

THE ROLE OF THE PRISON DEPARTMENT : AN OVERVIEW

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ABSTRAK

Kertas kerja ini bertujuan untuk memberi penerangan berkenaan dengan peranan Jabatan Penjara Malaysia sebagai agensi utama dalam memulihkan pesalah-pesalah yang menjalani hukuman di penjara. Sebagai salah sebuah agensi dalam Sistem Keadilan Jenayah, Jabatan Penjara Malaysia memainkan peranan sebagai pusat terakhir pesalah-pesalah ditempatkan selepas agensi polis dan mahkamah. Jabatan Penjara Malaysia memainkan peranan dalam memulihkan penghuni dari sudut fizikal dan rohani banduan, di samping memastikan aspek-aspek keselamatan diutamakan sepanjang tempoh pemenjaraan dilaksanakan. Dari aspek pemulihan, setiap penghuni diwajibkan mengikuti program pemulihan bersepadu berteraskan kepada Program Pemulihan Insan yang melibatkan aspek disiplin diri, pengukuhan sahsiah, kemahiran dan aktiviti kemasyarakatan. Dalam pada itu, faktor-faktor lain yang perlu diambil kira dalam menguruskan pemulihan pesalah di penjara juga melibatkan faktor kesesakan penghuni, banduan warganegara asing, aspek pemulihan dan rawatan, serta peningkatan pesalah-pesalah yang terlibat dengan dadah. Kertas kerja ini juga menerangkan berkenaan dengan lanjutan fungsi dan peranan Jabatan Penjara Malaysia dalam mencapai misi dan visi sebagai sebuah organisasi koreksional bertaraf dunia menjelang 2020. Antaranya dengan melaksanakan pemindahan banduan ke negara luar melalui Bahagian Pemindahan Banduan Asing, menjalani aktiviti pemulihan berasaskan masyarakat dan pelaksanaan Sistem Parol kepada para pesalah.

Kata kunci: Peranan Jabatan Penjara, Pemulihan, Kesesakan Penjara, Sistem Parol, Pemulihan Berteraskan Masyarakat, Transfer of Prisoners (TOP)

Introduction

Malaysian Prisons Department is a correctional agency within the Malaysian Judicial System, under the purview of the Ministry of Home Affairs. The department's main functions are custodial and the rehabilitation of inmates as convicted by the courts.

Prisons differ from other institutions or organizations in modern society. The difference is not just its physical appearance, but it is a place where a set of trained personnel manage and rehabilitate a group of people called 'prisoners'. The operations of Prison Department are

guided and carried out in accordance to the 'Prison Act (1995)' and the 'Prison Regulations (2000)'.

According to Prison Act (1995), 'prison' is defined as; any house, building, enclosure or place, any part of thereof and declared to be a prison and shall include the grounds and buildings within the prison enclosure and used by prisoners. While 'prisoner' is defined as; a person, whether convicted or not, under confinement in a prison, and in relation to a convicted prisoner includes a prisoner released on parole (Prison Act, 1995).

All prisoners are sent to the prison by orders of the court. These prisoners are monitored and detained till they complete their term of sentence as ordered by the courts. The Prisons Department does not have voluntary customers or clients, it cannot choose its customers and at the same time do not have the authority to release them until the completion of their sentence. All prisoners follow a strict disciplined regime within the stipulated rules and regulations and their activities and movements are monitored. Their treatment is based on principles of law and humanity conforming to the United Nations Standard Minimum Rules for the Treatment of Prisoners (1957 & 1977), Prison Act (1995) and the Prison Regulations (2000).

According to Prison Act (1995), 'prison officer' is defined as; a uniformed staff of the prison department from and including the rank of Commissioner General of Prison down to and including a Warder. While Senol-Durak, Durak and Gencoz (2006), claimed that prison officers are prison staffs who are directly involved in the daily operations of guarding and rehabilitating incarcerated people. Prison or correctional officers in Malaysia perform multiple functions as custodial officers, rehabilitators, vocational instructors and caseworkers. Due to the nature of their clients Prison officers should possess a high level of professionalism, physically fit, mentally alert, high ability to cope with hardship and innovative. These characteristics are the prerequisite for prison officers' to be effective and competent.

