time to time according to needs
<b>Other Members</b>	Relevant Ministries and Agencies Relevant local or state agencies PLANMalaysia – Appointed members Industry Experts (if needed); and Relevant NGOs (if needed)
<b>Secretariat</b>	PLANMalaysia

**Table 8.3 : Members of the SIA Report Review Panel Meeting for Category B**

<b>Chairperson</b>	Director of State PLANMalaysia
<b>Fixed Members</b>	Economic Planning Unit (EPU) State Development Office Department of Social Welfare; and Relevant Local Authorities
<b>SIA Experts</b>	MIP representative; or MSIA representative; or Academia representative; or *MIP representative *MSIA representative *Academia representative * Individuals determined by the State Director from time to time according to needs
<b>Other Members</b>	Relevant Ministries and Agencies Relevant local or state agencies; and Industry Experts (if needed) Relevant NGOs (if needed)
<b>Secretariat</b>	State PLANMalaysia

Note :

\* Registered SIA Review Panel and SIA Consultant with PLANMalaysia.

### 8.5.1 Roles and Responsibilities of the Review Panel

The roles and responsibilities of Review Panel during the SIA Report Review Panel meeting are outlined in Table 8.4.

**Table 8.4 : The Roles and Responsibilities of Review Panel**

Review Panel	Roles and Responsibilities
Chairperson	<ul style="list-style-type: none"> <li>To provide a brief explanation to the Project Proponent and SIA Consultant on the procedures for the assessment session;</li> <li>To ensure the discussion stays within the scope of SIA;</li> <li>To ensure the discussion is within the parameters of the social impacts resulting from the proposed development project;</li> <li>To listen and consider all views of experts, fixed members and attending members; and</li> <li>To make approval decision of the SIA report.</li> </ul>
Fixed and Other Members	<ul style="list-style-type: none"> <li>To provide agencies' perspectives on the impacts of the proposed project;</li> <li>To verify the identified impacts are the actual social impacts related to the agency's scope for the benefit of society; and</li> <li>To provide other opinions based on agency/professional experience.</li> </ul>
SIA Experts	<ul style="list-style-type: none"> <li>To present the review findings and advise the chairperson;</li> <li>To provide expert inputs and suggest improvements to the SIA report; and</li> <li>To provide detailed justifications/comments on whether the SIA report should be approved.</li> </ul>

The main focus of the Review Panel Meeting for Category A and B SIA Reports and the feedbacks from the review panel, should be related to the **social aspects** guided by the following questions (Figure 8.4):

**Figure 8.4: Focused Topics in the Review Panel Meeting**



## 8.5.2 SIA Report Approval

The three meeting outcomes or scenarios for the Category A and Category B SIA reports approvals are summarised in Figure 8.5:

**Figure 8.5: SIA Report Review Panel Meeting Outcomes**

### APPROVED REPORT



#### Decision:

- The SIA report meets the requirements of the Town and Country Planning Act 1976 (Act 172).
- The Chairperson and review panel members are satisfied with the SIA report.

#### Description:

- Approved immediately.
- No amendment required.

### Decision:

- The SIA report meets the requirements of the Town and Country Planning Act 1976 (Act 172).
- The Chairperson and review panel members are satisfied with the SIA report and proposed improvement measures.

### Description:

- The amended report must be submitted to PLANMalaysia for review.
- No re-presentation required, unless directed by the Chairperson.
- An official approval letter will be issued by PLANMalaysia after the Chairperson and Review Panel are satisfied with the submitted report.

### APPROVED REPORT WITH AMENDMENTS



### NOT APPROVED REPORT



#### Decision:

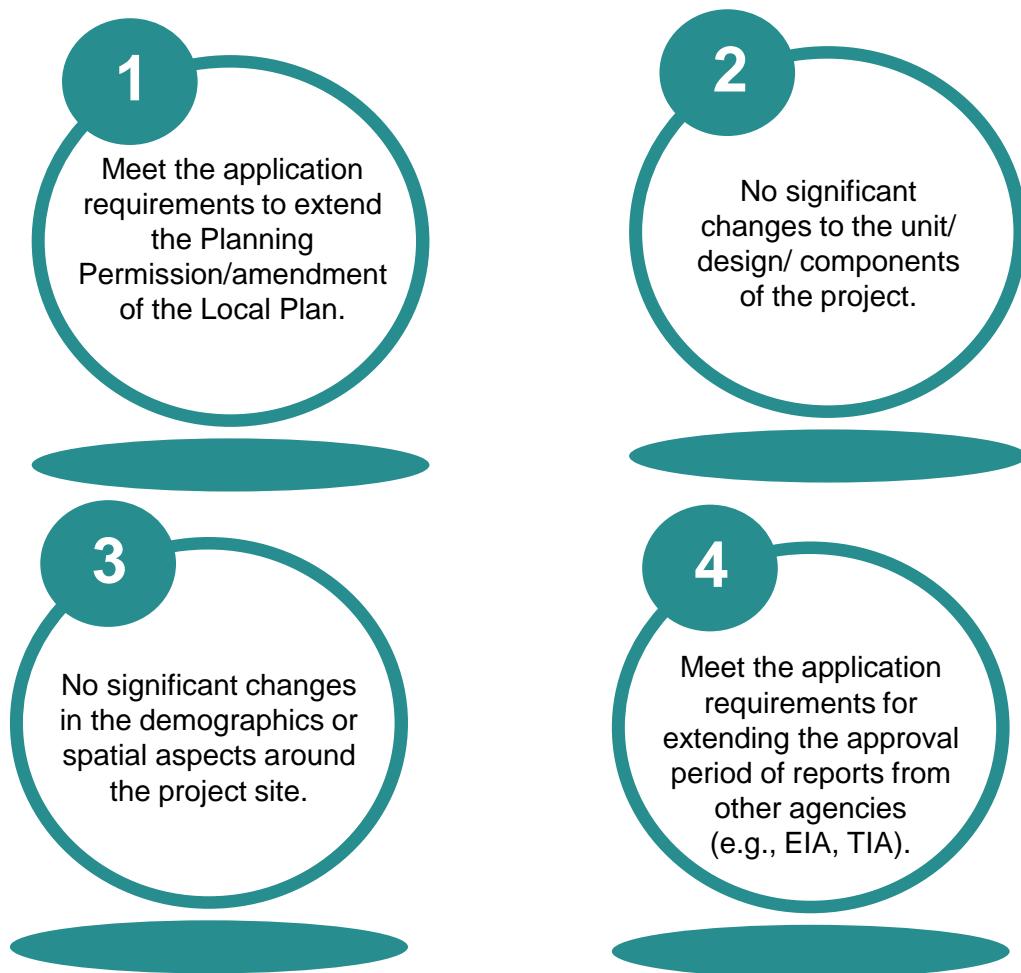
- The SIA report does not meet the requirements of the Town and Country Planning Act 1976 (Act 172).
- The Chairperson and review panel members are not satisfied with the SIA report.

#### Description:

- The Project Proponent must submit a new SIA Report for re-evaluation at the Review Panel Meeting.

## 8.6 VALIDITY PERIOD OF SIA REPORT APPROVAL

The approval of the SIA report is valid for **two years**. The Project Proponent may apply for extension or renewal of the SIA approval if any construction activities have not yet started during the SIA approval period. **An extension of SIA approval for one year** may be considered by PLANMalaysia if:



In this case, the Project Proponent must ensure that there are no significant new social impacts on the local community during the approval period before it expires.

If the project components, layout or design change significantly, PLANMalaysia may require the Project Proponent to submit a new SIA report for reconsideration.



Applications for an extension of validity period should be **made at least three months** before the expiration date of the approval.

# **CHAPTER 9**

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## **MONITORING AND AUDIT**





Gamuda Cove, Sepang, Selangor | PPSIA Study Team, 2022

## 09

# MONITORING AND AUDIT

### 9.1 INTRODUCTION

Continuous monitoring and management of mitigation measures are part of the SIA process for a development project. It is essential to establish a monitoring framework and methodology, which should be followed by regular audits to ensure the effectiveness of the mitigation measures in addressing and minimizing the social impacts on the surrounding community. The Project Proponent must clearly understand the responsibility to monitor and manage social parameters as outlined in the SIMP.

### 9.2 MONITORING REPORT REQUIREMENT

The Project Proponent is responsible to carry out the monitoring of the SIMP after the SIA Report is approved as detailed in Chapter 7 (Section 7.5 - Monitoring Framework). The monitoring report shall be prepared periodically (every six months) by the Project Proponent and submitted to the SIA Secretariat, Local Authority and relevant agencies for verification and enforcement. If required, the State PLANMalaysia, Local Authority or agencies may request the Project Proponent to present the monitoring results.

The purposes of monitoring reporting are as follows:

**Figure 9.1: Purposes of Monitoring Report**

To report the implementation and compliance with the SIMP.

To assess the effectiveness of the mitigation measures that have been implemented.

To report any arising social issues and are not identified in the SIA Report and to develop effective action plans.

## 9.3 CONTENTS OF MONITORING REPORT

The structure of the Monitoring Report are as follows:

i. **Introduction**

Provides a brief overview of the project, including the project name, location as well as basic information about the Project Proponent.

ii. **Project progress**

Describes the current status of the development project, whether it is in the planning, construction, operation or abandonment phase.

iii. **SIMP Compliance**

Provides detailed information on the implementation and compliance with the mitigation measures stated in the SIA report. Evaluates the effectiveness of the implemented mitigation measures.

iv. **Emerging issues**

Describes any social issues or complaints that have emerged and provides actions to resolve. If there are any social issues that were not identified in the SIA report, the issues and appropriate action plans must be documented in the Monitoring Report.

v. **Conclusion**

Summarise the entire Monitoring Report, including any proposed improvements (if relevant) that can be implemented throughout the project implementation.

## 9.4 ENFORCEMENT PROCESS

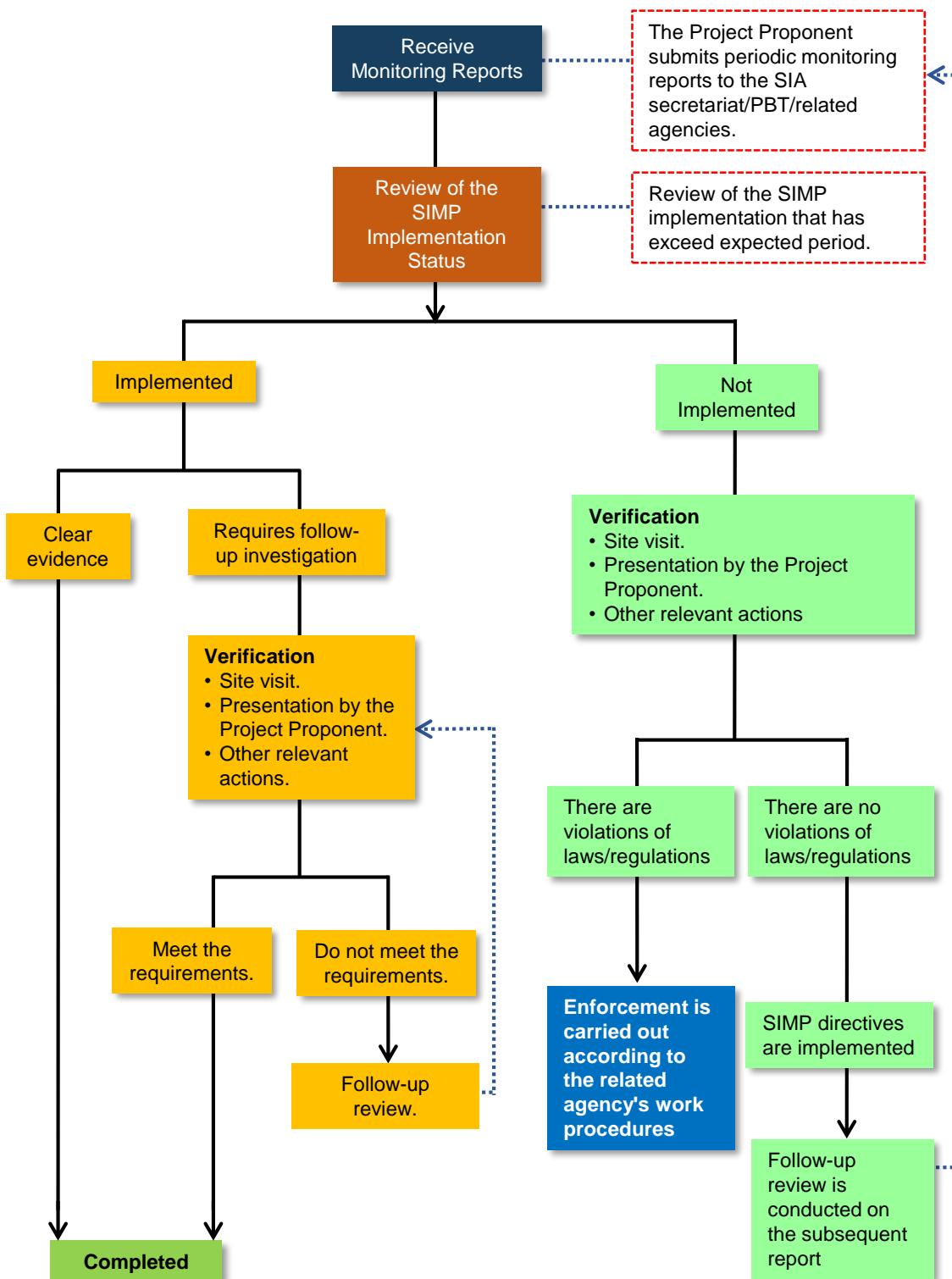
Enforcement agencies will receive periodic monitoring reports submitted by the Project Proponent and evaluate the implementation of the SIMP within their respective scope of responsibilities. If any non-compliance with regulations outlined in the laws is identified, enforcement agencies may request clarification from the Project Proponent and conduct further investigations as necessary. Enforcement actions may be taken to ensure that the Project Proponent fulfills their commitment to implement the mitigation measures outlined in the SIMP.

