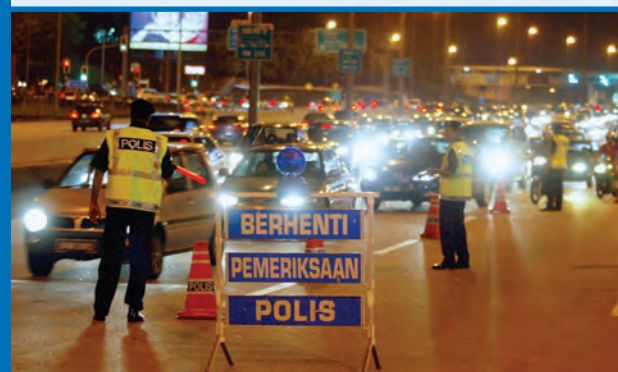


# Reducing Crime



# Reducing Crime



“

Crime affects all Malaysians, irrespective of race, religion, gender or income levels. To protect our loved ones, we have set ambitious targets to reduce crime levels significantly for which I, as the Lead Minister, am accountable for delivering. Achieving these targets will require concerted effort not only by all law enforcement and related government agencies, but more importantly, the help and involvement of all Malaysians.

While we are starting to see some positive signs at the nationwide level for street crime and overall index crime, we have much more to do to create a Malaysia where the fear of crime is substantially reduced. I humbly ask that all Malaysians join hands with all the agencies involved in fighting crime at all levels such that we can all live in a safer nation.

”

**Dato' Seri Hishammuddin bin Tun Hussein**  
**Minister of Home Affairs**



## SNAPSHOT OF 2010'S ACHIEVEMENTS

### Striking a Serious Blow to Crime

The government has heeded the call from the rakyat to take swift and decisive action to eradicate crime. Throughout 2010, the Ministry of Home Affairs via the Royal Malaysian Police Force (Polis DiRaja Malaysia or PDRM) and other agencies made fighting crime a priority. Unlike before, the approach undertaken was different with a focus on delivering quick and big wins that would have a direct and tangible impact on the lives of the rakyat.

The targets set were ambitious. However, having closely reviewed success models abroad, it was within our reach to set big goals in fighting crime and to achieve them. Equally important, the government wished to send a clear message that crime does not pay and that Malaysia will not tolerate criminal activities.

Throughout 2010, plans were put into action with significant results achieved. These included reductions in Index and Street Crime, clearing of violent crime backlog cases, the creation of Malaysia's first "Balai League Table" which ranked all 753 police stations based on performance and service delivered to the public.

### 2010 Big Wins

- 6,000+ confiscations and arrests from National Operations aimed at preventing vehicle thefts, snatch thefts and house break-ins
- 496 additional CCTVs installed throughout Malaysia, for crime fighting
- 5.7% less people who “Fear Becoming Victims of Crime” based on a TNS survey conducted in Quarter 3, 2010. TNS is a UK-based independent survey house
- 2,001 violent crime backlog cases cleared, and additional 5,222 new violent crime cases brought to trial
- 14,222 PDRM officers redeployed for patrolling in hot spot locations
- 7,402 back-office personnel deployed to the frontline for crime fighting
- 5,000+ RELA and JPAM members trained with PDRM as Police Volunteer Reserve (PVR)
- 2.6 million RELA members recruited and registered with KDN
- 20% increase in “Satisfaction with PDRM Services” based on a TNS survey conducted in Quarter 3, 2010.
- Safe City Programme, with additional 2,594 lighting posts, 343 safety mirrors, 33.1km of railings and bollards in 12 PBTs (Pihak Berkuasa Tempatan or local municipal councils)
- The creation of the Balai League Table (BLT) that ranks all 753 police stations nationwide to inculcate a performance-driven culture throughout the police force

In this nationwide effort, specific emphasis was placed on the four hotspot states – Kuala Lumpur, Selangor, Penang, and Johor.

The onus now is to build on the successes of 2010 and to take the fight against crime to our cities and streets with unrelenting conviction. The goal is to make Malaysia one of the world’s safest countries and our cities and streets peaceful and secure for all.

**Figure 1: Reduction of 32,297 Index Crime Cases vs. Last Year’s Figure**

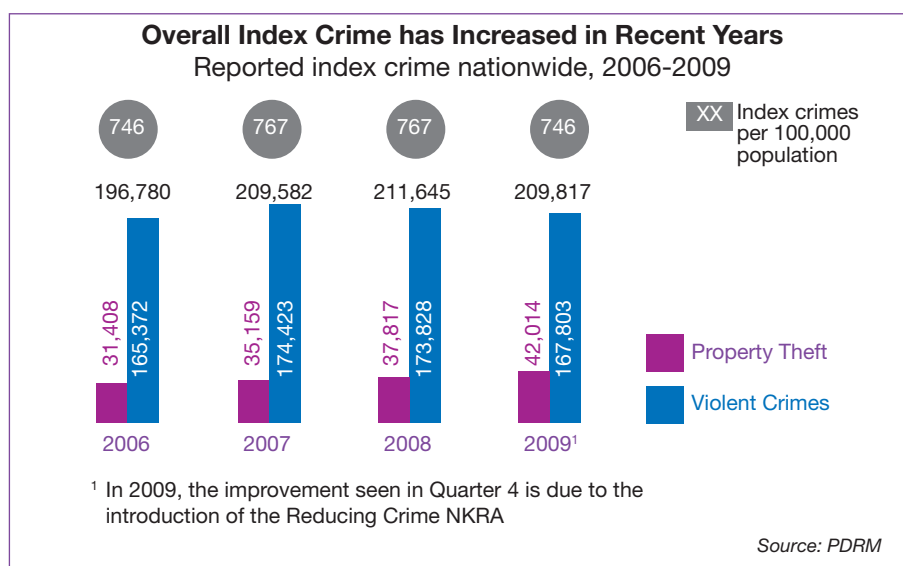


## GENERAL OVERVIEW

### The Case for the Reducing Crime NKRA

Since the 1970s, Malaysia has experienced a steady increase in Index and Street Crime. In the past four years, there has been a marked rise with Street Crime being one of the main contributing factors to this trend. The overall Index Crime rate<sup>1</sup> increased from 746 reported crimes per 100,000 population in 2006 to 767 in 2007 and 2008 – a rise of nearly 3%.

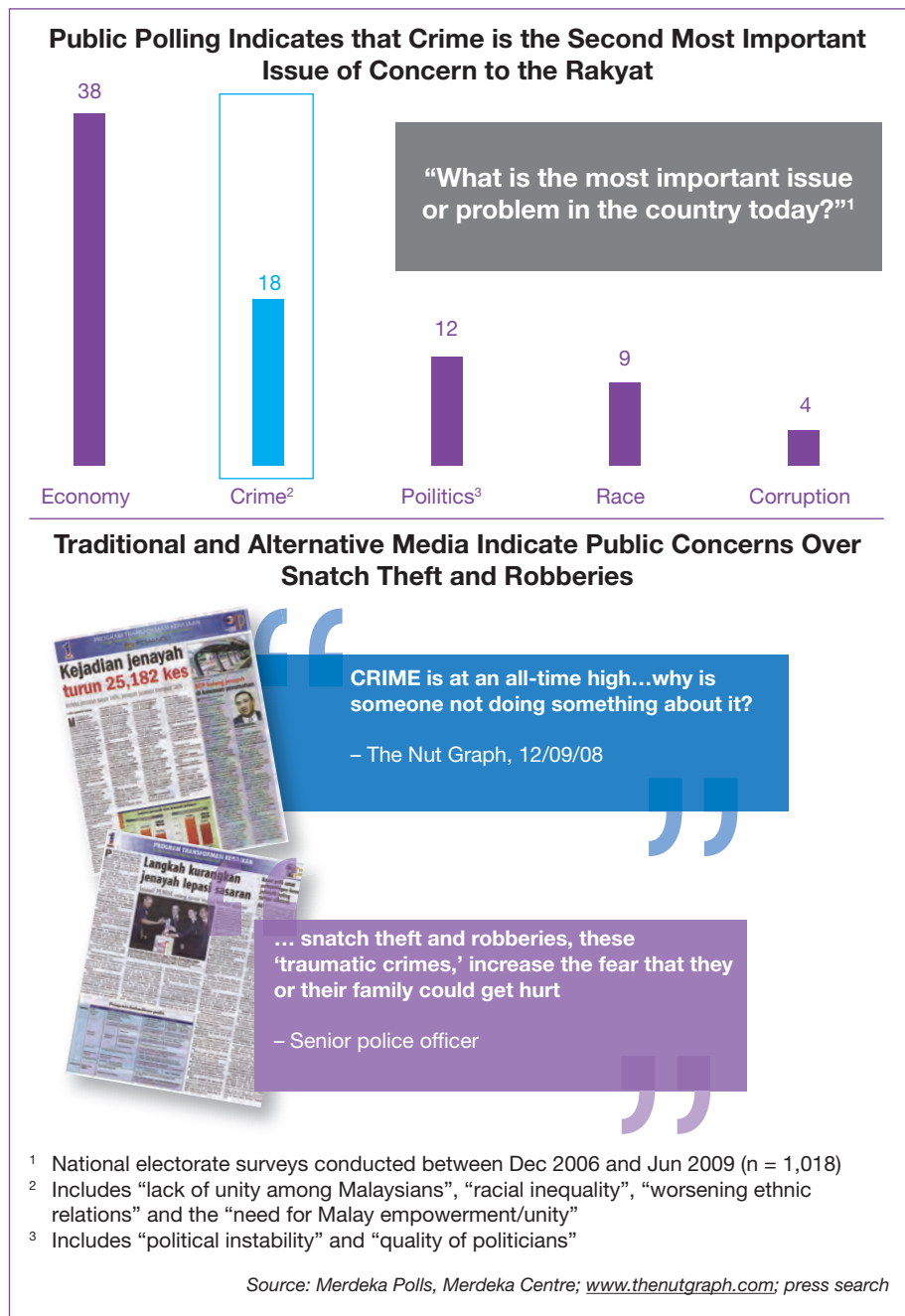
**Figure 2: Increase in Crime Rates from 2006 to 2009**