The Department recently underwent a restructuring exercise in order to achieve its vision that is to be a world class correctional agency by the year 2020 (Prime Minister's Report on Quality, Prison Department of Malaysia, 2008) (in Awanis 2012). The purpose of this paper is to provide information on the role of Malaysian Prison Department as a main correctional agency within the Criminal Justice System of Malaysia.

Roles and Functions of Malaysian Prison Department In Criminal Justice System

The administration of criminal justice in Malaysia is enforced and administrated by three different agencies, that is the Police (Investigation & Prosecution), the Judiciary (**Criminal Justice Process**) and the Prisons (**Correctional agency for Offenders**). These agencies are separated in the sense of administration and jurisdiction, but they are related in their functions. Malaysian Prison Department's vision and mission are derived from four objectives,

- (i) to safeguard the public by separating the offenders from the public as ordered by the courts;
- (ii) to effectuate judicial decisions by holding prisoners in custody until their actual times of release;
- (iii) to provide a secure, orderly and humane treatment environment for offenders in department custody, and
- (iv) to rehabilitate offenders so that they may regain their self-respect and self-identity and thus eventually return to their community as law-abiding and socially productive citizens (Prime Minister's Report on Quality, Prison Department of Malaysia, 2008).

Trends In Prison Population

Malaysian Prison Department is responsible for the administration and management of 65 penal establishments in Malaysia including the Headquarters, Prisons, Rehabilitation Centers, Detention Centers', Advanced Approved Schools for Juvenile Delinquents and Prison Training Institutions (see Table 1). The Minister of Home Affairs is the central and final authority for policy making and administration relating to the treatment of offenders in Malaysia.

Table 1: Number of Institutions Under The Administration of Malaysian Prisons Department

Institution	Total
Headquarters	3
Prisons	50
Rehabilitation Centers'	4
Detention Center	1
Advance Approved Schools	3
Prison Training Institutions	4
Total	65

Prison Capacity and Overcrowding

Since the Malaysian Law System accentuates on prison sentence as a primary manner of punishment, hence the number of inmates are expected to increase in accordance to the increase of crime in the country. The government planned to build more new prisons to reduce overcrowding and to accommodate the increasing prison population when the number of convicted inmates rose steadily since 1998 from 29,000 and continued to rise to 42,500 in 2007 (Prime Minister's Report on Quality, Malaysian Prison Department, 2008).

In prisons, prisoner overcrowding exists when the demand for space in prisons exceeds the capacity for prisoners. In other words, prison overcrowding can occur when the rate at which people are sentenced to prison exceeds the rate at which prisoners are released. The definitions of overcrowding thus require first of all the establishment of a maximum number of prisoners which can be accommodated in a prison facility.

The maximum number must be established on the basis of criteria consistent with human rights and minimum standards issued by the United Nations or regional bodies. Definitions of overcrowding, however, will differ among world regions and will be dependent partially on whether single cell accommodation is adopted as a rule or communal cells and on the general prison designs and culture, on the economic resources available and the degree of elasticity which is demanded from prison administration by politicians, law makers and the judiciary (Albrecht, 2010).

The problem of overcrowding has consistently been one of the major problems in prisons. The Standard Minimum Rules does recognize the occasional need to overcrowd prisons, although it is very clear that the need to resort to overcrowding shall be temporary and permitted only for special reasons.

A detention facility is considered as overcrowded when the number of detainees at the facility is higher than its gazetted capacity. Nevertheless, this definition is not applied strictly in every case as the conditions in different prisons vary. Larger prisons and newer prisons are usually able to accommodate more detainees than the maximum capacity without seriously compromising the comfort of the prisoners. However, even the most minor overcrowding in smaller and older prisons will bring about distress (SUHAKAM Report, 2007-2008).

The issue of overcrowding in Malaysia has been resolved since the government started building new and modern prisons since the year 2007 till now.

Table 2 shows the total number of prisoners and the prison capacity as per 22 November 2013. It shows that the total number of prisoners is below the number of prison capacity, and the difference is 19.78% below capacity. The issue of overcrowding in Malaysian prisons was resolved in the year 2010 with the building of new prisons.