Figure 9.2 shows the flowchart of the enforcement process that can be implemented.

## 9.5 MONITORING COORDINATION

PLANMalaysia and State PLANMalaysia have the role of coordinating monitoring activities conducted by the Project Proponent and enforcing compliance with the relevant agencies. This can be carried out based on the checklist provided in Appendix AP-13: Monitoring Coordination Checklist.

**Figure 9.2: Enforcement Process**



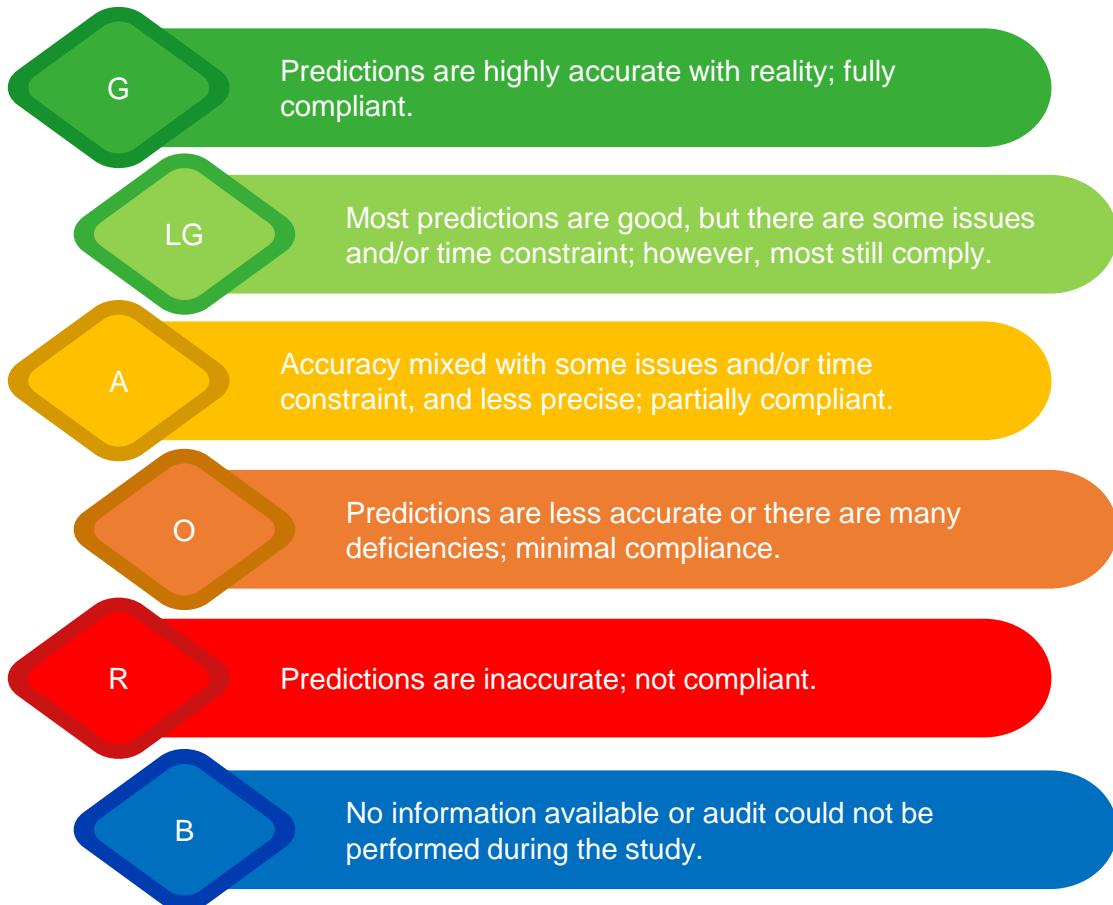
## 9.6 AUDIT

Audit is important to assess overall project compliance and ensure the mitigation measures are effective in addressing or minimising social impacts on the surrounding community. Audit also provides an opportunity for the Project Proponent to identify necessary improvements in managing the social impacts.

In the SIA process, audit can be voluntarily conducted by the Project Proponent after the commencement of the project and continued throughout its lifespan. The audit process can be carried out through an independent auditor appointed by the Project Proponent. It is important to note that the independent auditor should not have any direct or indirect involvement with the proposed project. They should be impartial and free from any potential conflicts of interest.

In the audit process, a comparison between predicted and actual impacts will be carried out. Each indicator will be assessed using the audit reporting matrix (Figure 9.3), which utilizes six colour to represent the degree of compliance. Green signifies full compliance, while Red indicates non-compliance. The Blue colour represents either the absence of information or no audit conducted at that particular time.

**Figure 9.3: Audit Reporting Matrix**



Source: Vanclay (2014); and Glasson, J., "Current Principles of SIA: An International Practice, Acquisition – Impacts on Communities", Hard Talk MSIA, 28 October 2021.

# **CHAPTER 10**

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# **PUBLIC PARTICIPATION**





# 10

# PUBLIC PARTICIPATION

## 10.1 INTRODUCTION

Public participation plays a vital role in the SIA process. It is essential to incorporate inclusivity into the project which allows the stakeholders to contribute their ideas and improve project planning. Public participation can influence the acceptance of individuals or communities towards the proposed project. By considering the views of all parties, the government can make informed decisions regarding of the proposed project.

Public participation should be conducted throughout the entire project life cycle. A stakeholder committee and management plan can be established to effectively manage any arising issues.

### 10.1.1 Spectrum of Public Participation

The spectrum of public participation serve as a guide for the Project Proponent to assess the extent of public involvement. It is a process to empower communities and the public that should be practiced in project planning. The Project Proponent should be transparent to the public on how their opinions and suggestions have been taken into account in project planning.

Table 10.1 explains the spectrum of public participation.



**Table 10.1: Spectrum of Public Participation**

Level of Public Influence in Decision Making					
	Inform	Consult	Involve	Collaborate	Empower
Public Participation Goal	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of the alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
Promise to the Public	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look for you to obtain advice and innovation in formulating solutions and incorporate your advice and recommendation s into the decisions to maximum extent possible.	We will implement what you decide.

Source: International Association for Public Participation (IAP2)

### 10.1.2 Benefits of Public Participation

Public participation provide benefits to all parties involved in a project, whether to the Project Proponent, the government or the public.



#### PUBLIC

- ❖ Help the public to understand the proposed project.
- ❖ Inform the public on potential risks and/or potential social and environmental impacts that may occur as a result of project implementation.
- ❖ A platform for public to express views, concerns and suggestions to improve project planning.
- ❖ Create awareness on the legal process, human rights and SIA review procedures in Malaysia.

## PROJECT PROPOSER



- ❖ A platform for the Project Proposer to share and educate public on the project.
- ❖ Understand local community issues that can be taken into account in refining project planning.
- ❖ Demonstrate accountability and transparency in delivering information and be sensitive to public concerns.
- ❖ Obtain community support for the implementation of the project and minimize objections to the project.

## GOVERNMENT



- ❖ Help the government to reach a holistic decision by taking into account the views of all parties.
- ❖ Demonstrate fairness and transparency, as well as to avoid any accusation that decisions are taken randomly.
- ❖ Avoid and/or minimize conflicts that may result in delays in the SIA approval process.

### 10.1.3 Stakeholder Analysis

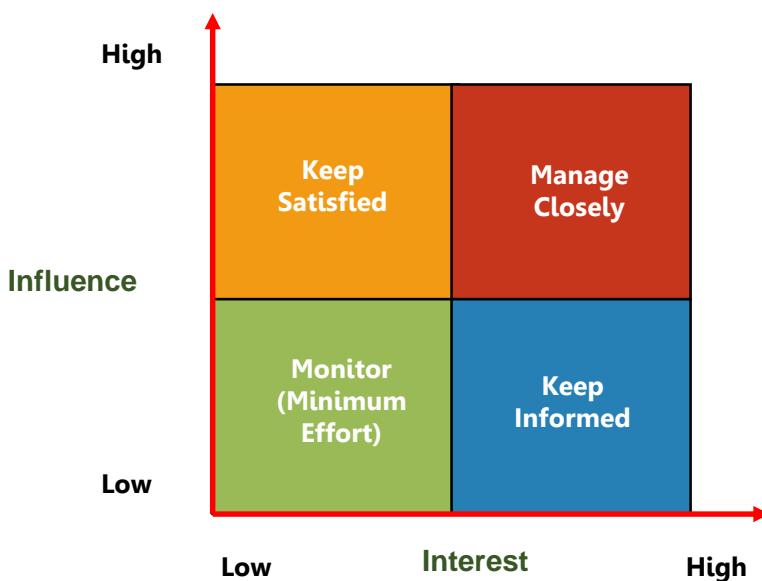
Conducting a stakeholder analysis is important to develop effective stakeholder management strategies in a development project.

The initial stage is to identify the relevant stakeholders according to the three groups explained in Chapter 3 (Section 3.3.3 - Identify Stakeholders). Then, stakeholders are positioned in different quadrants of the grid in Figure 10.1, based on their influence and level of interest.

The definition of influence and interest levels are described as follows:

Influence	Interest
Measure their level of influence on the project and their ability to influence the decision-making process, whether it be in favor of or against the project.	Measure the extent to which they are affected by the implementation of the project as well as the level of their interests and concerns regarding the project.

**Figure 10.1: Grid of Influence and Interest**



The following are the strategies or approaches that should be taken to manage stakeholders for each quadrant:

#### High Influence – High Interest

These stakeholders are decision makers and able to influence the success of a project. It is crucial to manage their expectations, desires and aspirations effectively. Example: Government agencies.

#### High Influence – Low Interest

These stakeholders should be managed by providing accurate and sufficient project information. Failure to satisfy their concerns or address their issues may result in obstacles and challenges to the project. Examples: NGO, community leaders and people's representatives such as members of parliament.

#### Low Influence – High Interest

These stakeholders should always be kept informed and updated on the progress of the project. Continuous discussion should be carried out to mitigate and address issues that arise. Example: Directly affected groups.

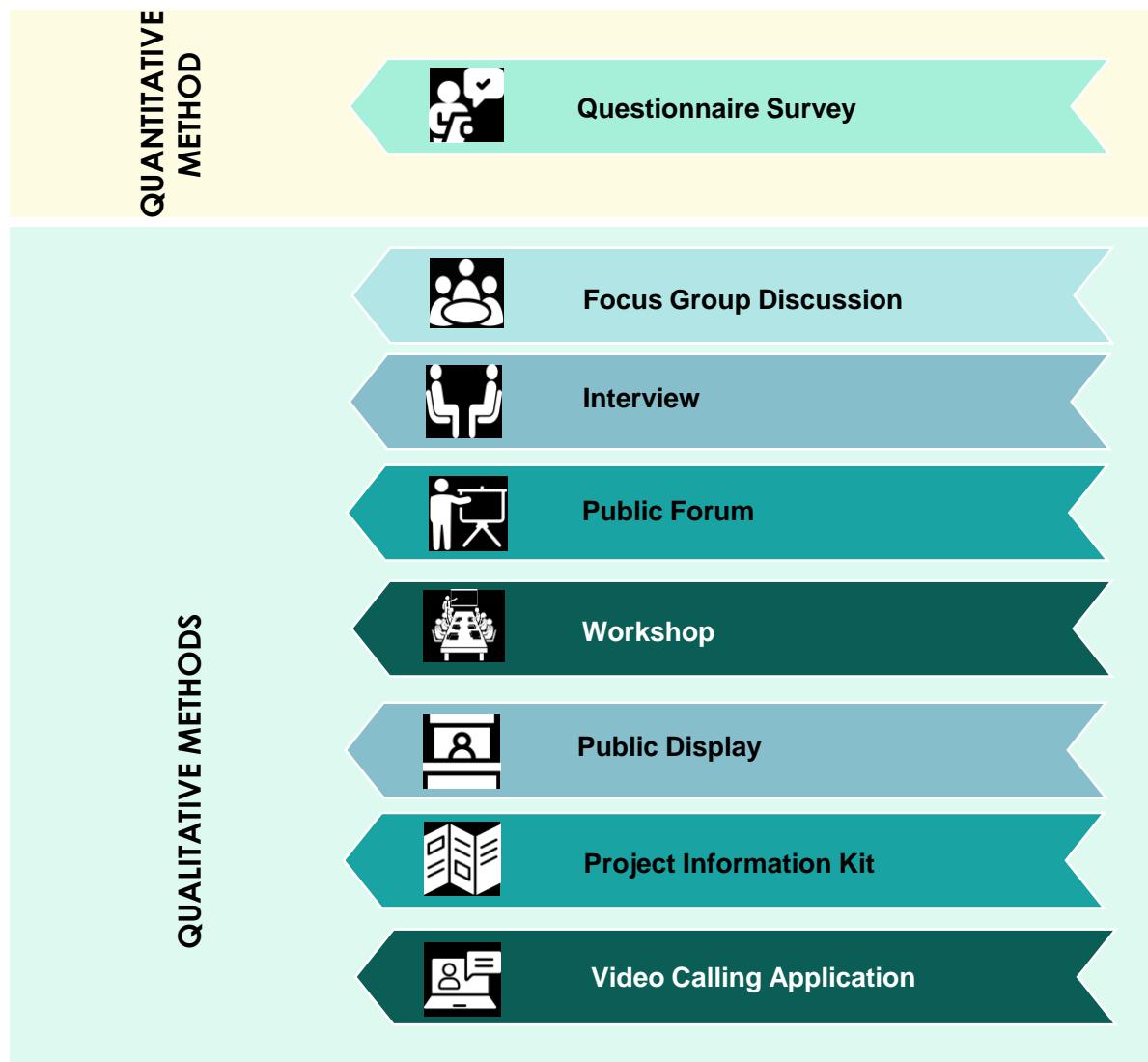
#### Low Influence – Low Interest

These stakeholders should be monitored but do not need regular communication. Example: Indirect impact receptors.