With crime dominating the headlines and becoming a common topic of everyday conversation, public confidence has eroded with the rakyat feeling unsafe in their own cities and streets. With growing security concerns, crime has become one of the foremost issues on the minds of the people.

<sup>1</sup> Based on Index Crimes, as measured by the Royal Malaysian Police/Polis DiRaja Malaysia (PDRM)

**Figure 3: Response from Public Opinion Polls**

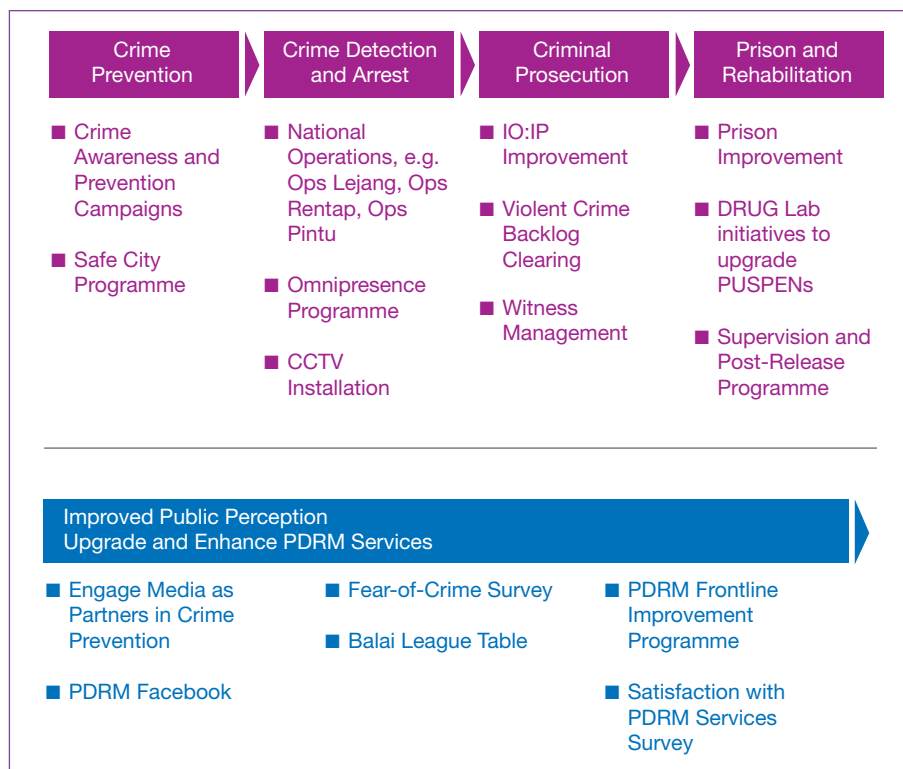


### The Government Responds

In line with developing safe, peaceful and united communities as envisioned under the 1Malaysia concept, the government has made reducing crime a National Key Result Area (NKRA). The rakyat should be able to enjoy the right to live in a safe and secure environment while enjoying a good quality of life without worrying about their safety.

In achieving this goal, National Key Performance Indicators (NKPIs) aimed at arresting crime rates have been identified. Specific plans have been put in motion with positive results achieved.

**Figure 4: CRIME NKRA Covers End-to-End Lifecycle and is Cross-Ministerial**



### Tackling Crime and Changing Perceptions

Apart from strategies and efforts to tackle the situation, the persuasion of hearts and minds are equally important to the overall success of the Reducing Crime NKRA.

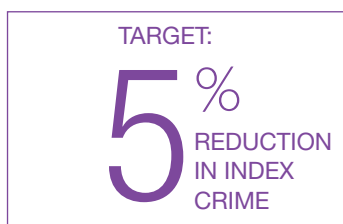
Not only should crime be tackled but the rakyat’s confidence should also be restored. Confidence here is defined in terms of the perception that crime is being addressed and the environment has become safer, and that there is a more positive perception towards the police force and the courts (administration of justice).

Hence, the development of a two-step strategy where specific measures are implemented to address both crime and public perception and assess the success of the NKRA and its NKPIs.

### 2010 CRIME NKRA OBJECTIVES

#### 2010 NKPIs

The following are the set NKPI targets for the Crime NKRA:

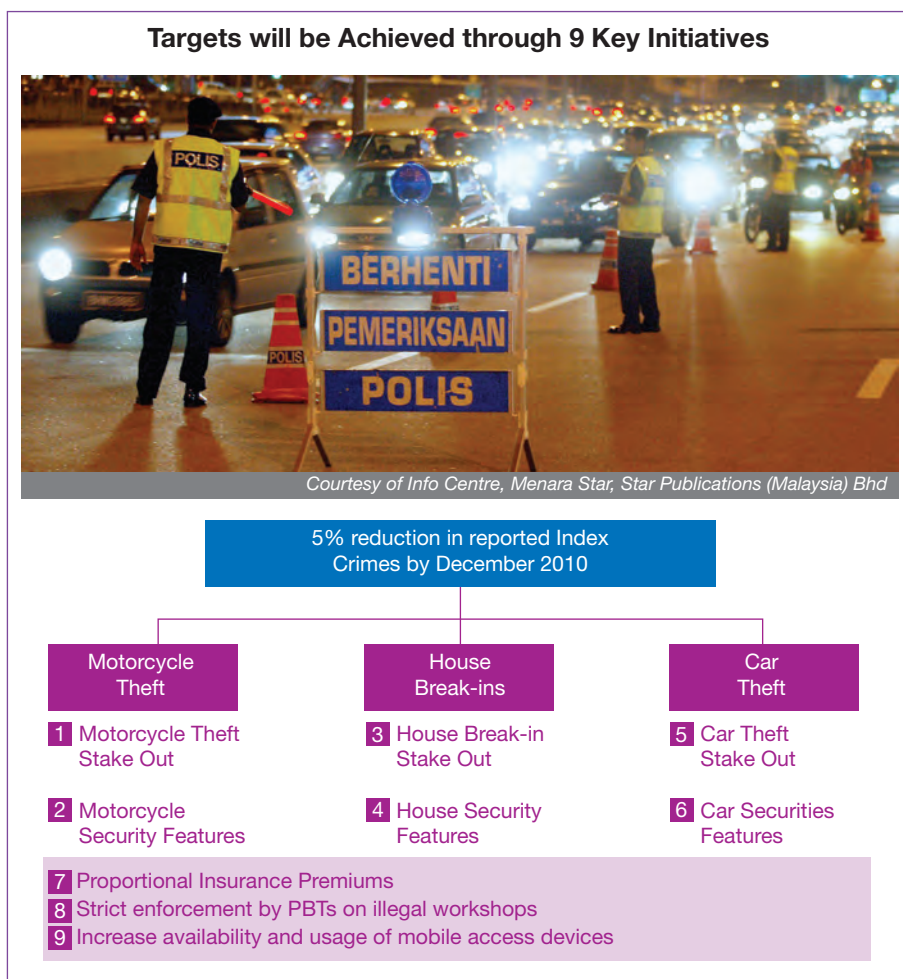


#### 5% Reduction in Index Crime

Comprising 14 different crime categories, <sup>2</sup>Index Crime is defined as crimes which are serious in nature and which occur with sufficient frequency and regularity that they can serve as an index to the overall crime situation in Malaysia. Arresting Index Crime is a direct measure aimed at reducing the rakyat’s daily exposure to potential crime. Success here will have a direct impact on crime rates and the overall index results. We set out to achieve a 5% reduction in overall reported Index Crime every year for the next three years:

