



## CATALYSING TRANSFORMATION FOR A BRIGHTER FUTURE

### PERFORMANCE MANAGEMENT AND DELIVERY UNIT (PEMANDU)

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# NATIONAL TRANSFORMATION ECOSYSTEM

Malaysia's National Transformation Programme (NTP) is an ambitious, multi-lateral plan of change that aims to propel the country into a developed, high-income nation by 2020. The programme is divided into two components: the Government Transformation Programme (GTP) and the Economic Transformation Programme (ETP).

While the GTP aims to transform the Malaysian civil service into an dynamic, innovative and people-focused administration through the 7 National Key Results Areas (NKRAs), the ETP works on driving the development of 12 key economic sectors along with 6 strategic reform initiatives in the country. The concurrent execution of both plans will ensure the development of a robust infrastructure that will create and support the developmental goals of the country.



**UNITY**

**INCLUSIVENESS**

**SUSTAINABILITY**

**COMPETITIVENESS**

**VISION 2020**

## EDUCATION

Much work is being done to improve education standards to ensure that future Malaysians are best equipped to compete for jobs and employment on par with international standards.



## PUBLIC SAFETY

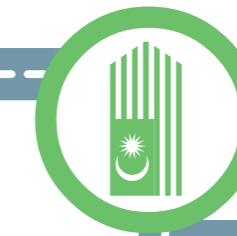
To ensure that all Malaysians feel safe and secure in their homes and neighborhoods, as well as enhancing community interaction in order to create a sense of responsibility amongst all Malaysians.

## HIGH-INCOME NATION

The Economic Transformation Programme (ETP) is a comprehensive effort that will transform Malaysia into a high-income nation by 2020. This aims to lift Malaysia's gross national income (GNI) per capita to USD15,000 or RM48,000 and create 3.3 million new jobs by 2020. Focus and competitiveness are the key thrusts that will drive the transformation.

## FOCUS ON KEY ECONOMIC SECTORS FOR GROWTH

Focus is placed in 12 National Key Economic Areas (NKEAs) where Malaysia is endowed with natural strengths to drive the economy towards a high-income nation. The NKEAs are Oil, Gas and Energy; Palm Oil & Rubber; Financial Services; Tourism; Business Services; Electrical and Electronics; Wholesale and Retail; Education; Healthcare; Communications Content and Infrastructure; Agriculture; and Greater Kuala Lumpur/Klang Valley.



## PUBLIC WELFARE

Rakyat from all walks of life can also expect to feel the impact from the GTP's initiatives in their day-to-day lives. The GTP also aims to help the rakyat enjoy a better quality of life, while simultaneously tackling the issue of the rising cost of living.

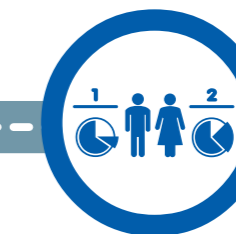
## TRANSPORTATION

Improving the transport system in the financial and economic hub of Klang Valley will not only ease the daily commute for the rakyat, but the heightened infrastructure will also lead to further economic and social development.



## RURAL DEVELOPMENT

Not only is the provision of basic infrastructure important to the rakyat, but the subsequent development of the infrastructure available in rural areas and villages to boost industry is necessary to sustain the lives of the rakyat in those areas.



## COMPETITIVENESS

6 Strategic Reforms Initiatives (SRIs) were created to boost competitiveness in Malaysian businesses, enabling Malaysia to compete in the global market and create conditions that encourage investments.

The SRIs are Competition, Standards & Liberalisation, Government's Role in Business, Human Capital Development, Public Service Delivery, Narrowing Disparities (Bumiputera SMEs) and Public Finance Reform.

# INTRODUCTION TO THE GTP

The GTP was implemented in 2009, to create a foundation for transforming the country into a developed and high-income nation by 2020.

It was designed to be an ambitious programme of change, aiming to transform the foundations of Government. Buy-in from all stakeholders, from civil servants, to the private sector, to the rakyat was most important.

The seven National Key Result Areas (NKRAs) were then borne from these considerations. The NKRAs are also supported by the Ministerial Key Results Areas (MKRAs) which address issues outside the NKRAs, which are deemed important enough for ministerial attention.

## 8 Steps of Transformation

The GTP is anchored on the following methodology

- 1 Strategic Direction & Prioritisation**  
Surveys are conducted and the results are deliberated by Cabinet in order to ascertain the direction to be followed.
- 2 Labs**  
Labs are conducted to formulate initiatives and implementation measures for the key focus areas.
- 3 Open Day**  
Open Days are held for the public to share their feedback and input on the lab conclusions.
- 4 Roadmap**  
A Roadmap is published to ensure transparency and accountability.
- 5 Key Performance Indicator (KPI) Targets Setting**  
KPI targets are set, and updates on progress is provided to all Ministers on a weekly basis.
- 6 Implementation**  
The initiatives are implemented with challenges and milestones documented.
- 7 International Performance Review (IPR) / Audit**  
External feedback by an international panel on the results achieved.
- 8 Annual Report**  
An Annual Report, detailing progress and achievements, is published for public consumption.

## GTP 3.0 2016 – 2020

### Development into a High-Income Nation

The final stretch in helping Malaysia achieving its ambition Vision 2020 aspirations, the GTP 3.0 no longer targets reform, but aims to evolve government to the next level focussing on priorities such as innovation and rakyat-centric delivery models. Upon completion of these goals, Malaysia will be ranked among other developed countries with a pre-eminent system of governance



## GTP 2.0 2013 – 2015

### Strives from All Stakeholders

The second phase of the GTP builds on the successes of the GTP 1.0 by further deepening and broadening the reformation to complete the transformation of the civil service.

Meanwhile, steps will be taken to further develop a performance culture, which is crucially important in preparing Malaysia for the next phase of development.



## GTP 1.0 2009 – 2012

### Sowing the Seeds of Transformation

To initiate immediate and big changes to the civil service and government structure.

The first horizon of transformation aims to change deeply rooted performance cultures within the civil service by challenging the various ministries to reform and address the greatest issues affecting the Rakyat.





# ADDRESSING THE RISING COST OF LIVING

Despite the best efforts of the Government to keep the price of essential items affordable for the rakyat, it became quickly evident that there is still a layer of society whose income growth does not keep pace with inflation. Over the last two years, prices of basic goods such as food rose in part due to external factors beyond the control of the Government.

There was a need for a more focused approach to help ease concerns of the rakyat over the rising cost of living, and thus saw the introduction for the COL NKRA. This new addition to the GTP takes a very different approach than the other six NKRA's, and is reactive in that its measures are borne out of a close study of the economic environment.

## Key Focus Areas

- 1 Providing immediate assistance to the rakyat that was worst affected by rising prices
- 2 Introducing Government-led programmes to manage prices of basic goods