## 10.2 STAKEHOLDER ENGAGEMENT METHODS

There are various stakeholder engagement methods (Figure 10.2) available, encompassing both qualitative and quantitative approaches. A combination of methods should be used to enhance the credibility and validity of the findings. The Project Proponent has the responsibility to ensure sufficient stakeholder engagement is conducted, particularly with the affected groups (Group 1).

**Figure 10.2: Stakeholder Engagement Methods**



## IMPORTANT

A Stakeholder Engagement Plan should be developed at the earliest stages of the project. This plan should involve identifying the stakeholders, engagement methods to be used and the **expected issues or challenges that may arise during the engagement sessions, as well as the steps to be taken to overcome those issues and challenges**. A well-prepared plan will facilitate effective public participation and avoid potential problems that may negatively impact the Project Proponent in terms of project costs, reputation and public acceptance.

### 10.2.1 Focus Group Discussion

A Focus Group Discussion (FGD) is a moderated discussion that involves a small group of participants, typically ranging from 6 to 15 individuals. It is designed to delve into a specific topic or issue in a guided and semi-structured manner. The term "focused" signifies that the discussion is centered around identified issues, while "group" refers to the collective participation of individuals who share a common interest in the topic. During the FGD session, participants interact with one another, sharing insights and perspectives related to the subject matter.



FGDs can be more effective if the participants share similar characteristics. One basis for selecting FGD participants is their geographical location. Homogeneous groups tend to exchange opinions and understand each other better, resulting in higher-quality discussions compared to heterogeneous groups.

Furthermore, FGDs are well-suited to obtain an overview of current and past issues faced by the community in the surrounding area. It is important to adequately communicate project information to enable participants to understand the project's activities and its impact on their lives. The advantages and disadvantages of FGDs are outlined in Table 10.2.

**IMPORTANT**

It is advisable to conduct separate FGD sessions for different types of stakeholders, even if they are from the same area. For instance, having one FGD session with temple committee members (representing a religious institution) and another session with food hawker association members (representing commercial interests) is recommended. This approach recognizes that each stakeholder group possesses distinct backgrounds, understandings and interests related to the project, resulting in varying impacts and levels of significance. Conducting separate FGD sessions ensures that both groups can discuss topics that are relevant, without potential conflicts.

**Table 10.2: Advantages and Disadvantages of FGD**

Advantages & Disadvantages of FGD	
Advantages	Disadvantages
<ul style="list-style-type: none"> <li>• Shows the commitment of the Project Proponent.</li> <li>• Participants are free to give their views.</li> <li>• In-depth discussion.</li> </ul>	<ul style="list-style-type: none"> <li>• Participants' views might not represent the voice of the community as a whole.</li> <li>• Can be biased.</li> <li>• Time consuming.</li> </ul>

## 10.2.2 Interview

Semi-structured face-to-face interview is a suitable method to obtain expert input on specific topics or issues. In this approach, pre-prepared questions are used as a guide, but there is also flexibility for the interviewer to ask spontaneous probing questions to delve deeper into the discussion. This approach allows for a comprehensive discussion of the subject matter and encourages experts to provide detailed insights and opinions.



Open-ended questions are highly recommended in interviews as they allow the interviewee to provide more expansive and unrestricted views. This approach enables the interviewer to gather unexpected insights and perspectives that may not have been anticipated.

The quality of the results obtained through interviews is greatly influenced by the interviewee's level of knowledge, understanding and critical thinking regarding the topic being discussed. Moreover, the interviewer should possess the necessary skills to guide the interview in a thorough manner, ensuring that the objectives of the discussion are achieved. Table 10.3 outlines the advantages and disadvantages of interviews.

**Table 10.3: Advantages and Disadvantages of Interview**

Advantages & Disadvantages of Interview	
Advantages	Disadvantages
<ul style="list-style-type: none"> <li>Gain expert input on specific topic.</li> <li>Respondents are free to provide their views.</li> <li>In-depth and personal discussion.</li> </ul>	<ul style="list-style-type: none"> <li>No opportunity to ensure the availability of respondents (spontaneous interviews).</li> <li>Respondents' views are not necessarily able to represent the voices of all parties.</li> </ul>

### 10.2.3 Public Forum

Public forums are typically open to the public and involve a diverse range of participants from various stakeholder groups. This method provides a platform to disseminate project information to a large number of individuals within a relatively short timeframe. In some cases, a public forum may also be accompanied by a public exhibition, allowing attendees to access additional project-related information.

However, conducting a public forum with an uncontrolled and large number of participants can deviate from its intended objective. The presence of provocative individuals may influence the sentiments of others, and the limited time available may restrict participants' opportunities to express their opinions and ask questions.

To ensure the effectiveness of a public forum, a well-planned and sufficient resources, such as manpower are essential. The Project Proponent must demonstrate accountability and transparency by providing comprehensive information to participants throughout the session. It is important to present project information in a clear and easily understandable manner to facilitate their understanding. Table 10.4 outlines the advantages and disadvantages of public forum.



Source: SIA Report

**Table 10.4: Advantages and Disadvantages of Public Forum**

<b>Advantages &amp; Disadvantages of Public Forum</b>	
<b>Advantages</b>	<b>Disadvantages</b>
<ul style="list-style-type: none"> <li>• Availability of information to big group of people in a short time.</li> <li>• Respondents are open to share their views.</li> <li>• Reflect the readiness and transparency of the Project Proponent.</li> <li>• Involvement of a large number of participants.</li> </ul>	<ul style="list-style-type: none"> <li>• The Project Proponent have limited opportunities to examine issues in detail.</li> <li>• The risk of the forum to become out of control due to provocation from a small number of individuals.</li> <li>• Requires a lot of manpower and extensive planning.</li> <li>• Not everyone is able to express their views and ask questions.</li> </ul>

#### 10.2.4 Workshop

Workshop is an effective method to engage government agencies, to gather their views and inputs for the SIA.

The involvement of relevant agencies in workshop can enhance the quality of SIA findings by aligning stakeholders' understanding and perspectives. It also helps streamline the SIA Review Panel Meeting by minimizing complications and addressing potential concerns beforehand. Table 10.5 outlines the advantages and disadvantages of workshop.



**Table 10.5: Advantages and Disadvantages of Workshop**

Advantages & Disadvantages of Workshop	
Advantages	Disadvantages
<ul style="list-style-type: none"> <li>• Gain technical input on the project.</li> <li>• Provide understanding to the agencies related to social issues and proposed mitigation measures.</li> </ul>	<ul style="list-style-type: none"> <li>• Limited time to examine issues in detail.</li> <li>• Need to provide enough information to enable participants to give a well-founded opinion.</li> </ul>

### 10.2.5 Questionnaire Survey

The questionnaire survey is a method to gather individual perceptions of the project. It offers flexibility in terms of how it can be conducted, as shown in Figure 10.3:

**Figure 10.3: Questionnaire Survey Method**



The determination of the sampling size, should be done prior to conducting the survey. The selected number of respondents should represent the demographics of the affected population. Probabilistic or non-probabilistic sampling methods can be used depending on the suitability of the type of respondent and the objective of the questionnaire.

The questionnaire must be designed effectively to ensure that the questions can achieve their objectives. The questionnaire should be concise and precise. Lengthy questionnaires tend to cause respondents to lose focus, resulting in incomplete surveys. Ideally, the survey should be completed within 10 to 15 minutes.

With the advancements in technology, the implementation of the "Computer-Assisted Personal Interview" (CAPI) method should be adopted, replacing traditional paper questionnaires. Utilizing the CAPI method offers numerous benefits, as outlined in Table 10.6.

The quality of feedback from respondents heavily relies on the information available to them. Providing a clear and concise project briefing enables respondents to understand the project, which allows them to provide meaningful responses to the survey questions. Brochures or fact sheets containing essential project information can be provided to respondents as a reference during the survey.

Additionally, the quality of survey responses is influenced by the skills and knowledge of the enumerator in effectively explaining project information. A proficient enumerator enhances the accuracy and relevance of the survey results. The advantages and disadvantages of questionnaire survey are outlined in Table 10.7.



Source: SIA Report

**Table 10.6: Advantages of Using CAPI Method**

Advantages of Using CAPI Method	
	Each respondent's location can be georeferenced. This helps to conduct spatial analysis where the level of support and level of awareness of the project can be mapped.
	Minimize risk of data loss due to lost or ruined of survey form.
	Speed up analysis process. Completed questionnaire are stored on cloud storage and can be automatically analysed. In comparison, all the answers in paper survey require manual data entry into EXCEL and/or SPSS before the analysis can be carried out.



Source: SIA Report

**IMPORTANT**


It is essential to provide comprehensive training to all enumerators prior to conducting on-ground survey. This training should equip enumerators with project information, interview techniques and proper etiquette in conducting the survey.

In certain projects, questionnaire surveys are carried out as an initial step in engaging with the community. In such cases, enumerators serve as crucial intermediaries, responsible to inform the community about the project. To prevent misunderstandings or a negative impression of the project, the information should be given consistently by the enumerators.

**Table 10.7: Advantages and Disadvantages of Questionnaire Survey**

Advantages & Disadvantages of Questionnaire Survey	
Advantages	Disadvantages
<ul style="list-style-type: none"> <li>• Widely used as a method to obtain quantitative data.</li> <li>• Able to get a large number of respondents.</li> <li>• The survey can be carried out by any individual.</li> <li>• The quantitative data obtained allow the analysis to be carried out systematically.</li> </ul>	<ul style="list-style-type: none"> <li>• Easily manipulated.</li> <li>• May require a long period of time.</li> <li>• May involve additional costs and manpower to prepare and implement the survey, as well as to analyse the findings.</li> <li>• Risk of error in data entry.</li> <li>• Difficult to identify source or location of the issues.</li> </ul>

## 10.2.6 Public Display

The primary purpose of a public display is to raise awareness about the proposed project and gather public feedback. It is important to conduct the public display in accessible public locations near the project site to ensure that the local community and general public, have the opportunity to visit the exhibition booth and review the displayed information.

The project information leaflets can be distributed to visitors to provide comprehensive project information.



Source: PPSIA Study Team, 2022

Additionally, it is also helpful to have personnel at the exhibition booth to address any inquiries and provide detailed explanations. This method allows for effective communication with a diverse range of individuals within the specific area.

## 10.2.7 Project Information Kit

The preparation of project information kit helps in effectively disseminating information to the public. It allows for the presentation of a concise summary of essential project details through brochures or infographic videos, facilitating public understanding. The brochures should include the following information:

- Basic information such as project name, location, size, project timeline, etc.;
- The Project Proponent's information;
- Project benefit;
- Potential impacts and proposed mitigation measures; and
- Details of how the public can get more information on the project.

The distribution of brochures is particularly effective for disseminating information in rural or remote areas with limited telecommunication network coverage. It ensures that individuals in these areas have access to project details and can stay informed about the development.



Source: PPSIA Study Team, 2022

### 10.2.8 Video Calling Application

In order to address the challenges of stakeholder engagement in the future, online discussions should be considered as a primary alternative for individuals who are unable to participate physically due to various constraints, such as natural disasters or disease outbreaks.

There are several video conferencing applications available, including Zoom, Microsoft Teams and Google Meet, which can facilitate online meetings. Video conferences are no longer limited to private organisations, as they are now widely used by both the public and government agencies.

However, it is important to acknowledge that depending on the type of stakeholders involved, traditional face-to-face public engagement methods are still more effective for communicating project information and gathering feedback. For instance, online meetings may not be suitable when a majority of participants are elderly and may not be familiar with technology. Similarly, communities located in rural and remote areas may have limited access to reliable telecommunication networks, making online discussions challenging to conduct.



Example of online discussion using video call application with the residents.

## 10.2.9 Best Practices

The key to effective stakeholder engagement requires thorough preparation, adequate resources, sufficient time, and flexibility. The following best practices can be used as a guide in conducting public engagement sessions.

### Time & Location

The discussion with the community should be held at a convenient location within or near the community area to encourage maximum attendance. The choice of location can significantly impact the number of participants who will attend. Suitable locations to conduct the engagements include community halls, management offices, residents' association offices or local places of worship.

The timing should be determined through discussions and consensus with community representatives, taking into account their availability and preferences. Providing advance notice is crucial to allow community members to make necessary preparations and ensure their participation. This also enables follow-up communication and reminders prior to the engagement session.

### Advance Notice

Advance notice informing the upcoming public engagement needs to be circulated to community representatives such as community leaders or the chairman of the Residents' Association. This proactive communication helps to prevent misunderstandings or suspicions among residents regarding the presence of enumerators, which could be perceived as a potential threat to community safety.

### Stakeholder Background

Before stakeholder engagement is undertaken, it is important for the Consultant to conduct background research as part of risk identification process to gain an overview of the ethnic and demographic composition of the community, current issues, and perceptions towards the project. This practice can ensure that the engagements are done smoothly.

