

IMPACT STUDY ON 'OPERASI CANTAS KHAS PDRM' IN RELATION TO PUBLIC CONFIDENCE IN ROYAL MALAYSIA POLICE

Che Ghazali Che Awang¹

ABSTRACT

The operation codenamed 'Operasi Cantas Khas' or 'Op Cantas Khas' was launched by the Royal Malaysia Police (RMP) on 17 August 2013 to combat secret societies and individuals involved in serious crimes throughout Malaysia after a series of violent crimes involving murders, robberies and attempted assassination of high profile groups. The initial impact showed signs of success with the decrease by 30% in number of violent crime cases during its first 52 days of execution. 'Operasi Cantas Khas' also clamped down on possession and trade of illegal firearms, which were becoming increasingly present in the country. The aim of this impact study is to test the hypothesis that there is a relationship between perception of risks, image of police, job performance and public confidence in the RMP. The study uses data from a survey conducted on Malaysia by the RMP, six months after 'Operasi Cantas Khas' was implemented. The results of the impact study indicated that perceptions of risk and public confidence in the police were negatively significant. Such a negative reciprocal relationship suggests that increased public confidence in the police may diminished risk perceptions and vice versa. In addition, the findings also revealed that the public image of the police and job performance of police officers have positive effect towards the Royal Malaysia Police.

Keywords: *perceptions of risk, confidence in police, fear of crime, public image of police, performance of police.*

Introduction

The law enforcement profession has always been a tough business. Over the course of a career, law enforcement officers see the best and the worst in humanity. They may be thanked for what they do and then be spat on not an hour later. Sometimes this leaves officers to be confused as to how the public they serve

¹ Dr. Che Ghazali Che Awang is a Superintendent of Police as head of enforcement officer, Corporate Unit (firearms licensing) at IGP Secretariat, Royal Malaysia Police, Bukit Aman.

feels about them and consequently, how they feel about the public. One important revelation resulting from the work of the task force was that laws and those who enforce them enjoy enormous support from the public. This countered the perceptions of some participants, who had seen the worst in people over many years, people who did not support the mission and the actions of modern law enforcement agencies.

Confidence in the Police

Confidence in the police is a broad measure of the public's support for the police as an organization. Such support is critical to a well-functioning policing institution. Indeed, previous studies demonstrate that individuals with low confidence in the police are less likely to comply with police demands, report crimes, call the police for assistance, or cooperate by supplying information (Ren, Cao, Lovrich & Gaffney, 2005; Cao, Frank, & Cullen, 1996; Cao & Zhao, 2005; Tyler, 1990). Public confidence in the police is also essential to the popular assessment of police legitimacy –the belief among the public that police deserve to “rule” (Tyler, Braga, Fagan, Meares, Sampson & Winship, 2007). The results of a recent survey indicate that considerable variation exists among countries in the level of public confidence in the police (World Values Survey, 2011). For example, less than four percent of people in Serbia, 17 percent in the United States, and 36 percent in Finland report having “quite a lot of confidence in police” (World Values Survey, 2011).

The term confidence in police has been used as a measure of public support for the police for nearly three decades. It is most commonly conceptualized as a measure of diffuse support for the police institution, as opposed to specific support for individual officers (Cao & Hou, 2001; Ivkovic, 2008; Kaariainen, 2007).

In evaluating public confidence towards the police in the context of such a definition, it is important to consider the impact of the broader governing body. At a basic level, the police are an essential part of government (Beare & Murray, 2007; Kaariainen 2007; Smith 2007). Indeed, preserving order, by force if needed, is generally seen as the central function that characterizes the modern state, and the police are the specialist arm of the state that performs this job (Bittner, 1970; Smith, 2007). France provides an example of how the public's confidence in the state powerfully influences confidence in the police (Smith, 2007). Although the French police have refused to produce an effective system for investigating complaints and have denied findings from the European Committee for the Prevention of Torture, until recently, they have enjoyed high levels of confidence amongst the public. Smith suggests this is a direct reflection of the public's high regard for the government in France. Therefore, in order to understand a police organization and how much confidence the public places in it, one must consider the political system wherein it operates (as cited in Klockars, 1985; Smith, 2007).

