

CRIME CONTROL STRATEGIES IN MALAYSIA: NATIONAL KEY RESULT AREA (NKRA) ON REDUCING CRIME

P.Sundramoorthy¹

ABSTRACT

After the March 2008 elections in Malaysia, the ruling federal government through its GTP (Government Transformation Program) took measures to address with urgency people's demands of the Government and the most pressing socio-economic issues. The National Key Results Areas (NKRAs) are the priority needs of the people. It represents a combination of short-term priorities to equally important long-term issues. The seven NKRAs are Reducing Crime, Fighting Corruption, Improving Student Outcomes, Raising Living Standards of Low Income Households, Improving Rural Basic Infrastructure, Improving Urban Public Transport and Addressing Cost of Living. The Reducing Crime NKRA looks at revitalizing and improving the criminal justice system and addressing crime and policing issues through innovative crime control strategies. Since the implementation, several measurable key results were announced such as reduction in street crimes and overall crime index, speedy disposal of violent crime cases, police omnipresence by deploying more personnel to frontline duty. However, the public have been skeptical in accepting the positive results in the war against crime by indicating that their fear towards crime remains high and their confidence in the police is still low. Thus, this paper will attempt to provide a non-biased and impartial analytical insight on the crime control strategies implemented by the authorities after the March 2008 elections.

Keywords: Government Transformation Program (GTP), National Key Results Areas (NKRAs), Reducing Crime

¹ P. Sundramoorthy is an Associate Professor of Criminology in the School of Social Sciences, Universiti Sains Malaysia (USM).

Introduction

After the 2008 general elections, the ruling government of Malaysia embarked on an ambitious transformation plan. The Government Transformation Program (GTP) is a broad-based program of change to fundamentally transform the government into an efficient and people-centred institution. The government identified seven National Key Results Areas (NKRAs) to deal with various needs and priorities of the people. The seven key areas are Reducing Crime, Fighting Corruption, Improving Student Outcomes, Raising Living Standards of Low Income Households, Improving Rural Basic Infrastructure, Improving Urban Public Transport and Addressing Cost of Living. (Pemandu 2011). Performance Management and Delivery Unit (PEMANDU) is the government agency that is responsible to oversee implementation and assess the progress of the GTP as well as the Economic Transformation Program (ETP).

NKRA on Reducing Crime

The NKRA implemented 55 initiatives in phase one (GTP 1.0), which had an impact in 5 key areas to reduce crime. The 5 key areas of focus followed surveys highlighting the public concern regarding crime: 1. reducing reported index crime; 2. reducing reported street crime; 3. reducing the fear of becoming a victim of crime; 4. improving the justice system; and 5. increasing public satisfaction with the Royal Malaysia Police (Polis Diraja Malaysia or PDRM) performance. The four hot-spot states identified in GTP 1.0 includes Johor, Kuala Lumpur, Penang and Selangor. The initiatives and several of the outcomes of the first phase are illustrated in Appendix I.

Despite the improvements in the country's crime rate and its continued downward trajectory, public perception of safety is still a challenge as 52.8% of the rakyat (public) say they still do not feel safe (PEMANDU, 2012). The GTP 2.0 is a focused effort to enhance support for victims of crime. The NKRA initiatives on Reducing Crime will also expand to include Kedah and Perak in GTP 2.0. The initiatives and several of the outcomes of the second phase are described in Appendix II.

The Government agrees that crime and public perception on the fear of crime remains to be negative in Malaysia. According to PEMANDU, crime statistics from PDRM show that the number of crime incidences has dropped from 575 cases per day in 2009 to 419 per day in the first five months of 2012, which is an improvement of over 27%.

Background: Crime Trends and Patterns Pre 2008 Elections

The Malaysian criminal justice system reflects a commitment by society to prevent and control crime while dealing justly with those accused of violating criminal law. It is a system of people, politics, and procedures that interacts dynamically with agencies at all levels of government to promote the interest and values of society at large. When we study the criminal justice system, we are studying a microcosm of Malaysian society.

One of the frustrations in studying criminal justice is the lack of accurate means of knowing the actual number of crimes. The only official source of crime data in this country comes from Polis Diraja Malaysia (PDRM)’s Index Crime which is based solely on reported incidents of crime. Research indicates that many more crime which occurs than those that are reported to the police. This phenomenon is referred to as the dark figure of crime.

As Figure 1.1 shows, from 1977 to 2009, an average of 15,707 cases of violent crimes was reported annually in Malaysia. During the same period, an annual average of 97,315 cases of property crimes was reported. Since the new millennium, from 2000 to 2009, an average of 27,430 cases of violent crimes was reported to the police and 149,560 property crimes was reported.

