

Interactive Documentary: Urban Poverty in Kuala Lumpur

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Abstract— *Poverty and inequality in income are severe issues which remain in Malaysia. Malaysia has reduced its poverty rate over the years but there may be more poor people than is reported due to imprecise measurement. There are households that may not fall below the poverty line but are in great danger of becoming poor. The objective of this study is to create awareness of urban poverty in Kuala Lumpur via interactive documentary. Through this interactive documentary, society able to have a perception of ones' situation. Next, to develop an interactive documentary platform that able to reach and engage audiences in a new way, this project used Analysis, Design, Development, Implementation, and Evaluation (ADDIE) model. To analyze the usability of this interactive documentary, we have distributed an online questionnaire to 5 individuals. Based on the results, it shows that an interactive documentary was able to create awareness, by engaging and conveying the issue to society.*

Keywords—Urban poverty, Kuala Lumpur, interactive video, ADDIE model

I. INTRODUCTION

Malaysia is a developed country where it has achieved successes in many fields, but the country minimum wage set is still too low. Based on Bank Negara Annual Report in 2017, a single adult requires at least RM2,700 to lead a decent life in Kuala Lumpur [1]. Lower wages had caused households to have lesser savings [2]. Furthermore, Kuala Lumpur is the working capital and most populated city in the country. People from the rural areas come to the city because of jobs opportunity but in reality, there are still a lot of people who are homeless and jobless.

According to Malaysia's former prime minister, Tun Dr Mahathir Mohamad, the rise of rural-urban migration and the limited self-development skills of the people have contributed to the country's growing urban poor population [3]. Many of the rural migration did not get enough training and proper qualifications which causes the low income. In order to overcome this issues, the Malaysian government can help the citizen by providing training for these people for better jobs and income. The Prime Minister also stated the government must assist these people to bring them out of urban poverty.

Breaking free from poverty is not easy as easy as one might think. This is because one of the causes of poverty is due to educational factor [4]. However, the urban poor are not begging for money but striving to survive each day. When parents are struggling to find money for their families, they do not have time for their children or have extra money to give their children a better education which can cause a cycle. Finally, they are not neglecting their children, they are just busy earning money. In conclusion, lack of household income, lack of skills and increasing numbers of rural migration and foreign workers are some of the reasons the causes of urban poverty.

The remainder of this paper is organized as follows: in Section 2, this paper will discuss the related work. Followed by the elaboration of research methodology, development, findings, and discussion. Finally, this paper will summarize this project in Section 5.

II. RELATED WORKS

Interactive documentary can be defined as any documentary that uses interactivity as a core part of its delivery mechanism [5]. An interactive documentary is a non-linear style of documentary used to attract users, convey information or stories and to make users feel engage with the content.

The ever-increasing demand for inventive, challenging online video has seen the interactive documentary format becoming more and more popular in recent years [6]. Interactive documentary is yet to become popular in Malaysia, however, it is quite marketable in other countries.

In this section, this paper will discuss the related work that can be find that are related to the issues. There are a few documentaries similar to the issue of Urban Poverty in Kuala Lumpur. Most of these documentaries are uploaded on YouTube.

A. Slum Area of Jakarta

The first documentary was written, directed, and produced by Valentino Bangun which is called Slum Area of Jakarta. This documentary mostly showed people who are suffering with poverty and hardship in Jakarta.

Jakarta is the most populous city in Indonesia. People who are from the rural area came to the city in hoping to find better jobs and opportunity because of the economic condition they are facing in their villages. With lack of land and hardly affordable price in Jakarta, these people live and build their houses with bamboos, wood, and tin plate freely along railway track and river.

Most of urban poor live as garbage collectors. These people are not lazy as what other people might perceive, but they are persevered and work hard to survive each day. Most of the children in the slum do not go to school and must work as garbage collectors but they are still able to use their time playing and be happy despite their living condition. Based on the observations, the content of the video is well put out but there are a few things that can be changed.

