



**PERBADANAN PRODUKTIVITI MALAYSIA (MPC)**

**TERMS OF REFERENCE (TOR)  
FOR TRAINER AND REPORT WRITER**

**APPOINTMENT AS A TRAINER AND REPORT WRITER FOR PROJECT:**

**BEHAVIOURAL INSIGHTS E-PAYMENT PROJECT  
THREE (3) PEJABAT DAERAH DAN TANAH OF NEGERI SEMBILAN  
(JUNE 2021)**

## TERMS OF REFERENCE

### 1.0 Background

MPC has been given an opportunity by the Government to undertake BI programs and initiatives for Malaysia starting in 2020, as the Government is keen to embed BI in designing public policy towards a better quality and effective regulation. For Year 2021, MPC plans to develop the Behavioural Insights E-Payment project using the BI Framework PRIME together with the practitioners of those who are applying and implementing Behavioural Insights in public policy. MPC will commission the services of service provider to train and produce write-up and sharing output accordance with the following terms and conditions.

### 2.0 The objectives of the project

The objective of the Behavioural Insights (BI) E-Payment Project is to encourage the usage cashless transaction with the government agencies and local authorities.

### 3.0 Project Duration

Write-up & slide are required to be submitted and received by MPC latest by 30 September 2021 as stated in the project timeline.

### 4.0 The Scope of Work and Main Tasks

User behaviour on usage and utilisation of e-payment (3 Pejabat Daerah dan Tanah of Negeri Sembilan) application for government service. Tasks includes :

- I. Trainer : Training sessions on Behavioural Insights and its usage and application of BI element (PRIME) (3 Pejabat Daerah dan Tanah of Negeri Sembilan)
- II. Write-up : Write-up on user behaviour & nudging
- III. Sharing Session: Sharing with stakeholders

	<b>Lantikan</b>	<b>Client (PBT)</b>	<b>Aktiviti/Tugas</b>
1.	Trainer (Tenaga Pengajar)	3 Pejabat Daerah dan Tanah of Negeri Sembilan	Session 1 : Training sessions on Behavioural Insights and its usage
		3 Pejabat Daerah dan Tanah of Negeri Sembilan	Session 2 : Training sessions on Behavioural Insights and its usage
		Pejabat Daerah dan Tanah of Negeri Sembilan A*	Session 3 : Training sessions on application of BI element (PRIME)
		Pejabat Daerah dan Tanah of Negeri Sembilan A*	Session 4 : Training sessions on application of BI element (PRIME)
		Pejabat Daerah dan Tanah of Negeri Sembilan B*	Session 5 : Training sessions on application of BI element (PRIME)
		Pejabat Daerah dan Tanah of Negeri Sembilan B*	Session 6 : Training sessions on application of BI element (PRIME)
		Pejabat Daerah dan Tanah of Negeri Sembilan C*	Session 7 : Training sessions on application of BI element (PRIME)
		Pejabat Daerah dan Tanah of Negeri Sembilan C*	Session 8 : Training sessions on application of BI element (PRIME)

Note: \* The respective names of the Pejabat Daerah dan Tanah of Negeri Sembilan will be

advised by MPC

## 5.0 Deliverables & Payment Term

The trainer is expected to provide the Scope of Work and tasks within three (3) months. Payment will be made by MPC once the project has been completed.

- I. Write-up & slide
- II. Sharing to stakeholders

## 6.0 Project Timeline

ACTIVITY	JULY 2021				AUG 2021				SEPT 2021			
	W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4
<b>A. TRAINER</b>												
Training sessions on Behavioural Insights and its usage and application of BI element (PRIME). (3 Pejabat Daerah dan Tanah of Negeri Sembilan)												
<b>B. WRITE-UP</b>												
Write-up on user behaviour & nudging												
<b>C. SHARING SESSION</b>												
Sharing with Stakeholders												
Webinar												

## 7.0 Payment

	Butiran Pembayaran*	Kuantiti maksimum	Kadar Bayaran (RM)	Jumlah (RM)
1.	Training sessions on Behavioural Insights and its usage and application of BI element (PRIME)	4 jam/ sesi X 8 sesi	300/jam	9,600
2.	Write-up on user behaviour & nudging	10 pages X 3 PBT	200/page	6,000
3.	Sharing with Stakeholders	1 jam / sesi x 2 sesi	300/jam	600
<b>JUMLAH (RM)</b>				<b>16,200</b>

Expert fees of RM16,200.00 will be paid upon completion of all jobs/tasks.

## 8.0 Reporting requirements

The expert will report to MPC Behavioural Insights (BI) secretariat; (Mr. Edward Binty, Email : [edward@mpc.gov.my](mailto:edward@mpc.gov.my)).

## **9.0 Confidentiality & Non-Disclosure Terms**

The appointed expert agrees to hold in confidence and to cause their agents, representative, if any, to hold in confidence and not to disclose or reveal to any person or entity the information received in the due course of preparing the data, thematic papers and other consolidated reports without the clear and express prior written consent from the Malaysia Productivity Corporation (MPC).

**Malaysia Productivity Corporation**

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