



UNIVERSITI KEBANGSAAN MALAYSIA  
*The National University of Malaysia*

JABATAN KESIHATAN MASYARAKAT • DEPARTMENT OF COMMUNITY HEALTH

UKM.FPR JKM.600-4/4/8  
5 Januari 2023

**PROF. DR. ZAKARIAH**  
Fakulti Perniagaan dan Pengurusan  
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21300 Kuala Nerus  
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YBhg. Prof,

**PERMOHONAN PERKHIDMATAN SEBAGAI PAKAR PENILAIAN SOAL SELIDIK  
PENYELIDIKAN TESIS PhD**

Dengan segala hormatnya izinkan saya merujuk kepada perkara di atas.

2. Sukacita dimaklumkan bahawa Dr. Noor Khairiyah binti Mustafa (P115190) merupakan seorang pelajar Doktor Falsafah (Kesihatan Masyarakat), Jabatan Kesihatan Masyarakat, Fakulti Perubatan, Universiti Kebangsaan Malaysia di bawah penyeliaan saya. Beliau sedang menjalankan kajian bertajuk **“Critical Success Factors and The Acceptance of Casemix System Implementation in Total Hospital Information System of Ministry of Health Malaysia”**.
3. Sehubungan itu, pihak fakulti berbesar hati melantik YBhg. Prof sebagai pakar menilai soal selidik bagi menentukan kesahan dan kebolehpercayaan data kuantitatif yang akan digunakan dalam penyelidikan beliau. Bersama-sama ini, dilampirkan borang soal selidik dan maklumbalas penilaian soal selidik penyelidikan tesis PhD untuk tujuan rujukan YBhg. Prof.

Saya amat berharap agar permohonan ini mendapat maklum balas yang positif dari YBhg. Prof. Perhatian dan pertimbangan dari pihak YBhg. Prof amat saya hargai.

Sekian, terima kasih.

Saya yang menjalankan amanah,

**MEJ. BERSEKUTU (PA) DR. ROSZITA IBRAHIM**  
Jabatan Kesihatan Masyarakat  
Fakulti Perubatan UKM

**JABATAN KESIHATAN MASYARAKAT**

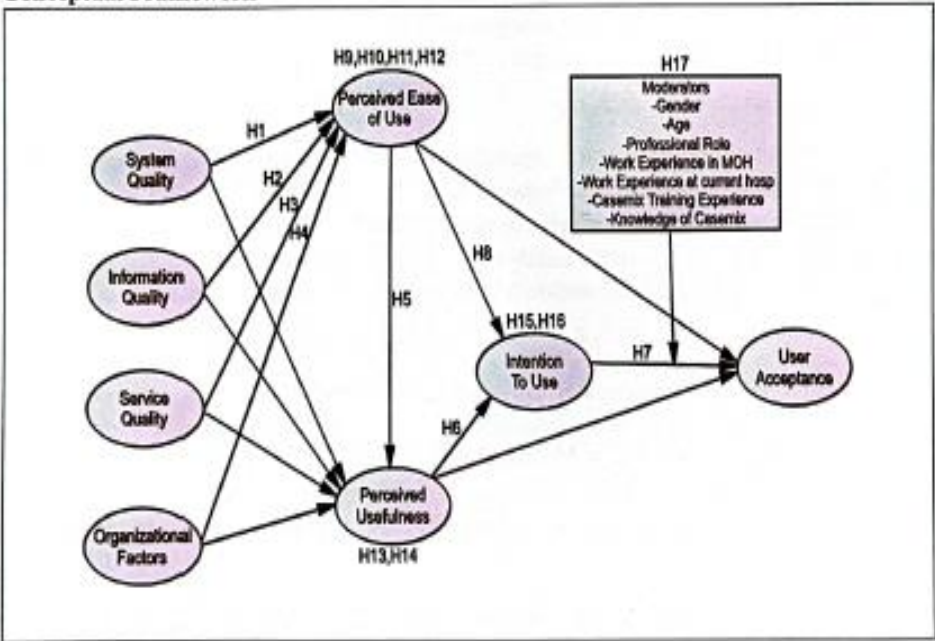
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Questionnaire Criterion Validation	
Title	Critical Success Factors and The Acceptance of Casemix System Implementation in Total Hospital Information System of The Ministry of Health Malaysia
Ph.D. Student	Dr. Noor Khairiyah binti Mustafa
Main Supervisor	Mejar Bersekutu (PA) Dr. Roszita binti Ibrahim
Co-Supervisors	1. Prof. Dato' Dr. Syed Mohamed Al-Junid bin Syed Junid 2. Prof Madya Dr. Azimatun Noor binti Aizuddin