Perceptions of Risk

Previous researchers (Ferraro, 1995; Forde, 1993; Rountree & Land, 1996; Thompson, Bankston, & St.Pierre, 1992) have uncovered an important distinction between perceived risk of criminal victimization and fear of crime among the public. According to Ferraro (1995), "fear of crime" has become a major indicator to measure people's perceptions of victimization. In the National Crime Victimization Survey of U.S. Department of Justice, for example, "fear of crime" is indicated with the question: "How safe do you feel or would you feel being out alone in your neighbourhood at night?" In the General Social Survey, which is developed at Queens College of the City of New York, "fear of crime" is indicated with the question: "Is there any area right around here--that is, within a mile--where you would be afraid to walk alone at night?" Ferraro (1995) argues that these measures are better indicators of perceived risk rather than fear of victimization, because the perception of risk is a part of the "definition of the situation" which emerges from an actor's interaction with the environment. Therefore, each individual may evaluate the risk differently and such a perceived risk may not parallel the actual level of risk in a situation. In contrast, fear of crime is an emotional response to the perception of risk in one's environment (Ferraro 1995). As this implies, previous studies (Baker, Nienstedt, & McClery 1983; Baumer, 1985; Block, 1971; Box, Hale, & Andrews, 1988; Garafalo, 1979; Hale, Pack & Salkeld, 1994; Sprott & Doob, 1997) which intended to measure fear of crime by employing indicators from either the National Crime Survey or the General Social Survey might actually assess the perceived risk exclusively.

Previous studies that attempted to predict perceptions of risk with measures of confidence in the police had conflicting results. Some studies (Baker et al., 1983; Box et al., 1988) found that confidence in the police was significantly correlated with perception of risk. Other studies (Garofalo 1979; Hale, Pack, & Salkeld 1994), however, failed to find such an association. In all of the above-mentioned studies, both perception of risk and confidence in the police were measured using single-item indicators. By employing multiple-item indicators of perception of risk and confidence in the police, Bennett (1994) who surveyed the residents of London and Birmingham (England) found a moderate zero-order correlation between confidence in the police and a risk measure which was combined with fear of crime and perception of risk.

The General Image of Police

The public image of the police is measured in a number of different ways. Sometimes surveys ask about "local" police, police in "your neighbourhood" or police in "your area," while other surveys ask about the police as a general

institution. The terminology used to gauge public support also varies widely, with questions asking about whether respondents “approve of” or “trust” the police, have “confidence in” or “respect for” the police, or whether they “support” or have “favourable” views of the police. What makes these terms “general” is that the criteria or standards of performance remain unspecified.

Why is the “general image” of police worth measuring? There are a number of important reasons. First, an understanding of the general image of the police among citizens provides an important indicator of support for the institution amongst its constituents. Understanding how the public views the police is a crucial first step in improving relationships between the police and communities. This is why community surveys are a prominent component of the community policing movement. Similarly, measurements of the public image of the police can be compared. By producing such measures, agencies can learn whether their image is improving or declining over time, or whether they are held in higher or lower esteem by their citizens than police in other communities. Second, the general image of the police may affect the sorts of behaviours by the public that greatly interest the police. These include supporting tax initiatives or referenda designed to enhance the resources of local police agencies, to participate in co-production activities like neighbourhood watch, providing the police with information useful to solving crime or improving the quality of life in neighbourhoods. Communities with a poor image of the police will be less likely to support and help the police do their jobs, and more likely to file complaints, launch civil suits, rebel against the police, and produce media problems.

Mass Media Portrayals of Police and Crime

We found a small body of research on the impressions of police that are formed from mass media presentations. At the outset we stress that the number of such studies is small and the number of unanswered questions is large, so conclusions about mass media influences on the public’s image of police are necessarily quite tentative. We divide our discussion into two parts: news media and entertainment media.

Before discussing evidence on each, we briefly describe three theoretical approaches for explaining mass media effects on public attitudes about institutions such as the police (Fox & Van Sickel, 2001, p. 6-8). The “hypodermic needle” theory assumes that the public takes in media presentations like a drug, which produces powerful and long-term effects on their views of institutions such as the police. Members of the public are viewed as independent consumers of these media presentations, which they use to answer questions about the police and

from which they formulate attitudes and perceptions of the police. The “limited effects” theory also assumes that the public uses the media for information, but it argues that individuals evaluate that information in the context of what they know from other sources – such as direct contact, family, friends, etc. These pre-existing and more-or-less independent impressions are believed to constitute powerful influences with which media images must contend in the competition for influencing the public’s views of the police.

Under these circumstances, the effects of the mass media are expected to be present, but limited. The “subtle/minimal effects” theory falls in between the “hypodermic needle” and “subtle/minimal effects” theories. Here, the hypothesized media effects are neither overwhelming nor minimal, but rather work in special ways by: (a) agenda setting – instructing the public in what to think about as the most important issues (e.g., whether policing is an important issue at a given time and what aspects are important), (b) priming – associating people or institutions with particular issues (e.g., associating the police with crime fighting), and (c) framing – shaping how to think about a given issue by either identifying general trends or covering specific events (e.g., how often the police use excessive force in dealing with suspects). Thus, all three theories posit that the mass media influence the public’s views, although in different ways and to different degrees. Evidence relevant to all three approaches can be found in research, but evidence is mixed for all three models.

