

## THE EFFECTIVENESS OF AMANITA PROGRAMME IN CRIME PREVENTION

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### ABSTRACT

*This research was carried out with the aim to evaluate the effectiveness of AMANITA programme crime prevention in Malaysia. There are three objectives in this study, firstly, to identify the relationship between job satisfaction, frequency of implementation, understanding of the programme and the effectiveness of AMANITA programme; secondly, to identify the differences between demographic factors and effectiveness of AMANITA programme; and thirdly, to analyze the understanding, perception, job satisfaction and awareness towards crime from the implementation of AMANITA programme. The research sample involved 137 women police officers with the ranks ranging from Constable to Sergeant Major (junior police officers) and from Inspector to Assistant Commissioner of Police (senior police officers). The research instrument used is a set of questionnaires. Descriptive analysis shows that majority of the research subjects knew about NBOS, and that AMANITA initiative is National Blue Ocean Strategy (NBOS) initiated by the government to create safer neighbourhoods. Descriptive analysis also shows that majority of the respondents agreed and strongly agreed that AMANITA programme can create good relationships between AMANITA (police presence) with housewives / women in their neighbourhood areas. Correlation analysis shows negative significant correlation between Work Satisfaction and the programme effectiveness. In other words, the police work professionally in running AMANITA programme, and is not impeded by job satisfaction. Anova analysis indicated that none of the demographic variables shows any significant changes towards the effectiveness of AMANITA Programme. It shows that the police women are committed to implementing AMANITA programme regardless of rank, ethnicity, age, marital status, level of education or place of work.*

**Keywords:** AMANITA, National Blue Ocean Strategy (NBOS), effectiveness, neighbourhood, job satisfaction.

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## INTRODUCTION

Public perception of the safety situation is negative following the occurrence and frequency of crimes such as extortion, car theft and burglary that directly affect their lives. Most crime victims are women and children, therefore, fear of crime is higher among women than men. Tyler and Boeckmann (1997) mentioned two theories that could explain the process of how people form their perception of crime. These theories are experiential, instrumental and expressive in nature. The experiential or instrumental theory stated that the perception or fear of crime are the results of personal experiences as crime victims. The expressive theory on the other hand referred to the meaning of crime in the context of culture, social changes and relationship situations that discourage crime and free the society from the threat of actual crimes. Reising and Parks (2004) said that community crime prevention programmes or strategies target changes in infrastructure, culture or community physical environment to be implemented, with the objective to reduce crime. Various approaches have been made including the neighbourhood watch, community policing, township or physical design and comprehensive efforts in various disciplines. These strategies require the involvement of the residents, communities, non-profit organizations and local councils in combating the factors contributing to crimes, misbehaviors and disorders.

The Mumbai Police for example, in desperation to curb sexual violence in the city, decided to seek the help of housewives in order to nab potential rapists and molesters roaming the streets. (<https://www.huffingtonpost.in/2016/03/15/delhi-police>). This was then followed by the Delhi police. Like Mumbai, Delhi too has its own 'undercover detectives' amongst housewives who work as 'the eyes and ears' of the police to track anti-social elements and to report about domestic violence and sexual abuse cases. According to a report in *The Hindu* (*The Asian Age*, 2016), the Central District police had launched an initiative called 'Operation Veerangana', a 'community-based exercise', in which dozens of housewives will be trained to spot and report crimes taking place in their immediate neighbourhood. In 2014, the last data by the National Crime Records Bureau (NCRB) showed that the number of rapes in the country rose by 35.2 percent to 33,707 in 2013 - with Delhi reporting 1,441 rapes in 2013 - making it the city with the highest number of rapes. Parmaditya, DCP (Central), told *The Hindu* that they chose to train housewives because they are often the 'silent observers', choosing not to report these incidents. Thus, the selected women volunteering for the police were specially trained to spot womanizers, drug addicts, other suspicious looking people and anti-social elements in the locality, and subsequently judge whether these revelations qualify as a crime. Then, gather further necessary details about it before informing the police. The police had shortlisted 250 women who will

become their 'eyes and ears'. The selected ones were added to a WhatsApp group with DCP Parmaditya as the administrator. The members were encouraged to post videos of crimes on the group. However, they are required to make phone calls to the local police for any sensitive crimes. The selected women underwent a 15-day training in self-defense and meetings were held with them every fortnight.

In Malaysia, one of the government strategies of community crime prevention programme is to Engage Housewives in Neighbourhood Safety through a Specially Designated 'Female Staff in Each Balai,' an initiative that was proposed and accepted for implementation under the National Blue Ocean Strategy (NBOS). NBOS was introduced by the Prime Minister, Dato' Sri Mohd Najib Tun Hj. Abdul Razak in 2009. NBOS aims to accomplish and complement the Government Transformation Programme (GTP) through a variety of creative and innovative approaches for the development of the country and welfare of the people by the year 2020. The main focus of the implementation of NBOS is to achieve high-impact results through inter-agency collaboration with minimum cost while using the existing resources.