The used of font throughout the whole video is not suitable for the documentary. According to Oslen (2019), using fonts effectively is not something most video producers think about, but it is an essential part of a project, particularly when you are designing motion graphics [7].

The documentary is blurry and shaky in most part of the video. Lack of camera angle and shots also make the viewers feel less engaged with the content of the documentary. Video editing allows for smooth and elegant transitions. The rhythm that the editor tries to maintain is what makes the film perfect, and transitions (in combination with cutting) are a means of keeping the film's tempo under control. The editor can focus just on important changes with the pace under control, such as continuity editing, colouring, layering, and sound editing [8].

They are using a traditional documentary style and the viewers feel less engaged with the content of the documentary. The viewer or 'consumer' will change their journey through the documentary with an immersive documentary based on how they want to engage with a full complement of multimedia resources like film, visual, audio and digital assets [9].

B. Kuala Lumpur Homeless People Documentary

The second documentary is from Abdul Qahhar called Documentary Homeless People in Kuala Lumpur. The narrator stated that Kuala Lumpur is the most populated city in Malaysia. It may be the fastest growing economic region, but there are still people who are poor and neglected. People who are facing poverty are living on the streets and society mostly have negative perception towards these people. Then, the documentary showed an organization helping these homeless people. They provided food, clean water, and other necessities. The narrator then said some people are against this organization

because it may encourage these people to be lazy and relying on people's sympathy, but it really depends on oneself whether to express empathy or walk away.

There are a few things that can be improved in the documentary. They did not put the main title which can caused confusion and no subtitles in the documentary throughout the whole documentary. Closed captions have been found which allow people to enjoy the movie and it is not just about physiological hearing issues; the audience might be in a noisy surrounding [10], and the captions allow audience to watch film comfortably.

Next, the music is too loud and it overpowers the narrator which causes the viewers difficultly in understanding what the narrator is trying to convey. Sound carries your video's emotion; it is half of the picture. Paying attention to sound will make a huge difference, both in terms of good recording and how it is arranged, and the use of sound effects and music [11].

The documentary is blurry and shaky in some part of the video. Lack of camera angle and shots also make the viewers feel less engaged with the content of the documentary. They are used too much of colour grading which also pulls the viewers' mood away. A great editor should be able to pull the audience to a level where they are completely immersed in the film. This would give them an illusion that they are watching the film unfolding before them. A film editor could make or break a film [12]. Finally, they are using a linear storytelling which the viewers feel less engaged with the content of the documentary.

C. Inside Dharavi Slums of Mumbai

The last documentary is from The Luxury Couple and the documentary is called Inside Dharavi Slums of Mumbai. The video started with statistics of Mumbai's population, how many people are living in Dharavi slums and only a small amount of people are having access to clean water. Products made in Dharavi are soured and sold to North American, Europe and South East Asia. The video also stated 80% of Mumbai's waste is recycled. The amount of cases of disease being reported daily is extremely high.

There are a few things that can be improved in the documentary. Firstly, the documentary has no narrator and it is relying solely on text to convey information to audience. According to [13], documentary without any narration is incredibly difficult to digest.

A documentary offers a detailed look at certain facets of history, culture and even the world. It discusses real-life problems, educate, and inspire audiences to open their minds, and offer first-hand information on places or circumstances most people do not know about [14]. This documentary lacks of camera angles and shots and it is too short for a documentary because not much are being covered. Finally, just like the previous case studies, they are using a linear storytelling which might cause

the viewers to feel less engaged with the content of the documentary.

III. METHODOLOGY

Methodology describes the steps in completing the research. This methodology explains the stages and methods needed to achieve this project's goals. For that purpose, ADDIE model has been used to guide and focuses on the entire project. ADDIE model has been used because it has a strong link to excellent quality design, clear learning objectives, carefully structured content, controlled workloads, advanced media, relevant student activities and assessments that are strongly linked to the desired learning outcomes [15].