Table 2: Total Number of Prisoners as per 22 November 2013

Institutions	Total No. of Prisoners	Prison Capacity	Difference (%)
Prison	39,076	46,150	(7,074) (15.3%)
Rehabilitation Center	888	3,200	(2,312) (72.3%)
Detention Center	6	350	344 (98.3%)
Advance Approved School	901	1,250	349 (27.9%)
Total	40,871	50,950	10,079 (19.78%)

New prisons which were built are the Sungai Udang Prison, Perlis Correctional Centre, Dungun Correctional Centre, Machang Detention Centre, Labuan Correctional Centre and Bintulu Prison. Other than the new prisons being built the implementation of Parole System in the year 2008 too helped to overcome the problem of overcrowding.

New prisons not only helped to tackle issues of overcrowding but also helped to improve the 'well-being' of inmates. 'Well-being' refers to comfort and satisfaction while serving their sentence. This is achieved by building modern, spacious and conducive prisons catering to all categories of inmates.

The new prisons improved the overall security of prisons too because all new prisons are equipped with better security system and secured with electronic fencing with closed-circuit television (CCTV) with a control center. This provides assurance and confidence to prison officers on duty in terms of the level of security.

Prisoners Awaiting-Trial

Another factor adding to the prison capacity is the high incidence of prisoners awaiting-trial or remand prisoners in prison. As the Table 3 clearly shows, 37.4 % of all prisoners held up to 22 November 2013, were awaiting trial.

Table 3: Remand Prisoners as per 22 November 2013

Type	Total of Remand Prisoners
High Court	1,141
Session Court	1,698
Lower Court	8,745
Foreigners	3,700
Total	15,284

Foreign Prisoners

Besides the increasing number of prisoners awaiting trial, the influx of foreign prisoners has also changed the prison population trend. Currently almost 31.1 % (12,720 as per November, 2013) of the prisoners in all penal institutions are foreigners (see Table 4). Although the increase in foreign prisoners does not create security threat, their sudden and ever increasing number will generate negative responses in terms of prison regime. It has also caused ineffective communication between staff and prisoners (language barrier) and also a rise in various contagious diseases (i.e. tuberculosis, conjunctivitis and scabies).

Table 4: Foreign Prisoners as per 22 November 2013

Prisoners	Total of Remand Prisoners
Convicted	9,020
Remand/ detainees	3,700
Total	12,720

Rehabilitation And Treatments of Inmates

Prison Department of Malaysia is the final component of criminal justice system responsible for implementing safe custody. The transition of time and the advent of globalization resulted in a more complex pattern of crime. Therefore, the department has taken various initiatives to rehabilitate the prisoners in order to reduce recidivism as well as to turn them into productive citizens upon release.

History of Rehabilitation Program in Malaysian Prisons Department

After the Second World War, the department had implemented 'detention and punishment' system. However, in 1970's the department employed trainers from Hong Kong Prison to teach inmates with handcraft skills to keep them occupied.

In 1980's, *Program Khidmat Bakti* (Volunteer Service Program) is the first program introduced for the purpose of rehabilitation. The program is known as 'Ibrahim System'. Through this program, inmates perform volunteer activities within the community such as cleaning service, Old Folks Home renovations, etc. The purposes of the program is to reintegrate the inmates as well as to develop their self confidence. In July 1980, Counseling Program was introduced to inmates in Malaysian Prisons Department. In September 1992, the department introduced Therapeutic Program to rehabilitate and treatment of drug addict inmates. The department went ahead by introducing Halaqah Program in February 1996. This alternative program is based on Islamic teaching introduced to rehabilitate Muslim inmates who has inadequate Islamic religious knowledge.

The department took initiatives to review existing rehabilitation programs for inmates in order to strengthen the department's rehabilitation system. In February 2002, the department launched a structured rehabilitation system which known as Human Development Program. All the previous rehabilitation approach such as Counseling, Halaqah and Therapeutic Community is integrated into this new framework. As an ongoing improvement practice the department added new rehabilitation module such as Education and Guidance Module into Human Development Program in November 2008. This program is specially developed for short term prisoners mainly for those involved in petty crime.