The initiative 'Engage Housewives in Neighbourhood Safety through a Specially Designated Female Staff in Each Balai' was implemented under NBOS 7 through '*Kempen 1 Aman Fasa 2*' with a purpose to encourage the public to play a role in crime prevention. The initiative was subsequently extended under NBOS 8. In October 2012, this initiative was rebranded as 'Engage Housewives in Neighbourhood Safety through Specially Designated Women Police Officers or by the abbreviation of AMANITA.

## **THE SIGNIFICANCE OF THE IMPACT STUDY**

The concept of Blue Ocean Strategy is the brain child of Professor W. Chan Kim and Prof. Renee Mauborgne (2005). This concept was later adopted by the Prime Minister of Malaysia, Dato' Sri Mohd Najib Tun Hj. Abdul Razak to be adapted and implemented by the government in 2009. NBOS refers to the National Blue Ocean Strategy or '*Strategi Lautan Biru Kebangsaan*'. 'Ocean' symbolizes public service whereas 'Blue Ocean' represents exploring a new opportunity to improve public services for the people. We are now sailing on the sea of red to the Blue Ocean through an added supply of productivity, creativity, and innovation. This strategy is executed through good cooperation between all ministries and government agencies across federal, state and local levels. In order to implement this strategy, there are three principles or 3P of fair process that can be held, namely (i) the involvement of all stakeholders of Ministers, civil servants and the people; (ii)

an explanation of the importance of NBOS programme to be understood by all parties; and (iii) the clarification of responsibilities so that all parties understand their respective roles.

More than 80 ministries and agencies collaborate through NBOS, to develop and implementing initiatives adopted from the Blue Ocean Strategy (BOS) creatively with intention to transform the State. By optimizing the use of resources, programmes can be run in order to achieve a higher impact at a lower cost and in a shorter timeframe. As of June 2016, there were 29 initiatives under the Ministry of Home Affairs (MOHA). BOS is also a point of focus on efforts to transform the government and serves as the backbone of the integration and synthesis of other programmes such as the 10th Malaysia Plan (RMK-10), Government Transformation Programme (GTP) and Economic Transformation Programme (ETP). The success of NBOS will help to stimulate sustainable growth in Malaysia and create a high-income and harmonious society.

NBOS as a tool for mobilizing innovative ideas and practices in the Malaysian environment shows high-impact characteristics; precise execution according to plan and the main focus of the implementation of NBOS is to achieve high-impact results through inter-agency collaboration with the minimum cost while using existing resources. Therefore, this study was undertaken to assess the impact and outcome or result of a positive return. It was also conducted to see to what extent the initiative of NBOS AMANITA can reduce the rate of crime as well as the factors that contributed to the effectiveness of these initiatives from the perspective of police officers who are appointed as officers of AMANITA.

### **NBOS INITIATIVE: AMANITA**

Under the initiatives of AMANITA, a female police officer is appointed at contingents and districts and granted the title of 'Peace Lady'. Although the intention of this initiative is to create AMANITA officials in each police stations, but since not all police stations have female officers, the appointment of AMANITA officers is limited only to police district and contingent levels in the country. It was implemented in October 2012 with the participation of 167 female police officers who were appointed in 153 police districts and 14 contingents throughout the country.

The initiative of AMANITA involves appointed female police officers working with housewives and residents' associations to create safer neighbourhood. It aims to develop and produce housewives who are able to protect themselves,

their families and their property; recognize and report suspicious activities and incidents of crime; protect neighbouring property around homes; and cooperation with the police to identify criminal activities that often occur in their area.

The role of AMANITA is to establish a *smart partnership* with women, especially housewives to build a good relationship so that they have confidence and trust in the police. AMANITA officers should emphasize to the housewives that neighbourhood safety is a part of their responsibility in the community in order to tackle crime. The role of the housewife as the eyes and ears of the police is the most effective way to prevent crime in the neighbourhood. The responsibility of AMANITA is to provide the target group with programmes containing guidelines for personal, property and neighbourhood safety. Armed with such knowledge, housewives in collaboration with AMANITA can make their neighbourhoods safer. Activities and programmes for housewives are aimed to achieve the following points:

- To create awareness in developing and practicing safety habits for themselves, families and their property;
- To develop responsibility in taking care of the safety of families and neighbourhood properties;
- To identify and report suspicious activities and incidents of crime; and
- To cooperate with the police to identify criminal activities that often occur in their area.

## **RESEARCH OBJECTIVES**

The study aims to carry out research on the implementation of AMANITA programme, which appoints female police officers with the purpose to see how far they can carry out the programme, as well as to evaluate the effectiveness of this programme in the fight against crime in the country. The objectives of the study are:

- To study the relationship between the implementation of AMANITA programme, job satisfaction, frequency and understanding of this programme with the factors of the effectiveness of AMANITA programme;
- To study the differences between the demographic factors with the factors of the effectiveness of AMANITA programme; and
- To study the understanding, perception, job satisfaction and the awareness of crime results from NBOS initiative - AMANITA programme.