### Frequently Asked Questions

Frequently Asked Questions (FAQs) along with the corresponding answers should be prepared before conducting stakeholder engagement. These FAQs should contain essential information pertaining to project details, social impacts and mitigation measures. For example, questions and answers on environmental impacts and problems with land acquisition can be included in FAQs.

The prepared FAQs serve as a valuable resource for all project team members involved in stakeholder engagement, including survey enumerators and FGD moderators. These team members can familiarize themselves with the FAQs to ensure they are well-informed and equipped to provide accurate information during the engagement sessions.

The FAQs allows team members to deliver consistent and standardized answers to anticipated questions. This consistency helps to avoid confusion and misunderstandings among the public, fostering clearer communication and promoting a more positive engagement experience.

### Information Delivery

Moderator should convey information in a language that is clear and easily understandable for the participants. Avoid using technical terms and showing technical engineering diagrams during the project briefing/presentation that are difficult to understand.

Instead, use simple infographic and diagrams to provide a clear visual representation of the project. Examples of Engineering and Illustrative Drawings shown in Figure 10.4.

### Data Recording

There are various approaches to record data during oral discussions. Two common methods include note-taking and audio recording. Note-taking involves the moderators documenting key points discussed, and these notes can be verified by participants to ensure accuracy and avoid manipulation of data. Having multiple moderators taking notes also allows for cross-checking and helps mitigate bias.

Audio recording is method that enables the Consultant to listen back to the discussion and accurately understand participants' statements. However, it is essential to obtain participants' consent before recording, which also applies to video recording and taking pictures. The purpose of the recording should be clearly stated as a reference for the Consultants and not for other purposes.

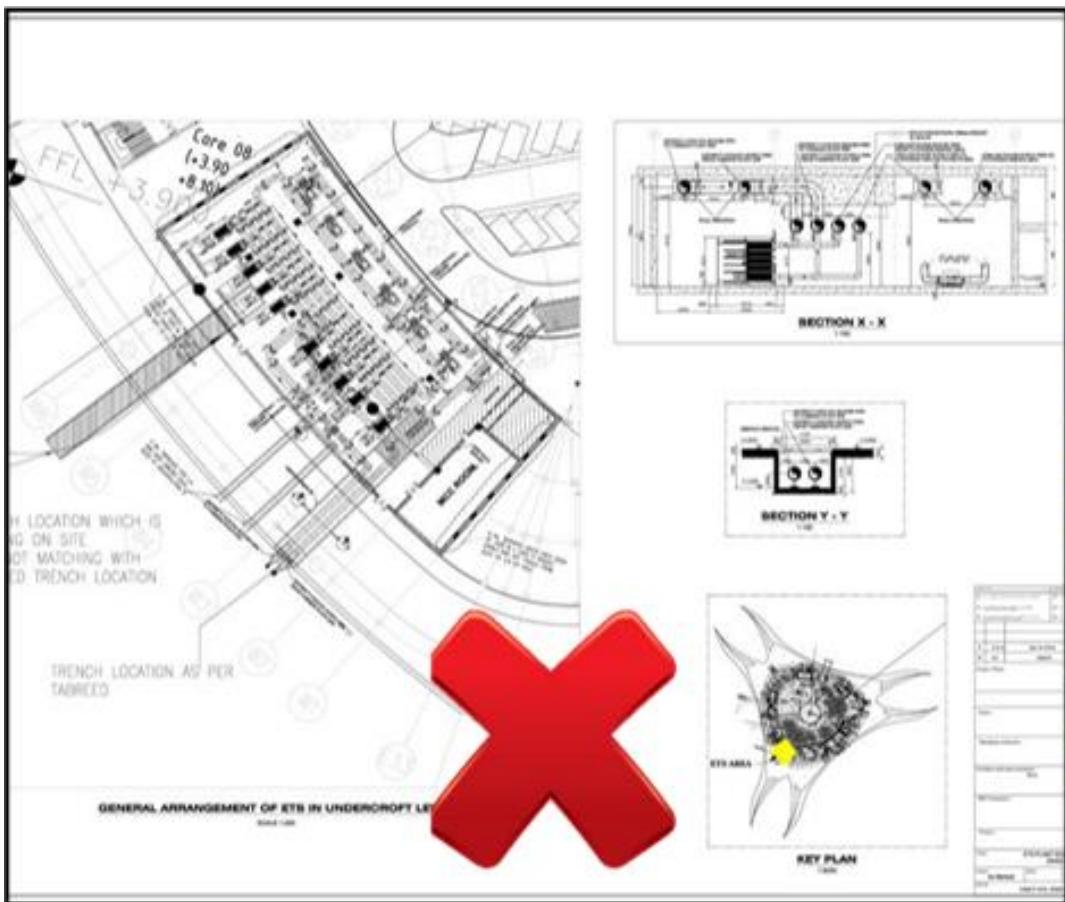
### Google Earth

The use of geographic information system such as Google Earth during stakeholder engagement is a valuable tool for the Consultant. It enables the Consultant to access essential data and gain a better understanding of the project's location and the surrounding area. By using satellite images, participants can visually understand the locality, leading to more informed suggestions and alternatives for the project that align with the site's suitability.

### Project Proponent's Involvement

Direct and active involvement of the Project Proponent is important in demonstrating transparency and accountability. By actively participating, the Project Proponent can effectively convey accurate and sensitive information regarding problems and issues raised by the public. The perception of the project is also influenced by the openness of the Project Proponent to approach, understand and resolve the issues.

Figure 10.4: Examples of Engineering and Illustrative Drawings



**Example :** A complex engineering diagram (**above**) can be replaced with a simpler and clearer perspective view (**below**).



## 10.3 STAKEHOLDER ENGAGEMENT REPORTING

Stakeholder engagement sessions must be documented for the reference of all stakeholders. The discussion notes or reports serve as tangible proof that public engagement has taken place with the stakeholders involved. Figure 10.5 provides an example of discussion notes. It is advisable to include attendance lists and photographs of the discussions as attachments to the stakeholder engagement report.

**Figure 10.5: Example of FGD Session Reporting Structure**

### EXAMPLE

#### FGD with Representatives of Taman Emas Residents Association

**FGD No.** : #7  
**Date** : 15/6/2022  
**Time** : 9 am – 11 am  
**Venue** : Pejabat Kawasan Rukun Tetangga Taman Emas

#### Attendance:

No.	Name	Contact Detail	Position
1.			

#### A. Stakeholder Background:

Include a little demographic information or a profile of the community/organization involved;

- **Housing:** Number of residents/households, ethnic composition, economic status, type of ownership (private, rental, squatter), economic activity.
- **Institution (School):** Year built, number of staff, number of students, school session hours.
- **Business (Premises):** Type of business, type of ownership, operation hours, number of employees, how long it has been in operation.

#### B. Issues and concern discussed:

The issues are divided by project stages based on the identified theme;

- Issues during **pre-construction** (Example: land acquisition, not enough compensation, affected source of income).
- Issues during **construction phase** (Example : loud noises, safety issues, movement of heavy vehicles, cracks in the building, foreign worker influx, traffic jam).
- Issues during **operation** (Example: environmental pollution, (water, air, smell) and loud noises).

#### C. Project benefit

#### D. Suggestion (if needed) - include figure of the project alternative.

#### E. Level of support towards the project

#### F. Photo of the engagement session



**TEROWONG DUNGUN**

# **CHAPTER 11**

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## **COMPETENT PERSON**





Iskandar Malaysia residential Area, Johor | [wmaproperty.com](http://wmaproperty.com)

# 11

# COMPETENT PERSON

## 11.1 INTRODUCTION

The SIA report submitted for a development project must comply to this Guidance. It should encompass strategies to prevent or reduce negative social impacts, maximise positive social impacts and effectively managing overall social impacts. The SIA Consultants have a crucial role in identifying impacts, formulating mitigation measures and providing valuable recommendations to enhance project planning, design and implementation. Therefore, the SIA report must be prepared by competent and experienced SIA Consultants who possess the necessary expertise to fulfill these responsibilities effectively.

## 11.2 COMPETENT PERSON

In current practice, the SIA Consultants are individuals registered with the Board of Town Planners Malaysia (BTPM) and/or the Malaysian Association of Social Impact Assessment (MSIA) who have expertise in community consultation, social impact assessment and have knowledge of the development approval processes.

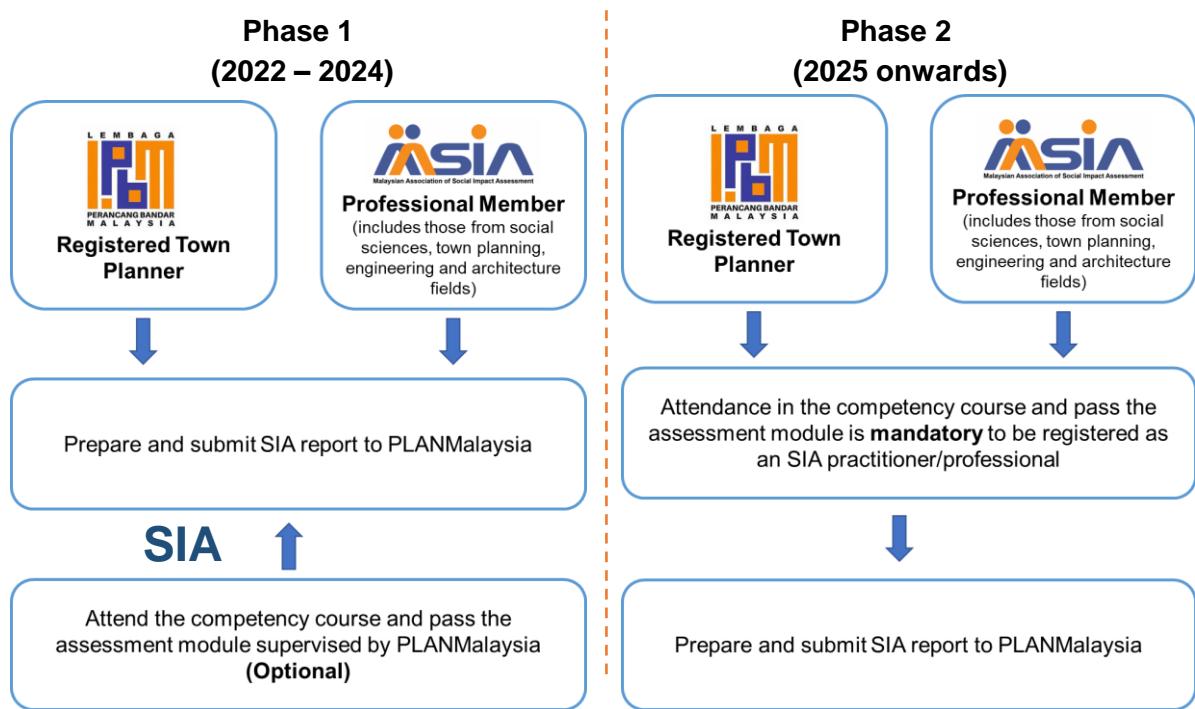
PLANMalaysia has introduced a competency course starting in 2022. To qualify as a competent person, individuals have to attend the course. The implementation is divided into two phases, with the requirement to pass the competency assessment module commencing in Phase 2, as shown in Figure 11.1.

Under Subsection 58(1A), the National Physical Planning Council (NPPC) has been granted the authority to establish rules pertaining to matters covered in Act 172, including SIA. Paragraph 2B(1)(d) of Act 172 defines the role of the Director General of Town and Country Planning, who is responsible to advise the NPPC on matters referred to him by the Council. A specific approach related to qualified individuals is provided to ensure the best qualified personnel can be applied in preparation for Phase 2.

### 11.3 SIA COMPETENCY COURSE

PLANMalaysia organises competency courses to equip the SIA practitioners with the necessary knowledge and skills to conduct SIA and produce high-quality SIA reports. In general, these courses consist of two modules, namely the Comprehension Module and the Assessment Module.

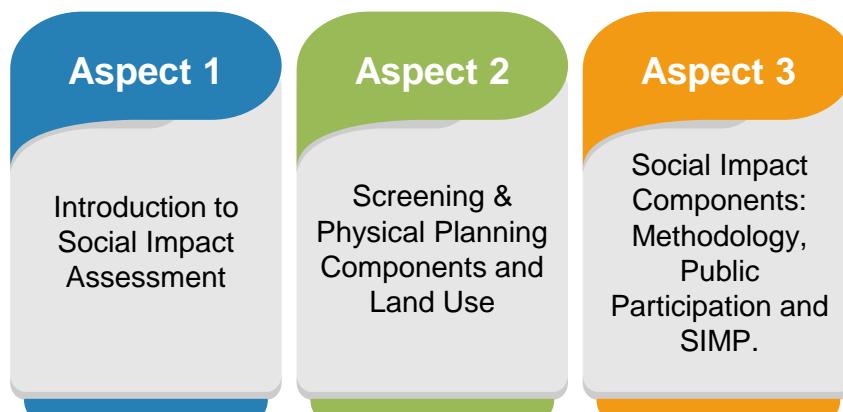
**Figure 11.1: Implementation Phase for Competent Person Submitting SIA Report**



#### 11.3.1 Comprehension Module

The module is designed to cater to a wide range of stakeholders and SIA practitioners, including the Project Proponents, Consultants, government officials, NGOs and individuals with an interest in SIA. It focuses on key topics outlined in Figure 11.2 and other relevant aspects based on current needs.