Victimization and Fear of Victimization and Confidence in Police

Additional factors that may impact public confidence in the police are whether a person is a crime victim or fears becoming a victim of crime. The results of studies looking at the impact of victimization and fear of crime on an individual’s confidence in the police are mixed. Some studies find relationships between victimization and poor evaluations of the police (Block, 1971; Kusow, Wilson, & Martin, 1997; Priest & Carter 1999; Smith, Graham, & Adams, 1991). Yet, other work shows that victims view the police more favorably than non-victims (Thurman & Reisig, 1996).

Still, some research reveals that whether or not one has been a victim does not impact their confidence in the police (Smith & Hawkins, 1973). Similarly mixed findings arise from studies considering the importance of the fear of victimization. Some research shows that confidence in the police is reduced by both fear of crime (Cao, Frank, & Cullen, 1996) and the belief that crime rates are high in one’s neighbourhood (Benson, 1981; Davis, 1990; Murty, Roebuck, & Smith 1990; Reisig & Giacomazzi, 1998; Sampson & Bartusch 1998). Other studies

indicate that fear of crime does not impact attitudes toward the police (Smith & Hawkins, 1973; Zevitz & Rettammel, 1990). Thus, it is not clear whether fear of being a victim affects a person's confidence in the police.

Research Objectives

This impact study looks at the relationship between perceptions of risk, image of police, job performance, and public confidence in police after Ops Cantas Khas has been operated. The specific objectives of the research are:

- i. To determine the significance of relationship between perceptions of risk and public confidence in Royal Malaysia Police;
- ii. To determine the significance of relationship between general image of police and public confidence in Royal Malaysia Police;
- iii. To determine the significance of relationship between job performance and public confidence in Royal Malaysia Police.

Research Framework

The research framework proposed for this study is shown in Figure 1. The framework shows the relationship between the independent variables (perceptions of risk, image of police and job performance) and the dependent variable (public confidence in Royal Malaysia Police).

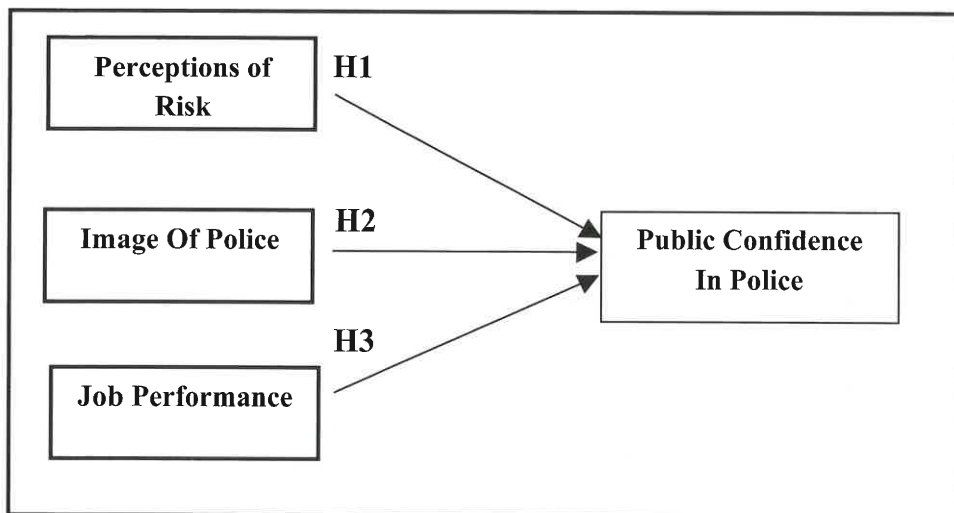


Figure 1: Research Framework

Research Methodology

Research Design

This study was designed to investigate the relationship between independent variables (perceptions of risk, image of police and job Performance) to a dependent variable (public confidence in Police). Choosing an appropriate research design is crucial to the success of a research (Bordens & Abbot, 2011). Nevertheless, there is no definitive means to determine and choose the best design (Davis, 1996). The decisions to choose the right research designs determine the quality of the conclusions and recommendations drawn from the research results (Bordens & Abbot, 2011).

According to Sonquist and Dunkelberg (1977), most surveys have as a central objective a search for relationships between variables. As such, surveys have been used successfully to help test hypotheses, evaluate programs, describe populations, build models of human behaviour, develop useful measurement scales, and make other methodological improvements in business research (Davis, 1996). Thus, a quantitative survey method was employed for this study. Through the survey method, not only various types of data can be collected from a large sample size, but it can give advantage in terms of time and cost reduction (Leedy & Ormrod, 2005). Compared to the interview method, the survey method does not interfere much with the respondents' time on the job. Apart from that, the survey method will ensure confidentiality on the respondents' background while quantitative data are collected.