**168 Klinik 1Malaysia** have come into operation in 2012

**RM 530 million** channeled to students under the **Back to School** programme

**Over 2,000** restaurants participated in **Menu Rakyat 1Malaysia (MR1M)**

**Bantuan Rakyat 1Malaysia (BR1M)** distributed to over **4 million households**

**59 Kedai Rakyat 1Malaysia** established in 2012



# ADDRESSING THE RISING COST OF LIVING

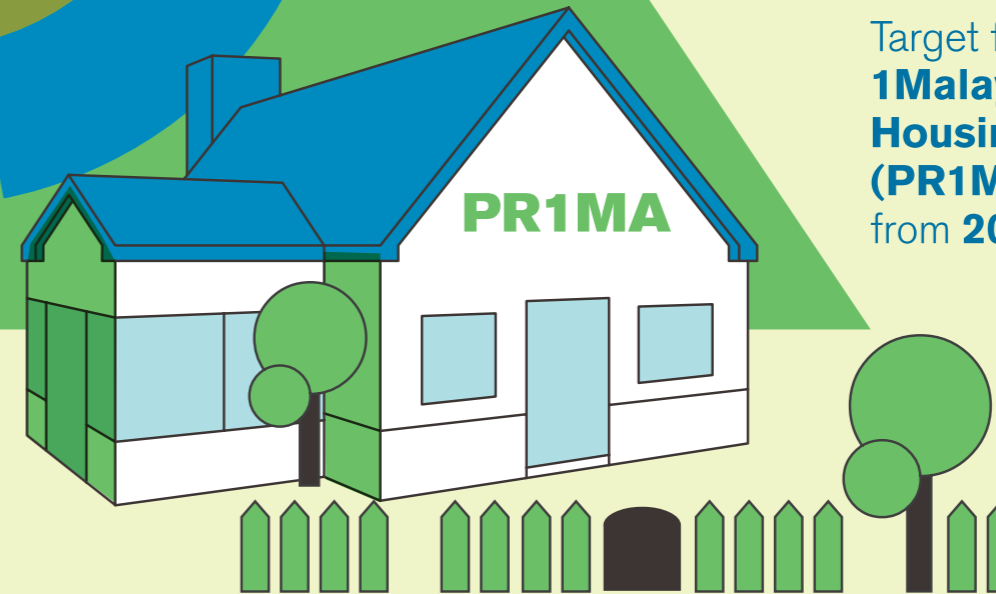
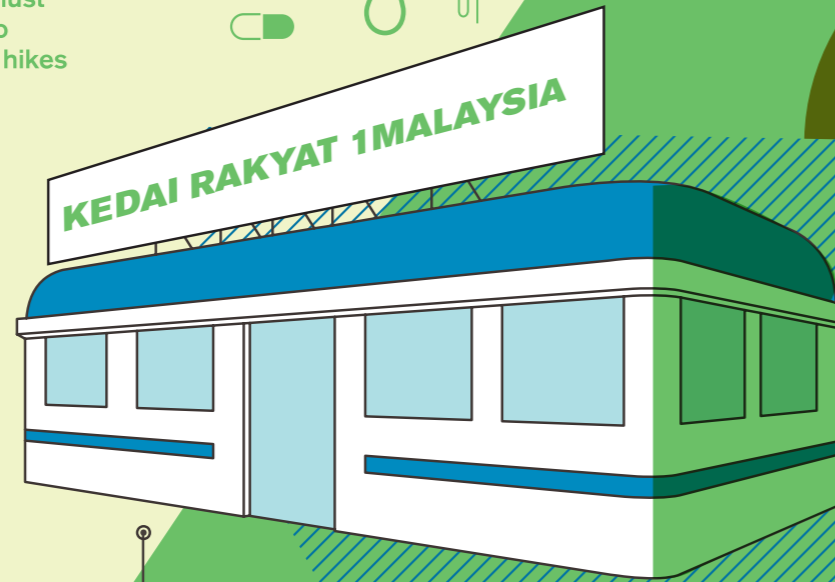
Going forward, the Government will continue to monitor the situation and implement appropriate interventions as and when necessary. Despite the successes of the GTP 1.0, food and oil prices are only expected to further increase as the world remains highly dependant on these commodities. The COL NKRA must therefore make similar adjustments to ensure that the impact of future price hikes will be further minimised.

Target to launch **90 Kedai Rakyat 1Malaysia** in 2013

To **increase** the number of **new participating MR1M** restaurants by **1,000** in 2013

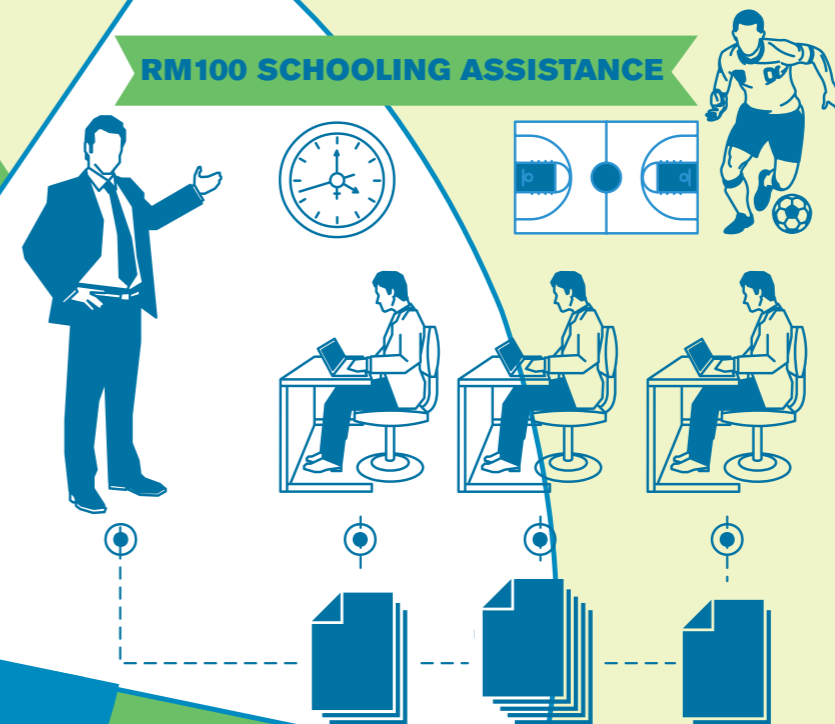


**70 more Klinik 1Malaysia** to launch in 2013



Continuous support of **Bantuan Buku 1Malaysia (BB1M)** where situation warrants

**RM100 SCHOOLING ASSISTANCE**



Target for **16 new 1Malaysia's People's Housing Programme (PR1MA)** launch projects from **2013 till 2015**

## 2012 OUTCOMES



# IMPROVING STUDENT OUTCOMES

The Government recognises that there is a need to enhance the delivery of education, and created the Improving Student Outcomes NKRA (EDU NKRA). The NKRA has been given the immediate mandate of addressing the gaps in the education system.

The EDU NKRA makes special effort to be inclusive because access to quality education is a right for every Malaysian regardless of race, income-levels or other background. It has thus focused on specific education areas identified in the GTP Lab as those that will have the most significant impact to as wide an audience as possible.

### Key Focus Areas


- 1 Empowering schools to take greater ownership and accountability for the performance of their students
- 2 Investing in principals and head teachers as primary drivers of change via a rigorous selection
- 3 Attracting and developing top teachers


**61,000 English teachers** were tested under the **Cambridge Placement Test (CPT)** to gauge their proficiency in English

The **third cohort of LINUS** showed a **proficiency rate of 82% for numeracy** and **90% for literacy**



**2,054 new pre-school classes** opened with enrolment creeping up to **80.5% of pre-school aged children**

**43.6% (or 164 schools) decrease** in Band 6 and 7 schools 

**27.1% (or 101 schools) increase** in Band 1 and 2 schools 

## TOWARDS GTP 2.0



# IMPROVING STUDENT OUTCOMES

The success of the NKRA's initiatives implemented under GTP 1.0 has made a strong case for their enhancement in GTP 2.0. Almost all the initiatives in GTP 2.0 have a clear link to the initiatives of GTP 1.0, but there will be the introduction of some new ones that expand the scope of the EDU NKRA's work.

Two new emphases for GTP 2.0 include focusing on improving English education and to improve the teaching profession by providing increased progression and development opportunities. The EDU NKRA will implement seven key initiatives in GTP 2.0.

## Pre-school and Early Childcare

The success of the Pre-school initiative in GTP 1.0 has led the NKRA to expand the coverage to encompass early child-care as well as special needs education. This will ensure that every child is exposed to formal education at an early age.



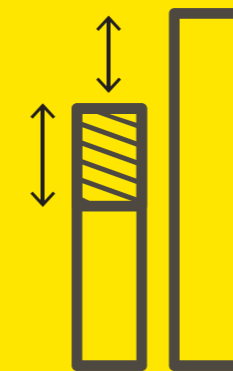
## School Improvement Programme

GTP 2.0 will empower District Education Offices with the authority to provide relevant support and aid for underperforming schools.



## New Teacher Career Package

This initiative will realign teacher compensation to a performance-based, rather than tenure-based, system.



## Closing the Gap in Special Education

A special needs education lab was conducted to identify and provide solutions to address the gap in Malaysia's delivery of special needs education.



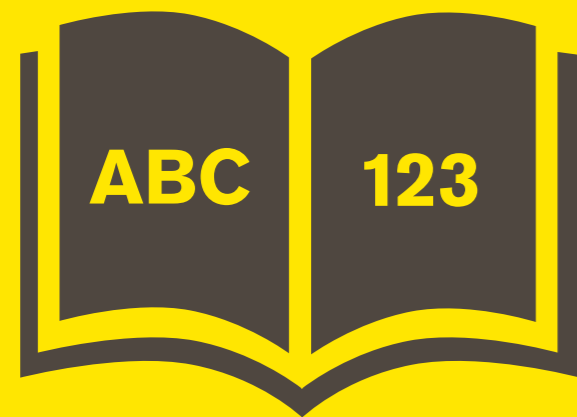
## New Deals and New Principal Career Package

This enhanced initiative will also streamline the appointment process thereby aligning it to a performance-based system. It will also create a comprehensive succession plan.



