

2019 SOP for GMC Groups to Engage INSAP

Role of INSAP

INSAP will research, analyse current issues and specific issues, policies and problems that it sees relevant for MCA to take note and formulate suggested action for leaders to address via specific channels. It currently provides analytical thinking to support all Government Monitoring Committee (GMC) groups for strategic communications to attain political mileage and deliver suggested social-economic actions and solutions via weekly monitoring of issues which are compiled for the MCA President and party leadership.

How to empower your GMC group into action leveraging on INSAP assistance?

Step 1 – Identify your issue

First, GMC team members must identify, SPECIFICALLY, the topic, problem or issue you are interested to read for information, for example:

- Topic: **Matriculation statement by Dr Mazlee**

DO NOT MAKE VAGUE REQUEST eg

- Topic: **Education issues**

Step 2 – Seeking Information from public domain

Use **Google, Firefox, Bing, Yahoo, Ask.com, Baidu** to search for information you require from your laptop or smartphone, eg:

- On search bar, type: **Department of Statistics Malaysia**
- Or enter specific topic of search: eg **Malaysia Economic Growth 2019**

Step 3 – Verification of Information/Data/Facts

- Use authoritative websites eg Bank Negara, MITI
- Use university resource
- Cross check data with multi sources
- Contact spokesperson concerned

Step 4 – Seeking Information from INSAP

INSAP has undertaken research on many issues for public policy and public engagements over the past 20 years. Progressively, these materials are being uploaded to our new website. Please access our website first to see if the materials you require are available in our website. Use the search bar to refine search and get specific information.

- Check out INSAP's website: <https://insap.org.my/>
- Register to request for access research information.
- Login
- Type on search bar: *(enter specific topic to your needs eg, Matriculation)*

Step 5 – Information not available at INSAP website

If information required is not available at website, you may contact us at:

- Email: hello@insap.org.my
- Office: **03-2161 5621/6201**
- Fax: **03- 6736 3701**
- Address: **Suite 5.01, Level 5, Wisma MCA, 163 Jalan Ampang, 50450, Kuala Lumpur**
- Working hours: **9am to 5.30pm (Monday to Friday)**

Step 6 – Request for Information

All requests for research information by any MCA leader/member (except for MCA President, Members of Parliament, Senators and State Assemblymen) must be made in writing through the Research Request Form to INSAP (see *attachment*), giving two working day notice to the INSAP Director.

INSAP WORKFLOW

Day 1 Request for Request received

Day 2 INSAP Administrator to vet request and advise Director on available research staff for assignment.

Administrator will contact client informing of any delay and reason(s) for delay, and give an approximate date when research will begin and how many days the research may take.

Director assigns staff for requested research.

Day 3 INSAP staff begins research.

Depending on the scope and depth of research required, research may be completed within one day or more. INSAP will identify suitable materials to match requirements of client:

- Research Papers by giving links
- Websites to refer for information
- Access to INSAP research (if available)

INSAP WILL NOT:

- Write up materials (except for President, and for MPs and Senators involving official business of parliament)
- Prepare press statements/conference papers/speeches

Day 4 Delivery of requested information by email to Client (earliest possible date)

Step 7 – Formulate your GMC action plan

Based on information provided, discuss with your team to establish plan of action.

Step 8 – **INSAP contact** 03-2161 6201 / 03-2161 5621

Name	Position	Contact	Email
Johnny Yuen	Director	INSAP	yuen.johnny@gmail.com
Kat Wong	Dep Director	INSAP	kat.wongmy@gmail.com
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Yuen Jan Li	Researcher	INSAP	jyuen.contact@gmail.com
Lee Chi Heng	Researcher	INSAP	zhiheng1031@yahoo.com
Zhamier Shafiq	Researcher	INSAP	zhameirshafiq@gmail.com

RESEARCH REQUEST FORM (RRF)

NAME:
NRIC NUMBER:
MCA MEMBERSHIP NUMBER:
MOBILE CONTACT NUMBER
EMAIL ADDRESS:
SUBJECT OF RESEARCH: <i>(eg EU Palm Oil Ban)</i>
DESCRIBE SCOPE/CONTENT REQUIRED: <i>(eg To give talk or Issue press statement)</i>
COMMENT:

PUBLIC SEARCH HISTORY

<i>DATE OF SEARCH</i>	<i>SEARCH ENGINE USE</i>	<i>TOPIC OF SEARCH</i>

APPLICANT SIGNATURE:	DIRECTOR'S SIGN OFF:
DATE:	DATE:

FOR INTERNAL USE

COST OF ASSIGNMENT: RM (Based on Claims)