Population and Sampling Procedure

The target respondents for this study were the citizens residing in Malaysia. The total respondents of citizens were based on the random selection which was categorized into six zones as shown in Table 1. According to Chua (2006), using too large a sample may contribute to a larger type II error, since the larger the number of respondents, the higher will be the error. The data collection from the citizens was randomly selected. A total of 5,600 questionnaires were distributed to public as shown in Table 1 based on population of pre-determined districts.

Cohen, Manion, and Marrison (2001), proposed that in determining the sample size one has to consider the significant levels and the sampling error. The authors determined the sample size by taking into consideration the significant level at $p < .05$ (at confidence level 95%) and $p < .01$ (at confidence level 99%) and this statement was supported by Sekaran and Bougie (2010).

Table 1: Population and Sampling

Zone	Contingent	Population	Bil.	IPD	Sampling
Northern	Perlis	231,541	1.	Kangar	200
			2.	Arau	100
			3.	Padang Besar	100
	Kedah	1,947,651	1.	Kota Setar	200
			2.	Kuala Muda	100
			3.	Kulim	100
	Pulau Pinang	1,561,383	1.	G'town	200
			2.	SPU	100
			3.	SPS	100
	Perak	2,352,743	1.	Ipoh	200
			2.	Manjung	100
			3.	Taiping	100
Middle East	K. Lumpur	1,674,621	1.	D'wangi	200
			2.	B'field	100
			3.	Putrajaya	100
	Selangor	5,462,141	1.	S.Alam	200
			2.	S.Jaya	100
			3.	Ampang	100
Southern	N. Sembilan	1,021,064	1.	Seremban	200
			2.	Port Dickson	100
			3.	Nilai	100
	Melaka	821,110	1.	M.Tengah	200
			2.	A.Gajah	100
			3.	Jasin	100
	Johor	3,348,283	1.	JB(U)	200
			2.	B.Pahat	100
			3.	K.Tinggi	100

Source: Impact Research Committee on OP Cantas Khas PDRM, 2014

Table 1: Population and Sampling (Cont'd)

Zone	Contingent	Population	Bil.	IPD	Sampling
Eastern	Pahang	1,500,817	1.	Kuantan	200
			2.	Temerloh	100
			3.	C.Highland	100
	Terengganu	1,035,977	1.	K.Terengganu	200
			2.	Marang	100
			3.	H.Terengganu	100
	Kelantan	1,539,601	1.	K.Bharu	200
			2.	Tumpat	100
			3.	Machang	100
Sarawak	Sarawak	2,471,140	1.	Kuching	200
			2.	Miri	100
			3.	Sibu	100
Sabah	Sabah	3,206,742	1.	K.Kinabalu	200
			2.	Penampang	100
			3.	Tawau	100
TOTAL					5,600

Source: Impact Research Committee on OP Cantas Khas PDRM, 2014

Measures and Instrumentation

There was no such thing as a definitive means to develop the perfect data collection instrument (Davis, 1996). With new developments in the field and with general guidelines, it could be used in the design of any instrument. To ensure that the instrument depicts the desired data, the design of the questionnaire has to be relevant with the research objectives (Davis, 1996), the instrument are validated by pre-testing, and the methods by which the questionnaires are administered (Hair, Money, Page, & Samouel, 2007).

The instruments used in this study were adapted from existing research models and pilot study was conducted to determine their validity and reliability. The instrument used to measure the perceptions of risk was adapted from Baker et al. (1983) and developed by Ho and McKean (2004) using 18 measurement items. The measurement scales for job performance were based on 13 items adapted

from Pearce and Porter (1986). Measurement of general image of police were based on 3 items adapted from Mastrofski (2001). Finally, the instrument to measure public confidence in police was based on a measure by Albrecht and Green (1977). Each construct was measured using two items on a 5-point scale (“1” - strongly disagree and “5”-strongly agree).

The questionnaire comprised of three sections that supposed to depict the variables associated to the respondents’ perceptions on perceptions of risk, job performance, image of police, confidence in Police and demographic characteristics of the respondents. Table 2 shows the review of the survey items related to the hypotheses.

