



PEMERHATI KNOW-HOW

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Pemerhati's know-how for Tindak

(November 2024, updated in June 2026)

This document acts as a brief outline for individuals serving as election observers for Persatuan Bertindak Pilihan Raya Bebas dan Saksama (“Tindak”) to ensure consistency, integrity, and effectiveness in their roles. This document also provides how Tindak communicates with its Pemerhati, more importantly, it lays down the basic understanding of what the Pemerhati is expected to know in their duties, this is to provide the best work from Tindak as well as the best experience for our Pemerhati.

Election observers are tasked with monitoring the electoral process, which includes the conduct of polling, the behaviour of electoral officials, and the overall atmosphere surrounding the election. Their observations contribute to a summary report informing stakeholders, including the Election Commission (SPR) and the public about the electoral process in Malaysia.

This guideline aims to equip election observers with the basic tools and knowledge to carry out their duties effectively. It covers the following key areas:

- 1. Pre-Election Preparations:** Guidelines for training, familiarization with electoral laws, and understanding the roles and responsibilities of observers.
- 2. During the Election:** Best practices for monitoring polling stations, engaging with electoral officials, and reporting any irregularities or incidents.
- 3. Post-Election Reporting:** Procedures for compiling observations into summary reports, ensuring accuracy and clarity in documentation.
- 4. Ethical Standards:** A commitment to impartiality, respect for the electoral process, and the importance of confidentiality in reporting.

Please keep in mind this document does not act as a replacement to the actual required trainings from Tindak and SPR.

Pre-Election Preparations

Training by Tindak

- For all Tindak's chosen candidates for Pemerhati, you are required to attend at least four rounds of training (virtual or physical (and have the desirable and suitable attitude for the role) to be prioritised for our selection as Pemerhati (*The requirements may be changed from time to time*)
- There will be training and guidance materials, such as this document, being shared to you for further learning.
- Generally, as a Pemerhati, you are expected to understand some of the electoral laws, however, you are not expected to know every single law or regulation rather this is for your understanding and if there's an alleged misconduct, you will know where to start.

These are the most important laws, you can refer to the softcopy [here](#):

- Election Offences Act (Akta Kesalahan Pilihan Raya 1954)
- Elections (Conduct of Elections) Regulations 1981 (Peraturan Pilihan Raya (Penjalanan Pilihanraya) 1981)
- Elections (Registration of Electors) Regulations 2002 (Peraturan-Peraturan Pilihanraya (Pendaftaran Pemilih) 2002)
- Elections (Postal Voting) Regulations 2003 (Peraturan-Peraturan Pilihan Raya (Pengundian Pos) 2003)

Please take note these acts are subject to change from any amendments/repeal, Tindak Malaysia will update this guide accordingly.

Do not worry if you don't understand completely the legal aspects, as it is only part of what a Pemerhati should be aware of and more importantly, as a Pemerhati, you should use your "common sense" to observe practices or actions that might seem out of place or unusual based on your judgement.

Trainings by SPR

- You are **REQUIRED** to attend a training by SPR to be given the official documentation as a Pemerhati and the official SPR T-shirt in a goodies bag. Please ensure the details on your Pas Pemerhati (name, IC, our organization and the area you are serving) are accurate as these are critical information.
- Normally the training will take 4 to 5 hours (typically morning to afternoon) at the place of choosing by SPR, you must be ready to allocate time for the training as it is likely the date of training will come at short notice.

- This will also provide a good opportunity for you to ask any questions directly to SPR staff as they are more than happy to clarify any of your questions.
- Keep in mind the training will be conducted fully in Bahasa Malaysia.



A sharing from Akademi Pilihanraya (APR) on the role of Pemerhati (in Bahasa Malaysia). [Click here to watch.](#)

The area of Elections you are allowed to attend as a Pemerhati

- Undi Awal (Early voting)
- Proses Penamaan Calon (Nomination day)
- Proses Pengeluaran Kertas Undi Pos (Issuance of Postal ballots)
- Proses Semakan Isi Peti Undi Biasa (Inspection of ballot boxes)
- Proses Pengundian Biasa (Polling day)
- Proses Pengiraan Undi Pos; (Counting of Postal voting)
- Proses Pengiraan Undi (Counting of votes)
- Proses Penjumlahan Rasmi Undi (Tally Centre)

Generally, you will be assigned to a specific area of Elections by Tindak, for example: Pemerhati A will only be assigned to observe early voting and issuance of Postal ballots at DUN Rahang.

During the Elections

Communications

You will be added to two Whatsapp Groups dedicated to Pemerhati, one for Tindak's individuals only and the other which includes SPR officials. Typically the SPR contact info may be shared during the SPR training, so keep an eye on the phone number of the SPR official to add them to a dedicated Whatsapp group for communication purposes.

IMPORTANT: Keep in mind the following guidelines when communicating in the WhatsApp group where the SPR official is present.

- **DO NOT** spam the group chat, if you have a question, keep the question simple and relevant. You can always reach out to Tindak Malaysia first before bringing it up to SPR.
- **DO NOT** share any photos that are not relevant, for example, general photos that have no purpose for sharing.
- Keep the conversation in Bahasa Malaysia only. If you are unsure how to, feel free to reach out to Tindak Malaysia first.
- Be respectful and courteous in your message.

Locations

Please familiarize yourself with the locations you are assigned to, which will be provided beforehand by Tindak. Online map tools such as Google Maps and Waze are a necessity in understanding where you are heading.