Rehabilitation Program

With reference to the Oxford Dictionary, 'rehabilitation' is from the root word of *Rehabilitate* which is '*to restore (someone) to health or normal life by training and therapy after imprisonment, addiction, or illness*'. Wikipedia mentioned that Rehabilitation means "*to restore to useful life, as through therapy and education*".

In the Humanistic Theory, the assumption is that people are not permanently criminal and that it is possible to restore a criminal to a useful life, to a life in which they contribute to themselves and to society. The goal of rehabilitation is to prevent habitual offending, also known as criminal recidivism. Rather than punishing them, rehabilitation is done by means of education or therapy, to bring a criminal into a more peaceful state of mind, or into an attitude which would be helpful to society, rather than being harmful to society.

Rehabilitation is perceived by the department as a modification process from negative attitude towards a positive attitude which is done through programs, activities and modules.

Objective of Rehabilitation

The objective of rehabilitation program is as below:

- a. To develop positive attitude and reintegrate them into the society.
- b. To equip the inmates with vocational and soft skills.

An Overview of Human Development Program (HDP)

Human Development Program (HDP) is a holistic approach in which programs are specifically designed for the rehabilitation of inmates. It is an integrated rehabilitation model which is focused on development of attitude, skill and knowledge (ASK). With the combination of ASK and behavior modification, the department believe that awareness as well as positive change will be created among prisoners. This program contains four main rehabilitation modules and divided into four phase system such as:

- a. Education and Guidance (Petty Crime Offenders)
- b. Therapeutic Community (Drug User)
- c. Academic (Yong Offenders and Juvenile Inmates)
- d. Halaqah (Islamic Religion Approach)

Induction

Before the inmates enter into the program at the Phase 1, they have to undergo induction session for 14 days. During the session, the inmates will be screened for drug use and undergo a full medical check-up for any contagious and infectious diseases. They will also be screened for HIV, Hepatitis and other diseases drug related diseases. At this stage all their personal and criminal information will be recorded in a system which is known as the Inmates Information System or SMPP (*Sistem Maklumat Pengurusan Pesalah*). Through this information system the rehabilitation officer will access to all personal particulars, criminal history and rehabilitation records of the inmate. The information will be very beneficial to all rehabilitation officers, Counseling Staff, Welfare Officer, and Religious Teachers who are involved in the rehabilitation of the inmates. .

Phase 1 (Orientation)

In Phase 1, the inmates have to undergo the program for two months. The objective in this phase is to develop and instill self discipline. This phase helps inmate to adjust to prison regime and will have an understanding of prison rule and regulations.

Phase 2 (Character Reinforcement)

In Phase 2 inmates undergo character building and self-awareness. The four main modules in Phase 2 are as below:-

- a. Education and Guidance (Petty Crime Offenders Module)
- b. Therapeutic Community Module (For Drug Users)
- c. Academic Module (Yong Offenders and Juvenile Inmates)
- d. Halaqah Module (Islamic Religious Approach)

The period of rehabilitation in Phase 2 is for six months. However, before moving to the next phase a committee known as the Rehabilitation Evaluation Board will review the marks achieved by the inmate to see if he is fit to be promoted to the following phase. If the marks achieved are unsatisfactory the inmate might have to repeat the phase.

Phase 3 (Skills Development)

In Phase 3, inmates are trained in skills development. The period of training in this phase is 6 months. The objectives of this phase are;

- a. To increase their knowledge skills in various fields like manufacturing, agriculture and plantation.
- b. To produce skilled inmates via certification in certified vocational training.
- c. To increase their opportunities to pursue their studies in academic or skills training (certificate, diploma, degree and etc).

Selected inmates undergo certified training and are awarded Skills Competency Certificates by the Construction Industries Development Board (CIDB). A majority of the inmates also undergo skills training and are awarded skills certificate upon graduation by the National Vocational Training Council of Malaysia (Majlis Latihan Vokasional Malaysia)

The Department also provide academic and life-long learning classes for its inmates. The academic program provided for inmates is as below:

- a. 3M (Reading Writing and Calculating)
- b. Pre Lower Certificate of education Class
- c. Pre Malaysian Certificate of education Class
- d. Higher education such as diploma, degree and etc through the collaborations with public and private universities.