Conceptual Framework



CRITERION VALIDATION OF THE QUESTIONNAIRE

Dear Experts,

This questionnaire contains eight (8) main constructs/domains with a total of 60 items. We need your judgment on the degree of match of each item. Your review should be based on the definitions, and relevant terminologies that are provided in the questionnaire. Please be as objective and constructive as possible in your review and please use the following rating scale:

**Degree of Match:**

- Perfect Match** - maintain the item as it is
- Moderate Match** - maintain the item but needs some refining
- Poor Match** - remove the item

## QUESTIONNAIRE (BORANG KAJI SELIDIK)

**Title: Critical Success Factors and the Acceptance of Casemix System Implementation in Total Hospital Information System of the Ministry of Health Malaysia**

Tajuk: Faktor Kejayaan Kritikal Dan Penerimaan Bagi Pelaksanaan Sistem Casemix di Sistem Maklumat Hospital Menyeluruh Di Kementerian Kesihatan Malaysia

### INSTRUCTIONS

#### ARAHAN

This questionnaire is divided into three sections which consist of **i) Personal Details, ii) The Critical Success Factors of Casemix Implementation in THIS, and iii) Outcome of the study which is the Acceptance Level towards Casemix System implementation in THIS setting.** The purpose of this study is to examine the critical success factors and the acceptance of Casemix System implementation in THIS facilities of the Ministry of Health (MOH) Malaysia.

*Borang soal selidik ini terbahagi kepada tiga bahagian, iaitu i) Maklumat Peribadi, ii) Faktor Kejayaan Kritikal bagi Pelaksanaan Sistem Casemix di hospital yang dilengkapi fasiliti THIS dan iii) Hasil kajian iaitu Tahap Penerimaan terhadap Pelaksanaan Sistem Casemix di hospital yang dilengkapi fasiliti THIS. Tujuan kajian ini adalah untuk mengkaji faktor-faktor kejayaan kritikal serta tahap penerimaan bagi Pelaksanaan Sistem Casemix di hospital-hospital Kementerian Kesihatan Malaysia yang dilengkapi fasiliti THIS.*

Please indicate your most appropriate response. All information and your chosen answers will be kept confidential. This study has also received ethical approval from the Medical Research Ethics Committee from the Ministry of Health Malaysia (NMRR-ID-22-02621-DKX), and from Universiti Kebangsaan Malaysia (JEP-2022-777). For more information or clarification, do not hesitate to contact the Principal Researcher via her email address: p115190@siswa.ukm.edu.my or you can contact her via WhatsApp at 012-6161342.

*Sila tandakan jawapan pilihan anda. Semua maklumat dan jawapan pilihan anda akan dirahsiakan. Kajian ini juga telah mendapat kelulusan etika daripada Jawatankuasa Etika Penyelidikan Perubatan dari Kementerian Kesihatan Malaysia (NMRR-ID-22-02621-DKX) dan dari Universiti Kebangsaan Malaysia (JEP-2022-777). Untuk maklumat lanjut atau penjelasan, jangan teragak-agak untuk menghubungi Penyelidik Utama melalui alamat e-mel beliau: p115190@siswa.ukm.edu.my atau anda boleh menghubunginya melalui WhatsApp di 012-6161342.*

### DEFINITIONS OF TERMS AND ACRONYM

#### DEFINISI BAGI TERMA DAN AKRONIM

Here are some definitions of terms and acronyms that will be used in this questionnaire:

Berikut ialah beberapa definisi istilah dan akronim yang akan digunakan dalam soal selidik ini:

**1) Casemix System:** A system that provides the healthcare industry with a consistent method of classifying types of patients, their treatment and associated costs. It involves developing and implementing a patient classification system that groups patients according to their clinical conditions.