## RESEARCH METHODOLOGY

This study uses quantitative and qualitative methods. Data collection techniques involve questionnaires or surveys (quantitative) and interviews (qualitative). Quantitative and qualitative approaches can help researchers to strengthen on empirical findings.<sup>2</sup>

### Research Samples

The research sample involved in the implementation of AMANITA programme are 137 appointed women police officers. The results of descriptive analysis on the demographic aspects of the research sample are:

**Table 1: Research Sample according to Area, Rank, Race, Age, Marital Status and Education Level**

No.	Variable	Category	Frequency	Percentage (%)
1.	Area	Sarawak	32	23.4
		Sabah	24	17.5
		Perak	22	16.1
		Kedah	14	10.2
		Kelantan	12	8.8
		Penang	8	5.8
		Terengganu	7	5.1
		Negeri Sembilan	6	4.4
		Selangor	5	3.6
		Johor	4	2.9
		Kuala Lumpur	2	1.5
		Pahang	1	0.7
		2.	Rank	Constable until Corporal
Sergeant until Major Sergeant	7			5.1
Inspector	63			46.0
Assistant Superintendent of Police (ASP)	33			24.1
Deputy Superintendent of Police (DSP)	6			4.4
Assistant Commissioner of Police (ACP)	1			0.7

<sup>2</sup> Author acknowledged the contribution by staff of NBOS Centre i.e: Olivia Ogor, Siti Hanizah Tupani and Mohd Rashid Sarmin.

No.	Variable	Category	Frequency	Percentage (%)
3.	Ethnicity	Malay	100	73.0
		Chinese	9	6.6
		Indian	3	2.2
		Other Races	25	18.2
4.	Age Group	26 – 30 years old	42	30.7
		31 – 35 years old	28	20.4
		36 – 40 years old	30	21.9
		41 – 45 years old	14	10.2
		46 – 50 years old	10	7.3
		51 years old and above	13	9.5
5.	Marital Status	Single	19	13.9
		Married	108	78.8
		Widow	10	7.3
6.	Education Level	SPM	38	27.7
		STPM	17	12.4
		Diploma	15	10.9
		Bachelor	62	45.3
		Master	5	3.6

Source: Author, 2016.

Table 1 shows majority of the research subjects or sample are on duty in the Sarawakian Contingent, totaling to 32 persons (23.4%), followed by Sabah with 24 persons (17.5%), Perak with 22 persons (16.1%), Kedah with 14 persons (10.2%), Kelantan with 12 persons (8.8%), Penang with 8 persons (5.8%), Terengganu with 7 persons (5.1%), Negeri Sembilan with 6 persons (4.4%), Selangor with 5 persons (3.6%), Johor with 4 persons (2.9%), Kuala Lumpur with 2 persons (1.5%) and Pahang having only 1 person (0.7%).

The majority of the research subjects or respondents hold the rank of Inspector with 63 persons (46.0%), followed by Assistant Superintendent of Police (ASP) with 33 persons (24.1%), Constable to Corporal having 27 persons (19.7%), Sergeant to Sergeant Major having 7 persons (5.1%), Deputy Superintendent of Police (DSP) having 6 persons (4.4%) and Assistant Commissioner of Police (ACP) having only 1 (0.7%).

The ethnicities consist of Malays with 100 people (73.0%), followed by other races of 25 people (18.2%), Chinese having 9 (6.6%) and Indian having 3 (2.2%). Even though the total number of Chinese and Indians is small, it gives a general description of public opinion on the effectiveness of NBOS initiatives in the AMANITA programme.

The age group of research subjects is around the age group of 26 – 30 years old which is the highest consisting of 42 people (30.7%), followed by the age group 36 – 40 years old is 30 people (21.9%), age group of 31 – 35 years old is 28 people (20.4%), age group of 41 – 45 years old is 14 people (10.2%), age group of 51 years old and above is 13 people (9.5%) and 46 until 50 years old is 10 people (7.3%). The majority of the respondents are married which consisted of 108 people (78.8%), followed by singles with 19 people (13.9%), and widows with 10 people, (7.3%).

The majority of research subjects are bachelor holders consisting of 62 people (45.3%), followed by SPM level having 38 people (27.7%), STPM level, 17 people (12.4%), diploma holders, 15 people (10.9%) and 5 people (3.6%) at master level.

### Duration as AMANITA Officer

**Table 2: Research Sample according to Duration of Being AMANITA Officers**

5 months	6 months to 1 year	1 year above to 2 years	2 years above to 3 years	3 years above	Total
8 (5.8%)	29 (21.2%)	31 (22.6%)	49 (35.8%)	20 (14.6%)	137 (100%)

Source: Author, 2016.

Table 2 shows that research subjects appointed as AMANITA for a period of 2 years above to 3 years is the highest with a total of 49 people (35.8%), followed by 1 year above to 2 years with a total of 31 people (22.6%), 6 months to 1 year with a total of 29 people (21.2%), 3 years above with a total of 20 people (14.6%) and 5 months with a total of 8 people (5.8%).

