

FAQ

Corporate Division FAQ

1. **What is Corporate Division?**

The Corporate Division is one of the divisions under the Planning division whereby there are 4 units under it namely the International Relation, Promotion and Publishing Unit, Psychological operation and the Customer Service Unit.

2. **What is the Public Relation's role?**

The role of International Relation Unit is to identify Country and association for the two-way and multi-way cooperation in unity management as well as to increase networking with the international agencies inside or outside the country for expertise information exchange and cooperation that can be implemented in unity management and international relation aspect. This unit also involved in selecting department's representatives to participate in the international conference such as Human Right Commission Alliance Of Civilizations Durban Convention and other related conferences to upgrade the Country image through an effective involvement in the seminar, workshop, conference, convention and others in promoting Malaysia as a proper relationship management centre and creating a unity among multiracial society. Encouraging and enhancing the relationship and two-way visit exchange by arranging work trip to the developed and developing countries in related programmes to be an exemplary to Malaysia. This division is responsible in preparation to receive and welcome the visitors as required. Other role or responsibility is managing matters related to public complaint.

3. **What is the role of Promotion and Publishing Unit?**

The role of Promotion and Publishing Unit is to cultivate the unity of the culture in this country through promotion and publicity. It depends on the activity and promotion which require organised and strategic planning for a maximum result or impact toward the target group besides publishing the department magazines. This unit also responsible in ensuring a two way communication between department and outside agencies regardless of individuals, groups or departmental bodies that can contribute to the department objectives. Therefore, this division will be focusing on the involvement and roles as well as responsibilities of non-government bodies and corporate bodies that intended to participate in the National unity Culture. A more focused and strategic approach played by this division in ensuring the corporate involvement in smart partnership concept with more effective and beneficial to each other such as organisation, seminar, colloquium and others.

4. **What is the role of Customer Service Unit?**

The Customer Service Unit is responsible in matters related to the public complaint either by letter or email and also other matters related to the customer by giving satisfaction to those dealing with the department.

5. **What is the frequency of visits received from overseas every year?**

In average, the department received 10 visits from overseas.

6. How to submit queries and complaint?

Queries can be submitted to the department through telephone, email or letter.

7. Why does delegation from overseas choose the Unity Department as one of the departments to be visited?

The delegations that choose the Unity Department is to find out the functions and implementation of the programme that able to unite the multi-races people.

8. Does the PERPADUAN activity received involvement from overseas?

The department's activity co-joint with NGO or higher institution from Outside the Countries especially related to the international issues.

9. What is the email address for making complaints?

Complaint can be email to aduan [at] perpaduan [dot] gov [dot] my

Unity Kindergarten FAQ

1. What is the process and methods to implement Unity Kindergarten class opening?

- The application from Neighbourhood Watch Area.
- Visit to the Premise to evaluate & asses the class suitability.
- Require certification and submit to State Unity Office.
- Require certification and submit to the PERPADUAN Headquarter.
- The Committee Meeting of Unity Kindergarten Class Opening Selection.
- To inform receive/reject to the State Unity Office for further action.

2. What is the specialty or advantages of Unity Kindergarten compared to other Kindergarten?

- Unity Kindergarten have experience since 1976.
- Has about 1593 classes of Unity Kindergarten all over Malaysia.
- Instil good and unity values through multi-racialism.
- Based on Federal Constitution and Rukunegara Principles.
- Applying National Pre-School Curriculum.
- A creative, innovative & trained Teacher & Assistant Teacher.
- Monitored by the District Unity Officer & Neighbourhood Watch Community.
- A Unity Kindergarten Coordinator Committee (JPTP) consisting from the Parent.

3. Who is the appropriate person to be contacted to obtain further information related to the Unity Kindergarten class implementation and operational?

- District Unity Office " District Unity Officer Daerah @ Assistant Officer.
- State Unity Office " Kindergarten Unit Officer, Operation Division.
- Headquarters " Kindergarten Unit Officer, Community Development Division.

