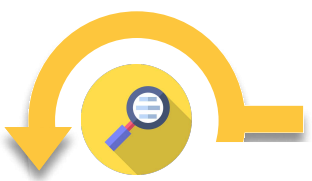
ONGOING PROJECT: SCORECARD APPROACH TO INCREASING REPORTING COMPLIANCE OF HEALTHY LIFESTYLE INITIATIVES

BACKGROUND

Healthy lifestyle is essential for maintaining overall health and reducing the risk of non-communicable diseases. To promote healthy living among people of Putrajaya, the Ministry of Health is carrying out an initiative called Putrajaya Sihat Sejahtera (PSS), under Agenda Nasional Malaysia Sihat (ANMS). This initiative adopts a whole-of-nation approach involving Ministries and agencies in promoting healthy lifestyle. However, the Ministry of Health is facing challenges in gathering feedback and detailed reports on healthy lifestyle promotion activities from stakeholders.

OBJECTIVE

To address reporting compliance issues, PSS introduced a pilot Scorecard System as a Key Performance Indicator (KPI) tool for Ministries and agencies to track and report activities conducted from January to December 2024.



Agenda Nasional Malaysia Sihat



1. PILOT TEST

The pilot phase has shown positive results in compliance, improving engagement and feedback quality. It fosters ownership and motivates Ministries to align efforts with health objectives.

2. IMPLEMENT

The Scorecard, built using Google Sheets, enables personalized feedback, faster reporting and performance analysis through an index score and a star rating system (1 to 5), updated biannually.

CONCLUSIONS

The official use of the Scorecard will begin on January 1, 2025. This process integrates behavioural insights by understanding the barriers of stakeholders compliance in reporting, consequently encouraging regular engagement and accountability through periodic updates. It fosters a sense of ownership and commitment, motivating Ministries to align their actions with health objectives and continuously improve their performance. Embedding behavioural insights into the reporting mechanism enables the Scorecard to enhance transparency while leveraging psychological drivers such as social norms, feedback loops, and goal-setting to sustain long-term behavioural change among stakeholders.