<sup>2</sup> [Note: Index Crime are (1) theft, (2) snatch theft, (3) motorcycle theft, (4) car theft, (5) heavy machinery theft, (6) break-in day, (7) break-in night, (8) unarmed gang robbery, (9) unarmed robbery, (10) armed gang robbery, (11) armed robbery, (12) assault, (13) rape, (14) murder]

**Figure 5: 9 Key Initiatives to Reduce Index Crime**



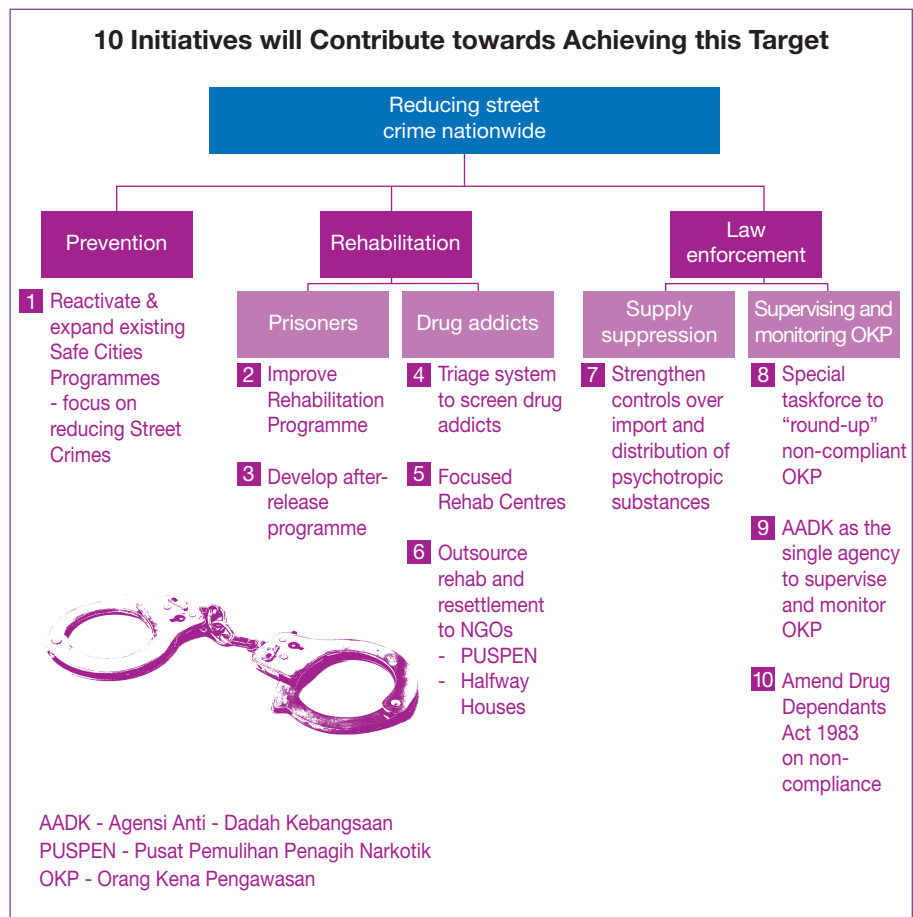
Three critical areas were identified – motorcycle theft, car theft and house break-ins. Under the NKPI, aside from directly addressing Index Crime, other supportive measures were to be introduced. This included rewarding owners who invest in improved security features by encouraging insurers to adjust insurance premiums according to the security features installed; as well as increasing availability and usage of mobile access devices to enable police officers on patrol to check a vehicle’s ownership status via a link to the Road Transport Department’s vehicle registration number database.

TARGET:  
**20%**  
 REDUCTION  
 IN STREET  
 CRIME

**20% Reduction in Street Crime**

Comprising three different crime categories – i.e. snatch theft, unarmed gang robbery, unarmed robbery – Street Crime is one of the most pertinent crime issues affecting the Rakyat and has significant impact on the public’s perception on safety. As such, it was designated as the specific area which needed big, fast results immediately – hence the aggressive target to reduce Street Crime by 20%.

**Figure 6: Key Initiatives to Reduce Street Crime**



**Reduced Fear of “Becoming Victims of Crime”, and Improved Public Perception of Safety**

Perception of safety is one of the most difficult issues to address, and the public can continue to remain in deep fear of crime despite reducing crime rates. Ultimately, the goal is to improve the quality of life for the rakyat, for which safety and being free from crime are necessary components.

**2,000 Violent Crime Backlog Cases Cleared; 15% of Reported Violent Crime Cases Brought to Trial**

The speedy action of bringing criminals to court and the clearing of backlog violent crime cases will help deliver a more efficient enforcement service while further bolstering public confidence that the government is serious about bringing perpetrators to justice.



A 15% target would translate into 5,500 violent crime cases brought to trial within 2010. With cases being swiftly tried and justice meted out, the rakyat can draw confidence that criminals will be answerable for their actions and that the courts are willing to mete out swift justice.

As part of the effort to clear both current and backlog violent crime cases, the strategy is to also look into deterring postponement of cases and ensuring thatailable offenders will not commit more crimes while their cases are awaiting trial.

### **Improved “Public Satisfaction with PDRM Services”**

In alignment with this objective, PDRM has implemented 12 specific initiatives aimed at creating a performance-driven culture in the police force, enhancing the professionalism of the force, and instilling a pride that stems from improved performance and outcomes. Another key component of public satisfaction is developing the perception of the PDRM as a people-friendly protector who is pro-active in engaging its constituents.

### **KEY PARTICIPANTS**

#### **A Collaborative Effort**

The combined resources and efforts of the Ministry of Home Affairs and collaboration from some 30 agencies such as PDRM, the Attorney-General’s Chambers (AGC) and the Federal Courts are working in cohesion to not just lower the crime rate, but to strengthen the criminal prosecution system.

The inclusive approach provides for greater effectiveness of the implemented measures, while creating adequate buy-in, optimises manpower and resources and also allows for improved co-ordination between the various bodies involved.

At the first lab for the NKRA, over 30 agencies were roped in for the purpose of developing ambitious targets and working relationships. These targets were supported by strategies focused on the three desired outcomes and detailed implementation plans were developed to achieve them.

#### **Working for the People**

In ensuring that plans are rolled-out and activities are put in motion and evaluated, The Ministry of Home Affairs has established a new NKRA Delivery Division headed by the Secretary General. Within the NKRA division, a Delivery Management Office (DMO) is led by En. Abd Aziz Md Nor who is the Under Secretary for the NKRA.

The DMO team oversees the implementation of all the Crime NKRA initiatives – supported by the CRIME NKRA team in PEMANDU. Under the DMO, there are four NKRA Delivery Units – which comprise a coordinator from DMO, staffed by key representatives from PDRM, the Federal Court, AGC, Agensi Anti-Dadah Kebangsaan (AADK), Ikatan Relawan Rakyat Malaysia (RELA), Jabatan Pertahanan Awam Malaysia (JPAM) and Kementerian Perumahan dan Kerajaan Tempatan (KPKT) representatives.



*Courtesy of Info Centre, Menara Star, Star Publications (Malaysia) Bhd*

The Crime DMO updates the implementation status of all NKRA initiatives on a weekly basis and highlights problems to PEMANDU’s CEO Dato’ Sri Idris Jala at a Problem Solving Meeting (PSM). The PSM is held once every four weeks and deliberates on ways to remove roadblocks and resolve issues encountered by the DMO in the course of implementing the various initiatives.