**Figure 11.2: Aspects of Comprehension Module**



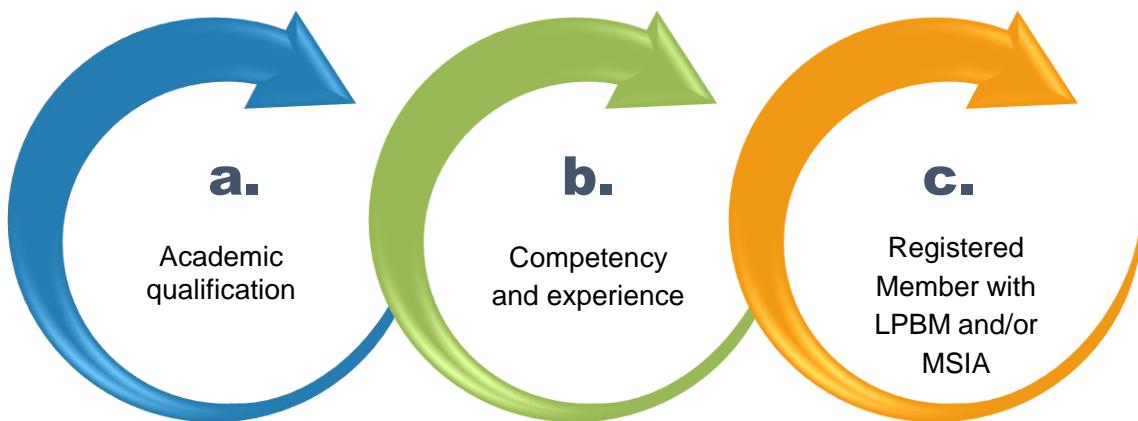
### 11.3.2 Assessment Module

The Assessment Module is limited to the Consultants who are registered with LPBM and/or MSIA and have more than 10 years of experience in impact analysis and 5 years in preparing SIA reports. Upon successful completion of this module, participants are qualified to be listed as review panel and SIA Consultants or team leaders in SIA projects.

### 11.4 CRITERIA OF COMPETENT PERSON

Three qualification criteria that have been outlined to streamline the participant screening process for the SIA Competency Course Assessment Module are shown in Figure 11.3.

**Figure 11.3: Criteria of Competent Person**



a.	<b>Academic Qualification</b>
	<p>The academic qualification to be registered SIA Consultant are;</p> <ul style="list-style-type: none"> <li> Social sciences, including branches such as anthropology, sociology, human geography, political science and socio-economics.</li> <li> Urban and regional planning;</li> <li> Economic; and</li> <li> Other fields, provided that the individual has proven work experience in social sciences or direct involvement in the SIA process for development projects.</li> </ul>

b.

### Competency and Experience

Competency and experience are important criteria that qualified individuals must possess. This is to ensure the SIA is undertaken by highly qualified professionals and to safeguard the reputation of the SIA Consultants.

Consultant's experience is assessed based on their involvement in:

- SIA reports for development projects that have been approved at the PLANMalaysia or State PLANMalaysia;
- EIA reports for development projects that have been approved, where the individual was a study team providing input for socio-economic components in the EIA;
- Any social studies, whether in feasibility studies, the development of manuals or guidelines for Social Impact Assessment (SIA), write-up related to social methodology and survey; and
- A minimum of 5 years of experience in SIA implementation is required to be registered as an SIA review panel/Consultant.

c.

### Registered Member with LPBM and/or MSIA

PLANMalaysia has established the requirement of being a professional member of MSIA and/or a registered town planner with LPBM as a prerequisite for individuals who wish to apply for participation in the Assessment Module. This membership and registration prerequisite helps PLANMalaysia in organizing and maintaining a coordinated list of qualified individuals for these roles.

## 11.5 CODE OF ETHICS

The code of ethics plays a crucial role in enhancing professionalism among all parties involved in the SIA. Figure 11.4 and Figure 11.5 outlined the two specific codes of ethics for SIA Consultants and the SIA Review Panel respectively.

**Figure 11.4: Code of Ethics for SIA Consultants**

**A**

**Code of Ethics for SIA Consultants**

**Upholding Social Principles**

- Prioritise the community social welfare over the interests of individuals or other entities based on the country's principles and social policies; and
- Support the sustainability principles and practices, that emphasize maintaining a balance between social, environmental and economic aspects, aligns with the objectives of sustainable development.

**Integrity**

- Do not accept or giving any form of bribery, such as commissions, gifts and any benefits from any party;
- Avoid any conflicts of interest and inform the relevant parties if there are any; and
- Being honest, transparent and do not hide or manipulate research findings.

**Competency**

- Services provided should align with the individual's level of competence, qualifications and experience;
- The advice given must be appropriate, practical and unbiased;
- Continuously improve the skills to achieve competency; and
- Being prepared to explain research findings with supporting evidence and the methodology employed.

**Professionalism**

- Support the principle of freedom to obtain information and the rights of the public in the decision-making process;
- Contribute to the improvement of the quality and standards of professional practice; and
- Respect the work of other professionals and collaborate in an interdisciplinary approach.

**Figure 11.5: Code of Ethics for SIA Review Panel**

**B**

**Code of Ethics for Review Panel**

**Code of Ethics for Review Panel during the Assessment Process**

- Do not review SIA report with dishonesty, fraud, misrepresentation or bias;
- Avoid any conflicts of interest and inform all relevant parties when such conflicts arise (review panel members must sign a declaration of no conflict of interest);
- Conduct SIA review only in subject areas in which the review panel has qualification through education, training or experience;
- Ensure the review process encourage sustainable and equitable action and a holistic approach to impact assessment;
- Do not disclose any personal or confidential information about the project to any interested parties or the public; and
- Conduct the review process as per the client charter established.



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# REFERENCES AND APPENDICES





# REFERENCES

## References

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#### **Act/Section/Legislation Reference**

Article 76(4), Federal Constitution.

Subsection 20B(1), Town and Country Planning Act 1976 (Act 172).

Subsection 20B(2), Town and Country Planning Act 1976 (Act 172).

Subsection 21A(1), Town and Country Planning Act 1976 (Act 172).

Paragraph 21A(1) (ea), Town and Country Planning Act 1976 (Act 172).

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PPA 02 – Act 172 Implementation Guidelines: Application for Proposed Development Under Subsection 22(2A), Act 172.

PPA 13 – Act 172 Implementation Guidelines: Application for Proposed Development Under Paragraph 22(2A)(c), Act 172.

PPA14 - Act 172 Implementation Guidelines: Application for Proposed Development Under Section 20B.

# AP-1 FREQUENTLY ASKED QUESTIONS

## A. A. INTRODUCTION TO SOCIAL IMPACT ASSESSMENT

### 1. What is Social Impact?

Social Impacts are defined as the impact on individuals, families or communities as a result of a development that affects or alters their lifestyle, quality of life and well-being.

### 2. What is Social Impact Assessment?

Social Impact Assessment is a process of analysing, monitoring and managing the potential social impacts, either positive or negative that are expected to occur from the implementation of a development project.

### 3. Is the implementation of SIA governed by any legislation in Malaysia?

Yes. The implementation of SIA for development projects is subject to the Town and Country Planning (Amendment) Act 2017 [Act A1522]. It is applicable only in Peninsular Malaysia.

### 4. Who are the key stakeholders involved in the implementation of SIA and how do they benefit?

In general, there are three main stakeholders involved in the implementation of SIA; namely (i) the direct affected parties, (ii) the Project Proponent and (iii) government agencies. The benefits to the stakeholders are as follows:

#### ➤ Benefits to the affected parties

The implementation of SIA ensures that any development project undertaken does not have a significant impact on the lives of the communities involved and that their views and concerns are taken into consideration in project planning.

#### ➤ Benefits to the Project Proponent

The involvement of affected parties in SIA at the early stage of project planning can reduce contingency costs and contribute to the efficiency of project planning.

➤ **Benefits to the Government Agencies**

Government agencies can benefit from the holistic views of stakeholders and findings from SIA can assist government agencies in making informed decisions.

**5. When should SIA be carried out during implementation of project?**

SIA should commence as early as possible during the project planning stage, particularly when selecting the project site. The implementation of SIA is a continuous process that should be carried out throughout all project phases. By assessing the impacts and gathering feedback from relevant stakeholders, SIA helps in developing an ideal, improved or optimal project design and layout, while minimizing social impacts to acceptable levels.

**6. Is the SIA report subject to Public Display?**

As of March 2023, SIA reports are not subject to Public Display.

**B. TOWN AND COUNTRY PLANNING (AMENDMENT) ACT 2017 [ACT A1522]**

**7. Does Act 172 applicable in Sabah, Sarawak and the Federal Territories of Kuala Lumpur, Labuan and Putrajaya?**

No. Act 172 is only applicable in Peninsular Malaysia.

**8. What is the status of Act 172 in the Federal Constitution?**

Act 172 falls under the Concurrent List of the Ninth Schedule of the Federal Constitution. This means that both the Federal Government and the State Government have the authority to enact the Act. As long as the laws do not overlap or conflict, they can coexist and operate together.

**9. Have all states in Peninsular Malaysia adopted Act A1522?**

No. As of March 2023, only **nine states** have adopted Act A1522. These states include Perlis, Kedah, Pulau Pinang, Perak, Selangor, Negeri Sembilan, Melaka, Pahang and Terengganu. Meanwhile, Johor and Kelantan have not yet adopted Act A1522. The Federal Territories of Kuala Lumpur and Putrajaya have their own planning laws.

### C. ROLE AND RESPONSIBILITIES OF PLANMALAYSIA

#### 10. Which Division/Unit responsible to oversee the implementation of SIA?

The Research and Development Division of PLANMalaysia is responsible to oversee the implementation of SIA.

#### 11. What is the role of PLANMalaysia in the implementation of SIA?

The roles of PLANMalaysia in the implementation of SIA include:

- Regulate the implementation of SIA in accordance with the provision of Act 172.
- Develop SIA implementation guidance.
- Evaluate, approve and/or reject submitted SIA reports via SIA Panel Review Meeting.
- Administer the Consultant registration scheme.
- Provide advice to stakeholders related to various aspects of SIA implementation.

### D. DEVELOPMENT PROJECTS SUBJECT TO SIA

#### 12. What types of development projects that require SIA?

The Guidance for the Implementation of Social Impact Assessment for Development Projects categorizes development projects that require SIA reports into Category A and Category B. For more details on the types and characteristics of development projects falling under Category A and Category B, please refer to Chapter 2 of this Guidance.

#### 13. What are the differences between Category A and Category B?

Category A	Category B
Development projects need to be presented to NPPC.	No requirement for development projects to be presented to NPPC.
SIA report submitted to PLANMalaysia for approval process.	SIA report submitted to State PLANMalaysia for approval process.

#### 14. What if a development projects falls under both Category A and Category B?

If a development project is listed under both Category A and Category B, it will automatically be classified as Category A. In such cases, the SIA report must be submitted to PLANMalaysia for the approval process.

## E. **SIA REPORT EVALUATION PROCESS**

### 15. **What is the duration to evaluate SIA report for Category A and Category B?**

The evaluation of SIA reports for Category A takes 60 working days, while for Category B, it takes 30 working days.

### 16. **How long is the validity period of the SIA report approval?**

The approval of the SIA report is valid for 2 years starting from the date the approval letter is received.

### 17. **Can the Project Proponent request an extension of the approved SIA report if it expires before construction begins?**

Yes, the Project Proponent can request an extension of the approved SIA report by submitting a written application to PLANMalaysia/State PLANMalaysia. The application should provide details and justifications for the extension and must be submitted at least three months before the expiry of the approval.

### 18. **What are the common mistakes to be mindful in undertaking the SIA and preparing the SIA report?**

- Directly affected parties are left out of the list of respondents or only consists a small number of respondents and are not given priority in the analysis of the impact significance.
- Failure to analyse the primary and secondary ZOI separately in analysis of severity, likelihood and significance scores.
- The variables in the survey questions do not appropriately reflect the aspects being studied.
- Failure to have preliminary discussions with relevant agencies to gather accurate information on the agency's scope of work and current social issues.
- Proposed mitigation measures are not clear in their implementation process and not aligned with the listed impacts.

- The mitigation plan lacks sufficient detail for each project phase.
- KPIs in the SIMP are not measurable.
- The roles and responsibilities of the internal organization that responsible to implement and monitor the SIMP are not clearly defined.

## F. QUALIFIED PERSON TO SUBMIT SIA REPORT

### 19. Who is eligible to submit the SIA report?

In current practice as of March 2023, only members of Malaysian Association of Social Impact Assessment (MSIA) and/or Registered Town Planner under Boards of Town Planner Malaysia (BTPM) are qualified to submit SIA report.

The lists of the registered members can be found on its respective website; MSIA (<https://msiamy.org/members>) and LPBM (<https://www.lpbm.gov.my/www/>).

## AP-2 CONTENTS OF SIA REPORT

### Proposed Structure of SIA Report

The SIA report should be structured in the following order:

- Declaration of the Project Proponent
- Declaration of the Consultant
- Executive summary (bilingual)
- Chapter 1: Introduction
- Chapter 2: Statement of Need
- Chapter 3: Project Background
- Chapter 4: Scoping
- Chapter 5: Socioeconomic, Demographic and Land Use
- Chapter 6: Stakeholder Engagement
- Chapter 7: Social Impacts and Mitigation Measures
- Chapter 8: Social Impact Management Plan
- Chapter 9: Conclusion
- Reference
- Appendix

### CHAPTER 1 – INTRODUCTION

Chapter 1 should include the following information:

- Project name and details (e.g., location and size).
- Project Proponent's information (e.g., company name, contact person, mailing address, contact number, email address).
- Consultant's information (e.g., company name, contact person, mailing address, contact number, email address).
- SIA category of the project, specified under Section 20B or subsection 22(2A) of Act 172.