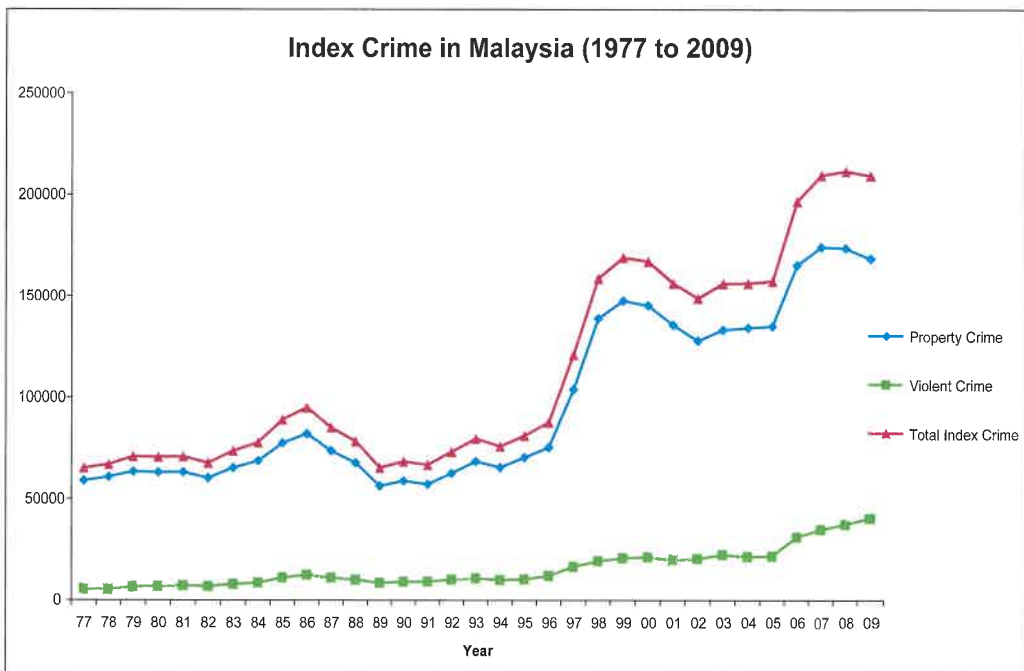


Figure 1: Index Crime in Malaysia (1977 to 2009)

Source:Polis DiRaja Malaysia

Since the beginning of the new millennium (2000) to the year 2009, an average of 575 people has been murdered in Malaysia annually. This means that an average of 1 to 2 murder cases was reported daily in Malaysia. During the same period, an average of 2,200 rape cases was reported per year and this means an average of 6 rape cases was reported daily to the police². An average of 6,668 cases of robbery (in group without weapons) occurred annually between the years 2000 and 2009. This means an average of 18 robberies (in group without weapons) cases were reported daily in this nation. Additionally, an average of 12,273 cases of robbery (individual without weapons) was reported every year during the same period in Malaysia, and this shows that almost 34 robbery (individual without weapons) cases occur daily.

Furthermore, during the same period 2000-2009, an average of 10,388 motorcars was stolen annually in Malaysia. This means an average of 28 motorcars was stolen daily. According to the General Insurance Association of Malaysia (PIAM)³, between 2000 and 2009, an average of 7,324 stolen vehicle claims was filed which cost a staggering RM 368 million annually. During the same period, an average of 55,522 motorcycles was stolen annually and this equates to 152 motorcycles stolen on a daily basis. Additionally from 2001 to 2009, annually an average of 11,781 cases of snatch theft was reported to the police. In other words, almost 32 snatch theft cases were reported to the police on a daily basis.

Dimensions of Crime: An Overview

This section provides an overview of crime in the country. Due to data constraints that include limited time series, pre-tabulated data and the lack of details on the socio-demographic characteristics of offenders with respect to several categories of crime, the analyses of various types of crime yield different levels of information. In many cases, data on types of crime discussed below are limited to three years, 2007, 2008 and 2009. This is too short a period to capture a trend or changes in the socio-economic characteristics of offenders. Thus, only the data for 2009 have been analyzed⁴.

Data on crime pertain to four main categories: violent, property, narcotics and commercial crime. Following the protocol established by Interpol, only the first two are included in the Index crime. The remaining two are therefore analyzed separately.

2 Research in the area of sexual assault estimates that for every one rape case reported to the police, about nine to ten cases goes unreported.

3 Source: New Straits Times, 29th July 2010, pp.1 & 6.

4 A preliminary analysis of some socio-demographic aspects of certain types of crimes for the three years confirmed this.

Index Crime: Violent and Property Crime

The index crime captures only violent crime and property crime and the data refer to cases reported, not arrests. During 1977-2009 property crime accounted for most of the cases recorded by the index. On average, property crime accounted for about 86.8% of the total cases. In fact, in no year did its share in the total fall below 80%. Of course, this does not detract from the fact that violent crime poses a bigger threat to safety and public order than because it inflicts physical injury on victims and sometimes death as well.

Despite the smaller number of cases reported relative to property crime, violent crime registered a higher average annual compounded growth rate; violent crime grew at an annual rate of 6.13%, almost twice as fast as property crime. This accounted for the sharp rise in its proportion to total index crimes from 9.3% in 1977 to 19.5% in 2009.

Table 1: Index Crime 1977-2009

Year	Violent crime			Property crime			Total index crime
	cases	% growth	% of total index crime	cases	% growth	% of total index crime	
1977	6064		9.30	59173		90.70	65237
1978	5940	-2.04	8.86	61101	3.26	91.14	67041
1979	7200	21.21	10.15	63703	4.26	89.85	70903
1980	7403	2.82	10.46	63342	-0.57	89.54	70745
1981	7510	1.45	10.60	63356	0.02	89.40	70866
1982	7108	-5.35	10.50	60570	-4.40	89.50	67678
1983	8158	14.77	11.07	65551	8.22	88.93	73709
1984	8917	9.30	11.45	68959	5.20	88.55	77876
1985	11422	28.09	12.81	77743	12.74	87.19	89165
1986	12761	11.72	13.42	82314	5.88	86.58	95075
1987	11284	-11.57	13.24	73927	-10.19	86.76	85211
1988	10371	-8.09	13.22	68064	-7.93	86.78	78435
1989	8846	-14.70	13.52	56596	-16.85	86.48	65442
1990	9351	5.71	13.65	59137	4.49	86.35	68488
1991	9487	1.45	14.18	57421	-2.90	85.82	66908
1992	10397	9.59	14.19	62885	9.52	85.81	73282
1993	11092	6.68	13.90	68729	9.29	86.10	79821
1994	10260	-7.50	13.51	65674	-4.44	86.49	75934
1995	10585	3.17	13.04	70598	7.50	86.96	81183
1996	12290	16.11	13.99	75562	7.03	86.01	87852
1997	16867	37.24	13.93	104257	37.98	86.07	121124