Every six weeks, the Crime NKRA team together with Dato’ Seri Hishammuddin bin Tun Hussein, the Minister of Home Affairs, reports on the progress made and highlights issues to the Prime Minister at the Delivery Task Force Meeting (DTF).

## INITIATIVES

### Omnipresence Programme

It is important to understand that the responsibility for combating crime does not only rest on PDRM, but must take the form of Public-Private-Police partnership approach.

As such, other agencies within the Ministry of Home Affairs have been mobilised to create an omnipresence of troops to patrol crime areas and supplement PDRM officers. For instance, we have the “Feet on Street” initiative which currently involves RELA and JPAM troops. In 2010, we had 4,979 members of RELA and JPAM on the ground trained as Police Volunteer Reserve (PVR) to assist PDRM.

Under 2,168 Skim Rondaan Sukarela (SRS), some 108,400 members have been roped in to do patrolling, while under Rakan Cop, 387,734 registered members are being utilised as the “eyes and ears” in our collective battle against crime.



*Courtesy of Info Centre, Menara Star, Star Publications (Malaysia) Bhd*

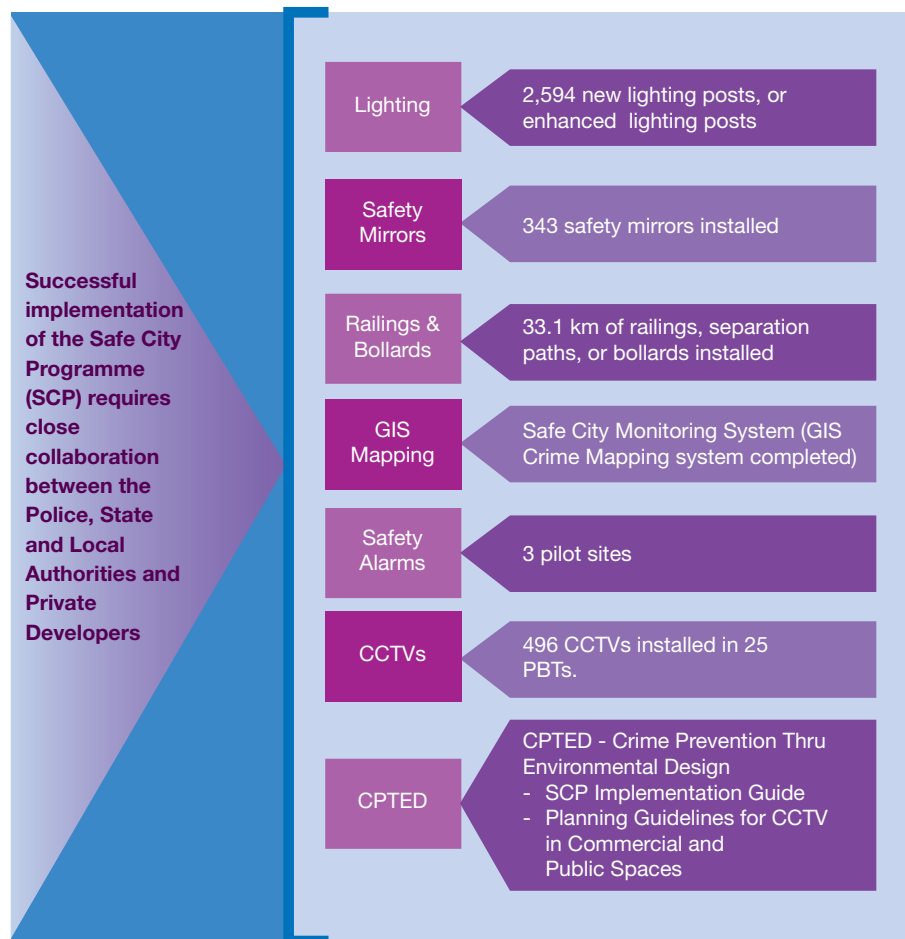
**Figure 7: Omnipresence Programme**



### Safe City Programme

In preventing crime – a target hardening initiative, a Safe City Programme or the SCP was launched in collaboration with local authorities and other bodies to deter crime. Under the SCP, several measures were outlined to make cities safer:

**Figure 8: Safe City Programme (SCP)**





The SCP brought together PDRM, local municipal councils (Pihak Berkuasa Tempatan or PBT), the National Anti-Drugs Agency (Agensi Anti-Dadah Kebangsaan or AADK), the Welfare Department (Jabatan Kebajikan Masyarakat or JKM) and other relevant bodies to tackle local problems with localised initiatives.

Presently involved in the SCP are Dewan Bandaraya KL, Majlis Bandaraya Shah Alam, Majlis Bandaraya Petaling Jaya, Majlis Perbandaran Subang Jaya, Majlis Perbandaran Ampang Jaya, Majlis Perbandaran Selayang, Majlis Perbandaran Klang, Majlis Perbandaran Johor Bahru Tengah, Majlis Bandaraya Johor Bahru, Majlis Perbandaran Pasir Gudang, Majlis Perbandaran Pulau Pinang and Majlis Perbandaran Seberang Prai.

### Balai League Table

The Balai League Table or BLT ranks all 753 Police stations across Malaysia with the objective of inculcating a performance-driven culture across PDRM. The stations are rated by per capita crime rate and improvement of crime fighting efforts.

The highest performing stations will be rewarded, and the lowest performers will be supported and monitored until their performance improves. The BLT has helped to boost morale, motivation and productivity within the respective police stations, thereby contributing to better service delivery to the public.

**Table 1: Balai League Table**



- All 753 Balais ranked on
  - Per capita crime rate
  - Improvement of crime fighting efforts
- Prizes for winning Balai
  - #1: RM500 each staff
  - #2: RM300 each staff
  - #3: RM200 each staff
- 3 Series BLT completed

**Balai League Table, Series #3 [For the period September to November 2010]**

	Category 'A'	Category 'B'	Category 'C'	Category 'D'	Category 'E'
<b>Champion</b>	Petaling Brickfields, KL	Perai, S. Perai Tengah, Penang	Kg. Tawas Ipoh, Perak	Bt. Arang, Gombak, Selangor	Cendering Kuala Terengganu
<b>2<sup>nd</sup> Place</b>	Bt. 9, Kajang Selangor	Cabang 3, Kuala Terengganu	Jelapang Ipoh Perak	Manir, Kuala Terengganu	Air Hangat, Langkawi, Kedah
<b>3<sup>rd</sup> Place</b>	Jinjang, Sentul, KL	Pandamaran Klang Selangor, Selangor	Bachok Kelantan	Bunut Susu, Pasir Mas, Kelantan	Kuala Teriang, Langkawi, Kedah

**Balai League Table, Series #2 [For the period May to August 2010]**

	Category 'A'	Category 'B'	Category 'C'	Category 'D'	Category 'E'
<b>Champion</b>	Petaling, Brickfields, KL	Pandamaran, Klang Selangor, Selangor	Luyung, Kota Kinabalu, Sabah	Batang Kali, Ulu Selangor, Selangor	Changkat Jering, Taiping, Perak
<b>2<sup>nd</sup> Place</b>	Dang Wangi, KL	Chukai, Kemaman Terengganu	Bkt. Sentosa, Ulu Selangor, Selangor	Air Hitam, Jempol, N. Sembilan	Aulong, Taiping, Perak
<b>3<sup>rd</sup> Place</b>	Cheras, KL	S. Jaya, S. Perai Tengah, Penang	Bidong, Kuala Myda, Kedah	Putatan, Penampang, Sabah	Bukit Indah, Nusajaya, Johor






**Balai League Table, Series #1 [For the period January to April 2010]**




	Category 'A'	Category 'B'	Category 'C'	Category 'D'	Category 'E'
<b>Champion</b>	Puchong Jaya, Puchong, Selangor	Sg. Senam, Ipoh, Perak	S. Renggam, Kluang, Johor	Belaga, Sarawak	Air Hitam, Kubang Pasu, Kedah
<b>2<sup>nd</sup> Place</b>	Petaling Jaya, Selangor	Pandamaran, Klang, Selangor	Senai, Kulai, Johor	Asa Raya, Samarahan, Sarawak	S. Empat, Alor Gajah, Melaka
<b>3<sup>rd</sup> Place</b>	Kota Bahru, Kelantan	CPS, Sibu, Sarawak	Gurun, Kuala Kedah, Kedah	Wakaf Baru, Tumpat, Kelantan	Tmn Pasir Putih, Sri Alam, Johor

## SUCCESSSES AND ACHIEVEMENTS

The overall results of the NKPI targets set for 2010 are shown in the table below.