### CHAPTER 2 – STATEMENT OF NEED

Chapter 2 should include the following information:

- Statement of need.
- The importance of the project for the community and at the country/ state level.
- Explanation of how the project aligns with and supports international, national, regional, state and local policies. Reference should be made to key policies such as the Sustainable Development Goals, National Physical Plan, Regional or Corridor Plan, State Structure Plans and District Local Plans.

## CHAPTER 3 – PROJECT INFORMATION

Chapter 3 should include the following information:

- Description of the evaluation process and criteria used to determine the optimal project option. Consideration of factors such as engineering and design, social, environmental, geotechnical, economy and traffic in project planning should be explained.
- Detailed description of the proposed project, including the planning basis, layout plan and components.
- Detailed description of project components and activities throughout all project phases.
- Specify the construction methods that will be employed in the project.
- Specify the project implementation timeline.

## CHAPTER 4 – SCOPING

Chapter 4 should include the following information:

- Identification of preliminary impacts: Explain the methods used to determine the preliminary impacts and provide an overview of the impacts anticipated at each stage of the project.
- Identification of ZOI: Describe the criteria and basis for determining the ZOI by providing clear diagrams illustrating the boundaries.
- Identification of stakeholders: Describe the types of stakeholders that have been identified for the project.
- Identification of stakeholder engagement methods: Outline the approaches and techniques used to engage the stakeholders, including survey techniques, methodologies, FGDs and interviews, where applicable.

## CHAPTER 5 – SOCIOECONOMIC, DEMOGRAPHIC AND LAND USE

Chapter 5 should include the following information:

- Description of the social environment: Provide an overview of the social context surrounding the project, including clear maps showing the project site and boundaries and its surrounding areas.
- Socioeconomic and demographic data: Description of relevant information such as the number of residents or households, racial composition, age groups, educational backgrounds, employment types and economic status of the communities affected by the project.
- Land use composition: Specify the existing and future land use percentages within the project area.
- Description of the committed development adjacent to the project site, include clear maps illustrate the land use of neighboring areas and any planned or ongoing development.
- Socially sensitive areas

## CHAPTER 6 – STAKEHOLDER ENGAGEMENT

Chapter 6 should include the following information:

- Findings from the analysis of the data obtained from stakeholder engagement sessions including surveys, FGDs, interviews, workshops, etc.
- Summary from the stakeholder engagements, stating the main inputs and concerns.

## CHAPTER 7 – SOCIAL IMPACTS AND MITIGATION MEASURES

Chapter 7 should include the following information:

- Methodology of impact assessment employed.
- Description of the potential social impacts during planning, construction and operational stages. Impacts need to be linked to specific impact recipients and locations;
- Relevant information and evaluation of impact significance.
- Detailed relevant and practical mitigation measures for each identified impact.

## CHAPTER 8 – SOCIAL IMPACT MANAGEMENT PLAN

Chapter 8 should include the following information:

- Implementation organisation.
- Implementation mechanism.
- Monitoring framework.
- Grievance management mechanism.
- Emergency response plan.
- Reporting and audit framework (if relevant).

## CHAPTER 9 – CONCLUSION

Chapter 9 should summarize and provide concise conclusions of the social impact assessment that has been carried out.

## APPENDIX

May contain information or references that support/complement the main report, such as technical information, questionnaire used for the survey, meeting notes/minutes from FGD/ workshop/ stakeholder engagements and/or agency approval/comment letters.

**AP-3**

## **LIST OF LEGISLATION AND POLICIES FOR DEVELOPMENT PROJECTS**

No.	Agency	Legislation	Alternative name
1.	Local Government Department	Local Government Act 1976	Act 171
2.	PLANMalaysia	Town and Country Planning Act 1976	Act 172
3.	Department of Director General of Lands and Mines	National Land Code 2020	Act 828
4.	Local Government Department	Street, Drainage and Building Act 1974	Act 133
5.	Department of Environment	Environmental Quality Act 1974	Act 127
6.	Ministry of Works	Federal Roads Act 1959	Act 376
7.	Department of Irrigation and Drainage	Drainage Works Act 1954 (Revised – 1988)	Act 354
8.	Solid Waste and Public Cleansing Management Corporation	Solid Waste and Public Cleansing Management Act 2007	Act 672
9.	National Water Services Commission	Water Services Industry Act 2006	Act 655
10.	Energy Commission	Electricity Supply Act 1990	Act 447
11.	Malaysian Communication and Multimedia Commission	Communications and Multimedia Act 1998	Act 588
12.	Fire and Rescue Department of Malaysia	Fire Services Act 1988	Act 341
13.	Ministry of Transport	Road Transport Act 1987	Act 333
14.	Malaysian Highway Authority	Highway Authority Malaysia (Incorporation) Act 1980	Act 231

No.	Agency	Legislation	Alternative name
15.	Department of Director General of Lands and Mines	Land Acquisition Act 1960	Act 486
16.	Department of National Heritage	National Heritage Act 2005	Act 645
17.	Department of Mineral and Geoscience	Mineral Development Act 1994	Act 525
18.	Department of Mineral and Geoscience	Geological Survey Act 1974	Act 129
19.	Department of Director General of Lands and Mines	Strata Titles Act 1985	Act 318
20.	Commissioner of Buildings	Strata Management Act 2013	Act 757
21.	Department of Safety and Health	Factories and Machinery Act 1967	Act 139
22.	Department of Safety and Health	Occupational Safety and Health Act 1994	Act 154
23.	Department Of National Housing	Housing Development (Control and Licensing) Act, 1966 – Revised 1973	Act 118
24.	Ministry of Transport	National Transport Policy 2019 - 2030	Not available
25.	Ministry of Works	Road and Highway Development Policy 2030	Not available
26.	Ministry of Local Government Development	National Physical Plan	Not available
27.	State PLANMalaysia	State Structure Plan	Not available
28.	Local Authority	District Local Plan	Not available

Source: Manual OSC 3.0, Process and Procedure Proposed Development and Implementation One Stop Centre, KPKT, First Edition, 2019

## AP-4 SCOPING CHECKLIST

### INTRODUCTION

Checklists is a simple and popular method to identify the preliminary impacts. There are various types of checklists and can be customized based on the project's characteristics and the prevailing socio-economic conditions.

These checklists outline the various types of social impacts and changes that may occur. These impacts can be experienced at different levels of development, ranging from individuals and families to entire communities throughout the project phases.

#### 1. SOCIAL IMPACTS CHECKLIST

The checklist includes variables that consider both negative and positive aspects of the impacts. It describes the actual changes experienced by individuals, whether in tangible form or in terms of perceptions and perspectives. These impacts can occur at various levels, affecting individuals, families and communities. It is important to consider these social impact variables during the scoping stage.

#### Health and Social Well-being Variables

This refers to changes in the number, density, distribution and composition of the community. These changes may have an impact on local social well-being and human capital.

Social Impacts Variable	Description
<b>Loss of human capital</b>	Occurs as a result of the migration process of working class that can affect the survival of the community in an area.
<b>Stigma</b>	Feeling/perception of being excluded and/or marginalized.
<b>Sentiments/Perception towards development project</b>	Sentiments toward construction stage of the project (fear of disruption) or during the operational stage (dissatisfaction if the Project Proponent fails to deliver as promised).

## Economic and Material Well-being Variables

This refers to the level of economic, stability and prosperity of individuals and society.

Social Impacts Variable	Description
<b>Standards of living</b>	Level of the material aspects available for an individual or communities.
<b>Economic prosperity and resilience</b>	Level of economic prosperity and diversity of opportunities.
<b>Income</b>	Permanent employment or side income.
<b>Occupation</b>	Level of employment and unemployment as well as status of employment opportunities.
<b>Economic Dependence</b>	The extent to which individuals or households have control over the economic activities.
<b>Property Value</b>	Stability of existing property values.

## Impacts on Individuals, Families and Communities

This refers to factors that affect the daily lives of individuals or families, such as changes that occur in family structure and social relationships.

Social Impacts Variable	Description
<b>Social Network</b>	The relationship and level of interdependence between the households or local community.
<b>Identity and relationship of the community</b>	A sense of belonging, pride and affection for the residential area or the surrounding community.
<b>Community unity</b>	The extent to which the project threatens the unity of the local community (real or perceived).
<b>Safety and exposure to hazards</b>	Security issues or risks arising from the development project either during construction and/or operation (real or perceived).
<b>Crime and violence</b>	Issues of crime and violence arising from development project either during construction and/or operation (real or perceived).

## Impacts on Community Infrastructure

This refers to the changes in land use patterns, infrastructure, the availability of housing and public facilities and community services.

Social Impacts Variable	Description
<b>Availability of housing facilities</b>	It is important for low-income group.
<b>Physical quality of residence</b>	Structural quality, safety and comfort.
<b>Quality of living environment</b>	Condition of the residential environment, such as noise, smell, dust, etc., whether it is real or perceived.
<b>Social quality of residence</b>	The extent to which the community perceives their residence as a 'home'.
<b>Leisure and recreation facilities</b>	The impact of available facilities (either by project development or existing) that are sufficient and comfortable for a community.
<b>The value of environmental facilities</b>	Resource that cannot be objectively evaluated (intangible).
<b>Accessible and sufficient physical and social infrastructure</b>	Availability of water and electrical supply, sewerage system and others. Provision of social facilities and services such as education, health, safety, community service, library, etc.

## Impacts on Institutions, Legislation, Politics and Equity

This refers to the impact on institutions and authorities especially in terms of organisational capacity to face the workload resulted from development projects.

Social Impacts Variable	Description
<b>Capacity of government agency</b>	Human resources to handle the additional workload resulting from development projects.
<b>Legal rights and tenure</b>	Community has clear understanding of the rights that should be obtained.
<b>Involvement in the decision-making process</b>	Transparency of decision-making process by agencies and parties involved.
<b>Equity impact</b>	Justice and equal distribution of any impact of development projects to the community.

## 2. SOCIAL CHANGE CHECKLIST

The process of social change depends on the development project carried out, the duration of the project and condition of the local administrative.

<b>Demographic Process</b>	
<b>Social Change Variables</b>	<b>Description</b>
a) Relocation	The affected communities moving to a new place as a part of a compensation.
b) Displacement	The movement of the population out of the area for those affected by land or property acquisition.

<b>Economic Process</b>	
<b>Social Change Variables</b>	<b>Description</b>
a) Employment opportunities	A change in job opportunities in a community / area.
b) Changes and diversification of economic activities	A change of economic activity from one type of production to another. At a macro level it could be a shift from agricultural to industrial economy. While at the micro level, it can be from subsistence agriculture to commercial agriculture.
c) Poverty	Occurs due to sudden changes in the standard of living that lead to poverty in society.
d) Inflation	Price increase, where it can happen at national level due to macro-economic factor, or at local level where the purchasing power is reduced.

### Economic Process

A process that includes all economic activities in an area, either macro or microeconomics.

Social Change Variables	Description
e) Concentration on economic activities	Occurs due to the concentration of single or limited industry in an area. Economic diversification is essential to avoid high societal dependence on the concentrated levels of industrial performance.
f) Economic globalisation	Occurs as a result of change in focus of production and marketing from local to international level.

### Geographic Process

A process that involves spatial patterns and land use that affects a community.

Social Change Variables	Description
a) Land use change	Involves land use change, land use intensity, as well as the type and pattern (whether the land is optimized).
b) Urban sprawl	The spread of urban to suburban areas resulting in land use change.
c) Urbanisation	The process of rural-to-urban migration and developing small towns into high-density cities.
d) Changes in infrastructure and rural accessibility	Improvements in transportation facilities and accessibility that affect the demographic of an area.
e) Separation of society due to physical development	The community fragmentation due to construction of infrastructure projects, such as highways, railways, drainage, and irrigation.

### Socio-cultural Process

A process that affects the culture of a society.

Social Change Variables	Description
<b>a) Cultural differences</b>	Differences between groups/races in a community based on cultural values, traditions, customs, rituals and languages.
<b>b) Social division</b>	Fragmentation of existing social and cultural networks due to the influx of outsider/foreigners and displacement of the original community.
<b>c) Segregation</b>	The process that creates cultural differences in a society.

### Freedom and Empowerment Process

An important process that involves engaging in clear and transparent communication with the community and conveying their voice as part of the decision-making process.

Social Change Variables	Description
<b>a) Marginalisation and exclusion</b>	Where groups in society are denied access to facilities/services or to engage in the project.
<b>b) Capacity building</b>	Increase knowledge/understanding, networking capacity and improve basic skills among the residents.

This checklist needs to be customized according to the characteristics of the project and socio-economic conditions in the project area.

### 3. USE OF CHECKLIST WITH SCOPING MATRIX

The initial impact checklist can be utilized in different forms of scoping matrices to establish connections between social impact variables, impact receptors, ZOI and project phases. It is important to note that there is 'no one-size-fits-all' matrix for every project. The Project Proponents and Consultants are encouraged to try various combinations to identify the most suitable matrix for specific project.