### Research Tools

The research instrument used is a set of questionnaires to be filled up online. It consists of five parts which are Part A (Basic Information of Respondent), part B (Understanding of NBOS Initiatives), part C (the Effective Implementation of AMANITA Programme), part D (Satisfaction of Work Implementation), and part E (the Awareness on Crime and Safety in General).

The analysis result of the validity and reliability of this study shows that all 5 items of the effective implementation of AMANITA programme and 19 items of work satisfaction have validity values (more than 0.26) and reliability (Alpha



Cronbach value of more than 0.6) which was accepted (Mohd Salleh Abu and Zaidatun Tasir, 2001). In this study, the reliability analysis for part C (the effective implementation of AMANITA programme) shows that Alpha Cronbach value is 0.851. The reliability analysis for part D (satisfaction of work implementation) shows the value of Alpha Cronbach as 0.909.

**RESEARCH FINDING**

**Correlation between Variables**

Correlation analysis is used to describe the strength and direction of the relationship between the variables contained in the survey. Results also show the relationship between the variables as shown in table 3.

**Table 3: Correlation between AMANITA Programme Implementation, Work Satisfaction and the Effectiveness of AMANITA Programme**

	AMANITA Programme Implementation	Work Satisfaction	Frequency	Understanding
The Effectiveness Of AMANITA Programme	-.255**	-.192*	-.150	-.131

\*\*Correlation is significant at the 0.01 level (2-tailed)  
 \*Correlation is significant at the 0.05 level (2-tailed)  
 Source: Author, 2016.

Based on Table 3, only two independent variables (AMANITA Programme Implementation and Work Satisfaction) shows significantly negative correlation (AMANITA programme effectiveness) AMANITA Programme Implementation variable ( $r = -.26, p = .01$ ) have negative correlation which is weak and significant with the effectiveness of AMANITA Programme. Work Satisfaction variable ( $r = -.19, p = .05$ ) also have negative correlation which is weak and significant with AMANITA Programme Effectiveness. This is based on given guidelines where  $r = .10$  until  $.29$  or  $r = -.10$  until  $-.29$  categorized as weak;  $r = .30$  until  $.49$  or  $r = -.30$  until  $-.49$  (modest); and  $r = .50$  until  $1.0$  or  $r = -.50$  until  $-1.0$  (strong) (Pallant, 2005). There are two more variables (Frequency and Understanding) which did not show any correlation with AMANITA Programme Effectiveness. In other words, the result of study shows that the two variables measured (AMANITA Programme Implementation and Work Satisfaction) indicated negative significant correlation or strong influence with dependent variables (the effectiveness of AMANITA programme).

## The Differences Test between Variables

Anova analysis result shows the differences test between variables as shown in Table 4, where it shows that all variables (demographic factors) did not indicate any significant differences with the Effectiveness of AMANITA Programme.

**Table 4: The Differences Test between Demographic Factors and the Effectiveness of AMANITA Programme**

Demographic Factors	The Effectiveness of AMANITA Programme				
	Sum of Squares	df	Mean Square	F	Sig
Race	6.646	4	1.661	1.217	.307
Age	6.275	4	1.569	.592	.669
Marital Status	.832	4	.208	.559	.693
Education Level	2.200	4	.550	.296	.88
Responsibility of Information Area	36.725	4	9.181	.499	.736
Rank	16.582	4	4.146	1.754	.142
Duration of Time as AMANITA	4.014	4	1.004	.771	.546

Source: Author, 2016.

## Understanding of NBOS Initiatives

**Table 5: Understanding of NBOS Activities**

No.	Statement	Frequency	Percentage (%)
1	Informed about NBOS	131	95.6
2	Not informed about NBOS	6	4.1
3	Know that AMANITA initiative is a part of NBOS initiatives	137	100

Source: Author, 2016.

Descriptive analysis result on the understanding of NBOS in Table 5 shows majority of research subjects which consisted of 131 people (95.6%) were informed about NBOS, compared to 6 people (4.4%) who were not informed about NBOS. All of them (137 people @ 100%) knew that AMANITA initiative is a part of NBOS initiatives by the government to create safer neighbourhoods.

## Activities for Housewives/Residents Association

**Table 6: Frequency of Activities for Housewives/ Residents Association**

No.	Statement	Never	Seldom (1-2 times a week)	Often (3-5 times a week)	Very Often (6-7 times a week)
1	Talks/ Exhibitions	15 (10.9%)	111 (81.0%)	8 (5.8%)	3 (2.2%)
2	Social Activity	20 (14.6%)	102 (74.5%)	14 (10.2%)	1 (0.7%)
3	Sports	46 (33.6%)	85 (62.0%)	4 (2.9%)	2 (1.5%)
4	Charity Work	53 (38.7%)	77 (56.2%)	5 (3.6%)	2 (1.5%)

Source: Author, 2016.