Year	Violent crime			Property crime			Total index crime
	cases	% growth	% of total index crime	cases	% growth	% of total index crime	
1998	19622	16.33	12.36	139186	33.50	87.64	158808
1999	21105	7.56	12.48	147958	6.30	87.52	169063
2000	21561	2.16	12.90	145569	-1.61	87.10	167130
2001	20322	-5.75	12.99	136079	-6.52	87.01	156401
2002	20779	2.25	13.95	128199	-5.79	86.05	148978
2003	22713	9.31	14.54	133525	4.15	85.46	156238
2004	21767	-4.17	13.92	134596	0.80	86.08	156363
2005	22039	1.25	14.01	135326	0.54	85.99	157365
2006	31408	42.51	15.96	165372	22.20	84.04	196780
2007	35159	11.94	16.78	174423	5.47	83.22	209582
2008	37817	7.56	17.87	173828	-0.34	82.13	211645
2009	40738	7.72	19.45	168679	-2.96	80.55	209417
Total	518343		13.90	3211402		86.10	3729745
Av. Gr		6.13	13.22		3.33	86.78	

Source: Polis DiRaja Malaysia and Research Team on Crime & Policing, USM

Both violent and property crimes have been growing rapidly over time. Between 1977-93, violent crime grew at 3.85% per annum relative to 0.94% recorded by property crime. In the second period, 1993-2009, violent crime posted 8.6% growth a year while property crime grew at 5.8%. Relative to the first period, property crime grew at a more rapid rate but still lagged behind the growth of violent crime.

Interestingly, over the last few years, 2005-2009, the rate of growth of property crime slowed down to 4.6%—much slower than the second period growth (5.8%). In sharp contrast, the increase in violent crime sky-rocketed to 13.4% per annum—much faster than the growth registered by property crime over the comparable period and exceeding the average growth it returned over the 16 year period being reviewed.

Both types of crime peak periodically—for instance 1982-83, 1984-85, 1996-97 and 2005-06. The mid-1980s was a period of economic downswing caused by a global recession, while 1996-97 coincided with the Asian Financial Crisis. At first glance, this suggests that at least these two categories of crime may be negatively related with the performance of the economy. This proposition remains to be tested.

However, the upsurge in the growth of both crimes between 2005 and 2006 is more puzzling and appears unrelated to economic performance. Some of it may be attributed to increased awareness among the population on the need to report crimes but certainly this cannot explain it fully. The declining police presence that accompanies rapid urbanization might be another factor. The factors influencing the index crime are explored in greater detail later.

Violent Crime by State

Over the 1977-2009 period (for all states except Perlis for which the data series begins only from 1987), the rate of growth of violent crimes for the nation as a whole averaged 6.13 % per annum. Four jurisdictions, Kuala Lumpur, Johor, Kelantan and Sarawak posted rates exceeding the national average. Perak, Penang and Pahang, on the other hand registered the lowest average annual rates of growth of between 2.5% to 4.5%.

Interestingly, states that saw high secret society and Triad violence in the past like Perak and Penang, along with Selangor and Sabah returned lower average annual growth rates between 1977 and 2009. In contrast, relatively less developed states like Kelantan and Sarawak experienced growth rates above the national average of 6.13% per annum.

Table 2: Average Annual Growth Rate of Violent Crime by State, 1977-2009

State	Period	Growth (%)	Period	Growth (%)	Period	Growth (%)
Perlis	1987-1993	-2.04	1993-2009	8.25	1987-2009	5.34
Kedah	1977-1993	-0.23		11.23	1977-2009	5.35
Penang		2.17		4.20		3.18
Perak		-1.13		6.36		2.54
Selangor		5.07		6.89		5.98
Kuala Lumpur		7.03		9.90		8.46
Negeri Sembilan		0.97		9.28		5.04
Melaka		4.24		7.86		6.03
Johor		5.94		10.68		8.28
Kelantan		3.78		9.68		6.69
Terengganu		3.21		8.44		5.79
Pahang		0.00		9.16		4.48
Sabah		6.20		5.30		5.75
Sarawak		4.14		10.78		7.41

Source: Polis DiRaja Malaysia and Research Team on Crime & Policing, USM

Breaking the series into two periods, in the first—from 1977 to 1993 for all states except Perlis (data available only since 1987), three states—Perlis, Kedah and (surprisingly) Perak saw violent crimes registering negative rates of growth per annum. Pahang experienced virtually no growth in violent crimes. But the four jurisdictions of Selangor, Kuala Lumpur, Johor and Sabah registered annual average growth rates ranging from about 5% to 7%, with Kuala Lumpur recording the highest rate of 7.03%.

In the second period, 1993 to 2009, violent crime growth began rising and equalizing across states; while Kuala Lumpur and Johor remained regions of high crime growth. Sabah dropped out of the list and was replaced by Sarawak. Another unlikely contender was Kedah with violent crime registering 11.2% growth per annum—the highest in the country.