Table 2: Variables, Sections, and Related Hypotheses

No	Variables	Section	Related Hypotheses
1	Dependent Variable: Confidence in Police	Section A 2 items	H1,H2,H3
2.	Independent Variables: Perceptions of Risk Image Of Police Job Performance	Section B 18 items 3 items 13 items	H1 H2 H3
3.	General Demography	Section C 5 items	

Source: Impact Research Committee on OP Cantas Khas PDRM, 2014

Validity

The validity of a measure is the extent to which it measures what you intend to measure (Bordens & Abbot, 2011). It is also expressed as the extent to which the measure or set of measures correctly represents the concept of study – that is the degree to which it is free from any systematic or non-random error. Validity is concerned with how well the concept is defined by the measure(s), whereas reliability relates to the consistency of the measure(s) (Hair, Black, Babin, & Anderson, 2010). For this study, validity tests were conducted to ensure that the instrument measures what it intends to measure (Bordens & Abbot, 2011).

Reliability

The reliability of a measure concerns its ability to produce similar results when repeated measurements were made under identical conditions (Bordens & Abbot, 2011). Reliability is also considered as the degree to which the observed variable

measures the “true” value and is “error free” (Hair et al., 2010). To determine the reliability of the measurements used, internal consistency check was carried out which applied to the consistency among the variables in a summated scale (Hair et al., 2010). The reason for using internal consistency was that the individual terms or indicators of the scale should all be measuring the same construct and hence be highly inter-correlated (Churchill,1979; Nunnally, 1978).

Analysis of Data

i. Descriptive Analysis

Descriptive analysis is used to illustrate the characteristics of the samples such as the demographic profile of the respondents (gender, age, education level, etc.). Means and standard deviation of the study variables are analysed to determine the highest score of the variables under study. Apart from that, t-test and ANOVA are also examined. Results from the analyses performed are used to explain and rationalise the specific research questions for the study.

ii. Regression Analysis

For hypothesis 1, 2, and 3, multiple regression analysis is used to investigate the relationship between perceptions of risk, general image of police and job performance with confidence in police (as the dependent variable).

Findings

i. Descriptive Analysis

a. Profile of Respondents

Table 3 summarises the demographic profile of the respondents which consisted of gender, age group, education level, ethnicity and occupation.

The result shows that the sample was comprised of more male respondents (60.4%) compared to female respondents (39.6%). As for age group, the majority of the respondents came from a range of 18 - 30 years of age (43.8%), followed by 31 – 50 years old (41.7%), 50 years above (11.1%), and the least came from below 18 years (3.3%).

It seems that majority of the respondents fall under the category of middle-age group. In terms of education level, 57.3% of the respondents possessed PMR/SPM/Certificate, followed by STPM/Diploma (27.4%), first degree (12.4%), Master (2.6%) and only 0.2 percent had qualification up to Doctorate level.

The distribution of respondents in terms of ethnicity was Malay (60.7%), Chinese (18.6%), Indian (12.1%) and others (8.5%). In terms of occupation, 39.7% of respondents came from private sector followed by government sector (26.4%), others (24.3%) and student (9.5%).

Table 3: Respondents' Profile

Items	Variables	Frequency	Percent
Gender	Male	3393	60.4
	Female	2224	39.6
Age Group	<18 years	187	3.3
	18 - 30 years	2461	43.8
	31 - 50 years	2344	41.7
	>50 years	623	11.1
Education Level	PMR/SPM/Certificate	3219	57.3
	STPM/Diploma	1541	27.4
	First Degree	696	12.4
	Master	148	2.6
	Doctorate	13	.2
Ethnicity	Malay	3412	60.7
	Chinese	1042	18.6
	Indian	682	12.1
	Others	480	8.5
Occupation	Government Servant	1485	26.4
	Private Sector	2228	39.7
	Student	532	9.5
	Others	1367	24.3

Source: Impact Research Committee on OP Cantas Khas PDRM, 2014

b. Means and Standard Deviations of the Study Variables

Mean scores of the study variables were analysed to determine the mean, standard deviation, mode, variance, minimum, and maximum scores of the questionnaires received from the respondents. Apart from that, the highest score of the variables under study were obtained.

Table 4: Means Scores of the Variables under Study

Variables	Mean	Std. Dev	Mode	Variance	Minimum	Maximum
Confidence in police	4.0108	.83783	4.00	.702	1	5
Perceptions of risk	3.5391	.78522	4.00	.617	1	5
Image of police	3.9495	.79153	4.00	.627	1	5
Job performance	3.7758	.77018	4.00	.593	1	5

Table 4 shows the result from the analysis carried out on mean scores of the independent variable and the dependent variable in the study. It was found that the highest mean score was 4.0108 (confidence in Police). This was then followed by image of police (M=3.9495) and job performance (M=3.7758). The smallest mean score was recorded by perceptions of risk (M=3.5391). According to Mahmood and Rahman (2007), mean rating value of 4.21 ("strongly agree") and above was considered as of high importance, between 3.41 and 4.20 was of moderate importance, and mean value of 3.4 and below was rated as low importance. Based on the mean values in Table 4, it is understood that the public felt confidence to RMP when 'OP Cantas Khas' were implemented.