**Table 2: Results of the 2010 National Key Performance Indicators**

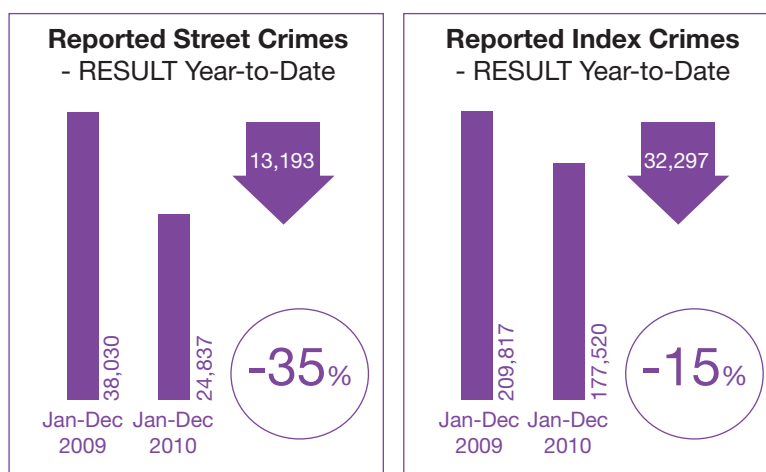
No.	NKPIs	2010 Target	Actual Results	Remarks	Traffic Lights
1.	Reduction in reported Index Crime	5%	15%	Reduced 32,297 cases to 177,520 cases.	
2.	Reduction in in reported Street Crime	20%	35%	Reduced 13,193 cases to 24,837 cases.	
3.	Reduced fear of becoming victims of crime	N.A	52.8%	Reduced from 58.5% (Dec '09) to 52.8% (Sept '10)	
4.	Additional violent crime offenders to trial	2000 cases	2001 cases	Average 250 violent crime backlog cases cleared per month	
5.	Improved public perception on police performance	N.A	55.8%	Improved from 35.8% (Dec '09) to 55.8% (Sept '10)	

 Achievement of 90% and above  
  Achievement of 51% to 89%  
  Achievement of 50% and below

### Reduction in Index and Street Crime

As of 31 December 2010, the NKPI target of reducing incidents of Index Crime by 5% and Street Crime by 20% by 2010 have been exceeded. For Index Crime, there has been a reduction of 32,297 cases (15%) while Street Crime has dropped by 13,193 cases (35%).

**Figure 9: Reduction in Index & Street Crime**



**6,000+**  
CONFISCATIONS AND  
ARRESTS IN 2010

The positive results can be attributed to 12 specific initiatives and big ideas. These included national level operations such as Operations Lejang (targeting motorcycle theft), Operations Rentap (targeting snatch theft and wayside robbery) and Operations Pintu (targeting house break-ins). These operations, mounted nationwide have led to 6,000+ confiscations and arrests in 2010.

The tactical use of stake-outs and decoys at crime prone areas were a key success factor of the national-level operations. For instance, in the arrest of motorcycle thieves, a decoy bike was placed in a crime prone location with police personnel monitoring some distance away. Where possible, the use of CCTVs was also incorporated into operations to provide added evidence for prosecution. The same modus operandi has also been applied with great effect to reduce car theft and house break-ins.

The clamping down of illegal workshops by local councils also had a substantial effect on crime reduction. Often these illegal operations are part of the supply chain for stolen vehicle parts. By targeting these focal points, several criminal networks have effectively been crippled.

Increased police patrols in crime prone areas and housing areas also proved effective. Conducted by police personnel in squad cars or motorcycles, these routine rounds allowed for a regular police presence on the ground and served as a deterrent to criminal activities while instilling public confidence.

The use of Mobile Access Card Devices enabled enforcement personnel to check vehicle registration number, vehicle number/chassis/engine number, etc, thus allowing easy identification and tracking of stolen vehicles.

### **CCTV Deployment, Safe City Programme Implementation and the Success of “Police Omnipresence” Programme in Crime Hotspot Areas**

Notably, the presence of an additional 496 additional CCTVs installed in 50 hot spot locations, have helped enforcement personnel to be more effective in performing monitoring and surveillance activities, as well as responding to crime. It has also allowed for more efficient deployment of police personnel on patrol.

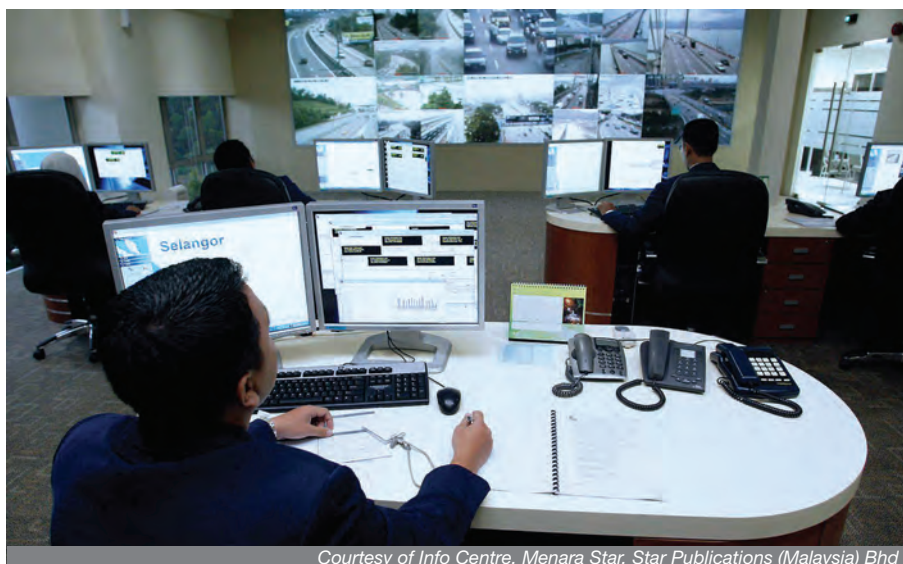
The footage from CCTV cameras has allowed public prosecutors to strengthen their case against criminals – helping to increase the probability of conviction.

**Janelle Lee,**  
Petaling Jaya Resident

“There are now more police patrols around my neighbourhood in Section 17. They patrol my neighbourhood during the wee hours of the morning in teams of four every day. It is a good showing by the cops. I heard from my friends that they arrive at situations faster now.”

**Fairus Zulkifli,**  
Teacher

“The initiatives by the police such as patrols (Skim Rondaan Sukarela or SRS) in public spots, the placement of police personnel in hotspots and the use of CCTV cameras, have made me feel safer.”



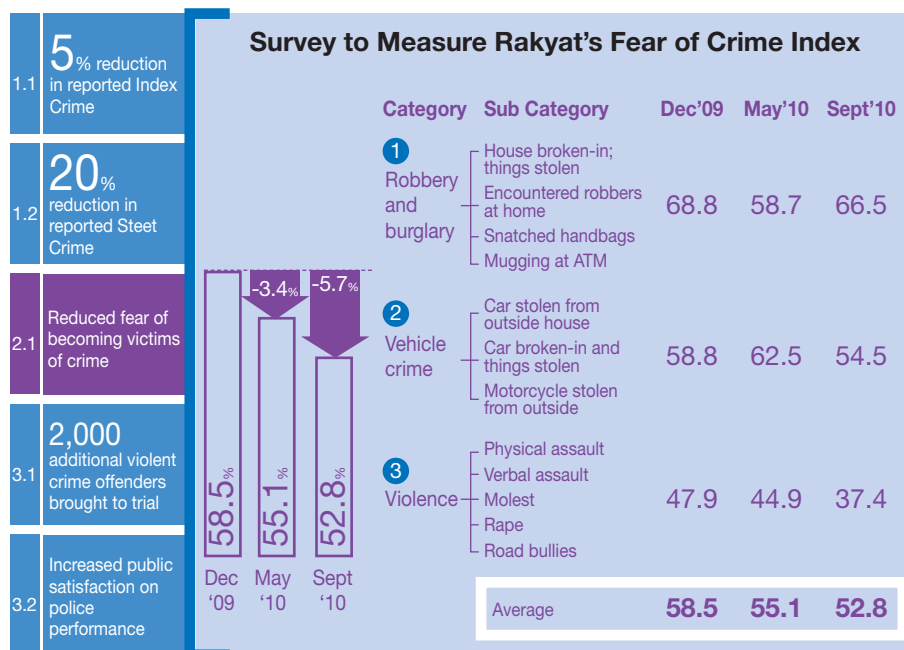
*Courtesy of Info Centre, Menara Star, Star Publications (Malaysia) Bhd*

### Reduced Fear of “Becoming Victims of Crime”; Improved Public Perception of Safety

In assessing the results of efforts in a non-biased manner, TNS was commissioned to conduct a study to gauge public perception levels. The findings showed that the fear of becoming victims of crime among the public has decreased by 5.7%.