Violent Crime Per Capita (Malaysia)

Focusing on the more recent data (2000-2009) and expressing the crime rate per 100,000 population gives a clearer picture of current trends.

Table 3: Types of Violent Crime Per 100,000 Population (2000-2009)

Type	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Growth (%)
Murder	2.35	2.52	2.09	2.28	2.18	1.88	2.26	2.17	2.37	2.14	-0.93
Rape	5.15	5.61	5.73	5.95	6.63	7.13	9.15	11.68	12.69	13.68	10.26
Gang robbery with firearms	0.38	0.27	0.30	0.18	0.17	0.15	0.25	0.28	0.66	0.46	1.93
Gang robbery without firearms	7.15	7.03	6.89	7.76	6.52	6.96	10.15	26.09	79.17	87.91	28.52
Robbery with firearms	3.07	2.35	1.72	1.54	1.29	1.20	0.92	0.72	0.28	0.20	-23.90
Robbery without firearms	51.94	46.98	43.95	56.47	51.0	49.89	72.55	63.40	18.01	17.69	-10.21
Causing hurt	21.72	19.48	17.96	17.66	16.2	16.04	21.78	24.99	24.14	23.95	0.98
All	91.8	84.2	84.03	91.85	84.0	83.24	117.0	129.3	137.3	146.0	4.76

Source: Polis DiRaja Malaysia and Research Team on Crime & Policing, USM

Violent crime per capita (defined as crime per 100,000 population) has been rising since 2005 after displaying an erratic pattern over the five years prior to that. Between 2000 and 2009, violent crimes per capita grew at an average rate of 4.76% per annum, slightly lower than the rate of 6.13% recorded over 1977-2009. Of the violent crimes, murder per capita averaged around 2.24 per year over the 10 year period and recorded a negative rate of growth per annum. Rape, on the other hand, showed a clearly increasing trend and registered an annual growth of 10.26%. The fastest growing component was gang robbery without firearms though some of the growth was due to definitional changes (see below).

Of the types of violent crimes, the highest number committed per capita was robbery without firearms until 2007. Subsequent to that gang robbery without firearms became more frequent. However, this was largely due to a change in definition; prior to 2006, gang robbery required five or more persons to be involved but since then a gang was redefined to include two or more persons. The increase in gang robbery with firearms in the post-2005 period may be explained similarly. This also explains the very high annual rate of growth of gang robbery without firearms (and the dramatic fall in the growth of robbery with firearms). Nevertheless this should not detract from the fact that robbery without firearms (regardless of whether it was committed by gangs or individuals) remains the most serious form of violent crime in the country.

Causing hurt was the second most frequent violent crime but grew very slowly, well below the national average.

Property Crime by State

It was observed earlier that relative to violent crime, property crime grew at a lower rate of 3.33% per annum nationally between 1977 and 2009. Bearing in mind the shorter series for Perlis, a surprising development is observed. Kuala Lumpur continued to return high rates of growth for most types of crime, property crime included. But Kelantan registered the highest growth rate (5.78%) exceeding Johor, another traditional crime hot spot. Terengganu, too, posted a high rate of growth for property crime. Johor, on the other hand, showed a modest growth of 3.56%. Perlis, Perak and Penang were states that recorded the lowest rates of growth in property crime.

If the series is analyzed in two time periods, the first—from 1977-1993, saw six of the 14 jurisdiction posting negative rates of growth, while all the others had rates below the national average for the 33 year period.

Table 4: Average Annual Growth Rate of Property Crime by State, 1977-2009

State	Period	Growth (%)	Period	Growth (%)	Period	Growth (%)
Perlis	1987-1993	-5.88	1993-2009	2.47	1987-2009	0.12
Kedah	1977-1993	-4.18		9.19	1977-2009	2.29
Penang		-1.13		5.03		1.90
Perak		-2.04		3.09		0.49
Selangor		2.09		4.34		3.21
K. Lumpur		3.22		7.77		5.47
N.Sembilan		-1.11		5.81		2.29
Melaka		0.41		8.21		4.24
Johor		3.07		4.06		3.56
Kelantan		3.00		8.63		5.78
Terengganu		3.00		7.38		5.16
Pahang		-2.95		9.00		2.85
Sabah		2.54		4.30		3.42
Sarawak		2.90		4.67		3.78

Source: Polis DiRaja Malaysia and Research Team on Crime & Policing, USM

As with violent crime, property crime increased and became more equal in the period since the 1990s. While all states posted positive rates of growth, the relative less developed states of Kedah, Kelantan, Terengganu, along with Pahang recorded the highest rates of growth. Penang and Negeri Sembilan also experienced a rapid increase in property crime in the latter period.

Property Crimes Per Capita (Malaysia)

A more accurate picture of the incidence of property crime is obtained after adjusting the number of cases in a jurisdiction by its population size to yield crime rates per capita (per 100,000 population).

Between 2000 and 2009, property crime grew negatively; however, there were on average 576.7 cases of property crime per capita per year in the country during the decade⁵. This far exceeded violent crime cases per capita per annum during the same period. Thus despite the slower growth of property crimes relative to violent crimes noted earlier, it continues to be more prevalent.

⁶ This may be an underestimate since 2000 data on snatch theft were not available.