## Upskilling English Teachers

This initiative aims to bring their English proficiency up to the international standards through a series of focused and effective professional development programmes.



## LINUS 2.0

LINUS will be further enhanced in GTP 2.0 by the addition of English proficiency screening. The screening process has also been improved to track students annually regardless of whether they demonstrate proficiency or not.

## High Performing Schools (HPS)

The programme aims to identify more HPS. In particular, eight more schools will be added to the roster to complete the initial targeted number of 100, and 10 more will be subsequently added annually.



High Performing Schools **92 +8 =100**

## 2012 OUTCOMES



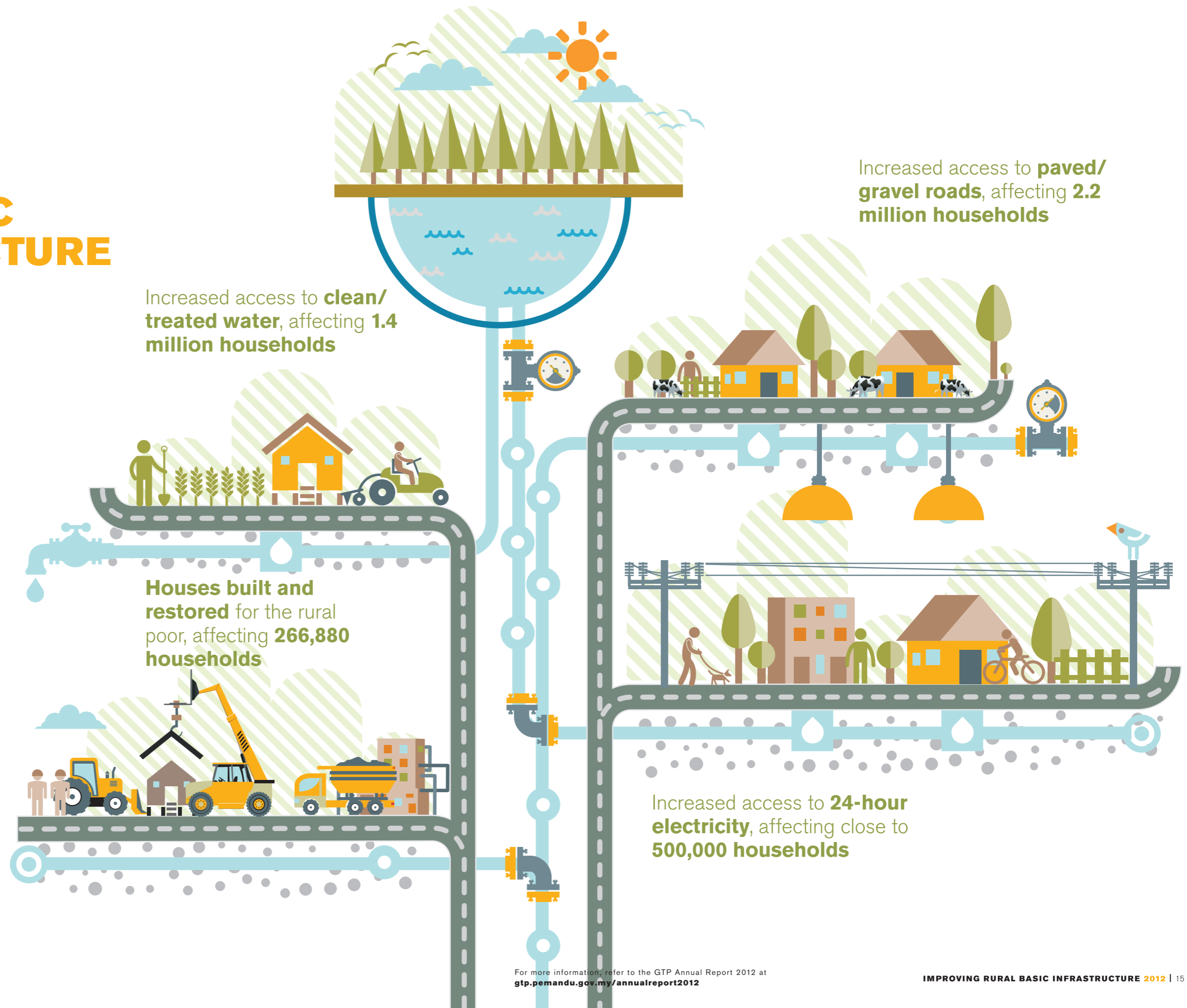
# IMPROVING RURAL BASIC INFRASTRUCTURE

The Rural Basic Infrastructure NKRA (RBI NKRA) was implemented to ensure that the rural rakyat were given access to basic amenities: roads, clean water, reliable electricity and housing. By all accounts, the efforts of the RBI NKRA have significantly improved the quality of life for rural rakyat in both Peninsular and East Malaysia over the last three years.

The lack of basic amenities proved a significant stumbling block to the development of rural areas, leading to stunted incomes and poor development opportunities. As a result, the singular thrust of GTP 1.0 was to take proper corrective action in terms of physical infrastructure. As the NKRA also realised that the pace of delivery was also a key concern, an accelerated programme of delivery of infrastructure was adopted.

### Key Focus Areas

- 1 Increase access to paved/gravel roads
- 2 Increase access to clean/treated water
- 3 Increase access to 24 hour electricity
- 4 Building and restoring houses for rural poor



Increased access to **clean/  
treated water**, affecting **1.4  
million households**

Increased access to **paved/  
gravel roads**, affecting **2.2  
million households**

**Houses built and  
restored** for the rural  
poor, affecting **266,880  
households**

Increased access to **24-hour  
electricity**, affecting close to  
**500,000 households**



# IMPROVING RURAL BASIC INFRASTRUCTURE

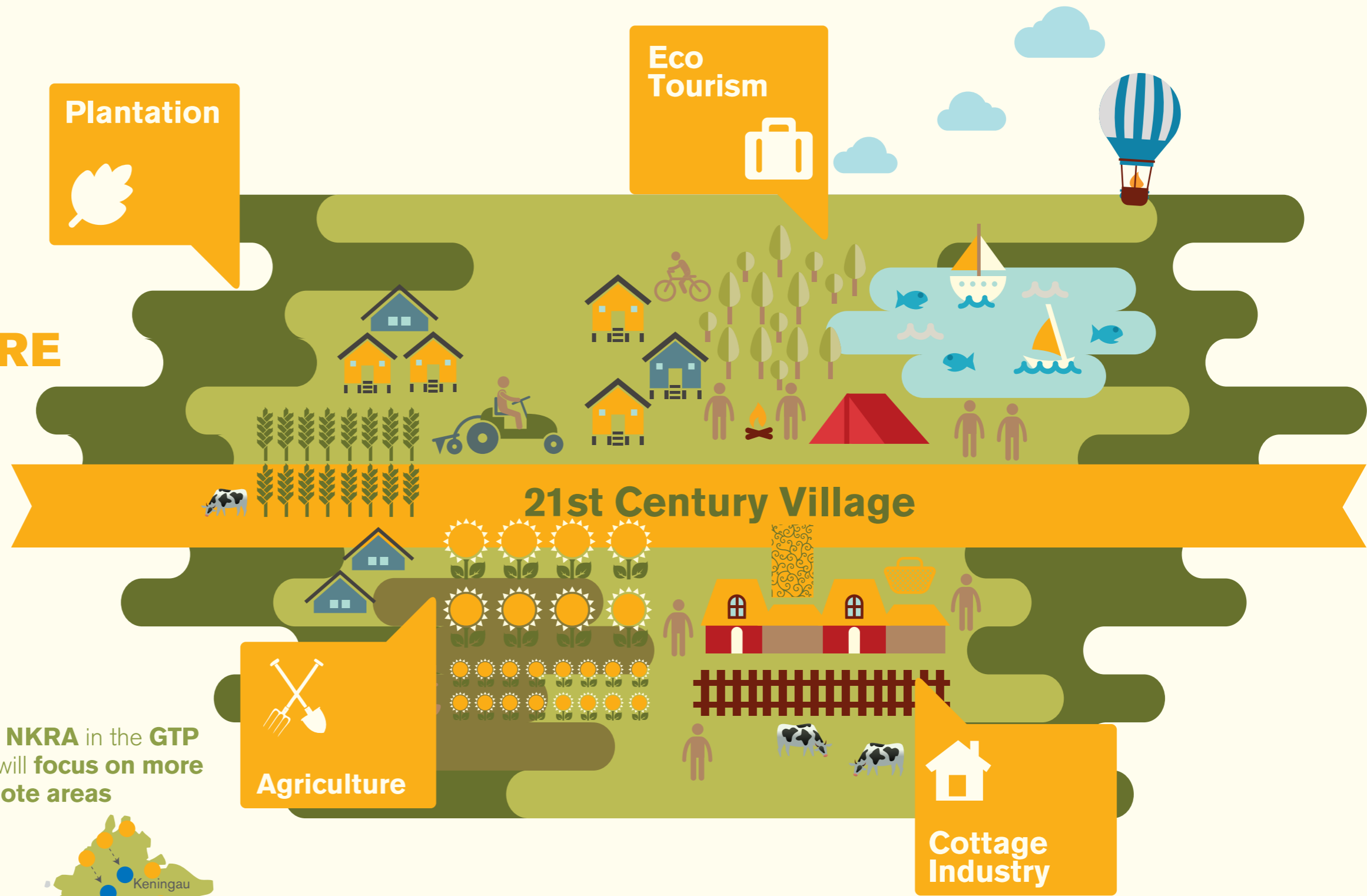
The RBI NKRA is undergoing a substantial evolution heading into GTP 2.0; the focus of the NKRA will no longer be on rural basic infrastructure alone, but will instead take on the more holistic development task of developing rural areas. As such, the RBI NKRA will be renamed the Rural Development NKRA.