Phase 4 (Pre Release)

In this phase, the inmates will be sent to work or perform their skills outside the prison wall. This program will be held up to 6 month before release. The objectives of this phase is to reintegrate the inmates into

society as well as to develop their self esteem. Some of the activities implemented in this phase are:

- a. Labor related jobs outside prison walls
- b. Joint venture programs with private sector
- c. Message from Prison activities
- d. Community Service

Community Based Programme & Alternative To Imprisonment

One of the challenges facing authorities who are seeking to develop the use of community based programmes or alternatives to imprisonment ie community sentencing is determining which alternatives are effective.

Challenges are inevitable but for the sake of public safety and peace, various programmes and alternatives to imprisonment should be implemented to achieve the ultimatum. Comprehensive initiative has to be undertaken in ensuring success. Programmes involving strong community participation have to be implemented. Although alternatives to imprisonment are comparatively inexpensive and efficient, it must be imposed carefully. Besides the wellbeing of the offender, the safety of the public should be of paramount concern.

Since 2008, the Prison Department of Malaysia has embarked on a number of community based programmes and alternative sentence to imprisonment; such as the parole system, compulsory attendance order, community based rehabilitation programme and establishment of half way houses.

Parole

Implementation of parole system in Malaysia is relatively new with the amendment of the Prison Act 1995, the parole system came into operation in July 2008 with the release of first batch of 64 inmates as the pioneer group.

Parole in Malaysia is prison based; which means the release of a prisoner to serve any part of his sentence of imprisonment outside prison pursuant to a Parole Order. According to Section 46E(3) of the Act, a prisoner shall only be eligible to be considered for parole:-

- a) if he is sentenced to a minimum of one year imprisonment for any offence other than the prescribed offences in the Fourth Schedule of the Prison Act 1995,
- b) after he has served at least half of his term of imprisonment without taking into account the remission of sentence granted to him,
- c) after he has undergone a rehabilitation program approved by the Commissioner General while serving his sentence of imprisonment

Commitment from the community is the main contributing factor to the success of the parole system (Mullins,T.G., & Toner,C.,2008).

Community including family members, government agencies, NGO's and individuals who are willing to provide support and assistance in providing a second chance for inmates is much needed. Individuals under supervision whose families support and accept them also had higher levels of confidence and were more successful and optimistic about their future (Nelson, Deess & Allen, 1999). Services such as employment opportunities accommodation, food and intervention programmes are being rendered by these groups to ensure that inmates are safely and smoothly reintegrated into the society.

Community Based Rehabilitation Programme

The Community-Based Rehabilitation Programme is implemented through the combined effort of Prison Department, Malaysian Armed Forces and other government agencies. The programme emphasizes the importance of direct assistance of various parties to assist prisoners to prepare themselves before and after released. It focuses on how to increase opportunities for prisoners who show encouraging progress in rehabilitation to be able to survive once they walk out from prison.

Through the collaboration with the Malaysian Armed Forces, inmates are placed in Correctional Rehabilitation Centre which is built inside the military camp, while inmates remain under the supervision of the prison staff. Inmates living in the Correctional Rehabilitation Center work in an army camp before they are released into the society. Inmates are also able to pursue further rehabilitation programme conducted by the Prison Department of Malaysia, the Malaysian Armed Forces personnel and other relevant agencies including NGOs. In addition, they will also

have the opportunity to pursue short-term courses conducted by the Labour Department of Malaysia and the Local Community College as well as opportunity to mingle or interact with the community around the camp while performing their daily activities.

The main objectives of this programme is:

- a. To help rebuild self-esteem among inmates,
- b. As a method of integration and customization of inmates into the community before they are released.
- c. To solve prison overcrowding.
- d. To ensure ongoing mentoring to inmates while they are in Correctional Rehabilitation Center prior to release.
- e. To return inmates to their families and communities through ongoing rehabilitation programme in which it can generate confidence among them.
- f. To gain involvement and participation from other government agencies and NGOs in rehabilitating prisoners.