Table 5: Types of Property Crimes Per Capita, 2000-2009

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Average
Heavy vehicle	15.74	17.85	18.48	22.45	18.88	20.80	23.62	18.56	22.74	20.51	20.0
Car	30.98	35.32	34.55	34.52	33.29	36.68	41.57	45.71	55.18	49.79	39.8
Motorcycle	195.37	195.76	190.63	203.06	199.03	195.30	243.97	248.68	244.58	218.87	213.5
Snatch theft	-	59.56	59.21	63.89	44.53	36.32	41.27	40.85	29.79	34.73	45.6
Day break in*	36.92	30.88	27.59	28.02	25.28	26.15	32.77	33.69	33.11	40.85	31.5
Night break in	103.16	87.06	74.59	76.28	70.85	66.25	74.84	89.86	96.11	97.01	83.6
Other	237.37	137.67	113.41	111.77	127.70	129.61	158.29	164.22	149.65	142.94	147.3
Total*	619.6	564.1	518.5	540.0	519.6	511.1	616.3	641.6	631.2	604.7	576.7

Source: Polis DiRaja Malaysia and Research Team on Crime & Policing, USM

Note: *Includes breaking in at night. Penang data does not separate the two.

Within property crimes, the ‘other’ category was the most frequently reported; this was followed by motor cycle thefts, breaking and entering at night and snatch thefts.

Narcotics and Commercial Crime

Narcotics and commercial crimes are not included in the Index Crime. It is clear from Table 6 that the growth rates of both appear erratic. Narcotics cases are often the outcome of tip-offs or inside information and this varies from year to year with no clear pattern. In the case of commercial crimes, a peak is observed during 1997-98 and 2007-2008 which broadly coincided with the economic slowdown associated with the Asian Financial Crisis and subprime crisis, respectively. However, the peak in 2000-2001 cannot be explained by any adverse economic event.

Table 6: Narcotics and Commercial Crime, 1995-2009

Year	Narcotics crime			Commercial crime			Total
	Cases	% change	% of total	Cases	% change	% of total	
1995				5277			
1996				4809	-8.87		
1997				7137	48.41		
1998				10380	45.44		
1999	11371		54.36	9546	-8.03	45.64	20917
2000	12753	12.15	68.07	5981	-37.35	31.93	18734
2001	16133	26.50	59.82	10835	81.16	40.18	26968

Year	Narcotics crime			Commercial crime			Total
	Cases	% change	% of total	Cases	% change	% of total	
2002	49934	209.51	82.44	10638	-1.82	17.56	60572
2003	46860	-6.16	80.30	11495	8.06	19.70	58355
2004	44137	-5.81	81.68	9899	-13.88	18.32	54036
2005	36573	-17.14	80.34	8952	-9.57	19.66	45525
2006	79737	118.02	89.04	9813	9.62	10.96	89550
2007	92498	16.00	90.10	10160	3.54	9.90	102658
2008	95544	3.29	84.66	17311	70.38	15.34	112855
2009	113185	18.46	82.15	24590	42.05	17.85	137775
Total	598725		79.24	156823		20.76	755548
Av gr.		25.83	77.54		11.62	22.46	

Source: Polis DiRaja Malaysia and Research Team on Crime & Policing, USM

On average, the compounded annual growth rate of narcotics crime was 25.8% compared to 11.6% for commercial crime. The relative higher rate of growth of narcotics crime resulted in the rising proportion of narcotics crime in the total (narcotics and commercial crimes taken together) between 1999 and 2009. In 1999, 54.4% of the total comprised of narcotics crime but by 2009, this had increased to 82.2%. Narcotics and violent crime have more things in common when compared to property or commercial crimes.

Both types of non-index crimes experienced a sharp rise during the period 2001-2002 when there was a downturn in the global economy. Commercial crime also reached very high growth rates during the 1997-98 Asian Financial

Crisis (data for narcotics crime were unavailable prior to 1999). It is also uncertain why narcotics crime reached a high of 118.02% growth rate in 2006. This matched the high growth rate for index crimes for the same year.

The above scenario on violent, property, narcotics and commercial crime index clearly describes the upward trend on the incidences of crime in Malaysia till 2009. However, miraculously crime rates started to decline significantly after the implementation of the crime control strategies via NKRA on reducing crime in 2009. The problem on public's negative perception on crime and the effectiveness of NKRA initiatives started to draw tremendous public concern and debate.

Public Perception on Crime

In order to address public perception on crime and policing in Malaysia, the government has, since 2009, introduced the National Key Result Area (NKRA) on Reducing Crime under the government's transformation program. One of the objectives set by NKRA is to reduce street crime (includes snatch theft) by 20% and the overall crime index by 5% especially in the four NKRA identified states of Selangor, Penang, Johor and Kuala Lumpur. As of end of 2011, the number of reported street crimes and overall index crimes show a significant downward trend, implying that the set target has been achieved. The capable and innovative police leadership in the four states mentioned above must also be acknowledged in this success in controlling and minimizing crime as well as making funds available to the police to implement strategic measures.

Even though the targets have been successfully achieved, public perception on crime and policing has not changed and remains negative. The public still feel unsafe and they still lack confidence in the police. Again whether this perception is real or not, we can deduce that PDRM index crime statistics and public perception on crime and policing are not correlated. Index crime is a technical term not only to the ordinary citizen, but also to the well-educated public. Besides law enforcement officials and relevant policy makers, most people do not have an understanding, let alone an appreciation, on the importance and significance of the index crime as one of the many tools utilized to comprehend crime trends and patterns. It should also be noted that many reported crimes does not neatly fit into the category of index crime. These crimes fall into the categories of narcotics crime, commercial crime and non-index crime (e.g. kidnapping, molestation, missing children, prostitution, drunk driving, etc.). Furthermore, many crimes that occur in society is not reported to the police for various reasons. These unreported crimes are referred to as the dark figures of crime.