Survey	Q 2009	Q3 2010	Improvement
<b>Fear of Becoming Victims of Crimes</b>	58.5%	52.8%	5.7%

**Figure 10: Reduced Fear of Becoming a Victim of Crime**



The survey on page 48 was conducted diligently based on quantitative analysis techniques with data collected via face-to face interviews with respondents. Random sampling selection was used with interview respondents selected from across Malaysia in both urban and rural areas. Demographically the survey was confined to Malaysian citizens aged 18 years and above, resident in Malaysia at the time of the survey (de facto basis.)

**Table 3: Sampling and Sample Size Allocation**

	State	No. of Sampling Blocks (Electoral Districts)			Total Sample Size
		Urban	Rural	Total	
<ul style="list-style-type: none"> <li>This study is confined to households in private living quarters. A multi-stage probability sampling design was used for the study</li> <li>Sample Allocation and Coverage                             <ul style="list-style-type: none"> <li>A sample of 1,200 persons aged 18 years and above was covered in 16 states nationwide</li> </ul> </li> </ul>	Selangor	18	3	21	210
	W.P Kuala Lumpur	7	0	7	70
	W.P Putrajaya	2	0	2	20
	Negeri Sembilan	3	2	5	50
	Melaka	2	1	3	30
	Johor	9	5	14	140
	Kedah	4	5	9	90
	Perak	7	4	11	110
	Perlis	0	1	1	10
	Pulau Pinang	6	1	7	70
	Pahang	3	4	7	70
	Terengganu	3	2	5	50
	Kelantan	2	4	6	60
	Sabah	5	5	10	100
	Sarawak	6	5	11	110

*Note: Sample distribution is proportionate to the estimated number of citizens aged 18-64 years old in each state (urban / rural) based on Population Estimate 2008*

As mentioned earlier, changing perception is a challenging task, especially when one continues to hear of crime in the newspapers or via word of mouth. Hence, this improvement is a significant win in convincing the rakyat that our streets, homes and places of work have indeed become safer. The survey results also reveal that the various measures implemented throughout 2010 have been effective in winning the hearts and minds of the rakyat.

**14,222**  
 PDRM OFFICERS WERE  
 REDEPLOYED FOR  
 PATROLLING AT 50 CRIME  
 PRONE AREAS IN FOUR  
 HOTSPOT STATES

These initiatives include:

**“Feet on Street”** – PDRM is establishing a more visible physical presence by going on the ground to combat crime, 24/7 at hotspot locations. In 2010, 14,222 PDRM officers were redeployed for patrolling at 50 crime prone areas in the four hotspot states.

One key feature is the assignment of senior police officers (inspector ranked and above) to patrol together with beat policemen. The presence of higher ranked personnel will help reassure the rakyat and motivate regular beat policemen.

**“Stop n Talk”** – This public engagement effort encourages police officers on patrol to greet and talk to the public for 10 to 15 minutes of every hour during regular patrol. This helps to project a more people-oriented image of the police force while clearly indicating the presence of police officers in the area. It also allows the public to raise concerns and get to know their local officers

**Use of Mass and Social Media** – Mass media is being utilised to publicise successful police busts, arrests and other activities, while social media is also being leveraged on. The creation of PDRM’s Facebook page for instance has received over 25,000 “likes” thus far.

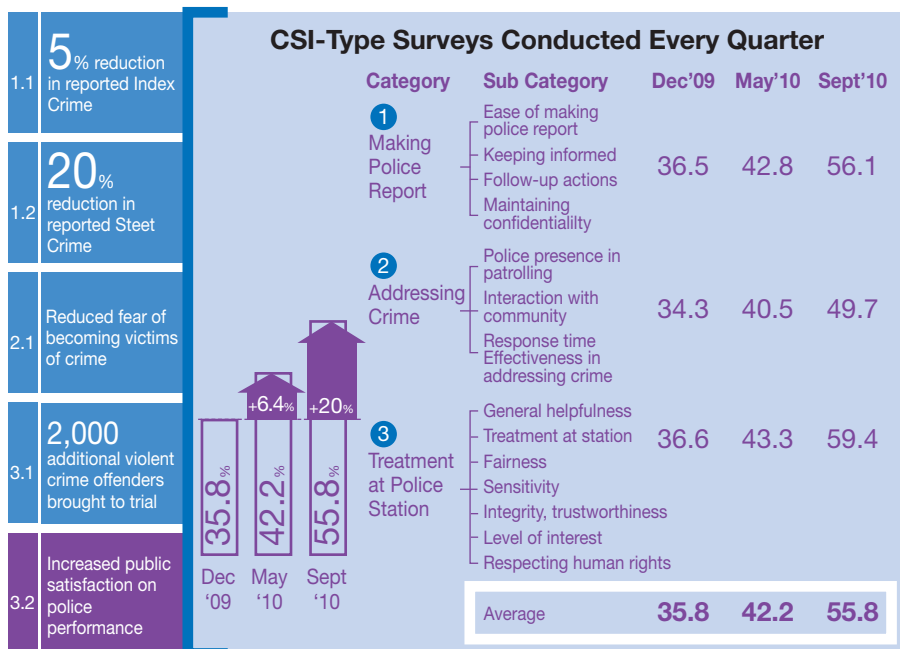


**Improved “Public Satisfaction with PDRM Services”**

A second independent survey by TNS was commissioned to assess the public’s perception towards PDRM. The results of this survey also showed a significant improvement of 20% in public satisfaction towards PDRM.

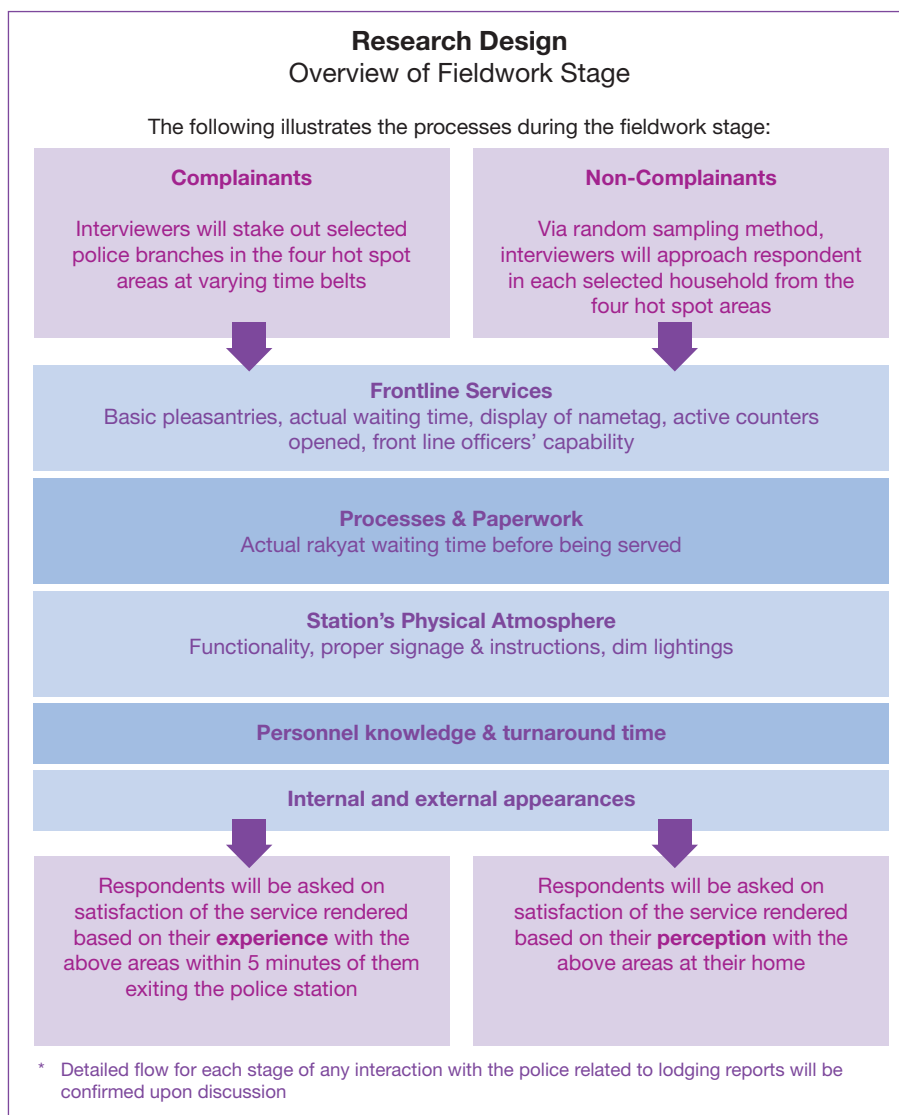


**Figure 11: Improved Satisfaction with PDRM’s Services**



The above survey was conducted using comprehensive methodology to ensure accuracy. A sample population consisting of complainants and non-complainants were selected via random sampling from police stations in the four hotspot states – Johor, Kuala Lumpur, Penang and Selangor. Data was collected via face-to-face interviews at three different time belts – morning, afternoon and night – and during both weekdays and weekends.