Meanwhile, the frequency of research subjects carrying out activities for housewives/ resident's association is shown in Table 6, where majority of research subjects seldom (1-2 times a week) carried out activities such as talks/exhibitions, social activity, sports and charity works for housewives/ resident association under the AMANITA initiatives.

### The implementation of AMANITA programme

Descriptive analysis result on the implementation of AMANITA programme is shown in Table 7.

**Table 7: The Implementation of AMANITA Programme**

No.	Statement	Strongly Disagree	Disagree	Agree	Strongly Agree	Total
1	Pamphlets on crime prevention were distributed to housewives to create awareness and safety.	1 (0.7%)	1 (0.7%)	91 (66.4%)	44 (32.1%)	137 (100%)
2	Giving more opportunities to housewives/women to get acquainted with the female police officers.	-	2 (1.5%)	80 (58.4%)	55 (40.1%)	137 (100%)

No.	Statement	Strongly Disagree	Disagree	Agree	Strongly Agree	Total
3	To create a good relationship between AMANITA officers and housewives/ women at neighbourhood area.	-	-	75 (54.7%)	62 (45.3%)	137 (100%)
4	The presence of AMANITA can reduce the fear of crime.	3 (2.2%)	5 (3.6%)	86 (62.8%)	43 (31.4%)	137 (100%)
5	Housewives can give information about suspicious activity.	-	3 (2.2%)	80 (58.4%)	54 (39.4%)	137 (100%)

Source: Author, 2016.

Table 7 shows that all research subjects of 137 people (100%) agree and strongly agree that AMANITA programme can create a good relationship between AMANITA (police presence) with housewives/ women in neighbourhood area. Majority of them which is 135 people (98.5%) agree and strongly agree that pamphlets on crime prevention that were distributed to housewives can create awareness on safety and give more opportunities to housewives / women to get acquainted with the female police officers. The majority of them which is 134 people (97.8%) also agree and strongly agree that housewives can give information on suspicious activity. Meanwhile 129 people (94.2%) agree and strongly agree that the presence of AMANITA can reduce the fear of crime.

### Work Satisfaction

Descriptive analysis result on work satisfaction of officers who are involved in AMANITA programme as shown in Table 8 shows majority of the research subjects which consisted of 134 people (97.8%) agree and strongly agree and is satisfied with AMANITA programme because they can serve the State. This is followed by 132 people (96.3%) who agree and strongly agree that relationships with supervisors/leaders became closer, the opportunity to use discretion (131 people @ 95.6%), sense of achievement from results after completion of the task, and the relationship among colleagues becomes closer (130 people @ 94.9%), an ability to complete the given task and the relationship with the staff under supervision becomes closer (129 people @ 94.2%), opportunity to have success in career, supervisor is proficient in making decisions and supervisor's instructions are clear and easy to understand (128 people @ 93.4%), the opportunity to do AMANITA activities which is different from official duties (125 people @ 91.3%),

supervisor regularly provides feedback on the work done (123 people @ 89.8%), the opportunity to create something that does not conflict with conscience (118 people @ 86.1%), the opportunity to gain recognition for carrying out the task with excellence (113 people @ 82.5%), suitability of AMANITA services with their interest and the opportunity to gain recognition from the leader (112 people @ 81.7%) and suitability of AMANITA services with the rank (110 people @ 80.3%). A total of 26 people (19.0%) strongly agreed that a supervisor can give encouragement and praise for the task done, while 27 people (19.7%) strongly agreed that top management is willing to accept suggestions / opinions of subordinates (110 people @ 80.3%). To sum up, this research shows that subjects knew, believed and trusted the benefits derived from AMANITA programme.

**Table 8: Officer's Work Satisfaction while involved in AMANITA Programme**

No.	Statement	Strongly Disagree	Disagree	Agree	Strongly Agree	Total
1	The opportunity to do AMANITA activities that vary from official duties.	1 (0.7%)	11 (8.0%)	102 (74.5%)	23 (16.8%)	137 (100%)
2	Suitability of AMANITA services with the rank.	5 (3.6%)	22 (16.1%)	91 (66.4%)	19 (13.9%)	137 (100%)
3	Suitability of AMANITA services with their interest.	3 (2.2%)	22 (16.1%)	97 (70.8%)	15 (10.9%)	137 (100%)
4	The opportunity to create something that does not conflict with conscience.	2 (1.5%)	17 (12.4%)	98 (71.5%)	20 (14.6%)	137 (100%)
5	The opportunity to serve the State.	1 (0.7%)	2 (1.5%)	87 (63.5%)	47 (34.3%)	137 (100%)
6	The opportunity to use discretion.	4 (2.9%)	2 (1.5%)	96 (70.1%)	35 (25.5%)	137 (100%)
7	The ability to carry out the given responsibility.	2 (1.5%)	6 (4.4%)	96 (70.1%)	33 (24.1%)	137 (100%)
8	The opportunity to gain recognition from leaders.	-	25 (18.2%)	81 (59.1%)	31 (22.6%)	137 (100%)
9	The opportunity to have success in their career.	-	9 (6.6%)	91 (66.4%)	37 (27.0%)	137 (100%)
10	The opportunity to gain recognition for carrying out the task with excellence.	1 (0.7%)	22 (16.1%)	89 (65.0%)	24 (17.5%)	137 (100%)