Despite the technicalities, it is nonetheless important to identify and acknowledge the various factors that contribute to public perception on crime and policing. Many determinants contribute to public perception on crime and policing. Public perception on crime and policing goes beyond crime rates, thus, it is not limited to PDRM's index crime database. It is also shaped by the public's various experiences with crime and the police. These experiences may be either direct or indirect. Indirect experiences refer to the experiences and contacts of others they may know (family, relatives and friends) that has been a victim of crime and had dealings with the police.

Public perception on crime and policing is obviously not limited to the upward or downward trend of PDRM's index crime database. A very fair assumption can be made that police job performance has a direct implication on public perception on crime and policing.

Conclusion

Some of the NKRA initiatives on reducing crime address pertinent issues correlated with public perception on crime and policing. However, a crucial factor that must be dealt with efficiently is police job performance. Put differently, the job performance of the men and women in blue who represent PDRM directly contribute to both the positive and negative perception of crime and policing. At the most basic level, the selection of police personnel (both non-officers and officers) with not only good academic qualification but also the right personality is of crucial importance. These men and women must reflect the demographic characteristics of the country. In addition, the training program must be revamped where necessary to produce policemen and policewomen who are capable in dealing with the challenging task of policing in our modern and culturally diversified society. The current training program must be assessed by an independent body of experts. The importance of ongoing training and education for in-service men and women cannot be denied. The right personnel with the appropriate training will perform to the needs and expectation of contemporary Malaysian society.

Last but not least, public perception on crime and policing also depends on the progressive role and accountability of police leadership and management. They set both the tone and the theme. And more importantly, they determine the future of PDRM and the positive perception of the public on crime and policing and crime control strategies.

References

National Anti Drugs Agency. (2013). National Drug Information System. Ministry of Home Affairs, Malaysia.

Performance Management and Delivery Unit (PEMANDU). (2010). *1Malaysia Government Transformation Program (GTP): The roadmap*. Malaysia: Percetakan Nasional Malaysia Berhad.

Prime Minister's Department of Malaysia (PMDM). (2010). *1Malaysia Government Transformation Program (GTP): The roadmap*. Malaysia: Percetakan Nasional Malaysia Berhad.

Performance Management and Delivery Unit (PEMANDU). (2011). Annual report: *1Malaysia Government Transformation Program (GTP)*. Malaysia: Pencetakan Nasional Malaysia Berhad.

Performance Management and Delivery Unit (PEMANDU). (2012). *1Malaysia Government Transformation Program (GTP): The roadmap*. Malaysia: Pencetakan Nasional Malaysia Berhad.

Royal Malaysia Police (RMP). (2010). *Index Crime Statistics*. Royal Malaysia Police (RMP). (2010). *Index Crime Statistics*

Royal Malaysia Police (Januari 2014), Ministry of Home Affairs, website www.rmp.gov.my.

Royal Malaysia Police (June 2010). Buku Maklumat Statistik, Jabatan Siasatan Jenayah Narkotik.

Sundramoorthy, Pathmanathan (2001). Institutionalizing Strategies to Combat Corruption in Malaysia. In *Combating Corruption in East Asia*, edited by Pedro, C. A. Malina: Yuchengco Center for East Asia De La Salle University Press, Inc. De La sale University, Manila, Philippines.

Sundramoorthy, Pathmanathan (2002). Crime and Conflict. A Case Study of the Criminal Justice System of Malaysia. *Issues and Challenges for Conflict Resolution in Malaysia*. Proceedings of the First Southeast Asian Conflict Studies Network, Malaysian National Workshop.

Sundramoorthy M. Pathmanathan. (September 2005). "Commentary on Crime Trends". National Conference on "Crime Prevention – Towards A Safe Society." Malaysia Crime Prevention Foundation, Crown Princess Hotel, Kuala Lumpur

Sundramoorthy. P., *et. al.* (2010a). Report on Public Perception on Fear of Crime/ Crime Victimization Survey & Public Perception on Policing Survey (2009-2011). RU Grant, Universiti Sains Malaysia.

Sundramoorthy. P., *et. al.* (2010b). Report on The Root Causes of Crime in Malaysia (2010). Universiti Sains Malaysia. Research Project funded by Ministry of Finance (MOF).

Sundramoorthy Pathmanathan, (2011), "Crime and Punishment in Malaysia", in *Social Development in Malaysia: 50 Years After Independence*. Malaysia Strategic Research Center: Kuala Lumpur, pp. 219-250.

Sundramoorthy. P., *et. al.* (April 2014). Report on Public Perception of Safety, Universiti Sains Malaysia. Research Project funded by Performance Management and Delivery Unit (PEMANDU), Prime Minister's Department.

The Royal Commission to Enhance the Operation and Management of the Royal Malaysia Police (2005). *Report of the Royal Commission to Enhance the Operation and Management of the Royal Malaysia Police*. Kuala Lumpur: Percetakan Nasional Malaysia Bhd.