Although the NKRA will retain infrastructure development as a workstream in its overall structure, a maintenance component has also been introduced within this workstream to ensure that the infrastructure does not fall into disrepair. Meanwhile, a second workstream focused on rural economic development – the 21st Century Village Programme – will also be introduced in GTP 2.0 as a second key anchor.

Plantation



Eco Tourism



21st Century Village



Agriculture



Cottage Industry

## THE GTP 2.0 (2013-2015)

RBI NKRA in the GTP 2.0 will focus on more remote areas



4.5 + 2 Million Rakyat

Impact / Benefit

## 21st Century Village (21CV) Programme

A crucial element of rural development is to ensure that a **sustainable and vibrant economy** is put in place. Thus, the 21CV's aim is to **create vibrant rural economies** that will provide **attractive incomes** thereby **reversing the urban diaspora** as well as **raise the overall Gross National Income (GNI)** of the country in line with the development goals of **Vision 2020**.

## 2012 OUTCOMES



# RAISING LIVING STANDARDS OF LOW-INCOME HOUSEHOLDS

The GTP is a programme of change for all Malaysians regardless of race, religion or background. The GTP cannot be deemed as success if it neglects to address the concerns of the less fortunate rakyat mired in poverty. Thus, there is a concerted effort in the GTP to address low-income households by providing them with the resources and skills they need to break out from the cycle of poverty.

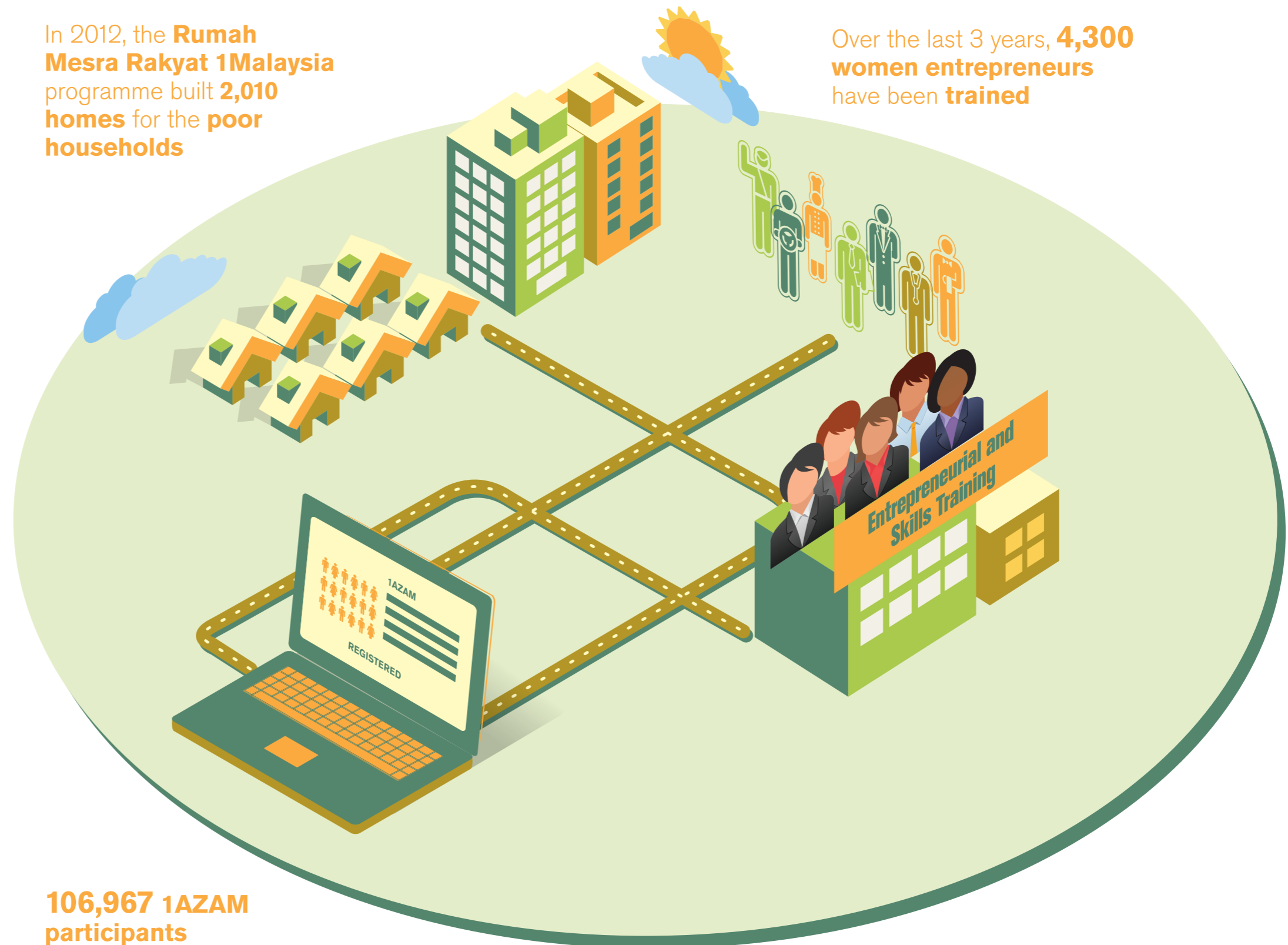
A number of initiatives were implemented in GTP 1.0 to accomplish two key goals, which is to provide immediate assistance to the rakyat who needed it the most, and empower rakyat categorised as poor and extreme poor to be financially independent. Two goals are therefore accomplished simultaneously: helping raise the average Gross National Income (GNI) for the country while responding to the plight of the less fortunate in the country to help them break free from the cycle of poverty.

### Key Focus Areas

- 1 Ensuring 1AZAM participation
- 2 Ensuring those participants increase their per capita income above the Poverty Line Income (PLI)
- 3 Developing and training women entrepreneurs
- 4 Increasing home ownership of low income households

In 2012, the **Rumah Mesra Rakyat 1Malaysia** programme built **2,010 homes** for the **poor households**

Over the last 3 years, **4,300 women entrepreneurs** have been **trained**



**106,967 1AZAM participants identified** since the programme's inception



# RAISING LIVING STANDARDS OF LOW-INCOME HOUSEHOLDS

Eradicating poverty is a learning process and most lessons come from direct, hands-on experience in working with the poor. The challenges faced in GTP 1.0 still exist, and as such, efforts in poverty eradication and reduction must take on a holistic approach, targeting long-term change and achieving the transformation of lifestyles.