**1) Sistem Casemix:** Sistem yang menyediakan industri penjagaan kesihatan dengan kaedah yang konsisten bagi mengklasifikasikan jenis pesakit, rawatan mereka dan kos yang berkaitan. Ia melibatkan



*pembangunan dan pelaksanaan sistem klasifikasi pesakit yang mengumpulkan pesakit mengikut keadaan klinikal mereka.*

**2) Total Hospital Information System (THIS):** It is a project by the Ministry of Health (MOH) to provide a complete ICT system in establishing a paperless hospital environment to offer quality health services to the public- an integration of clinical, administrative, and financial systems.

**2) Total Hospital Information System (THIS):** Ia adalah projek Kementerian Kesihatan (KKM) dengan objektif untuk menyediakan sistem ICT yang lengkap dalam mewujudkan persekitaran hospital tanpa kertas untuk

*menawarkan perkhidmatan kesihatan yang berkualiti kepada orang ramai—satu integrasi sistem klinikal, pentadbiran dan kewangan.*

**3) MalaysianDRG Casemix System:** A comprehensive system that records casemix data (i.e demographic profiles, patient's encounter on arrival and admissions of patients, diagnosis, treatment, investigations and procedures, discharge numbers, patients' bed days) from the hospitals to flow into the MOH data pool.

**3) MalaysianDRG Casemix System:** Sistem komprehensif yang merekodkan data casemix (iaitu data demografik pesakit, data kedatangan dan kemasukan pesakit, diagnosis, rawatan, penyiagaan dan prosedur, nombor pelepasan, hari tidur pesakit) dari hospital untuk mengalir ke kumpulan data KKM.

**4) Sistem Maklumat Rawatan Pesakit (SMRP):** A comprehensive medical treatment report system linking all hospitals in the country. The required data is entered manually (manual/ some BHIS/IHIS hospitals) or through integration from HIS (most THIS) and will be then integrated into MalaysianDRG Casemix System.

**4) Sistem Maklumat Rawatan Pesakit (SMRP):** Sistem laporan rawatan perubatan yang komprehensif menghubungkan semua hospital di negara ini. Data yang diperlukan dimasukkan secara manual (manual/ beberapa hospital BHIS/IHIS) atau melalui integrasi daripada HIS (kebanyakan hospital THIS) dan kemudiannya akan disepadukan ke dalam Sistem MalaysianDRG Casemix

Thank you for your cooperation.

*Terima kasih atas kerjasama yang telah diberikan.*



**1.1.6 Duration of years in Malaysian Ministry of Health**  
**[Tempoh perkhidmatan dalam Kementerian Kesihatan]**

\_\_\_\_\_year(s) [tahun]

**1.1.7 Duration of service in Casemix-THIS hospital**  
**[Tempoh perkhidmatan di Hospital Casemix-THIS]**

\_\_\_\_\_year(s) [tahun]

**1.1.8 Have you ever undergone training related to the Casemix system during your service at the Ministry of Health?**

**[Pernahkah anda menjalani latihan berkaitan Sistem Casemix sepanjang perkhidmatan anda di Kementerian Kesihatan?]:**

☐ Yes (Ya)

☐ No (Tidak)

**Comments from Validation Experts for Section 1A:**

The demographic information are used for  
testing the moderation effect.

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B. Knowledge about Casemix System

Pengetahuan mengenai Sistem Casemix

Please indicate your responses based on the scale from 1-10, with 1 being 'no knowledge, 5 as 'fair knowledge' and 10 being 'Good Knowledge'.