No.	Statement	Strongly Disagree	Disagree	Agree	Strongly Agree	Total
11	Sense of achievement from the completion of task.	-	7 (5.1%)	98 (71.5%)	32 (23.4%)	137 (100%)
12	The relationship between supervisor/leader becomes closer.	-	5 (3.6%)	104 (75.9%)	28 (20.4%)	137 (100%)
13	The relationship among colleagues becomes closer.	-	7 (5.1%)	85 (62.0%)	45 (32.8%)	137 (100%)
14	Relationship with the staff under supervision becomes closer.	-	8 (5.8%)	89 (65.0%)	40 (29.2%)	137 (100%)
15	My supervisor is proficient in making decisions.	-	9 (6.6%)	100 (73.0%)	28 (20.4%)	137 (100%)
16	My supervisor regularly provides feedback on the work done by me.	-	14 (10.2%)	93 (67.9%)	30 (21.9%)	137 (100%)
17	My supervisor's instructions are clear and easy to understand.	-	9 (6.6%)	97 (70.8%)	31 (22.6%)	137 (100%)
18	My supervisor gives encouragement and praise for the tasks carried out by me.	98 (71.5%)	13 (9.5%)	-	26 (19.0%)	137 (100%)
19	Top management's willingness to accept suggestions/opinions of subordinates.	102 (74.5%)	8 (5.8%)	-	27 (19.7%)	137 (100%)

Source: Author, 2016.

### The Awareness of Crime

Descriptive analysis results in Table 9 show that majority of research subjects (96 people @ 69.3%) believed that the criminal rate in area where there are AMANITA activities has declined, followed by 37 people (27.0%) who think that the crime rate has remained the same and 4 persons (3.7%) who believe that the crime has increased.

**Table 9: Awareness of Crime**

Criminal Rate Declined	Remained the Same	Criminal Rate Increased	Total
96 (69.3%)	37 (27.0%)	4 (3.7%)	137 (100%)

Source: Author, 2016.

**Opinion on AMANITA Programme**

The results of the descriptive analysis on the research subjects' opinions regarding AMANITA initiatives is shown in Table 10.

**Table 10: The Opinion on AMANITA Programme**

No.	Statement	Yes	No
1	Do you agree with AMANITA activities that have been carried out in the chosen area?	124 (90.5%)	13 (9.5%)
2	I agree that the AMANITA initiatives should continuously carry out in my area	131 (95.6%)	6 (4.4%)
3	AMANITA's programme has achieved its goal	108 (78.8%)	29 (21.2%)
4	Do you feel safe with the organizing of the AMANITA programme?	120 (87.6%)	17 (12.4%)

Source: Author, 2016.

Table 10 shows that majority of research subjects (124 people @ 90.5%) agreed with the AMANITA activities to be carried out at the chosen area, compared to 13 people (9.5%) who did not agree; and 131 people (95.6%) agreed that AMANITA initiatives carried out at their place should be continuously carried on, compared to 6 people (4.4%) who did not agree. The majority of them (108 people @ 78.8%) agreed that AMANITA programme has achieved its goal, compared to 29 people (21.2%) who did not agree. Most of them (120 people @ 87.6%) felt safe when there were AMANITA programmes, compared to 17 people (12.4%) who did not feel safe.

**Views and Suggestions for Improving the AMANITA Programme**

The views and suggestions for improving the AMANITA programme are shown in Table 11.

**Table 11: Views and Suggestions for Improving AMANITA Programme**

No.	View / Suggestion	Total
1	The specific provision for the programme.	20 people (14.6%)
2	Special designation.	19 people (13.9%)
3	Courses on delivery of effective communication for participants.	8 people (5.8%)
4	Invent a programme on a large scale.	8 people (5.8%)
5	Combine all agencies, departments, NGOs and women's branches to meet up with the AMANITA officers.	6 people (4.4%)
6	Request for logistical equipment such as special transportation.	6 people (4.4%)
7	Guidance and support of superiors from time to time.	5 people (3.6%)
8	Involve all officers.	5 people (3.6%)
9	Make an announcement about AMANITA programme through mass media.	5 people (3.6%)
10	Consider that the programme be conducted more often.	5 people (3.6%)
11	Clothing allowance	4 people (2.9%)
12	Senior management of AMANITA should regularly join the activities, particularly in rural areas in order to understand a supervised area.	4 people (2.9%)
13	Increase staffing.	3 people (2.2%)
14	Allowances to make pamphlet/booklet.	3 people (2.2%)
15	Continued implementation of the AMANITA programme.	3 people (2.2%)
16	Create branches/ departments of AMANITA in district areas so the objectives of AMANITA can easily be achieved.	3 people (2.2%)
17	Increase AMANITA activities in rural areas.	3 people (2.2%)
18	Additional equipment for AMANITA exhibitions.	3 people (2.2%)
19	The provisions of the participant's programme should be more transparent.	2 people (1.5%)
20	Allocation of money to provide gifts for housewives.	2 people (1.5%)
21	Expanded activities with involvement of children or young people in order to provide early awareness among them.	2 people (1.5%)
22	Create the similar AMANITA programme for the male police officers.	2 people (1.5%)
23	The officers should be more proactive.	2 people (1.5%)
24	Give quick response/ feedback.	1 person (0.7%)