The goal for the next phase of transformation is to get broader engagement from corporate entities, NGOs and individuals. GTP 2.0 will also expand its scope to tackle poverty on the community level, including specific communities such as the Penan community in Sarawak and the Orang Asli community in Peninsular Malaysia.

As a whole, the GTP 2.0 will emphasise the economic empowerment of individuals and communities through productive welfare, and this effort will require the establishment of basic facilities and the right environment. The aspirations under the LIH NKRA are:

## Reduce Poverty with 1AZAM Programme



**Economic empowerment** include the **disabled, ex-drug addicts, single parent households** and **ex-convicts**.

## Broader Engagement from Corporate Entities, NGOs and Individuals



Ensure that **every poor and extreme poor household** registered with the eKasih database gets the opportunity to **economically empower themselves**, either through **1AZAM** or **other programmes organised by corporate partners** and **NGOs**.



## 2012 OUTCOMES



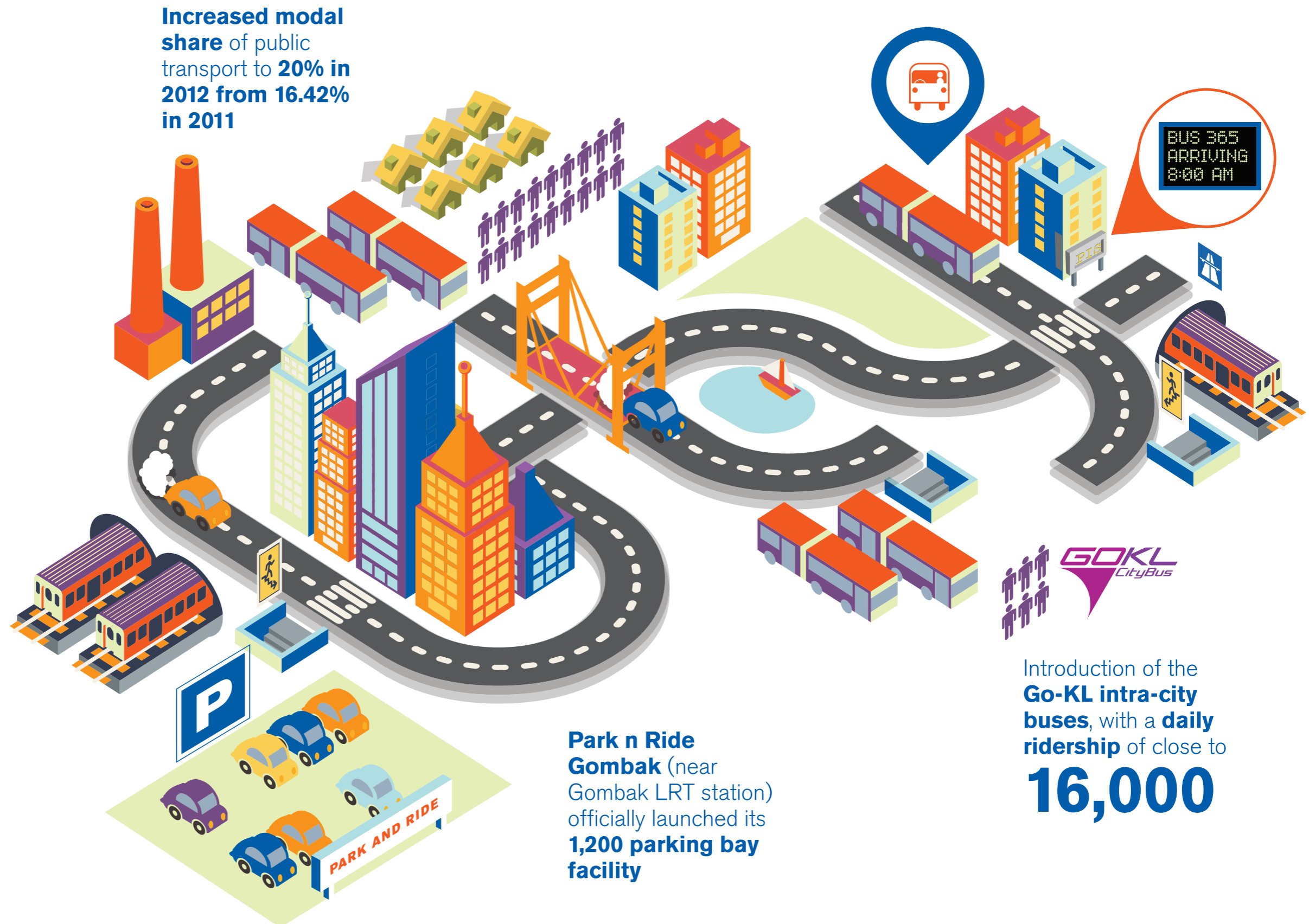
# IMPROVING URBAN PUBLIC TRANSPORT

The Urban Public Transport NKRA (UPT NKRA) was set up to streamline existing public transport options with the addition of new ones such as the extensions of Light Rail Transit (LRT) and KTM Komuter lines.

One of the NKRA's Key Performance Indicators (NKPIs) is to increase the ratio commuters using public transport. Otherwise known as the modal share of public transport, the UPT NKRA has focused its initiatives to look at increasing the capacity, reliability, connectivity and convenience of public transport.

### Key Focus Areas

- 1 Buses & Rail
- 2 Integration for cohesive and simple transfers between different modes of public transportation
- 3 Network Enhancement
- 4 Enablers:
  - Fare Review
  - Driver's Academy and Enhancement Programme
  - Joint Task Force for enforcement



**Increased modal share** of public transport to **20% in 2012** from **16.42% in 2011**

Introduction of the **Passenger Information System (PIS)**, which tracks the **location of buses** through **GPS**

**Park n Ride Gombak** (near Gombak LRT station) officially launched its **1,200 parking bay facility**

Introduction of the **Go-KL intra-city buses**, with a **daily ridership** of close to **16,000**

TOWARDS GTP 2.0



# IMPROVING URBAN PUBLIC TRANSPORT

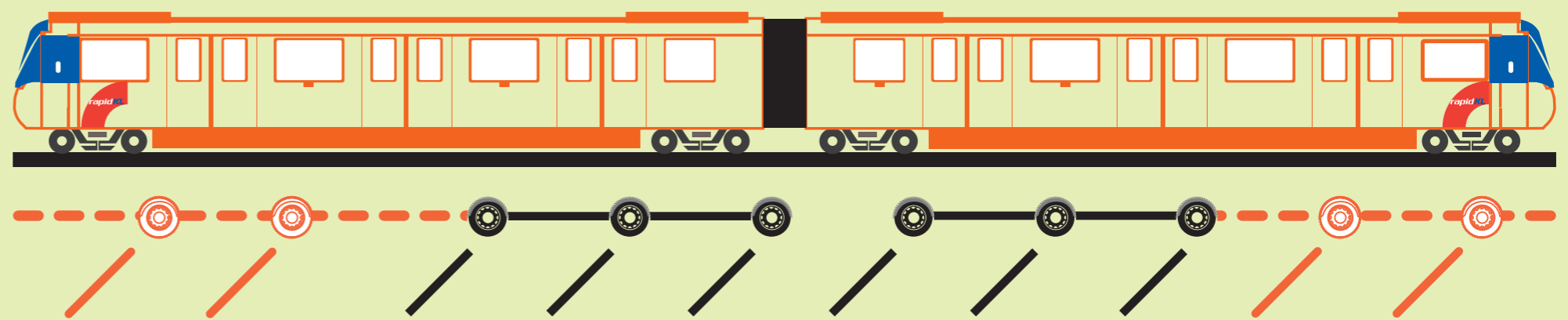
More needs to be done to encourage the greater use of public transportation. Greater KL's population is set to reach 10 million by 2020, making the case for overhauling the urban public transport system even more critical, since the use of the major roads surrounding the city center is nearing capacity.