The values for standard deviation and variance give the indication of how dispersed the data in the data set are (Sekaran & Bougie, 2010). As for this study, the values of the standard deviations and the variance were less than 1. It reflects that the data was well dispersed.

Table 5 shows the result of the correlation analysis performed on perceptions of risk, image of police, job performance and confidence in police using Pearson correlation. The procedure carried out was based on significant statistic of a two-tailed test at 99 percent (0.01 levels). Overall, the result shows that all variables involved were positively significant. The strongest relationship was between job

performance and confidence in police ($r = 0.792$, $p < 0.01$) followed relationship by image of police and confidence in police ($r = 0.732$, $p < 0.01$) and between job performance and perceptions of risk ($r = 0.720$, $p < 0.01$) and at last was between job performance and image of police ($r = 0.713$, $p < 0.01$). Overall, the result of the analysis explained that there exist a significant relationship between image of police and perceptions of risk ($r = 0.655$, $p < 0.01$) and perceptions of risk and confidence in police ($r = 0.596$, $p < 0.01$).

Table 5: Correlation Analysis

		Perceptions risk	Image of police	Job performance	Confidence in police
Perception Risk	Pearson Correlation	1	.655**	.720**	.596**
	Sig. (2-tailed)	—	.000	.000	.000
	N	5578	5578	5578	5578
Image of Police	Pearson Correlation	.655**	1	.713**	.732**
	Sig. (2-tailed)	.000	—	.000	.000
	N	5578	5578	5578	5578
Job Performance	Pearson Correlation	.720**	.713**	1	.792**
	Sig. (2-tailed)	.000	.000	—	.000
	N	5578	5578	5578	5578
Confidence in Police	Pearson Correlation	.596**	.732**	.792**	1
	Sig. (2-tailed)	.000	.000	.000	—
	N	5578	5578	5578	5578

ii. Regression Analysis

a. Multiple Regressions

Multiple regressions analysis was performed using the “Enter” method. The summary of results obtained is shown in Table 6 where three independent variables were tested for significance in influencing confidence in police. The values of $R = 0.828$, R square = 0.686, Adjusted R square = 0.686, $F = 4060.105$, $p < 0.001$.

Table 6 shows that three independent variables (perceptions of risk, image of police and job performance) were significant in contributing to the research model. These independent variables (perceptions of risk, image of police and job performance) explain 68.6% of the variance (R-square) to confidence in police. However perceptions of risk showed that it is significant but with negative relationship ($\beta = -.051$), it means that confidence level to police will increase when perceptions of risk become low or vice versa.

Table 6: Multiple Regressions of Confidence in Police

Variables	Standardised Beta Coefficients (β)	Sig.
Perceptions of risk	-0.51	.000
Image of police	.356	.000
Job performance	.576	.000
R square	.686	—
Adjusted R-square	.686	—
F-value	4060.105	—

Correspondence of study objectives to the three hypotheses, namely H1, H2 and H3

H1: There is a significance of relationship between perceptions of risk and confidence in police.

The result of the analysis shows that there is a significant negative relationship between perceptions of risk and confidence in police ($\beta = -.051$, Sig. = 0.000 at $p < 0.05$). Therefore, H1 is supported.

H2: There is a significance of relationship between image of police and confidence in police.

Based on the analysis carried out, Beta coefficient for image of police is 0.356 and Sig. = 0.000. at $p < 0.05$, H2 is supported and the conclusion is there is a significant relationship between image of police and confidence in police.

H3: There is a significance of relationship between job performance and confidence in police.

The result of the analysis shows that there is a significant positive relationship between job performance and confidence in police ($\beta = 0.576$, Sig. = 0.000 at $p < 0.05$). Therefore, H3 is supported.

Data analysis performed in this impact study covered every aspect beginning with data cleansing and transformation, identification of outliers and extreme values, and ends with answering the objectives and hypotheses.

Conclusion

'Op Cantas Khas' implemented by the police has been successful in reducing crime, especially murder and firearms cases as well as enhancing the job performance. The result of this impact study found that there existed significant positive relationships between image of the police and their job performances thereby creating public confidence in the police force. However, perceptions of risk had negative significant relationship towards confidence in the police. The public at large still expect the issues of crime cases related to drug trafficking, distribution of pirated VCD, fraud, burglary and gambling to be given top priority by the police in order to uphold law and order.