We recommend you pace yourself on visiting each location, for example, if you have 5 locations to visit during polling day, it is reasonable to assume each location will have around 2 hours for you to observe. However, it is expected certain locations might take longer than others due to the size of the voting centre or other reasons. Therefore, if you are unsure, please always ask for advice a few days BEFORE the day of duty. It is also recommended you check the routes from and to different locations, estimating how long will it take to travel, this is to save you from unnecessary panic in case of emergencies.

Transport

Please make sure your mode of transport is being taken care of and it is a suitable condition to drive. Keep in mind some of the locations might have difficulty in accessing especially in rural areas.

Food and drinks

Please keep yourself hydrated and fed while you are serving, also keep in mind you are able to get your meals in the area you are serving since some places, particularly rural areas are harder to get food and lack of diversified choices for those who have strict dietary requirements.

The role of a Pemerhati

As a Pemerhati, your role is to **OBSERVE** whether the Election process is being carried out in a transparent and lawful manner. Your role is important as you are not only representing Tindak but also SPR, therefore your actions are being reflected as an extension of SPR. These are some of the Do's and Don'ts you should keep in mind:

DO's

- Always be calm and respectful to avoid unnecessary confrontation.
- You are there to observe and if needed, inform the relevant KTMs, SPR officers or local authorities of potential misconduct. Keep in mind if you are unsure whether this will disrupt the process, record the incident and inform/ask in the SPR Whatsapp group chat.
- BE NEUTRAL and impartial in your duty, this means any bias or political views should be kept to yourself.
- Always introduce yourself by showing your Pas Pemerhati to the KTM or local authorities when needed, especially when you are trying to enter the voting channel (saluran), please obtain the permission of the KTM to enter.
- Always wear your SPR hat, shirt and the Pas, this is to be easily identifiable for the personnel on-site.

DON'Ts

- **DO NOT** interfere with the election process, especially when it comes to the voting channel (saluran).
- **DO NOT** carry out any actions that might cause confusion in the voting centre.
- **DO NOT** wear anything that may imply political parties or anything identifying with candidates.
- **DO NOT** provide media statements while you are on duty, you are welcome to do so AFTER the election results are announced.
- **DO NOT** make noise so as to disrupt the process in the voting channel (saluran) during the voting process.
- **DO NOT** touch the ballot box or any equipment used in the election.
- **DO NOT** take pictures while being in the Saluran.

You can refer to some of the typical examples below based on past observations of our Pemerhati on what to look for, **this is not intended as an exhaustive list.**

KTMs/KPs (Polling process)

- Observe the efficiency and competency of the Saluran, this includes how are voters being processed and whether it is in line with the practices set by SPR.
- Is the KTM being proactive in managing the voters? for example, the KTMs are on standby to welcome voters into the saluran and understand the process of voting.
- KP1: Check the voter IC, and clearly announce the voter's name for Ejen Tempat Mengundi (Polling Agent).
- KP2: Check the hand of the voter for any ink residue, if there's none, the voter's left index forefinger dipped into the ink bottle.
- KP3: Tear and stamp the ballot paper AFTER the voter has ink dipped and fold the ballot paper (from top to bottom and then left to right) to not cause the stamp ink on the empty space where voter mark their ballot papers.
- KP4: Show the ballot box to the voter and ensure the ballot papers are entered within the ballot box completely. Show the voter the exit after the ballot paper has been cast.

Facilities and location of the voting centre

- Observe whether the voting centre is suitable for voters, particularly for the elderly and the disabled (Warga Emas, OKU).
- Observe whether there's sufficient manpower to handle voters coming in and out of the voting centre/Saluran.
- Observe equipment such as chairs, tables, signboards, wheelchairs, electronic equipment, etc are in good condition.
- Ease of access to the voting centre.
- The condition of public use spaces such as toilets.

Ejen Tempat Mengundi and Ejen Mengira Undi (Polling Agent, Counting Agent)

- ETM or EMU are not allowed to use phones while voting or counting.
- No display of political logos.
- No communication with the voters, KPs and all matters must refer to the KTM first

Post Election

You are required by us and the SPR to submit a summary report based on your observation. Before we, Tindak, submit to the SPR on your behalf - we will have a template for you to fill in, this is in the form of a Word document (Google Docs).

Please ensure while you are on duty, to have a method of recording your observation in a clear and concise manner. The observations must be recorded in a digitally written format. We recommend to edit, compile and arrange your findings for us before we carry out final edits to submit to SPR.

For example, you can refer to our published [Pemerhati report for Kuala Kubu Bharu](#) by-election in 2024, this will be the final format for us to submit to SPR and publish to the public. The overall list of the reports can be found [here](#).






We welcome to have your observation recorded in Bahasa Malaysia, however, we accept the report in English as well and we will translate this into Bahasa Malaysia.

Resources

We have several resources in the written or video format for your reference should you wish to learn and familiarize yourself as a Pemerhati. Please keep in mind these resources are for your own consumption and do not replace the training which will be provided by Tindak and SPR.

- [Briefings \(Powerpoint slides\) from APR on Polling and Counting of votes, highlight the duties of Petugas involved in the process.](#)
- [Briefing \(Powerpoint slides\) from APR on Kerani's role during the voting and counting process](#)
- [APR shows how KP3 \(voting process\) carry out its duty](#)
- [Ethical conduct form \(Kod Etika Dan Akujanji\) by SPR highlighting your duties as a Pemerhati, this will be signed by you when submitted to SPR](#)
- [An explainer video in Bahasa Malaysia shared by APR on the role of Pemerhati](#)



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-  : @TindakV2
-  : @TindakMalaysiacom
-  : @tindakmalaysia
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