[Sila tandakan jawapan pilihan anda mengikut skala dari 1-10, di mana 1 adalah 'tiada pengetahuan', 5 adalah 'pengetahuan yang sederhana' dan 10 adalah 'pengetahuan yang baik':

No knowledge

Fair knowledge

Good knowledge

1	2	3	4	5	6	7	8	9	10	
Tiada Pengetahuan					Pengetahuan yang sederhana					Pengetahuan yang baik

Item No.	Item Details	Relevance			Comments
		Perfect Match (maintain item as it is)	Moderate Match (maintain item but needs some refining)	Poor Match (remove item)	
1.2.1	<p>Knowledge about Casemix System <i>Pengetahuan mengenai Sistem Casemix</i></p> <p>Casemix system is one of the MOH's strategy to improve quality of health care in medical and health facilities in Malaysia.</p> <p><i>Sistem Casemix merupakan salah satu strategi KKM untuk menambahbaik kualiti penjagaan kesihatan di fasiliti perubatan dan kesihatan di Malaysia.</i></p> <p>The main objective of Casemix System is meant for calculating the costs which has been spent for each Diagnosis Related Group (DRG) or Main diagnosis Category (MDC).</p>	✓			change the score to interval scale.
1.2.2	<p>Objektif utama pelaksanaan Sistem Casemix adalah untuk mengira kos yang dibelanjakan ke atas satu Diagnosis Related Group (DRG) or Main diagnosis Category (MDC).</p>	✓			"

The score "true" and "false" is not preferred to measure the extent of knowledge.

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1.2.3	Casemix System is involving and evaluating both clinical and costing data. <i>Sistem Casemix melibatkan dan menilai kedua-dua data klinikal dan kewangan.</i> The Casemix System is involving healthcare workers from various positions and disciplines.	✓				score change to interval scale.
1.2.4	<i>Sistem Casemix melibatkan kakitangan kesihatan daripada pelbagai jawatan dan disiplin</i> The implementation of the Casemix system that contains clinical data will involve demographic profiles, diagnosis, treatment, investigations and procedures.	✓				"
1.2.5	<i>Pelaksanaan Sistem Casemix yang mengandungi data klinikal akan melibatkan data demografi pesakit, diagnosis, rawatan, ujian-ujian dan prosedur</i> The implementation of the Casemix system that contains financial data will involve space areas, annual emolument, assets, medical/health/dental supplies and medical aid supports.	✓				"
1.2.6	<i>Pelaksanaan Sistem Casemix yang mengandungi data kewangan pula akan melibatkan data keluasan kawasan, emolument (gaji) tahunan aset, bekalan pergigian/kesihatan/perubatan dan sokongan bantuan perubahan.</i> The implementation of Casemix System takes into account the demand and level of user's satisfaction with the health services/systems provided.	✓				"
1.2.7	<i>Pelaksanaan Sistem Casemix mengambil kira keperluan, kehendak dan tahap kepuasan pengguna dengan perkhidmatan/sistem kesihatan yang disediakan</i> The implementation of the Casemix System means that healthcare staff provide accurate primary diagnosis, complete secondary diagnosis and complete list of procedures/ treatment/ investigations.	✓				"
1.2.8	<i>Pelaksanaan Sistem Casemix bermaksud kakitangan kesihatan menyediakan diagnosis utama yang tepat, diagnosis-diagnosis lain yang lengkap dan prosedur/rawatan/ujian yang lengkap.</i> With the implementation of Casemix System in Total Hospital Information System (THIS), each doctor, paramedics and allied health professional is responsible for preparing accurate and complete diagnosis and procedures for acute cases, chronic cases, cases of pregnant women, and children in an integrated manner/system.	✓				"
1.2.9		✓				"

Guna skala 1—10 untuk ukur sejauh mana dia tahu atau tidak tahu tentang sesuatu atau boleh ukur sejauh mana dia setuju atau tidak setuju.