No.	View / Suggestion	Total
25	Create recreational activities with the participant's involvement in order to know them better.	1 person (0.7%)
26	The implementation of AMANITA activities should be included in the yearly activity calendar of IPK.	1 person (0.7%)
27	Give time to police women officers to carry out their AMANITA duties.	1 person (0.7%)
28	Create good relationship with the participants of the programme.	1 person (0.7%)

Source: Author, 2016.

Table 11 shows majority of research subjects suggested that special allocation (for uniform, souvenirs, transport and brochures) be given to AMANITA Programme and ranks to be awarded to AMANITA officers. Suggestions were also given to have courses on effective communication for AMANITA officers that widely involves all agencies, departments, non-governmental organizations (NGOs) and women associations for better acquaintance with local AMANITA officers. In addition, top management and their respective AMANITA supervisors can make frequent site visits especially to smaller districts to have a better understanding of the situations under AMANITA initiatives.

### Approach to Increase the Perception of a Sense of Safety among People

The approaches to increase the perception of safety among people are shown at Table 12.

**Table 12: Approaches to Increase the Perception of Safety among People**

No.	Approaches	Total
1	Conduct more programmes with people	22 people (16.1%)
2	Increase activity with the involvement of RMP	14 people (10.2%)
3	Initiate campaigns for crime prevention for women	12 people (8.8%)
4	Increase patrolling	11 people (8.0%)
5	Conduct safety talks/courses	8 people (5.8%)
6	More police appearances in public	7 people (5.1%)
7	Add more meetings for feeling/expression session	6 people (4.4%)
8	Reassure the public about the focus and purpose of the programme	6 people (4.4%)

No.	Approaches	Total
9	Create a good relationship with the people	4 people (2.9%)
10	Give information about the crime	4 people (2.9%)
11	Emphasize the importance of moral values	4 people (2.9%)
12	Use of mass media and electronics for AMANITA publicity	4 people (2.9%)
13	Give faster and reliable feedback/responses	3 people (2.2%)
14	Establish NKRA programme	3 people (2.2%)
15	Conduct demonstration	3 people (2.2%)
16	Banner preparation	3 people (2.2%)
17	Visit settlement areas	3 people (2.2%)
18	Add more police cars for patrol purposes	3 people (2.2%)
19	Find suitable initiatives for unity	2 people (1.5%)
20	AMANITA officers have to be more open minded	2 people (1.5%)
21	Police officers should maintain their integrity and self-discipline	2 people (1.5%)
22	Increase the security control at the high risk areas	1 person (0.7%)
23	Keep police telephone number	1 person (0.7%)
24	Involvement of NGOs	1 person (0.7%)
25	Reduce the number of foreign workers in Malaysia	1 person (0.7%)

Source: Author, 2016.

Table 12 shows majority of research subjects proposed that programmes involving the public should be increased in order to uplift the perception of safety among the people, thus increasing activities with the involvement of RMP such as patrol, police appearances in public, visit settlement areas, provide information about the crime, give faster and right feedback/response and have more sessions on expressing their feelings. They also suggested that the government reduce the number of foreign workers in Malaysia, use mass media and electronic devices to promote AMANITA.

## DISCUSSION

AMANITA is one of the best approaches to obtain unreported criminal informations. It is where the policewomen can connect with the people, especially with the associations involving a large number of housewives by having good and active

relationships between both of them. Results showed that two independent variables (AMANITA programme implementation and job satisfaction) has a negative significant relationship with the dependent variable (AMANITA programme effectiveness) even if they seem weak. Two other independent variables (frequency and perception) did not show any correlation with the effectiveness of the AMANITA programme.

In other words, AMANITA programme can help to reduce the fear of crime levels and at the same time change society's perception of the quality of the police force. However, to move the initiative of AMANITA, selected officials need to know about NBOS as well as other NBOS initiatives whereby the government can create a safe neighbourhood. With this knowledge, it can help AMANITA officers to reach out and get participation of residents' associations, especially the housewives to be the 'eyes and ears' of the police in each neighbourhood. Through activities such as talks / exhibitions, social events, sports and charity work, this will foster strong and ever lasting relationships.