**Table 4: Research Design – Overview of Fieldwork Stage**



The survey results revealed that public satisfaction with the police is largely driven by three elements:

- Response time to a distress call;
- Ease of making a police report; and
- Effectiveness in addressing crime

The results indicate that the various initiatives undertaken by PDRM such as first response via motorbike, 99 caller tracking and lodging reports with police on patrol (POL 55) as well as the Balai League Table have contributed to improved service delivery in the minds of the rakyat. This survey will be repeated every six months to monitor changes in public satisfaction as our improvement initiatives get underway.

**2,001 Violent Crime Backlog Cases Cleared; 5,222 Violent Crime Cases Brought to Trial**

Throughout 2010, a total of 2,001 violent crimes cases were cleared and 5,222 violent crime cases were brought to trial. This is one of the most challenging NKPIs set as clearing for both backlog and current cases must occur concurrently. Secondly, the nature of backlog cases generally makes them harder to address with some cases stretching back to five years.

The toughest area to address is when multiple stakeholders need to be engaged to achieve results. The clearing of Violent Crime Backlog requires close tri-party cooperation between the Federal Courts, AG's Chambers and PDRM. Despite these difficulties, the measures introduced have allowed us to successfully reduce the backlog.

2,001  
VIOLENT CRIME BACKLOG  
CASES CLEARED

5,222  
VIOLENT CRIME CASES  
BROUGHT TO TRIAL



Courtesy of Info Centre, Menara Star, Star Publications (Malaysia) Bhd

These measures included:

**Increasing the number and efficiency of Investigating Officers (IOs).** This was achieved by re-hiring retired, high performing IOs; creating of flying squads or specialist teams of high-performing judges; and accelerating the bill on Criminal Procedure Code (CPC) amendments, including those to implement plea bargaining and tendering of witness statements.

**Reducing the ratio of investigating officers to investigation papers to 1:5 per month.** The current number of IOs investigating criminal cases is too high (interview data indicate a minimum of 1:20 per month), which is further compounded by non-core tasks that could affect investigation quality. Increasing the number of IOs by widening the pool (e.g. bringing back retired high-performing IOs) will reduce the ratio. A bigger pool will also enable greater specialisation in the long run, as IOs would have the opportunity to specialise in certain types of cases.

**Sourcing IOs from other departments.** Manpower was increased by sourcing IOs from narcotics, traffic, forensics and other units.

**Using standard operating procedures for violent crime cases.** This is helping ensure that IOs gather all the necessary evidence, thus increasing the chance of successful prosecution.

**Enhancing collaboration between the PDRM and the AG's Chambers during investigations.** This is enabling IOs to receive sufficient guidance from the DPPs as to the evidence required to charge for an offence. In addition, supervision from DPPs and senior IOs will ensure the quality of investigation remains high.

**Setting up of special courts for street crimes.** Currently, cases involving street crimes are subject to a new system using a special code (J Code) between PDRM, the AG's Chambers and Courts so that these cases are recognised as priority and given more attention accordingly.

**Enabling specialised DPPs for trial and clearing IPs.** DPPs today perform two major tasks: clearing IPs and handling trials. Enabling specialised DPPs to only handle trials will reduce the overall DPP workload and enable them to develop expertise in conducting trials, thus improving the overall effectiveness of the prosecution.

**Expanding the court recording and transcribing system to improve operational efficiency.** With proceedings being recorded by typists or transcribers, judges can quickly approve the trial notes, which can then be distributed to the lawyers, saving time and expediting trial completion.

**Improving witness management.** In ensuring the security of witnesses and to make it easier for them to testify, several initiatives were introduced. These include separate entrances to prevent intimidation by the accused, as well as dedicated units handling witnesses in the PDRM to help reduce the frequency of witness no-shows. These initiatives will thus help expedite case disposition as well as reduce the number of DNAA verdicts.

**Community sentences to deter repeat offenders.** Minor and some first-time offenders will be subjected to tough community sentences that are designed to rehabilitate them as well as punish them for their crimes, so that they are less likely to become repeat offenders.

## OTHER WINS

### **5,000+ RELA and JPAM Members Trained with PDRM as Police Volunteer Reserve (PVR)**

A special programme was initiated whereby selected RELA/JPAM members attended two weeks of basic police training at RELA/JPAM training centres and were then absorbed into the PVR. The additional manpower helped to increase the number of personnel on patrol duty thus giving PDRM the additional resources to establish an effective street presence in deterring crime and instilling public confidence.



*Courtesy of Info Centre, Menara Star, Star Publications (Malaysia) Bhd*

2.6 million

RELA MEMBERS RECRUITED  
AND REGISTERED WITH KDN

2,594

NEW OR ENHANCED  
LIGHTING POSTS  
INSTALLED IN 12 PBTS

343

SAFETY MIRRORS  
INSTALLED IN 12 PBTS

33.1 km

RAILINGS AND BOLLARDS  
INSTALLED IN 12 PBTS

### 2.6 million RELA Members Recruited and Registered with KDN

The Safe City Programme was also a success with an additional 2,594 lighting posts, 343 safety mirrors, 33.1km of railings and bollards installed in 12 PBTs.

These initiatives no doubt, have had a positive impact in reducing street crime, as well as helping to create a positive perception among the public. Through these tangible actions, it has further helped to convince the rakyat that the government is serious about safeguarding the public and is taking concrete action to prevent crime.

### Public Participation – Empowerment through Volunteerism

As it has been stated before, public safety cannot be achieved without public support. The rakyat has a role to play, in tandem with the enforcement authorities. Volunteerism has been a key component of the Crime NKRA. The expansion of existing schemes such as the SRS, Rakan Cop and other public initiatives such as the Residents' Associations (RAs), have been key features in garnering public participation.

Several efforts were made to increase volunteerism throughout 2010. This included expanding Rukun Tetangga (RT) and providing incentives for the public to join as members. At present, incentives include insurance coverage, night duty allowance and time off for civil servants on the next day, with the private sector encouraged to follow suit.




Courtesy of Info Centre, Menara Star, Star Publications (Malaysia) Bhd

**Figure 12: Rukun Tetangga**

**Rukun Tetangga - Skim Rondaan Sukarela (SRS)**

Background

- 4,902 *Kawasan Rukun Tetangga* (KRT)
- 2,168 SRS units, with 108,400 members
- Patrols are done at least once a week
  - 10% daily patrolling
  - 90% weekly patrolling



Some Challenges in 2010 ...