The propensity towards private car ownership will only get worse if public transport continues to be inefficient and ineffective. GTP 2.0 will ride on the momentum built in GTP 1.0, with a primary focus in GKL/Klang Valley. However, a "watching brief" will also be rolled out to ensure some initiatives are also implemented in other cities, particularly in key economic corridors. Some of the key aspirations under the GTP 2.0 are:

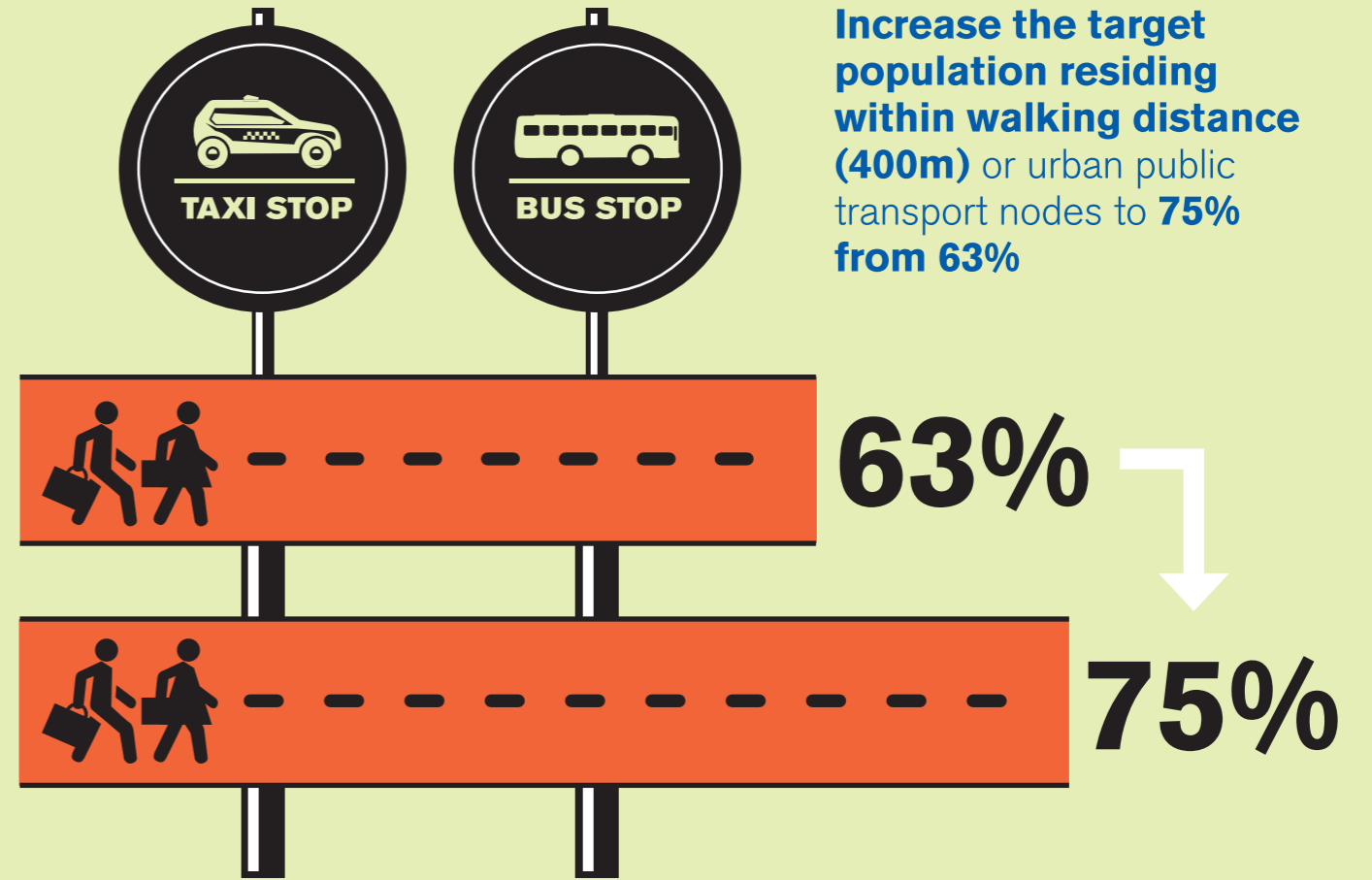
Increase the **morning peak ridership** number to **750,000 by 2015**



The **extension of the Kelana Jaya and Ampang LRT lines due in 2015**



Increase the target population residing within walking distance (400m) or urban public transport nodes to **75%** from **63%**



**3,000** of KL Budget Taxi Fleet to be at par with **ASEAN Best-in-Class**

2012 OUTCOMES



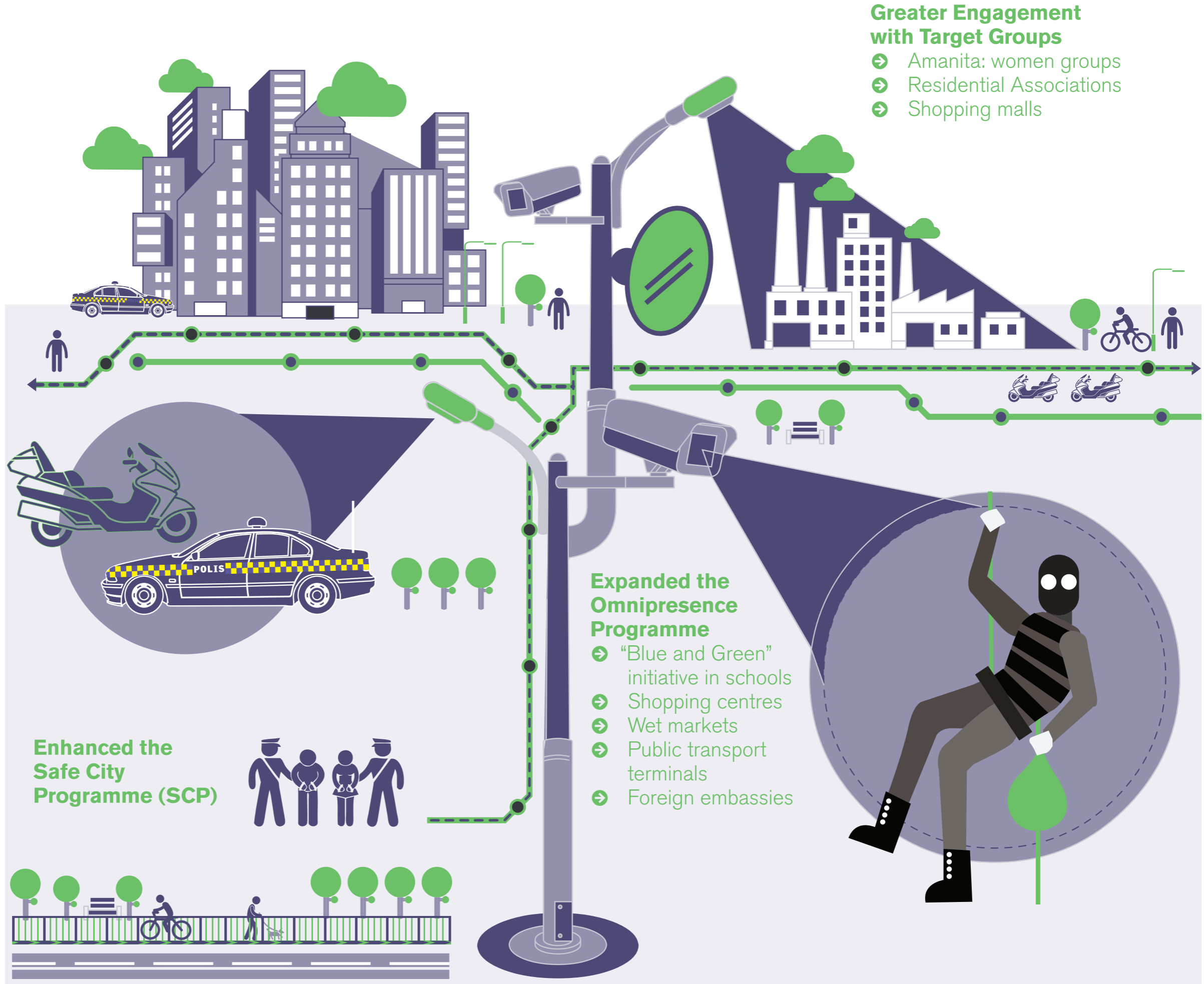
# REDUCING CRIME

According to a survey conducted in 2009, Malaysians identified crime as their second biggest concern after the economy. Crime reduces public morale and saps public confidence in the Government to maintain security and to keep the peace. Following these results, the Reducing Crime NKRA was introduced in 2010.