It is also concluded that '*Op Cantas Khas PDRM*' is significant in improving the image of the police and the high esteem of the force. Effects of this operation also had a positive impact on the performance of police work. Therefore, this operation should be expanded to others department in the PDRM as well to ensure that Malaysia becomes a safer place for the people.

This impact study utilised a quantitative research design and the survey instrument was the only way of collecting data from the respondents. Future research may explore qualitative approach that is by conducting in depth interviews with the public. This study only focused on three independent variables which correlated to dependent variable (confidence in the police). However, variables such as service quality, leadership styles, and organisational culture may give a variation in the effect of the relationship under study. Thus, this study is indeed to address the needs and also to enhance PDRM's capacity in responding to the challenges.

Therefore, the PDRM needs to demonstrate its performance so that it can emerge as a modern police service that can serve the community well in order to face globalisation today.

References

- Albrecht, S. L., & Miles, G. (1977). Attitudes toward the police and the larger attitude complex. *Criminology*, 15(1), 67-86.
- Baker, M. H., Nienstedt, B. C., Everett, R. S., & McClery, R. (1983). The impact of crime waves: perceptions, fear, and confidence in the police. *Law and Society Review*, 17, 319-335.
- Baumer, T. L. (1985). Testing a general model of fear of crime: Data from a national sample. *Journal of Research in Crime and Delinquency*, 22, 239-255.
- Beare, M. E., & Tonita M. (2007). Police and government relations: Who's calling the shots? Toronto: University of Toronto Press.
- Bennett, T. (1994). Confidence in the Police as a Mediating Factor in the Fear of Crime. *International Review of Victimology*, 3, 179-194.
- Benson, P. R. (1981). Political alienation and public satisfaction with police services. *Pacific Sociological Review*, 24, 45-64.
- Bittner, E. (1970). The functions of the police in modern society. In C. B. Klockars & S. D. Mastrofski (Eds.), *Thinking about police: Contemporary readings*. New York, NY: McGraw Hill.
- Block, R. L. (1971). Fear of crime and fear of the police. *Social Problems*, 19, 91-101.
- Box, S., Hale, C., & Andrews, G. (1988). Explaining fear of crime. *British Journal of Criminology*, 28, 340-356.
- Cao, L., & Hou, C. (2001). A comparison of confidence in the police in China and in the United States. *Journal of Criminal Justice*, 29(2), 87-99.
- Cao, L., & Stack, S. (2005). Confidence in the police between America and Japan: Results from two waves of surveys. *Policing: An International Journal of Police Strategies & Management*, 28(1), 139-151.
- Cao, L., Frank, J. & Cullen, F. T. (1996). Race, community context and confidence in the police. *American Journal of Police*, 14(1), 3-22.

- Cao, L., Frank, J. & Cullen, F. T. (1996). Race, community context and confidence in the police. *American Journal of Police*, 14(1), 3-22.
- Chua, Y. P. (2006). Asas statistik penyelidikan buku 2. Kuala Lumpur, KL: Mc Graw Hill.
- Churchill, G. A., Jr. (1979). A paradigm for developing better measures of marketing constructs. *Journal of Marketing Research*, 16, 64–73.
- Cohen, L., Manion, L. & Morrison, K. (2000) Research Methods in Education. London and New York: Taylor & Francis.
- Davis, J. R. (1990). A comparison of attitudes toward the New York City Police. *Journal of Police Science and Administration*, 17, 233-43.
- Ferraro, K. F. (1995). Fear of crime: Interpreting victimization risk. Albany, New York: State University of New York Press.
- Forde, D. R. (1993). Perceived crime, fear of crime, and walking alone at night. *Psychological Reports*, 73, 403-408.
- Fox, R. L. & Van Sickle, R. W. (2001). Tabloid justice: Criminal justice in an age of media frenzy. Boulder, CO: Lynne Rienner Publishers.
- Garofalo, J. (1979). Victimization and the fear of crime. *Journal of Research in Crime and Delinquency*, 16, 80-97. United States of America, USA: National Council on Crime and Delinquency.
- Hair, J. F., Money, A. H., Page, M., & Samouel, P. (2007). Research methods for business. Chichester: John Wiley and Sons.
- Hair, J. F., Black, W. C., & Babin, B. J. (2010). Multivariate data analysis: A global perspective. United Kingdoms, UK: Pearson Education, Limited.
- Hale, C., Pack, P., & Salkeld, J. (1994). The structural determinants of fear of crime: An analysis using british census and crime survey. *International Review of Victimology*, 3, 211-234.
- Ivkovic, S. K., & Shelley, T. O. (2008). The contours of police integrity across Eastern Europe: The case of Bosnia and Herzegovina and the Czech Republic. *International Criminal Justice Review*, 18(1), 59-82.