The implementation of this programme hopes to change the perceptions and win the hearts and minds of the public. When it concerns their safety, it must be established through closer relationships with the local community. Indirectly, when this programme was carried out, RMP had recognized the role of women in various sectors in this country including housewives in the formation of human capital. The result of the study also shows that the majority of AMANITA officers are satisfied with the AMANITA programme because they have the opportunity to serve the country. From this, the relationship between colleagues and members under supervision will become even closer. The opportunity to exercise their duties and at the same time having the opportunity to do AMANITA activities give them the exposure to interact with society which is different from their official task.

Nevertheless, there are also AMANITA officers who are not happy of their supervisors who did not give them encouragement and praise for their hard work. The top management's unwillingness to accept suggestions / opinions from subordinates usually demoralized them. In this case, support and guidance of superiors from time to time is needed. In addition, the top management of RMP should regularly join the activities, particularly at rural areas in order to understand a supervised area as well as provide moral support to those involved in this initiative. This is seen to be able to increase the effectiveness of this initiative.

In general, AMANITA is a mediator for the public to obtain information especially in crime cases from the housewives. Information collected is then passed on to the relevant department or unit at the police station to enable further action to be taken. AMANITA mobilizes its members to assist local communities to meet and

socialize with the people. It will also deliver and explain the responsibilities of the police to the community by sharing security issues with target groups and at the same time receive information that derived from the household survey. This is because most of the crimes become the topic of gossip among the housewives and is not reported to the authorities because they do not want to be regarded as busy bodies who are trying to spoil the relationships with their neighbours, especially when it involves a family member of their neighbours. Today's society is so reluctant to come forward in sharing information on criminal cases which ultimately affects the safety of local residents.

The mothers and housewives who usually spend their days at home are the suitable ones who are fit to be the 'eyes and ears' of the police in providing information on the criminal activities that is happening around their neighbourhood. AMANITA initiatives are effective in making the housewife as a friend of the police in an effort to reduce crime and fear of crime. This is evident from the results of the study that shows the majority of subjects felt that crime in the AMANITA areas was significantly reduced compared with only not more than 4% who believe that it is increasing.

Women always play an important role in the household, including as an adviser to the husband regarding family matters. AMANITA aims to optimize their role to encompass the maintenance of order and security of the country through 'Engage Housewife in Neighbourhood Safety' initiatives. In addition, meetings with the Peace Lady also gives the housewives a chance to share social problems which can assist the police in understanding more about local issues, as well as to figure out the appropriate steps to address them.

The NBOS encourages the government to join forces in planning a strategy to get higher returns from every initiative even with lower costs. Hence, AMANITA initiatives can work together with agencies such as the Ministry of Urban Wellbeing, Housing and Local Government, the Ministry of Women, Family and Community Development (PERWANI), IM4U and NKRA women awareness campaign.

The actions taken under the AMANITA initiative are able to convince the public about the efforts made by the police to reduce crime. The union between the community and the police in the neighbourhood can increase the sense of security among residents in the quarters. In addition, this effort will increase the sensitivity attitude of society (civic mindedness) from the victims of crime to the housewives. Collaborative partnership between AMANITA and the housewives through the initiative also represents a very good strategy to be applied by housewives to overcome the fear of crime. This initiative is a two-pronged tool. For the community, this initiative could create a good relationship with AMANITA and

increase police presence in the neighbourhood, while providing a high level of satisfaction to the community and alleviating their fear of crime. On the other side, the housewife who becomes 'the eyes and ears' in their neighbourhood can provide information about suspicious activity to the police. Thus, the police will take action on the information transmitted to ensure that the neighbourhood is safe. With the success of this initiative, the operation should be rolled out in all districts in Malaysia inclusive of engagement with female students at schools and higher learning institutions. The engagement with female students at various schools was implemented by the Delhi police when they launched 'Operation Nirbheek' in 2015.

## CONCLUSION

In conclusion, the result of this study is viewed from the perspective of the implementing group appointed female police officers which shows that the AMANITA initiative is a very effective programme in crime prevention efforts. By involving members of the public, particularly the housewives to participate with the female police officers to come forward to take care of the safety of the neighbourhood. The effectiveness of these initiatives can be further improved with the logistical support such as through transport facilities and having the provisions of adequate financing to have brochures, talks/ exhibitions, social events, sports and charity work to raise safety awareness. This will give more opportunities to housewives/ women to meet and disseminate information to women police officers. The commitment of the superiors in providing moral support, supervision, guidance, encouragement and appreciation for the work done, as well as their willingness to accept suggestions/ opinions of subordinates is very much appreciated by the top management of RMP who should regularly join in the activities, particularly those at rural areas in order to understand the supervised area. All of these factors can increase self-confidence and sense of achievement resulted from the completion of a task, as well as enhancing the image of female police officers and the RMP in general.

In addition, it is recommended that such studies be made by looking from the perspective of the society in comparison with the perspective of the executing group in this study. In this case, IPSOM of MOHA can collaborate with the Department of Crime Prevention and Community Safety (JPJKK), RMP which is the initiative owner of AMANITA programme, as well as the Division of Research and Development, RMP, to carry out further studies for better improvement on AMANITA programme in crime prevention so as to achieve the objective of the NBOS.

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