Halfway House

Halfway houses are temporary placement offered by the Malaysia Prisons Department to accommodate ex-prisoners who are facing acceptance by family or facing difficulties in securing gainful employment. The launching of the Halfway House was held in September 29, 2011 in Kuala Lumpur by the Deputy Minister of Home Affairs.

The establishment of halfway houses is:

- a. To provide opportunities for ex-prisoners in the process of re-integration in society
- b. To implement sustainability in the recovery process
- c. To provide greater opportunities for ex-convicts to jobs according to the skills possessed.
- d. To provide temporary shelter to ex-prisoners before they get proper home.

Release On Licence

For those serving long imprisonment terms, the released on license as the provision accorded in the Prison Act, 1995 and the Prison Rules and Regulations 2000 comes as great news and a big relief to them. Prisoners are given the privilege to apply for leave to enable them to associate with their families, for medical treatment, to seek employment or any other reason deemed appropriate by the Commissioner General of Prisons.

Prisoners whose application is approved are allowed seven days of leave and shall return to prison to continue serving his sentence. If the need arise later, the prisoner is allowed to apply again as long as he fulfills the conditions.

Compulsory Attendance Order

Compulsory Attendance Order is an alternative to imprisonment. Offenders sentenced to a Compulsory Attendance Order serve their entire sentence in the community rather than in a prison. Compulsory Attendance Order is one of the initiatives under NKRA for the purpose of reducing crime, recidivism and negative stigmatization. The Implementation of the program is based on Compulsory Attendance Centre Act (Act 461) 1954 and Regulation Requiring Persons Present at Work Place 1955. The Magistrate may order these sentences to the offender to undergo compulsory work not exceeding 3 months and 4 hours a day in location determined by the Compulsory Attendance Centre Officer.

Implementation of this program commenced on the 1st of September 2010 and the launching was officiated by Deputy Minister of Ministry of Home Affairs on 29 Jun 2011 at Bukit Baru, Melaka. Until 21 September 2012 , 789 offenders had served their sentence under this Act.

The main objectives of Compulsory Attendance Order is:

1. To reduce unnecessary use of custodial sentence
2. As an alternative to a prison sentence
3. To avoid negative stigmatization due to imprisonment
4. Offenders could keep job and family ties are not affected (Serving sentence outside the prison)

Transfer of Prisoners (Top)

With the successful implementation of Parole and Compulsory Attendance Centres within its services, the Malaysian Prisons Department is proud to announce another new program that is the International Transfer of Prisoners' Scheme.

This scheme allows the transfer of foreign prisoners to their country of origin to serve their remaining sentence in their homeland. This scheme is facilitated through the implementation of International Transfer of Prisoners Act 2012 which was published in the *gazette* on 26 December 2012.

Upon signing multilateral or bilateral treaties with interested countries, this scheme also allows Malaysian citizens serving sentences in foreign prisons to be transferred to Malaysia to continue the balance of their sentence in prisons near to their hometown.

With the increase in international travel and migration, a huge number of foreign citizens are being sentenced in foreign countries. Presently as in November 2013 foreign nationals held in Malaysian prisons accounted for 31.1% of the total penal population.

The International Transfer of Prisoners Scheme brings tremendous benefits to countries which implement it and also to the prisoners who are transferred to their country of origin. As the essential aim of penitentiary system is the "reformation and social rehabilitation", inmates or wrongdoers are best rehabilitated in their home countries due to cultural, language and religious diversities.

This scheme is also seen as a humanitarian program. It will be more humane for offenders to serve their sentences in their home countries. Rehabilitation can be more effective if inmates receive more visits and support from their families. With inmates being placed in institutions near to their hometown it will not be a financial burden on their families to visit them periodically in nearby prisons.

This International Transfer of Prisoners Scheme will be implemented in early 2014 when bilateral or multilateral treaties are signed among interested countries.

Future Planning

Clear and well-expressed future planning is important for the department to achieve its vision to be a world class correctional institution.