APPENDIX I

Initiatives of Phase 1 (GTP 1.0) NKRA on Reducing Crime

<p>1. Reduction of Index Crime</p>	<p>Index crimes comprise 13 different categories, and are deemed to be serious offences occurring with sufficient regularity to serve as a measure of the overall crime situation in the country.</p> <p>The targeted goal of the GTP 1.0 was to achieve a 5% reduction in overall reported index crime annually from 2010 to 2012, but the actual results easily surpassed this target after reducing index crime by 15% in 2010 and 11% in 2011.</p> <p>Nine key initiatives, including the Omnipresence Program, implemented in the GTP 1.0 were responsible for bringing the level of index crime down. These initiatives focused on several key areas including motorcycle theft, house break-ins and car-thefts.</p>
<p>2. Reducing Reported Street Crime</p>	<p>Street crime comprises three categories – snatch theft, robbery with firearms and gang robbery with firearms. Street crimes are highly visible and thus tend to perpetuate public feelings of fear and insecurity.</p> <p>The initial goal was to reduce street crime by 20% in the first year of the GTP 1.0, and this figure was handily surpassed with the NKRA reporting a reduction of 35% in 2010 from 2009. The target for the second year was a reduction of 40% based on the 2009 baseline, which was narrowly missed after the numbers from 2011 showed a reduction of 39.7%.</p> <p>The goal is to reduce street crime by a further 5.3% in 2012. The Safe City Program, built on CPTED (Crime Prevention through Environmental Design) principles, is credited for having greatly reduced street crime levels.</p>
<p>3. Reducing the Fear of Becoming a Victim of Crime</p>	<p>No Data Provided</p>

<p>4. Improving the Justice System</p>	<p>In tandem with the efforts to reduce the incidences of crime and to raise public confidence in the Malaysian justice system, the GTP 1.0 saw several initiatives directed towards improving the justice system.</p>
	<p>The goal in the first phase of the GTP 1.0 was to clear the backlog of violent crime cases, and this was achieved in 2010 after 2,001 old cases were processed.</p>
	<p>As the initiative had accomplished its goal, the NKRA changed its focus to increasing the ratio of charges made to investigations papers opened. In raising the charging rate, the Reducing Crime NKRA again saw several major accomplishments.</p>
	<p>In 2011, the NKRA set a target of bringing at least 20% of arrests to trial, and this target was surpassed, with the ratio coming in at 23.4%. The goal is to further improve this ratio to 25% of all investigation papers opened in 2012.</p>
<p>5. Increase Public Satisfaction with Police Performance</p>	<p>Public satisfaction with police performance is a crucial component in reducing crime as the rakyat's trust and cooperation with the police can only be secured with increased satisfaction of the latter's performance. In line with this initiative, customer service rating (CSR) devices were rolled out to all 82 police stations in Selangor with the goal of expanding the initiative nationwide.</p>
	<p>As a result, public satisfaction of the police's performance rose from 35.8% to 55.8% in the 2010, and subsequently to 65.3% in 2011. The target is to raise this number to 70% in 2012.</p>
	<p>Encouragingly, this change in perception was also mirrored in external studies conducted by both national and international bodies. The World Justice project, for instance, named Malaysia the safest among 19 upper middle-income countries, and 12th safest overall, ahead of the United States and the United Kingdom.</p>

Source: PEMANDU, 2011

APPENDIX II

Initiatives of Phase 2 (GTP 2.0) NKRA on Reducing Crime

<p>1. Reducing Index and Property Crime</p>	<p>The GTP 1.0 has already seen a significant decrease in the amount of crime in the country, but there is still room for improvement. The Reducing Crime NKRA recognises that more can still be done to reduce incidences of crime, particularly in areas that continue to worry the rakyat. These areas include:</p> <ul style="list-style-type: none">○ <i>Preventing house break-ins: House break-ins constitute 18% of property crime. In 2011, 28,020 house break-ins were reported costing homeowners over RM140 million in losses. The aim is to reduce incidences of house break-ins by 5% annually from 2013 to 2015.</i>○ <i>Preventing vehicle theft: Vehicle thefts have shown a slight decline over the past three years – down 15% to 68,579 thefts in 2011 from 80,438 in 2009. However, they still contribute to a large portion of property theft, making up 54% of the category in 2011. Furthermore, vehicle theft contributed to 43% of total index crime for 2011. The GTP 2.0 will see a greater collaborative effort from the private and public sector to combat this segment.</i> <p>The NKRA will also implement the following initiatives to help bring down index and property crime:</p> <ul style="list-style-type: none">○ <i>Target hardening -focusing on public car parks</i>○ <i>Collaborative enforcement on illegal workshops</i>○ <i>Increasing the use of container scanners</i>○ <i>Increase the use of Mobile Computerised Access Devices (MCAD)</i>○ <i>Formation of dedicated teams</i>
---	--