**Example of Social Impact Variables Matrix by Zone of Influence**

Social Impact Variables	Impact Receptor			
	Primary ZOI - North	Primary ZOI - South	Secondary ZOI - North	Secondary ZOI - South
<b>Health and Social Well-being Variable</b>				
Loss of human capital				
Stigma				
Perception towards the project				
<b>Economic and Material Well-being</b>				
Standard of living				
Economic prosperity				
Income				
Employment				
Economic dependency				
Property value				

### Example of Social Impact Variable Matrix by Project Phases

Social Impact Variables	Impact Receptor			
	Planning	Construction	Operation	Abandonment
<b>Economic Process</b>				
Employment opportunity				
Changes in economic activity				
Poverty				
Inflation				
Concentration on economic activity				
Economic globalisation				
<b>Geographic Process</b>				
Standard of living				
Economic prosperity				
Income				
Employment				
Economic dependency				
Property value				

## AP-5 SOCIALLY SENSITIVE AREAS

A development project located within or nearby a socially sensitive areas can potentially trigger sensitivity and may cause conflicts to a community that lives and/or has interest in the area. Examples of socially sensitive areas include:

- Areas, buildings or sites that have religious elements that function as places of worship, social activities and celebrate the festivities as well as cemetery. Examples: Places of worship such as mosques, temples, gurdwaras and Wat Siam, as well as cemeteries for different religion.
- Orang Asli settlements including the reserved land or customary land (*tanah adat*), roaming area, agricultural land and cemeteries.
- Crematorium (cremation facility) and columbarium (storage facility for cremated remains).
- Traditional villages recognized by the state government; Settlement of non-citizen community groups such as the Siamese and Cambodian communities who have long been settled in an area and have cultural and religious characteristics that are still intact among their people.
- Heritage areas, buildings or site that have historical value recognized by certain bodies or organizations where they represent the connection of the local community's identity. Example: Lenggong Valley Archaeological site.
- Health, education and recreational facilities that benefits the public such as hospitals, educational institutions and public parks.

## AP-6 SIA REPORT CHECKLIST

1. This checklist is intended to be used by the Consultants to ensure the SIA report is prepared based on the **Guidance for the Implementation of Social Impact Assessment for Development Projects**.
2. All information shared and evaluated in this checklist must be accurate and based on critical project issues and recommended scores.
3. The Project Proponent and Consultants are fully responsible for the information provided/stated in this checklist.

Select the applicable categories of the SIA report:

Category A  Category B

### Chapter / Topic

#### Chapter 1: Introduction

a. Project Information:

i. Project Name:

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ii. Brief information of the project (e.g. location, size);

Please tick  
( )  
If applicable

Page number  
Write the relevant  
information page  
number

b. Project Proponent's Information:

i. Project Proponent's Organisation:

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ii. Registration Number : \_\_\_\_\_

iii. Address:

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iv. Phone Number: _____  v. Email: _____  vi. Person-in-charge: Name: _____ Phone Number: _____ Email: _____	c. Consultant's Information:  i. Consultant's Firm: _____ _____ _____  ii. Registration Number (if applicable): _____  iii. Address: _____ _____ _____  iv. Phone Number: _____  v. Email: _____  vi. Person-in-charge: Name: _____ Phone Number: _____ Email: _____
---	---

Chapter / Topic	Tick (✓) on Topic that has been Detailed	Write the Page Number of Title Page
<b>Chapter 2: Statement of Need</b> <ul style="list-style-type: none"> <li>a. Statement of project requirement:</li> <li>b. The importance of the project to the community, state/nation; and</li> <li>c. List of international / national / regional / state / local / policy / policy development plans that support the development project (e.g., Sustainable Development Goals, National Physical Plans, Regional or Corridor Plans, Structure Plan or Local Plans).</li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Page number Page number Page number
<b>Chapter 3: Project Background</b> <ul style="list-style-type: none"> <li>a. Project options: <ul style="list-style-type: none"> <li>i. Description of the evaluation process &amp; selection of optimal project options;</li> <li>ii. Evaluation criteria in planning (e.g., engineering, design, social, environmental, geotechnical, economic, traffic, etc).</li> </ul> </li> <li>b. Project details (including planning basis, layout plan, project components, etc);</li> <li>c. Description of project components and key activities throughout project stages: <ul style="list-style-type: none"> <li>i. Planning;</li> <li>ii. Construction; and</li> <li>iii. Operation.</li> </ul> </li> <li>d. Description of construction method;</li> <li>e. Project implementation timeline.</li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Page number Page number Page number Page number Page number Page number Page number Page number Page number Page number

Chapter / Topic	Tick (✓) on topic that has been detailed	Write the page number of title page
<b>Chapter 4: Scoping</b>		
a. Identify the initial impacts and methods adopted for each phase of the development project: i. Planning; ii. Construction; and iii. Operation.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Page number Page number Page number
b. Identify Zone of Influence: i. Basis and justification of the distance of the ZOI; and ii. Diagram of the shape of the ZOI.	<input type="checkbox"/> <input type="checkbox"/>	Page number Page number
c. Identify and describe the stakeholders;	<input type="checkbox"/>	Page number
d. Identify methods of stakeholder engagement: i. Stakeholder engagement method; and ii. Sampling technique/methodology.	<input type="checkbox"/> <input type="checkbox"/>	Page number Page number
<b>Chapter 5: Socioeconomic, Demographic and Land Use</b>		
a. Description of the social environment around the project site: i. Clear diagrams & labels; and ii. Location & boundary.	<input type="checkbox"/> <input type="checkbox"/>	Page number Page number
b. Secondary data analysis;	<input type="checkbox"/>	Page number
c. Demographic analysis;	<input type="checkbox"/>	Page number
d. Land use analysis;	<input type="checkbox"/>	Page number
e. Committed development around the project area (with clear diagrams);	<input type="checkbox"/>	Page number
f. Socially sensitive areas.	<input type="checkbox"/>	Page number

<b>Chapter / Topic</b>	<b>Tick (✓ ) on topic that has been detailed</b>	<b>Write the page number of title page</b>
<b>Chapter 6: Stakeholder Engagement</b> <ul style="list-style-type: none"> <li>a. Stakeholder engagements analysis;</li> <li>b. Summary</li> </ul>	<input type="checkbox"/> <input type="checkbox"/>	Page number Page number
<b>Chapter 7: Social Impacts and Mitigation Measures</b> <ul style="list-style-type: none"> <li>a. Method used to identify impact;</li> <li>b. Description of potential impacts on affected communities and specific locations by phase of the project: <ul style="list-style-type: none"> <li>i. Planning;</li> <li>ii. Construction;</li> <li>iii. Operation.</li> </ul> </li> <li>c. Description and assessment of impact severity; and</li> <li>d. Mitigation measures for each identified impact.</li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Page number Page number Page number Page number Page number Page number Page number
<b>Chapter 8: Social Impact Management Plan</b> <ul style="list-style-type: none"> <li>a. Implementation mechanism;</li> <li>b. Implementation organisation;</li> <li>c. Monitoring framework;</li> <li>d. Grievance management mechanism;</li> <li>e. Emergency response plan; and</li> <li>f. Reporting and audit framework (if relevant).</li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Page number Page number Page number Page number Page number Page number

Chapter / Topic	Tick (✓) on topic that has been detailed	Write the page number of title page
<b>Chapter 9: Conclusion</b>  Precise summary & conclusion related to the social impact assessment conducted.	<input type="checkbox"/>	Page number
<b>Appendix</b> <ul style="list-style-type: none"> <li data-bbox="135 578 727 613">a. Reference list;</li> <li data-bbox="135 648 727 684">b. Survey finding &amp; questionnaire form;</li> <li data-bbox="135 719 727 786">c. Meeting notes/minutes of stakeholder engagements.</li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Page number Page number Page number

**AP-7**

## **LIST OF BASIC INFORMATION FOR DEVELOPMENT PROJECT**

### CHECKLIST

Project Name :	
Consultant's Name & Phone Number :	
Project Proponent's Name & Phone Number :	

No.	Item	Yes	No	Status/ Remarks
1.	The Project Proponent/SIA Consultant is requested to obtain approval from the State PLANMalaysia regarding the proposed development project's direction before it is take for consideration at the SIA Report Review Panel Meeting and request for advice from the NPPC.			
2.	Compliance with zoning in the current Structure Plan.			
3.	Compliance with zoning in the current Local Plan.			
4.	Matters related to land/land acquisition (if applicable)			
5.	Planning Permission (if applicable).			
6.	Decision from the State Planning Committee (SPC) (if applicable).			
7.	Advice from the National Physical Planning Council (NPPC) (if applicable).			
8.	Status of the Environmental Impact Assessment Report.			
9.	Other relevant information to support the proposed project.			
10.	One (1) CD copy and 15 hardcopies of the SIA report need to be submitted.			

### **OFFICE USE ONLY**

Receiving Officer :  
Date :

Received Stamp:

**AP-8**

## **EXAMPLE DECLARATION OF SIA FOR THE PROJECT PROPONENT**

### **DECLARATION BY THE PROJECT PROPONENT**

#### **ABC DEVELOPMENT PROJECT**

I hereby declare that the entire SIA report is the product of the SIA Consultant appointed by my organisation and all the facts stated and information stated in the report are to the best of my knowledge and belief true and correct, and that I have not withheld or distorted any facts. I agree to undertake responsibility to implement all mitigation measures and improvement as stated in the SIA report.

Name : \_\_\_\_\_

NRIC Number : \_\_\_\_\_

Designation : \_\_\_\_\_

Signature : \_\_\_\_\_

Date : \_\_\_\_\_

Company's Stamp : \_\_\_\_\_

**AP-9**

## **EXAMPLE DECLARATION OF SIA FOR THE LEAD CONSULTANT**

### **DECLARATION BY THE LEAD CONSULTANT**

#### **ABC DEVELOPMENT PROJECT**

I declare that the entire SIA report is the product of my work and the work of my team members who worked under my supervision and all the facts stated in the report and the accompanying information are to the best of my knowledge and belief true and correct and that I have not withheld or distorted any facts. I have briefed the Project Proponent on the content of the Report and highlighted to him/her all the mitigation measures and improvement as stated in the report and the Project Proponent has agreed to implement them.

This declaration needs to be submitted together with the certificate of LPBM/MSIA membership, which applicable.

Signature : \_\_\_\_\_ Official Stamp:

Name : \_\_\_\_\_

NRIC or Passport No. :

Designation : \_\_\_\_\_

Date : \_\_\_\_\_

**AP-10**

## **EXAMPLE DECLARATION OF SIA FOR THE SIA TEAM**

### **DECLARATION BY THE SIA TEAM**

#### **ABC DEVELOPMENT PROJECT**

I declare the following:

- i. I have conducted the SIA professionally using acceptable methodologies;
- ii. The findings are correct to the best of my knowledge and have not been altered in any manner;
- iii. The mitigation measures proposed to the best of my knowledge are reliable, practical and adequate to comply with the relevant legal requirements; and
- iv. I shall be accountable for any misleading information in any part of this report.

This declaration needs to be submitted together with the certificate of LPBM/MSIA membership (if any).

Signature : \_\_\_\_\_

Official Stamp:

Name : \_\_\_\_\_

NRIC or Passport No. :

Designation : \_\_\_\_\_

Date : \_\_\_\_\_

## AP-11

# EXAMPLE OF SEVERITY MEASUREMENT

The measurement of the impact severity vary according to the type of impacts and nature of the project. The Project Proponent can provide any relevant statements related to the project along with a Likert Scale in tabular form. This is to facilitate the process of determining the level of severity of the impacts of the development project.

The table below shows an example from a project in Penang with a sample of 353 respondents. The median was used to determine the level of severity for each statement. The median used as a Likert Scale is an ordinal data that only allows the use of mode and median according to the Central Tendency Theorem.

**Example Table of the Severity for Negative Impacts During Construction**

Statement	Frequency (f) / %	Strongly Disagree (1)	Disagree (2)	Mildly Agree (3)	Agree (4)	Strongly Agree (5)	Level of Severity (Median)
The road damaged due to entry/exit of heavy vehicles	f	7	70	141	130	5	3
	%	2.0	19.8	39.9	36.9	1.4	
	% cumulative	2.0	21.8	61.7	98.6	100.0	
Increase in the number of foreign workers	f	5	66	189	87	6	3
	%	1.4	18.7	53.5	24.6	1.7	
	% cumulative	1.4	20.1	73.6	98.2	100.0	
There will be social classes between the local population and the influx of new communities	f	1	134	142	67	9	3
	%	0.3	37.9	40.2	19.0	2.5	
	% cumulative	0.3	38.2	78.4	97.4	100.0	
Social issues/crime	f	2	10	102	174	65	4
	%	0.6	2.8	28.9	49.3	18.4	
	% cumulative	0.6	3.4	32.3	81.6	100.0	

Note: Median is the center of measurement (50.0%) in the cumulative percentage distribution of a dataset.

**AP-12**

## METHOD OF ASSESSING THE SIGNIFICANCE OF IMPACT RISK RATING

Three main sources can be utilized to evaluate the significance of impact risk rating, namely questionnaire data, findings from FGDs and case interviews. While most SIA solely relies on questionnaire data to assess the significance, it is beneficial to combine multiple data sources, particularly primary data, to demonstrate cumulative impacts. Additionally, transparent self-assessment can serve as the third method.

### 1. Highest Score Assessment Method Based on Stakeholder Groups

This method distinguishes the input and significance score calculations based on different groups, assuming that some groups may not be able to provide accurate information which can only be taken as an opinion and perception. For technical issues related to the proposed project, input from the relevant government agencies or government-linked companies is preferable. For example, when assessing the impact on a river, it is more appropriate to take into consideration the expert views from the district and/or state, rather than solely relying on the perspectives and perceptions of residents in the area.

However, there are times where input from both residents and the relevant agencies (for example Department of Irrigation and Drainage) are taken into consideration, particularly for flood-related issues, as residents are directly affected and the agency is responsible for preventing future floods.