The initiatives of the CRI NKRA has shown significant results in the fight against crime over the past three years but it has also been made clear that more needs to be done. Despite the best efforts of the NKRA and remarkable improvement in crime statistics, the rakyat still report feeling unsafe after a spate of criminal incidences last year.

## Key Focus Areas

- 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
- 5 Increasing public satisfaction with PDRM's performance



### Greater Engagement with Target Groups

- Amanita: women groups
- Residential Associations
- Shopping malls

### Enhanced the Safe City Programme (SCP)



### Expanded the Omnipresence Programme

- "Blue and Green" initiative in schools
- Shopping centres
- Wet markets
- Public transport terminals
- Foreign embassies



## REDUCING CRIME

The Reducing Crime NKRA will expand its focus in the second phase of the transformation to focus on support for victims of crime. The GTP 2.0 also looks to change the very nature of policing. Today, the police are expected to be community-oriented law enforcers. In addition to solving cases and helping prevent crimes, the police officer today is expected to be proactive, interactive and approachable.

### Prevention of Vehicle Theft

- Collaborative enforcement on illegal workshops
- Strengthening border and all entry points
- Dedicated teams



### Whitening of Black Spots

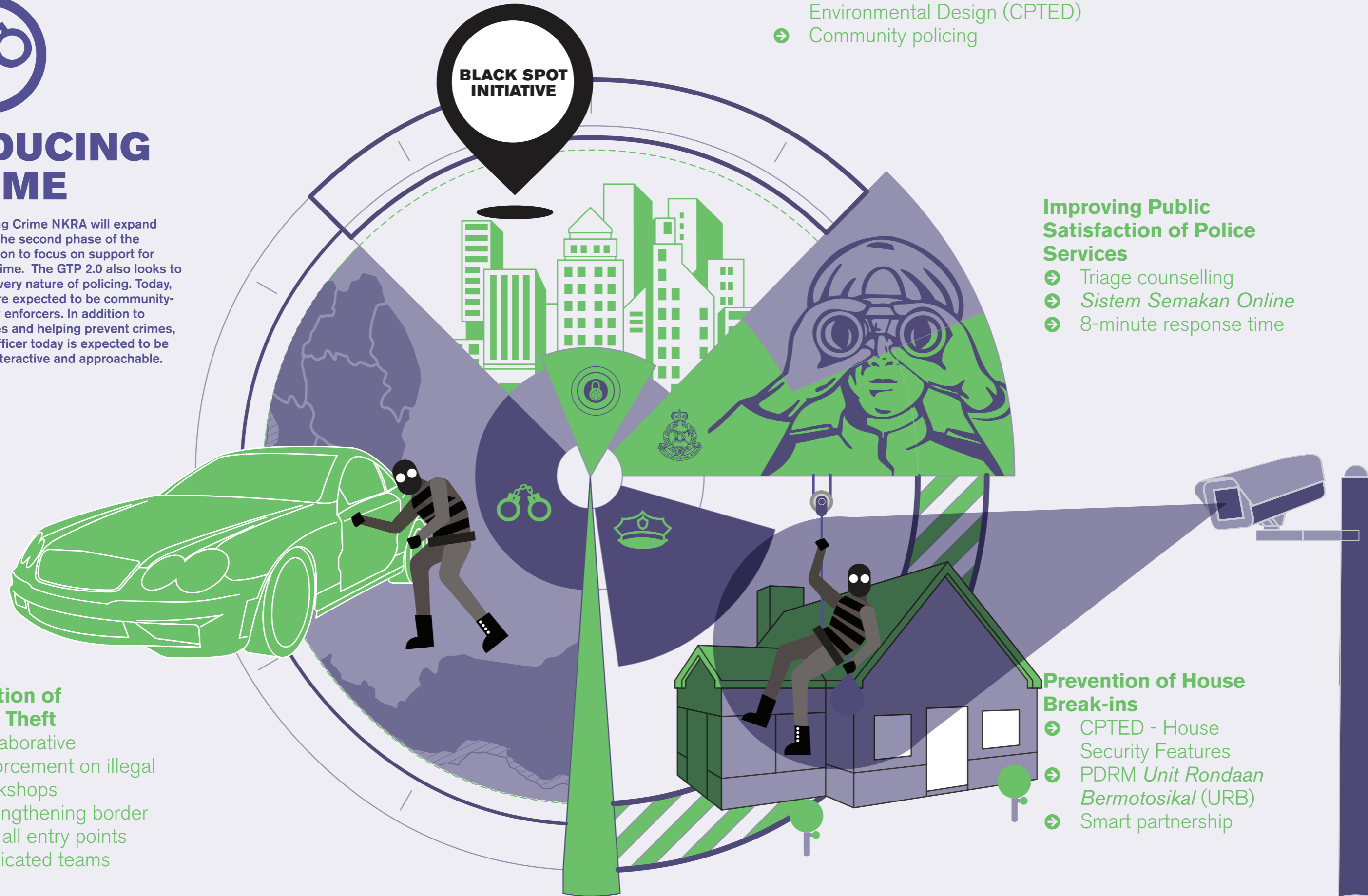
- Crime Prevention Through Environmental Design (CPTED)
- Community policing

### Improving Public Satisfaction of Police Services

- Triage counselling
- *Sistem Semakan Online*
- 8-minute response time

### Prevention of House Break-ins

- CPTED - House Security Features
- PDRM *Unit Rondaan Bermotosikal* (URB)
- Smart partnership



2012 OUTCOMES



# FIGHTING CORRUPTION

Corruption remains a significant obstacle in the way of the country achieving its ambitious development goals for 2020, which relies on a significant amount of private investment from both domestic and foreign sources. Corruption siphons away resources from the economy thereby stunting growth, and dissuades the rakyat from greater participation in the Government.

However, studies have shown that the NKRA's anti-graft initiatives are making an impact after Malaysia's Corruption Perceptions Index (CPI), a survey by Transparency International (TI), ranking rose six spots to 54 from 60 in 2012. This is a marked improvement from the previous year where the country's ranking fell four spots from rank 58 in 2010.