To ensure its goals and vision are achieved the department has drawn a '2010-2020 Master Plan' to help meet its target. The plan spells out '10 major focuses with several initiatives in order to be achieved by the department. Part of the initiatives in the plan has already been achieved successfully. Among the targets in the plan are:

Focus	Initiatives	Expected to achieve
Focus 1: Enhancing Prison Physical Security	Enhancing Prison Physical Security by improving prison infrastructure, acquiring sophisticated security equipment and categorizing the prison	Year 2015
	Overcome inmates overcrowding issues by: <ul style="list-style-type: none"> - Identifying and developing prison infrastructure based on the crime index, inmates category, and types of crime, - Transferring foreign prisoners by practicing International Transfer of Prisoner Treaty with the respective countries - Enforcing alternative punishment to the inmates (parole system, compulsory attendance centre, and released on license are the best benchmarking for the initiative) 	Year 2016 Year 2015 Year 2015
Focus 2: Improved Inmate Management	Enhancing inmates Treatment Administration by upgrading infrastructure for inmates (medical facilities, inmates family gathering cubicles), increasing staff competency, and initiate effective customer service complaints system	Every year Year 2016 (Establishment of medical prison)
	Upgrading inmates academic achievement by enhancing learning facilities, increasing instructors skills and knowledge, and establishing smart partnership with NGO's regarding inmates knowledge.	Every year

	Instituting rehabilitation system by establishing partnership with higher learning institutions, increasing staff skills according to the rehabilitation specialties, and recognition of the rehabilitation program.	Year 2017
Focus 3: Establishing Networking With Society	Establishment of 'Ex-prisoners Society' by registering the society accordingly, establishment of 'halfway' house for the ex-prisoners and the establishment of the 'Koperasi Penyayang' to help them cope with their lives.	Year 2015
Focus 4: Mass Production Strategy	Increase and improve agricultural activities by focusing on the promising agriculture products, using of the agricultural latest high technology, optimizing resources and explore hybrid product possibilities.	Year 2015
	Establishing Industrial Prison by overriding factory operation (of the same business), business partnership with the related agencies and organizations, establishing product marketing networking.	Year 2015
	Commercializing service industry by acquiring business spaces opportunity in the strategic business centre.	Year 2015
Focus 5: Strategy Towards High Performance Organization	Towards improving customer-centered- service quality system by improving customer- delivering system and improving infrastructure for customers.	Every year
Focus 6: Towards Effective Organization	Establishing effective administration by rebranding of Prisons Department. A new headquarters to be built. Creating new sections and posts namely The International Affairs Section, Prosecution Section, Child and Women Prisoners Affairs, Prison Corporate, The Religion Section, Foreign Prisoner Affairs, and the Advance Supervision, Training and Inspectorate Section.	Year 2015

Focus 7: Encourage smart partnership	Information sharing and technology transferring between correctional centres abroad by exercising international participants training exchange or international correctional institution mutual training.	Year 2016
Focus 8: High Performance Staff (High performance culture)	Improve prison service scheme by establishing 'Malaysian Correctional Service Commission'.	Year 2020
	Upgrading staffs skills and specialization by reviewing, revising and improving the service and training scheme.	Year 2015
	Establishing 'Language Lab' in training centres. Done by adding new posts for language lecturers/ teachers.	Year 2020
	Increasing the number of trainers with qualification of 'MASTERS' and 'PHDs' in Correctional Academy by encouraging trainers to further their study.	Year 2020
	Increase and upgrading training facilities, infrastructure and logistics as to university standards.	Year 2014
Focus 10: Establishment of Correctional University	Upgrade the present Correctional Academy to Correctional University and appointing competent trainers and lecturers.	Year 2015
	Developing training modules by creating new or modifying the existing training modules.	Year 2014

Conclusion

In respect of implementing prison sentences and the treatment of offenders, the Prison Department of Malaysia subscribes to the concept of humane treatment that stresses a fair and firm approach when dealing with prisoners. The department strictly conforms to the basic human rights of all inmates and is guided by the guidelines as stipulated in the United Nations Standard Minimum Rules for the Treatment of Prisoners.

In this era of rapid change and development, the Malaysia Prisons Department realizes the fact that it cannot remain complacent with its present achievements but continuously seeks to be on the move seeking new innovations such as the progress of computerization that will bring a greater efficiency in penal administrations as well as keep it abreast of modern trends in penology.

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