In this context, the significance assessment of the impact on the river, which serves as a source of income for fishermen, is determined as follows:

#### Significance of impact to the river:

$$\text{Severity (S}_{\text{DID}} \times \text{Probability (P)} \dots\dots \text{(A)}$$

#### But for the impact of flood:

$$\text{Significance of flood} = \text{Severity (S}_{\text{DID}} \times \text{Probability (P)} \dots\dots \text{(B)}$$

$$\text{Significance of flood} = \text{Severity (S}_{\text{Residents}} \times \text{Probability (P)} \dots\dots \text{(C)}$$

The value that needs to be considered is which impact is the most significant, whether it is from (B) or (C), in the case of floods. If an impact risk score is required, then the option needs to be multiplied by the Maslow score value corresponding to the relevant group. This method is repeated for each issue/variable to be analysed.

## 2. Method of Assessing the Significance Score as a Fair Combination of Three Sources

This method takes into account the inputs from each stakeholder group and may include the views of the Consultants. The final significance score is the average of (A), (B) and (C).

For example, the scoring of significance for river flooding is calculated as follows:

Significance source: Survey questionnaire = Severity (S) x Probability (P) ..... (A)

Significance source: FGD/CI = Severity (S) x Probability (P) ..... (B)

Significance source: Consultant = Severity (S) x Probability (P) ..... (C)

This method is repeated for each issue/variable to be analysed. An example used by one project in the Klang Valley is shown in the table below:

**Example of Significance Assessment from Various Sources**

Variables	Source	Severity of Impacts			Total
		Survey questionnaire <sup>a</sup>	FGD/CI <sup>a</sup>	Consultant's input <sup>a</sup>	
Loss of human capital that affects survival of the communities		5	4	5	14 (Average: 4.7)
Job opportunity		9	9	9	27 (Average: 9.0)
City sprawl		11	11	9	31 (Average: 10.3)

Note: <sup>a</sup> - The final value is the severity of the impacts in ZOI-1, ZOI-2, and ZOI-3.

### 3. Method of Assessing Severity Scores as a Combination of Three Sources Using Weightage

This method is a variation of the second method described earlier, but it incorporates qualitative weightage for each component. The Consultant shall justify the combination of weightage used, as the usage of these weightage may give a different results.

For example:

Combined significance =  $(w_1) \times \text{score (A)} + (w_2) \times \text{score (B)} + (w_3) \times \text{score (C)}$  whereas, w is a weightage, and  $w_1 + w_2 + w_3 = 100\%$ , or 1.0 if decimal numbers are used.

Following from (ii), let say (A) = 12; (B) = 6; and (C) = 9 and  $w_1 = 0.45$  (or 45%);  $w_2 = 0.40$  (or 40%); and  $w_3 = 0.15$  (or 15%).

Then the combined significance becomes:  $0.45*(12) + 0.40*(6) + 0.15*(9) = 9.15$

If another weightage is used:

$w_1 = 0.60$  (or 60%);  $w_2 = 0.30$  (or 30%); and  $w_3 = 0.10$  (or 10%).

Then the combined significance becomes:  $0.60*(12) + 0.30*(6) + 0.10*(9) = 9.90$

This demonstrates that the choice of weightage can lead to different outcomes. It is advisable to determine the weightage through consultation with an independent expert or during a Technical Review Workshop, which typically conducted at the conclusion of the study. By involving external input and expert opinions, the process becomes more comprehensive and increases the likelihood of obtaining reliable and robust results.

**AP-13**

# CHECKLIST OF MONITORING COORDINATION

Project Name :			
Project Proponent :			
<b>Monitoring Category:</b>	<b>Monitoring Phase:</b>		
Category A <input type="checkbox"/> Category B <input type="checkbox"/>	Planning <input type="checkbox"/>	Construction <input type="checkbox"/>	Operation <input type="checkbox"/>
Date of Monitoring :			
<b>Date of Approval:</b>			
i) NPPC :			
ii) SIA Report :			
iii) Planning Permission :			
iv) Notification of Form B :			
v) CCC :			

SOCIAL IMPACT	MITIGATION MEASURE	KPI	ACTUAL ON SITE	PHOTO
Traffic flow conflict during construction.	The Project Proponent has prepared a schedule for heavy vehicles entering and exiting the construction site.	Heavy vehicles are not allowed to enter during peak hours.	A schedule for the entry and exit of heavy vehicles has been provided.	

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Date :

Notes :

- i. This checklist serves as a guide for PLANMalaysia and relevant agencies when carrying out monitoring and enforcement of the development projects.
- ii. Monitoring reports are based on the SIMP and submitted by the Project Proponent.

# GLOSSARY

<b>Thematic Analysis</b>	The process of analyzing and categorizing patterns from descriptive qualitative data. The level of impact can be obtained by considering the frequency of a particular issue expressed by the affected group.
<b>Carrying Capacity Analysis</b>	A method that can be used to determine the limit of the population in an area that can be supported by infrastructure such as schools and hospitals. It can be used to measure the sustainability level of a development project.
<b>Computer-assisted Personal Interview</b>	A data collection method that uses electronic devices such as cell phones or tablets for face-to-face interviews. This method can utilize device features such as collecting GPS coordinates, photos and audio data.
<b>Primary and Secondary Data</b>	Primary data is real-time data collected directly from public engagement sessions, including surveys and interviews.  Secondary data is past data collected for specific purposes and recorded in the form of reports, journals, or statistical data.
<b>Committee and Stakeholder Management Plan</b>	A document detailing the approach to be implemented to enhance support and reduce negative impacts on stakeholders throughout the project lifecycle.  The stakeholder management plan should explain the strategies and actions that will be used to manage stakeholders according to their influence and interest in the project.
<b>State Planning Committee</b>	The committee responsible for state matters, including the framework of national policy, conservation, land development and land use in the state. SPC is also responsible for regulating, planning and coordinating all state development activities.
<b>Triangulation Method</b>	The triangulation method is a method that integrates multiple data sources to understand and assess an impact, to ensure the findings are more convincing and improve the validity of the collected data.

<b>Socially Sensitive Areas</b>	Areas that can trigger sensitivity and conflicts among a community that lives or has an interest in the area if a development project is to be implemented.
<b>Planning Permission</b>	Planning Permission is a procedure where applicants are required to apply to the local authority for permission before commencing any development on land or building. Written permission will be given, with or without conditions, by the local authority to carry out the development.
<b>Recovery Plant</b>	A facility for recovering or recycling materials that were previously considered as waste to become useful or high-value materials. This includes processes such as water recovery and recycling of paper, glass, plastic, and metal, as well as compost from organic waste such as food waste.
<b>National Physical Planning Council</b>	The highest council responsible for town and country planning in Peninsular Malaysia. The National Physical Planning Council is responsible for coordinating all policies and activities related to town and country planning to ensure more balanced and sustainable use of resources and development at the State and National levels.
<b>Fixed Corridor Approach</b>	The determination of the ZOI distance is determined by a fixed distance from the centerline for each primary and secondary ZOI for a corridor-type development project.
<b>Neighbouring Approach</b>	The determination of the ZOI takes into account the inputs from stakeholders directly related to residential or economic activity centers.
<b>Issue Approach</b>	The determination of the ZOI varies depending on the issue being assessed, such as land use changes, traffic congestion, noise pollution, and air quality that may affect public tranquility. The ZOI distance is determined based on the severity of the impact on the affected group.
<b>Project Proponent</b>	Individuals or organizations that have control and are fully responsible for implementing the proposed project after obtaining approval from the Government.

<b>Focus Group Discussion</b>	FGD is a qualitative method of public engagement through discussion sessions involving a group of participants to discuss a specific topic led by a moderator. Participants consist of groups affected by the implementation of development projects, and they share similar interest in the topic being discussed. Information and views obtained during FGD sessions will be taken into account in the SIA.
<b>Social Change</b>	Changes in the interactions and relationships between people that transform cultural and social institutions. These changes occur from time to time and have profound and long-term effects on society.
<b>Stakeholder</b>	Individuals, groups or organizations that have an interest in development projects or those who are affected positively and/or negatively.
<b>Physical Development Project</b>	A project involving the construction of structures in an area by the entity/organization that will provide returns or benefits to them.
<b>Category A and Category B SIA</b>	SIA Category A covers development projects under Section 20B and Subsection 22(2A), Act 172, where such developments require advice from MPFN.  SIA Category B covers development projects that have a significant social impact as determined by State PLANMalaysia or Local Authorities. State Authorities can establish a list of Category B developments based on local decisions.
<b>i-Plan and S-CHARMs</b>	The i-Plan and S-CHARMs are the database systems developed by PLANMalaysia aimed at sharing comprehensive spatial information interactively and efficiently.  The i-Plan system (application) is an integrated land use planning information system that includes current land use information, land use zoning and committed land use.  S-CHARMs, on the other hand, allows users to obtain information on village profile data, land use, socially sensitive areas, public facilities and spatial data.
<b>Zone of Influence</b>	A physical area within and around the project site boundaries, where stakeholders or receptors within that physical area are likely to experience a change in social quality, whether it is negative impacts and/or positive impacts resulting from the project's implementation.

# ABBREVIATIONS

<b>SA</b>	State Authorities
<b>CAPI</b>	Computer-Assisted Personal Interview
<b>CCC</b>	Certificate of Completion and Compliance
<b>CLQ</b>	Centralised Labour Quarters
<b>EIA</b>	Environmental Impact Assessment
<b>FGD</b>	Focus Group Discussion
<b>GMM</b>	Grievance Management Mechanism
<b>HIA</b>	Heritage Impact Assessment
<b>IADA</b>	Integrated Agricultural Development Area
<b>IAIA</b>	International Association for Impact Assessment
<b>IAP2</b>	International Association for Public Participation
<b>IT</b>	Information Technology
<b>KADA</b>	Kemubu Agricultural Development Authority
<b>KPI</b>	Key Performance Indicator
<b>BTPM</b>	Board of Town Planners Malaysia
<b>MIP</b>	Malaysian Institute of Planners
<b>MSIA</b>	Malaysian Association of Social Impact Assessment
<b>NGO</b>	Non-Governmental Organization
<b>NPPC</b>	National Physical Planning Council
<b>PLANMalaysia</b>	Department of Town and Country Planning
<b>SIA</b>	Social Impact Assessment
<b>SIMP</b>	Social Impact Management Plan
<b>SPC</b>	State Planning Committee
<b>TIA</b>	Traffic Impact Assessment
<b>ZOI</b>	Zone of Influence

# ACKNOWLEDGEMENT

The development of the Guidance for the Implementation of Social Impact Assessment for Development Projects, conducted by the Department of Town and Country Planning (PLANMalaysia) requires inputs and cooperation from various ministries, departments and relevant government agencies throughout the entire study period.

We extend our utmost appreciation and sincere gratitude to all parties who have actively contributed their inputs and cooperation during the preparation of this Guidance, whether directly or indirectly through the Coordination Committee.

National Physical Planning Division, PLANMalaysia	Implementation Coordination Unit, Prime Minister's Department
Legal and Regulatory Planning Division, PLANMalaysia	Public Private Partnership Unit, Prime Minister's Department
Ministry of Local Government Development	Department of Irrigation and Drainage
Ministry of Women, Family and Community Development	Department of Environment
Ministry of Works	Department of Public Works
Ministry of Agriculture and Food Security	Department of Water Supply
Ministry of Transport Malaysia	Department of Agriculture
Ministry of Natural Resources, Environment and Climate Change	Department of National Solid Waste Management
Ministry of International Trade and Industry	Department of Fisheries
Economic Planning Unit, Prime Minister's Department	Town and Country Planning Department, Selangor
Town and Country Planning Department, Pulau Pinang	Town and Country Planning Department, Johor
Town and Country Planning Department, Kedah	Town and Country Planning Department, Perak
Town and Country Planning Department, Pahang	Town and Country Planning Department, Melaka
Town and Country Planning Department, Terengganu	Town and Country Planning Department, Negeri Sembilan
Town and Country Planning Department, Perlis	Town and Country Planning Department, Kelantan
Johor Bahru City Council	Pulau Pinang City Council

Kuantan City Council	Seberang Perai City Council
Sungai Petani Municipal Council	Klang-City Council
Selayang Municipal Council	Ipooh City Council
Malaysian Investment Development Authority	Energy Commission Malaysia
Tenaga Nasional Berhad	Mass Rapid Transit Corporation Sdn. Bhd.
Institut Sosial Malaysia	Waste Management Association of Malaysia
Malaysian International Chamber of Commerce and Industry	Malaysian Chamber of Mines
Real Estate and Housing Developers' Association Malaysia	Malaysian Institute of Planners (MIP)
Federation of Malaysian Manufacturers (FMM)	Malaysian Association of Social Impact Assessment (MSIA)
Worldwide Fund (WWF) Malaysia	Environmental Management and Research Association of Malaysia (ENSEARCH)
Perunding Nilaimas Sdn. Bhd.	Asia Pacific Environmental Consultants Sdn. Bhd.
Iktisas Ingenieurs Sdn. Bhd	UKM Pakarunding Sdn. Bhd.
Gamuda Engineering Sdn. Bhd	Malaysia Rail Link Sdn. Bhd.
Sime Darby Property Berhad	SRS Consortium Sdn. Bhd.
Lingga Base Sdn. Bhd.	KXP Airportcity Holdings Sdn. Bhd
ERE Consulting Group Sdn. Bhd.	

This Guidance is developed based on existing information on legal aspects, implementation mechanisms and inputs gathered from coordination meetings with stakeholders. PLANMalaysia reserves the right to issue instructions or circulars in addition to matters contained in this Guidance for the purpose of improving the SIA process.



**PLAN**Malaysia

Perancangan Melangkaui Kelaziman  
*Planning : Beyond Conventional*



# PPSIA

GUIDANCE FOR THE IMPLEMENTATION  
OF SOCIAL IMPACT ASSESSMENT FOR  
DEVELOPMENT PROJECTS