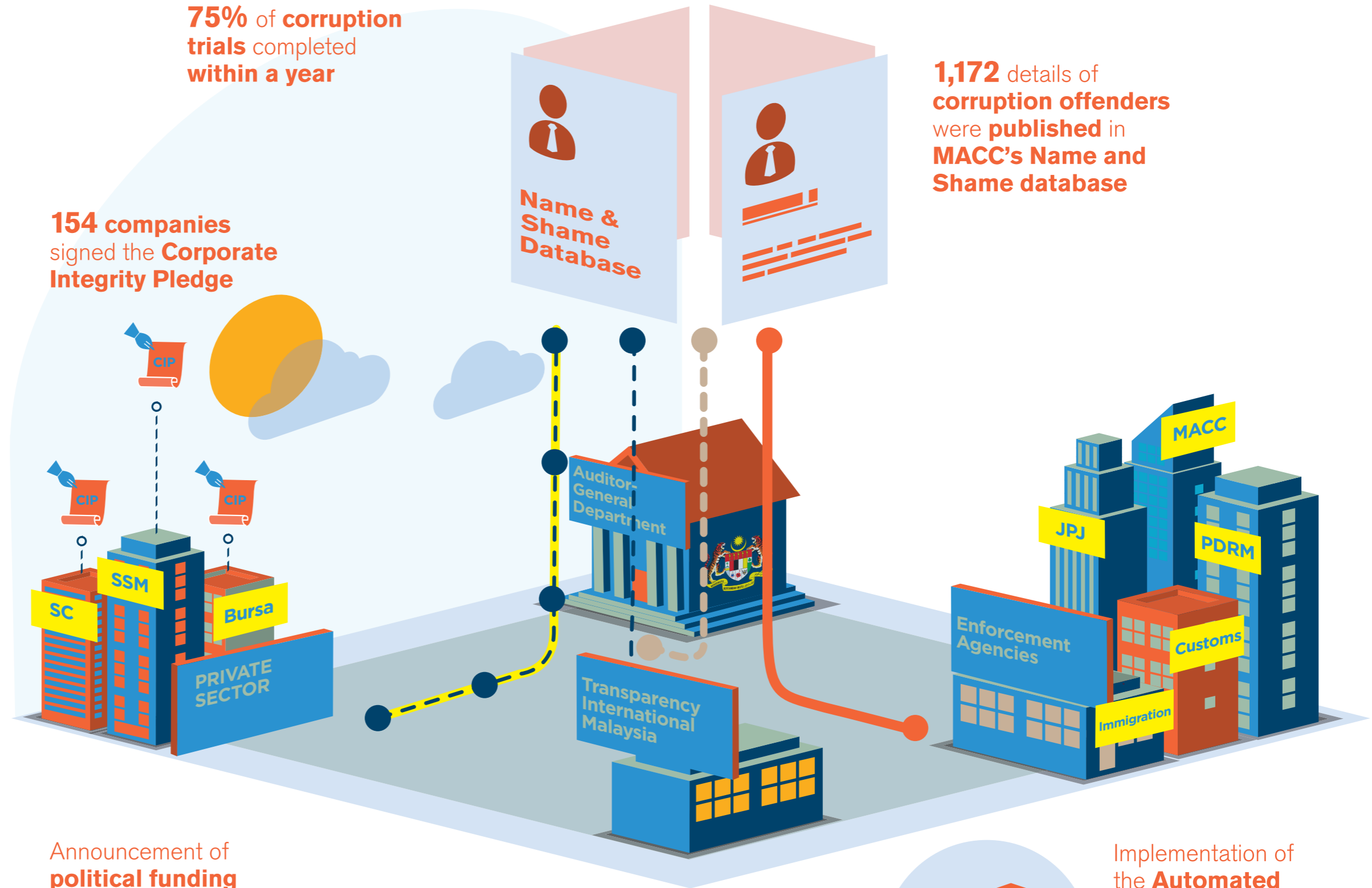
## Key Focus Areas

- 1 Regulatory and Enforcement Agencies
- 2 Grand Corruption
- 3 Government Procurement

**75%** of corruption trials completed within a year

**154** companies signed the **Corporate Integrity Pledge**

**1,172** details of corruption offenders were published in **MACC's Name and Shame** database



Announcement of **political funding reforms** by the **Prime Minister**

Increase in the **Corruption Perception Index (CPI)** to **4.9**, with **Malaysia ranked in 54th position**, from 60th in 2011

Implementation of the **Automated Enforcement System (AES)** by the **Road Transport Department (JPJ)**



## FIGHTING CORRUPTION

The next three years of the GTP will see the Anti-Corruption NKRA continuously enhancing the process of change started in GTP 1.0. The three workstreams will continue to form the spine of all the NKRA effort, but GTP 2.0 will also see the addition of an education component. The latter is aimed at the younger generation with the hopes of creating a future generation who is aware and pro-active about fighting corruption.

Another one of the new initiatives for GTP 2.0 is the transformation of the Auditor-General's reporting process, which will see the amount of time taken to report inconsistencies in government procurement significantly reduced. The initiative will change the reporting process so that the Auditor-General's report is tabled three times annually in Parliament from the present once-a-year, allowing faster public access to the report. By doing so, the Anti-Corruption NKRA hopes to help enforcement agencies become timely in dealing with corruption, fraud, misconduct and other related issues.



### Greater Public Awareness of Corruption

- ➔ Incorporation of anti-corruption elements in primary and secondary schools textbooks
- ➔ Setting up of Corruption Prevention Secretariat in Teacher's Training College

### Increasing Transparency in Government Procurement

- ➔ Upgrading MyProcurement and harmonizing the system with all related government procurement portals
- ➔ Fast-tracking access to Auditor General Performance Audit Report for immediate action

# TESTIMONIALS & TWEETBYTES



**Siti Najwa**  
@SitiNajwaAhmad

@gtp\_roadmap My aunty joined AZAMKHIDMAT, after proper training she now works at a child care centre and it pays really good.

**Sheila Naidu, 45 Homemaker**

The police in our area (Section 6, Jalan Gasing, Petaling Jaya) is very good. They conduct frequent patrols. They respond to calls for help quickly. They also hold regular dialogues with the residents

**Loh Mee Mian**  
@meemianloh

yeah heard that they connected electricity too RT @kukokpeng: Gd infra in rural Saratok. Credit to @gtp\_roadmap ?

**Abd Saad**  
@AbdSaad3

Now my warehouse got no more blackout due 2 cable theft.Thx @pdrmsia for implementing Ops Lusu. No more cable theft #crimenkra @gtp\_roadmap



**Amir Moslim**  
@amirmoslim

Did a whole loop of #gokl green line, now on board @MyRapidKL KJ Line. Gotta love the connectivity! @gtp\_roadmap

**Sivarishvin Rajasingam, 27 Self-employed**

I do see improvement in education. I do see an increase of police presence in my housing area (in Sri Petaling) so I think that's good. They patrol the area quite frequently. On corruption however, more can be done to address it



**Aina Liyana, 25 Intern**

I think the government's intentions are good but the execution could be better. I think they need to broaden the initiatives to affect a larger section of society. That being said, changes take time so maybe the government needs more time



**Saidi Masko, 36 Hawker**

I find the government's assistance for students really helpful. I have a 16 year-old son and it relieved some burden off me. We used the money to get books for him so I could reserve my salary for other expenditures

**Ong Kian Ming**  
@imokman

@PDRMsia just came to my house to follow up on my case, appreciate their effort, hope they manage to catch these guys @gtp\_roadmap

**amada charlie**  
@amadacharlie

@gtp\_roadmap Must be able to read, understand, communicate. Problem not starting from U, started from early school days.



**Moon, 30 Secretary**

The GTP's initiatives to help the poor are very timely. The handouts will help them to sort their lives a bit. They would be able to spend the cash on vital things so they can use their meagre salaries on more important things. They would not need to find other illegal means to earn cash.



**Ermayani Bahrom, 21 Nurse**

I see more police presence in my neighbourhood. I think that is good as crime is on the rise. I think the rising cost of living is a bit worrying though. It would be helpful if the government can solve that issue

**Aimi Arina**  
@eyem3

#didyouknow that a total of 109500 rural homes were connected with clean water supply in 2011 @gtp\_roadmap

**akmalv.ABU™**  
@akmalvABU

@gtp\_roadmap build multi-lvl parking complex next to train stations. So ppl can park n take train to work. @ldrisJala\_

**Junaidi Jamsari**  
@junaidi\_jam

@gtp\_roadmap To be fair, there are improvements to the LRT. 4 car trains and frequency has increased. Great plan, greater implementation!



**Noraini Salleh, 40 Entrepreneur**

I am a recipient of the BR1M programme. I know some poor people who could never dream of holding RM500 in cash in their hands. So it is good that the government helped them in that way. Even though it is a one-off payment, they can use it to improve their lives in any manner, whether it is buying equipment to start a baking business or to help pay for their children's education.

**Sarah Johan**  
@johan\_sarah

NO CARS! RT @gtp\_roadmap: The dedicated bus lanes are to ensure the #GoKL City Bus services meet its frequency of 5mins pic. [twitter.com/cMvv88QZ](https://twitter.com/cMvv88QZ)



**Amirul Zarif Azri**  
@amirulzarif

Took d LRT yest afr 2 yrs. Mightily impressed by the improvements & integration of KJ&Ampang line. Well done @gtp\_roadmap!

**Mohd Khairul Azim, 24 Lawyer**

I think changes like these take time. For me, the government's initiatives to improve the quality of teachers and education standards are good. It's the starting point for changes in the nation to take place

**Md Amin Muslan**  
@draminmuslan

@gtp\_roadmap Thanks for the effort. Its not how much we earned that matter. Its how much we can provide for the family thats important.



**Hasmah Ampala, 41 Kindergarten Teacher**

The efforts to help build homes for the poor is commendable. Some of them really cannot afford to rebuild their homes. It has improved their lives by making sure they have a comfortable environment to live in. I am a recipient of the BR1M programme. I spent it on buying books, stationary paid fees for my children.



**Azhar Ahmad, 47 Teacher**

As a whole, the programme has benefited a lot of people. It is the best we have received so far. The poor have been helped a lot and they deserve it. In Yan, Kedah, the federal government has fixed lights to brighten certain areas in the town. It has helped to make people feel safe, especially factory workers who return from work late at night.