	Dengan Pelaksanaan Sistem Casemix di Total Hospital Information System (THIS)m, setiap doktor, paramedik dan kakitangan sokongan klinikal bertanggungjawab untuk menyediakan diagnosis dan prosedur/rawatan/ujian yang tepat dan lengkap bagi kes akut, kronik, kes ibu mengandung dan kanak-kanak dalam sistem bersepadu				
1.2.10	Monitoring and evaluation are done through indicators specially prepared for Casemix system set by the Ministry of Health Malaysia through the application of MalaysiansDRG Casemix System.  Pemantauan dan penilaian dilakukan melalui indikator-indikator yang telah disediakan khas untuk Sistem Casemix oleh pihak Kementerian Kesihatan Malaysia melalui aplikasi MalaysiansDRG Casemix System.	✓			

Other Comments from Validation Experts for Section 1B:

For measuring knowledge, it is not proper to use True or false. Need to measure how much the respondents know in a scale between 1 to 10.

So, they can assess their knowledge on subject matter based on how much they agree or disagree with the given statement.

⇒ Knowledge can also be measured based on how much they know in a scale between 1 (zero knowledge) to 10 (perfect knowledge). The score in between reflect how much the respondents know about the issue at hand.

  
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Section 2: Critical Success Factors of Casemix System Implementation in THIS Setting  
[Bahagian 2: Faktor Kejayaan Kritikal yang menyumbang kepada Implementasi Sistem Casemix dalam THIS]

This section will be divided into three sub-sections to assess the critical success factors of Casemix System Implementation in Total Hospital Information System (HIS) Setting comprising of Human, Organizational and Technological Factors in your hospital.  
[Bahagian ini akan dibahagikan kepada tiga sub-bahagian untuk menilai faktor kejayaan kritikal Pelaksanaan Sistem Casemix dalam Total Hospital Information System (HIS)].

Please indicate your responses based on the scale from 1-10, with 1 being 'strongly disagree', 5 as 'neither disagree or agree'(neutral) and 10 being 'strongly agree'.  
[Sila tandakan jawapan pilihan anda mengikut skala dari 1-10, di mana 1 adalah 'sangat tidak setuju', 5 adalah 'neutral' dan 10 adalah 'sangat setuju']:

Strongly disagree

Neither agree/disagree

Strongly agree

1	2	3	4	5	6	7	8	9	10
Sangat tidak setuju					Sangat setuju				

Factor/ Construct Faktor Konstruk	Item No. No. Item	Item Details  Butiran Item	Relevance			Comments			
			Perfect Match (maintain item as it is)	Moderate Match (maintain item but needs some refining)	Poor Match (remove item)				
Perceived Ease of Use  Dirasakan Mudah untuk Digunakan	2.1.1	It is easy to find the information I needed from THIS and/or MalaysianDRG Casemix System.  Mudah untuk mencari maklumat yang saya perlukan daripada THIS dan/atau MalaysianDRGCasemix System.	✓						
	2.1.2	Using Casemix System with THIS is easy in all its steps.  Menggunakan dan mengadaptasi Sistem Casemix dengan THIS adalah mudah dalam semua langkahnya.	✓						
	2.1.3	I find it easy and flexible to get the THIS to do what I want for Casemix purposes.  Saya rasa mudah dan fleksibel untuk THISmelakukan apa yang saya kehendaki bagi tujuan Casemix.	✓						
	2.1.4	It is easy to learn Casemix documentation with THIS support available.	✓						