4. What is the role of Unity Kindergarten Coordinating Committee?

- To assist Teacher/Assistant Teacher related to the Unity Kindergarten.
- To assist in the class welfare and child care.
- Together in running the unity-related activity.
- Together in keeping the class cleanliness, decoration & safety.

5. What are the rules or selection criteria to become Unity Kindergarten children?

- Parent's income less than RM 1,500.00.
- Priority given to 6 year old children
- Multi-racial.

Rukun Negara Club FAQ

1. How much is the Rukun Negara Club launching grant given to each selected university as a member?

RM1,000.00

2. Can an international student become a Rukun Negara Club member?

No, it's for Malaysian citizen only.

3. Who can be contacted relating to the Rukun Negara Club?

Puan Nor Aishah Bt A Jabbar

Email : noraishahj [at] perpaduan [dot] gov [dot] my

Tel : 03-88837128

4. When is the establishment of the Rukun Negara Club?

It was established in 2007.

5. Does the Rukun Negara Club fund will be distributed annually?

No. This launching grant will be given once only.

Rukun Negara Secretariat FAQ

1. How much is the Rukun Negara Secretariat launching grant given to each selected university as a member?

RM3000.00

2. Can an international student become a Rukun Negara Secretariat member?

No, it's for Malaysian citizen only.

3. Who can be contacted relating to the Rukun Negara Secretariat?

Puan Nor Aishah Bt A Jabbar

Email : noraishahj [at] perpaduan [dot] gov [dot] my

Tel : 03-88837128

4. When is the establishment of the Rukun Negara Secretariat?

It was established in 2007.

5. Does the Rukun Negara Secretariat fund will be distributed annually?

No. This launching grant will be given once only.

National Integration Research and Training Institute FAQ

1. What is the National Integration Research and Training Institute (IKLIN)?

National Integration Research and Training Institute (IKLIN) is an institute established whereby its administration is under the National Unity and Integration Department. IKLIN has carried out Study/Research and Training in the National Unity and Integration in addition to becoming a leading knowledge centre. At the same time, IKLIN's role is to produce an integrity socialist from PERPADUAN officers and staffs as well as Neighbourhood Watch leader at all level.

2. Who are qualified to join IKLIN courses?

National Integration Research and Training Institute (IKLIN) aimed 3 target groups to participate in courses organised by IKLIN which are officers from National Unity and Integration Department, Teacher and Assistant Teacher of Unity Kindergarten as well as Neighbourhood Watch and NGO's.

3. Where to obtain information related to the course/training organised by IKLIN?

All information related to IKLIN Course/Training directly to the:

Institut Kajian dan Latihan Integrasi Nasional (IKLIN)

Jabatan Perpaduan Negara dan Integrasi Nasional

(Jabatan Perdana Menteri)

Aras 7, Blok E2, Kompleks E,

Pusat Pentadbiran Kerajaan Persekutuan,

62502 Putrajaya

Tel. No : +(6) 03-8883 7000

Fax : +(6) 03-8883 7089

Email : [iklin \[at\] perpaduan \[dot\] gov \[dot\] my](mailto:iklin@perpaduan.gov.my)

All information related to the IKLIN course/training can be accessed through www.perpaduan.gov.my

4. What type of courses offered by IKLIN?

Each year IKLIN offer courses according to the main target group which is the Department's officer and staffs, Unity Kindergarten's teacher and assistant teacher as well as Neighbourhood Watch AJK whereby it involved communication skills, protocol and etiquette, Team Building, Neighbourhood Watch basic module, Mediation Skills and others.

5. What is the course application procedure organised by IKLIN?

Below are the course application procedure organised by IKLIN :

- IKLIN will organise course based on the annual planning in the IKLIN training programme. Offer letter will be issued to the division and state.
- Interested department officer need to apply through their respective Head of Department to the IKLIN Director. Head of Department can appoint qualified officer to undergo course organised by IKLIN.

6. Who are the teaching staffs of the IKLIN course/training?

IKLIN will be using internal teaching staff consisting of qualified Department Officer and Staff. However outside service is used according to the expertise required.