A. Analysis Phase

Analysis phase is where to analyze and understand the current situation, learning objectives, location scouting, interview scripting, planning for the next phases and planned strategies to develop project for attaining the project goals. The analysis has been done on the related works as mentioned in Section 2 and the comparison for its features can be viewed in Table 1.

TABLE I. TABLE STYLES

Title	Inter-activity	Colour Grading	Text	Editing	Sound
1	Not available	Not available	Not suitable	Blurry	Not available
2	Not available	Too many colour grading	Missing title and subtitle	Lack of shooting techniques, some of the shot and angle is not well applied	Background music is too loud. Narrator voice is too slow.
3	Not available	Not available	Yes	Multiple techniques has been applies	Background music available Narrator voice is not available

Legends:
1- Slum area of Jakarta
2- Documentary of Homeless People of Kuala Lumpur
3- Inside Dharavi Slums

B. Design Phase

Design phase is where all the learnings of the previous phase takes place and data or information gathered are used to make practical decisions. This stage is where designing storyboard, and the process of generating footage and photos by shooting for the project takes place. At this stage also where tasks must be completed or executed after the filming or shooting ends. This includes tasks such as the editing of footage to cut scenes, insert transition effects and colouring, working with voice and sound, and dubbing. Editing photos and creating navigation buttons are also included in this phase.

C. Development Phase

Once the editing has been done, the output will be placed in a software to create a functional interactive documentary. Each element of the course should be developed to match the design phase. The core of the content has already been decided. This phase adds a level of detail and polished to the project as showed in Figure 1 and Figure 2.



Fig. 1. The Main User Interface



Fig. 2. Interactive Page

D. Evaluation Phase

Once the prototype is done and satisfied, it is time to share and test the project. One of the best ways to prevent against any problems in the implementation phase is to conduct a pilot testing before unleashing the content to the entire group.

This project has been tested with five respondents and testing five users is generally sufficient to identify the most critical usability issues of the product. As highlighted by [16], rather than running a big, costly analysis, it is easier to use the resources to run a lot of small tests and update the design between them so that usability problems can be corrected as they are being identified.

IV. RESULTS AND DISCUSSIONS

The objective of the evaluation phase is to identify users' understanding of the interactive documentary regarding the designs and functionality and the usability of this interactive documentary. Users are given an online questionnaire with twelve close-ended questions after they used the interactive

documentary. The online questionnaire was distributed to five random respondents.

By referring to the first questions, all the respondents agree the interactive documentary is able to spread awareness of Urban Poverty in Kuala Lumpur. This results, however, will be different if given to more respondents.

Meanwhile, in terms of engagement and informative medium, one respondent chose 'Neutral', two respondents choose 'Agreed' and others chose 'Strongly Agree' on the documentary videos being engaging and informative.

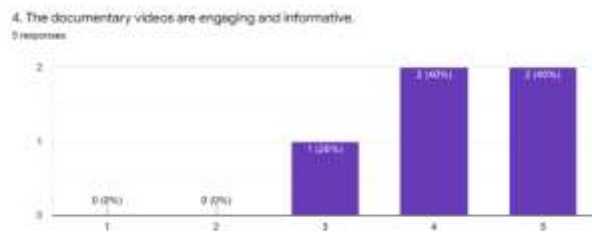


Fig. 3. The documentary videos are engaging and informative.

Finally, in terms of overall experience, all respondents agree as their overall experiences, this interactive documentary is satisfying to them.

In conclusion, almost all respondents chose agree as feedback on this interactive documentary. Besides that, 100% of the respondents find this interactive documentary able to spread awareness of urban poverty in Kuala Lumpur and satisfied with the overall experience.

V. CONCLUSIONS AND FUTURE WORKS

The present findings confirm that through the interactive documentary, society is able to see the reality of urban poverty in Kuala Lumpur and convey information with a different interactive media. This interactive documentary can be an example for the future generation to improve and commercialize the idea of taking a linear documentary style to an alternative media. As a future work, this documentary will be developed and tested with larger number of participants in order to understand whether the interactive documentary can really be used to create user awareness about urban poverty.

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