		Sangat mudah untuk mencari penulisan dokumentasi klinikal Casemix dengan sokongan perkhidmatan THIS yang tersedia.				
	2.1.5	My performance at work has improved as I am using THIS and the Casemix System.  Prestasi saya di tempat kerja telah bertambah baik kerana saya menggunakan THIS dan mengadaptasi Sistem Casemix.	✓			
	2.2.1	I am satisfied with the implementation of the Casemix System in THIS environment.  Saya berpuas hati dengan pelaksanaan Sistem Casemix dalam persekitaran THIS.	✓			
	2.2.2	The use of the Casemix System in THIS environment has facilitated my job operations.  Penggunaan Sistem Casemix dalam persekitaran THIS telah memudahkan operasi kerja saya.	✓			
	2.2.3	Casemix System adoption in THIS context results in more success in achieving job objectives.  Penerimaan Sistem Casemix dalam konteks THIS menghasilkan lebih banyak kejayaan dalam mencapai objektif pekerjaan.	✓			
	2.2.4	I find the integration of THIS and/or SMRP and/or MalaysianDRG Casemix System useful in my job.  Saya mendapati integrasi THIS dan/atau SMRP dan/atau MalaysianDRG Casemix System berguna dalam tugas saya.	✓			
	2.3.1	Organizational competency to provide the resources for the implementation of the Casemix System is required in THIS setting.  Kecekapan organisasi untuk menyediakan sumber untuk pelaksanaan Sistem Casemix diperlukan dalam tetapan THIS	✓			
	2.3.2	My employer and my head of department is supportive to me for my work involving THIS and Casemix.  Majikan dan ketua jabatan saya menyokong saya menyokong saya untuk kerja saya yang melibatkan THIS dan Casemix.	✓			
	2.3.3	Casemix System adoption in THIS settings is supported by Ministry of Health, State Health Department and the hospital top management.  Pelaksanaan Sistem Casemix dalam tetapan THIS disokong	✓			
Perceived Usefulness Dirasakan Berguna						
Organizational Factors						



Mustafa NK, *et al.* *BMJ Open* 2024; 14:e082547. doi: 10.1136/bmjopen-2023-082547

2.4.3	interaction between users and the system. <i>THIS dan/atau MalaysianDRG Casemix System menyediakan interaksi antara pengguna dan sistem.</i>	✓			
2.4.4	The THIS and/or MalaysianDRG Casemix System provide high-speed information access. <i>THIS dan/atau MalaysianDRG Casemix System menyediakan akses maklumat berkelajuan tinggi.</i>	✓			
2.5.1	The information required for the Casemix system generated by THIS is accurate and correct. <i>Maklumat yang diperlukan untuk Sistem Casemix dijana oleh THIS adalah tepat dan betul.</i>	✓			
2.5.2	The information generated by the THIS is useful for Casemix purposes by providing complete information. <i>Maklumat yang dijana oleh THIS berguna untuk tujuan Casemix dengan menyediakan maklumat lengkap</i>	✓			
2.5.3	The THIS generates information for Casemix purposes in a timely manner. <i>THIS menjana maklumat untuk tujuan Casemix tepat pada masanya.</i>	✓			
2.5.4	The information needed for Casemix is available all the time with THIS. <i>Maklumat yang diperlukan untuk Casemix tersedia sepanjang masa dengan THIS.</i>	✓			
2.5.5	I trust the information output of the THIS and/or MalaysianDRG Casemix System. <i>Saya dipercayai output maklumat bagi Sistem THIS dan/atau Casemix.</i>	✓			
2.6.1	The THIS can be relied on to provide information as and when needed for Casemix purposes. <i>THIS boleh dipercayai untuk memberikan maklumat apabila diperlukan untuk tujuan Casemix.</i>	✓			
2.6.2	The vendor support services of the THIS and/or SMRP and/or MalaysianDRG Casemix System provide sufficient technical assistance. <i>Penyedia Sistem Casemix THIS dan/atau SMRP dan/atau MalaysianDRG menyediakan bantuan teknikal yang mencukupi.</i>	✓			
Information Quality <i>Kualiti Maklumat</i>					
Service Quality <i>Kualiti Perkhidmatan</i>					