- Kaariainen, J. T. (2007). Trust in the police in 16 European countries: A multilevel analysis. *European Journal of Criminology*, 4(4), 409-435.
- Klockars, C. B. (1985). *The idea of police*. Beverly Hills, CA: Sage Publications.
- Kusow, A. M., Wilson L. C., & Martin D. E. (1997). Determinants of citizen satisfaction with the police: the effects of residential location. *Policing: An International Journal of Police Strategy and Management*, 20, 655-664.
- Leedy, P. D., & Ormrod, J. E. (2005). *Practical research: Planning and design* (8th ed.). Upper Saddle River, NJ: Prentice Hall.
- Mahmood, R., & Rahman, G.A. (2007). How bank managers assess small business borrowers? *Malaysian Management Review*, 42(1), 43-53.
- Mastrofski, S. D. (2001). The romance of police leadership. In E. Waring, D. Weisburd, & L.W. Sherman (Eds.), *Theoretical Advances in Criminology*, (153-196). New Brunswick: Rutgers University Press.
- Komanduri, M., Roebuck, J. & Smith, J. (1990). The image of the police in Black Atlanta communities. *Journal of Police Science and Administration*, 17, 250-257.
- Nunnally, J. C. (1978). *Psychometric theory* (2nd ed.). New York, NY: McGraw-Hill.
- Nunnally, J. C., & Bernstein, I. (1994). *Psychometric theory*. New York, NY: McGraw Hill.
- Pearce, J. L., & Porter, L. W. (1986). Employee responses to formal performance appraisal feedback. *Journal of Applied Psychology*, 71, 211-218.
- Priest, T. B., & Carter, D. B. (1999). Evaluations of police performance in an African American sample. *Journal of Criminal Justice*, 27, 457-465.
- Reisig, M. D., & Giacomazzi, A. L. (1998). Citizen perceptions of community policing: Are attitudes toward police important? *Policing: An International Journal of Police Strategies and Management*, 21, 547-561.
- Ren, L., Liqun, C., Lovrich, N., & Gaffney, M. (2005). Linking confidence in the police with the performance of the police: community policing can make a difference. *Journal of Criminal Justice*, 33 (1), 55-66.

- Rountree, P. W. & Land, K. C. (1996). Perceived risk versus fear of crime: Empirical evidence of conceptually distinct reactions in survey data. *Social Forces* 74, 1353-1376.
- Sampson, R. J., & Bartusch, D. J. (1998). Legal cynicism and subcultural tolerance of deviance. *Law and Society Review*, 32, 777-804.
- Sekaran, U. and Bougie, R. (2010). *Research methods for business: A skill building approach*. John Wiley & Sons Ltd.
- Smith, D. J. (2007). The foundations of legitimacy. In T. Tyler (Eds.), *Legitimacy and Criminal Justice*. New York, NY: The Russell Sage Foundation.
- Smith, D. A., Graham, N., & Adams, B. (1991). Minorities and the police: Attitudinal and behavioral questions. In M. J. Lynch & E. B. Patterson (Eds.), *Race and Criminal Justice*. New York, NY: Harrow and Heston.
- Smith, P. E., & Hawkins, R. O. (1973). Victimization, types of citizen-police contacts, and attitudes toward the police. *Law and Society Review* 8, 135-52.
- Sonquist, J. A. & Dunkelberg, W. C. (1977). *Survey and opinion research: Procedure for processing and analysis*. Englewood Cliffs, New Jersey: Prentice-Hall. Inc.
- Sprott, J. B. & Doob, A. N. (1997). Fear, victimization, and attitudes to sentencing, the courts, and the police. *Canadian Journal of Criminology*, 38, 275-291.
- Thompson, C. Y., Bankston, W. B., & St. Pierre, R. L. (1992). Parity and disparity among three measures of crime: A research note. *Deviant Behavior*, 13, 373-389.
- Thurman, Q. C. & Reisig, M. D. (1996). Community-oriented research in an era of community policing. *American Behavioral Scientist*, 39, 570-586.
- Tyler, T. R., Braga, A., Fagan, J., Meares, T., Sampson, R. A., & Winship, C. (2007). *Legitimacy and criminal justice: International perspectives*. New York, NY: The Russell Sage Foundation.
- World Values Survey. (2011). World values survey wave 6: 2010-2014. Retrieved from <http://www.worldvaluessurvey.org/>
- Zevitz, R., & Rettammel, R. J. (1990). Elderly attitudes about police services. *American Journal of Police Science and Administration*, 9, 25-39.