<p>2. Inmate Rehabilitation and Upskilling</p>	<p>The GTP 2.0 will further enhance initiatives set in place during the GTP 1.0 directed towards helping inmates settle into their communities after completing their prison sentence. This program will help detainees develop skills and provide them with support to reintegrate into society upon release thereby reducing the risk of recidivism.</p> <p>Since the implementation of the GTP 1.0 initiatives, the rate of recidivism has fallen from 25% in 2008 to 18% in 2011. The goal is to further reduce this rate in view of the larger objective of reducing index crime by 5% annually. The initiatives under this program include:</p> <ul style="list-style-type: none"> ○ <i>Industrial prison: a new initiative aimed at helping prisoners improve their employability by creating work opportunities in prison.</i> ○ <i>Development of an after-release program: This initiative further expands and enhances the capacities of the halfway-house system developed in the GTP 1.0 to ensure that inmates are better equipped to reintegrate with society upon their release.</i> ○ <i>Improving the prison rehabilitation program: This initiative is carried over from the GTP 1.0 where prisons and prisoners were categorised and classified according to three categories: first time offenders, repeat offenders (recidivists) and hard-core offenders.</i>
<p>3. Rehabilitating Drug Addicts and Users</p>	<p>The Reducing Crime NKRA will implement three initiatives in the GTP 2.0 to help rehabilitate drug addicts and users who contribute to the overall crime rate when they are forced to turn to criminal activities to fund their drug habit.</p> <p>The focus in this area is to ensure that recovering addicts have sufficient resources to reintegrate into society as full members of society upon their release from rehabilitation centres. These initiatives include:</p> <ul style="list-style-type: none"> ○ <i>Open access drug treatment and rehabilitation</i> ○ <i>Outsourcing drug rehabilitation to NGOs</i> ○ <i>Opening job opportunities to recovering addicts</i> ○ <i>Strengthening controls over import and distribution of precursor chemicals</i>

<p>4. Increasing PDRM Presence</p>	<p>The increase in police presence under the GTP 2.0 will see the continuation of the Omnipresence Program introduced in the GTP 1.0, which was launched in response to the public call for greater police presence on the streets.</p> <p>The Omnipresence Program comprises three components: High Profile Policing, Stop and Talk, and Feet on the Street.</p> <p>The other significant initiative in this program is the Black Spot initiative, which focuses policing resources on ‘Black Spot’ areas – i.e. areas with crime issues identified together with the public.</p> <p>The participation of residents in this initiative is crucial as it will empower them to reclaim their own neighbourhood to further reduce concerns over crime. The goal is to reduce the fear of crime by 50% and the resolution of all issues identified in Black Spot areas within 10 months.</p> <p>Other initiatives under this program include:</p> <ul style="list-style-type: none"> ○ <i>Expanding the Police Volunteer Reserve</i> ○ <i>Implementation of the Panic Button Smartphone app</i> ○ <i>Co-ordinating volunteerism through community policing</i>
<p>5. Enhancing Police Communications</p>	<p>The Reducing Crime NKRA recognises that one key reason that the rakyat remains fearful of being victims of crime is because of the number of skewed reports of criminal incidences being circulated through various media channels. The reports themselves may be inaccurate for a number of reasons – misreporting by journalists, misquotes or sheer mischief – and there needs to be a more targeted focus by law enforcement authorities to address these issues as they crop up. The initiatives under this program include:</p>

	<ul style="list-style-type: none"> • <i>PDRM corporate communications unit: The first phase of implementation will see the enhancement of the communications unit at the police headquarters in Bukit Aman by 2013. In the second phase, communications units will be established at six main police contingents.</i> • <i>Women's awareness campaign: These campaigns are aimed at helping women understand their rights, particularly women in rural areas who may be more sheltered as compared with their urban counterparts.</i>
<p>6. Increasing the Number of Investigation Papers (IPs) Brought to Trial</p>	<p>A key component in restoring public faith in the Malaysian justice system is to show that criminal offenders can be brought to justice effectively and in an expedient manner. The goal of the GTP 2.0 is to increase the charge-to-investigation-papers-opened ratio to 35% by 2015, thereby expediting the entire process.</p> <p>The NKRA will implement the following initiatives in the GTP 2.0:</p> <ul style="list-style-type: none"> ○ <i>Reducing the ratio of investigating officers to IPs to 1:5 per month: This initiative will recruit an additional 1,000 inspectors and 500 sergeants as part of its overall recruitment plan. All these new recruits will be deployed as investigating officers throughout the country.</i> ○ <i>Enhancing the efficiency of investigating officers: The aim of this initiative is to manage several components of the investigative process. Investigating officers need to be quicker in executing their duties in order to better collect evidence and procure relevant information from the complainants and witnesses.</i>

<p>7. Improving Public Satisfaction of Police Services</p>	<p>Although key initiatives in the GTP 1.0 were able to address the majority of public grouses, further efforts are required to boost RMP's performance and services. These initiatives are targeted to close the gap from the GTP 1.0 and aim to provide better services to the public.</p> <p>Initiatives under the program include the following:</p> <ul style="list-style-type: none"> ○ <i>Increasing triage counselling services: This initiative aims to improve on the triage facilities introduced in the GTP 1.0. The plan in the GTP 2.0 is to have all major stations outfitted with these rooms.</i> ○ <i>Balai League Table (BLT): The objective of the BLT is to recognise and reward performing police stations that have the highest record of crime reduction within the area and their efforts in enhancing inter-relationship between public and police. The GTP 2.0 aims to further enhance this league table by diversifying the members on its committee and seeing the introduction of qualitative evaluations.</i> ○ <i>SistemSemakan Online: SistemSemakan Online (SSO) is a facility that will help the public check on the status of their police reports, and other services such as traffic summons, general licence application and police recruitment online. It aims make the police's feedback procedure more transparent, and facilitate easy checking of report statuses.</i> ○ <i>Eight-minute response time: The aim of this initiative is to reduce police response time from 15 minutes to eight minutes in 2015 by ensuring that the law enforcement officers have the appropriate resources to carry out their jobs. The eight-minute mark is a world-class benchmark and ensures that police personnel to respond to distress calls as quickly as possible.</i>
--	---

Source: PEMANDU, 2012