2.6.3	Jika perkhidmatan sokongan berjanji untuk melakukan sesuatu pada masa tertentu, mereka akan melakukannya.	✓			
2.6.4	The output from the integration of THIS and/or SMRP and/or MalaysianDRG Casemix system completes the Casemix workflow. Output daripada integrasi THIS dan/atau SMRP dan/atau MalaysianDRG Casemix System melengkapkan proses kerja Casemix.	✓			
2.6.5	The overall infrastructure in place is adequate to support THIS services and Casemix System. Infrastruktur keseluruhan yang disediakan adalah mencukupi untuk menyokong THIS dan Sistem Casemix.	✓			
2.7.1	I enjoy and motivated working in a THIS hospital where the Casemix System is being implemented. Saya suka dan bermotivasi untuk bekerja di hospital yang dilengkapi dengan THIS di mana Sistem Casemix sedang dilaksanakan.	✓			
2.7.2	I think Casemix System with THIS provided service implementation is a good idea. Saya rasa pelaksanaan Sistem Casemix dengan perkhidmatan yang disediakan THIS adalah idea yang baik.	✓			
2.7.3	I believe the hospital staff is receptive to the implementation of the Casemix system. Saya percaya kakitangan hospital menerima pelaksanaan Sistem Casemix.	✓			
2.7.4	I agree with the idea of implementing Casemix System and extending it to other THIS hospitals. Saya bersetuju dengan idea untuk melaksanakan Sistem Casemix dan memajangkannya ke hospital yang dilengkapi dengan THIS yang lain.	✓			
2.7.5	I recommend using THIS to support Casemix System implementation. Saya mengesyorkan penggunaan THIS bagi menyokong pelaksanaan Sistem Casemix.	✓			

**Intention to Use**  
**Niat untuk Menggunakan**



Other Comments from Validation Experts for Section 2:

The item statements are simple and easy to understand by the respondents.

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Section 3 Outcome  
[Bahagian 3: Hasil]

Please indicate your responses based on the scale from 1-10, with 1 being 'strongly disagree', 5 as 'neither disagree or agree'(neutral) and 10 being 'strongly agree'.  
[Sila tandakan jawapan pilihan anda mengikut skala dari 1-10, di mana 1 adalah 'sangat tidak setuju', 5 adalah 'neutral' dan 10 adalah 'sangat setuju']:

Strongly disagree			Neither agree/disagree			Strongly agree			
1	2	3	4	5	6	7	8	9	10
Sangat tidak setuju			neutral			Sangat setuju			

Factor/ Construct Faktor Konstruk	Item No. No. Item	Item Details Butiran Item	Relevance			Comments
			Perfect Match (maintain item as it is)	Moderate Match (maintain item but needs some refining)	Poor Match (remove item)	
USER ACCEPTANCE  PENERIMAAN PENGGUNA	3.1	Casemix System implementation with THIS setting facilitates easy access to patient information.  <i>Pelaksanaan Sistem Casemix dengan tetapan THIS memudahkan akses mudah kepada maklumat pesakit.</i>	✓			
	3.2	Casemix System adoption with THIS provided service enables me to accomplish tasks more efficiently and increase my quality of work.  <i>Pelaksanaan Sistem Casemix dalam tetapan THIS membolehkan saya menyelesaikan tugas dengan lebih cekap dan meningkatkan kualiti kerja saya.</i>	✓			
	3.3	The implementation of the Casemix system in THIS setting contributes to more accurate and complete diagnosis and procedures.  <i>Pelaksanaan Sistem Casemix dalam tetapan</i>	✓			

		THISmenyumbang kepada diagnosis dan prosedur yang lebih tepat dan lengkap. The integration of Casemix System and THIS willhelp overcome the limitations of the paper-based system.				
3.4		Penyepaduan/Integrasi MalaysianDRG Casemix System dan/atau THIS akan membantu mengatasibatasan sistem berasaskan kertas.	✓			
3.5		Overall, I am satisfied with the Casemix Systemimplementation in THIS setting. Secara keseluruhannya, saya berpuas hati denganpelaksanaan Sistem Casemix dalam tetapan THIS.	✓			

Other Comments from Validation Experts for Section 3:

The item statements are straight forward and easy to understand. No ambiguous statement or misleading statement.



Language used	English	Correct
	Bahasa Melayu	Correct
Comprehensibility		✓
Appropriateness		✓

Validator's name:	[Redacted]		Date:	[Redacted]
Contact Number:	[Redacted]			
E-mail Address:	[Redacted]			
Validator's signature and stamp:	[Redacted]			

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