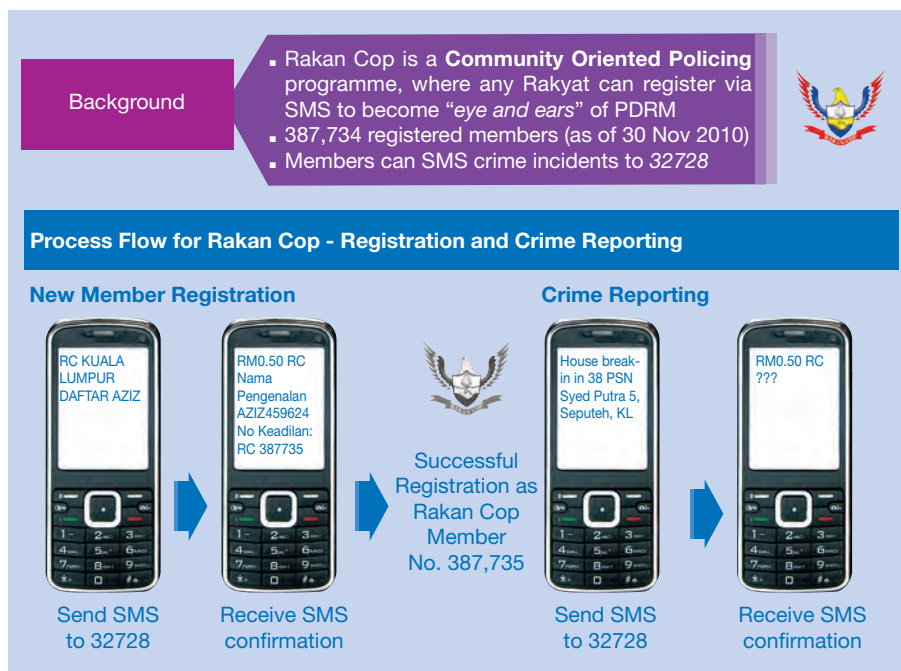
... have been addressed by Crime NKRA

<ul style="list-style-type: none"> <li>■ No allowance</li> </ul>	<ul style="list-style-type: none"> <li>■ Increase budget allocation from NKRA                             <ul style="list-style-type: none"> <li>- RM 6.7 mil (2010)</li> <li>- RM 20.0 mil (2011)</li> </ul> </li> <li>■ Provision of insurance for members participating in SRS patrols</li> </ul>
<ul style="list-style-type: none"> <li>■ Shortage of equipment and material</li> </ul>	<ul style="list-style-type: none"> <li>■ Allocation of more sophisticated equipment                             <ul style="list-style-type: none"> <li>- Whistle, vest, torchlight, light baton, first-aid kit, rattan, raincoat, walkie-talkie</li> </ul> </li> <li>■ Set up of "Pusat SRS"/ "Cabins"</li> </ul>
<ul style="list-style-type: none"> <li>■ Members hesitant to join night patrols, due to work the following morning</li> </ul>	<ul style="list-style-type: none"> <li>■ Mandatory time-off for civil servants participating in SRS patrols</li> </ul>



*Courtesy of Info Centre, Menara Star, Star Publications (Malaysia) Bhd*

**Figure 13: Rakan Cop**



## PUBLIC PERCEPTION

### Winning Hearts & Minds – Restoring Public Confidence

We are aware that the challenge of changing public perceptions and re-instilling public confidence is not an overnight affair. There is no magic bullet for changing the rakyat’s sentiments, especially for crime which is an issue that is personal to many.

However, as mentioned earlier, there is a 5.7% reduction among the rakyat with regards to “Becoming Victims of Crime” and improved public perception of safety, as well as a 20% perception improvement in public satisfaction towards PDRM’s services.

This is an encouraging starting point within the first year of Horizon One (2010-2012). We will double our efforts to continue improving on these results. Winning over the rakyat will require the consistent and concerted effort of all parties. It will also require that the momentum of positive results continue until 2012.

In addition to these surveys, the Reducing Crime NKRA is also actively engaging with the public through the Malaysian Crime Prevention Foundation, NGOs as well as via other regular panel discussions and roundtable sessions with members of the media to continuously gauge the pulse of the nation, with respect to crime fighting efforts.

## CHALLENGES

### SHORTCOMINGS

The successes achieved thus far confirm that we are on the right direction towards reducing crime. In certain areas, such as reducing Index Crime and Street Crime, we have exceeded our set targets. But we must also double our efforts to close the gaps in other aspects of fighting crime.

#### **Addressing Public Perception**

While incidences of crime have dropped, convincing the rakyat that our cities and streets have become safer remains a continuous challenge. Perception is generally difficult to change, more so when crime has become so entrenched in the minds of people.

The scenario is further compounded by various external factors. These include the continued publicising of high-profile cases in the mass media, the popularity of crime cases as topics of conversation among neighbours and friends and the highlighting of crime in blogs and so on. These factors give the impression that crime is still rampant or worse, unchecked.

In actual fact, the 2010 results from the Reducing Crime NKRA show a significant reduction in Index and Street Crime – the first in four years. It is also our biggest drop in crime since Independence.

We recognise the challenge that lies ahead of us and are constantly looking at means and ways to tackle the issue of perception. Current efforts include engaging the media, increasing public visibility and presence of law enforcement agencies and public outreach activities.

The NKRA is still in its first year. We believe that with time, the benefits of the Reducing Crime NKRA will cascade down and will be felt by the rakyat. With that, we are confident of winning the battle for hearts and minds in the coming years.

## LESSONS LEARNT

### Meeting the Needs of the Police Force

While the fight against crime is a public focussed campaign, the NKRA must also consider the needs of a key stakeholder – that of the men and women in blue. It is important that as the nature of crime and criminals has become increasingly sophisticated, our personnel must also be equipped with the training, competencies and resources to accomplish their mission.

Equally important is to ensure that their needs are well met and their families are able to enjoy comfortable lives. As such, for the remainder of Horizon 1, we will continue to seek ways to better the lives of the men and women in the Police Force and their families; as well as to provide more training opportunities and better equipment.



*Courtesy of Info Centre, Menara Star, Star Publications (Malaysia) Bhd*

## GOING FORWARD INTO 2011

### Prevention – An Effective First Step

Throughout 2010, it was evident that the stronger presence of police personnel was a major factor in deterring crime. The increase in patrols by police officers whether in squad cars or on motorbikes or even on foot helped to prevent incidences of crime. Going forward into 2011, additional police personnel will be deployed for such purposes. This will be achieved by depending on both existing manpower and recruitment and training of new personnel.

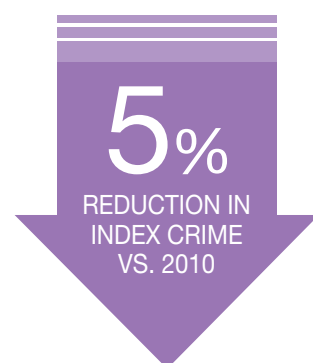
For 2011, these new NKPI targets<sup>1</sup> have been outlined:

- 5% reduction in Index Crime vs. 2010
- 40% reduction in Street Crime vs. 2009 Baseline
- 50% of respondents “Fear Becoming Victims of Crime”
- 20% of Investigation Papers opened are brought to trial
- 60% of respondents “Satisfied with PDRM Services”



**Table 5: Outlined NKPIs for 2011<sup>2</sup>**

	NKPI	Highlights of Key Initiatives
1.1	Reduce overall Index Crime	<ul style="list-style-type: none"> <li>• Mobile Access Devices</li> <li>• 4 National-Level Rentap, Pintu, Lejang, Lusu</li> </ul>
1.2	Reduce Street Crime	<ul style="list-style-type: none"> <li>• Safe City Programme</li> <li>• AADK Drug Rehab Programme</li> <li>• Special Task force to round-up OKP</li> </ul>
2.1	Reduce fear of becoming a victim of crime	<ul style="list-style-type: none"> <li>• Omnipresence, incl. Feet-on-Street, RELA, JPAM, Rukun Tetangga-SRS</li> </ul>
3.1	20% of IP’s opened are brought to trial	<ul style="list-style-type: none"> <li>• Additional IO’s for investigation</li> <li>• Witness Management Programme</li> <li>• Specialised DPPs for IP review, and for handling of trials respectively</li> <li>• Additional Courts for Violent Crime Cases</li> </ul>
3.2	Increase public satisfaction on police performance	<ul style="list-style-type: none"> <li>• Accelerate PDRM Re-assignment</li> <li>• Balai League Table</li> <li>• PDRM Front-line Service Improvement</li> <li>• Wellbeing of PDRM Officers</li> </ul>



<sup>1,2</sup> Targets being reviewed due to unexpectedly strong outcomes in 2010

Based on the results achieved in 2010, as well as the lessons learnt, the Ministry of Home Affairs believes the above mentioned targets are achievable. The execution strategy will comprise existing methods and the introduction of new initiatives to improve performance.

The focus for 2011 is to potentially expand the scope of crime reduction from just Street Crime to also include house break-ins, machinery thefts and high-profile crime. In addition, one of the key themes for 2011 will be to significantly enhance the frontline performance of PDRM, i.e. fulfilling the people-oriented focus of the police force.

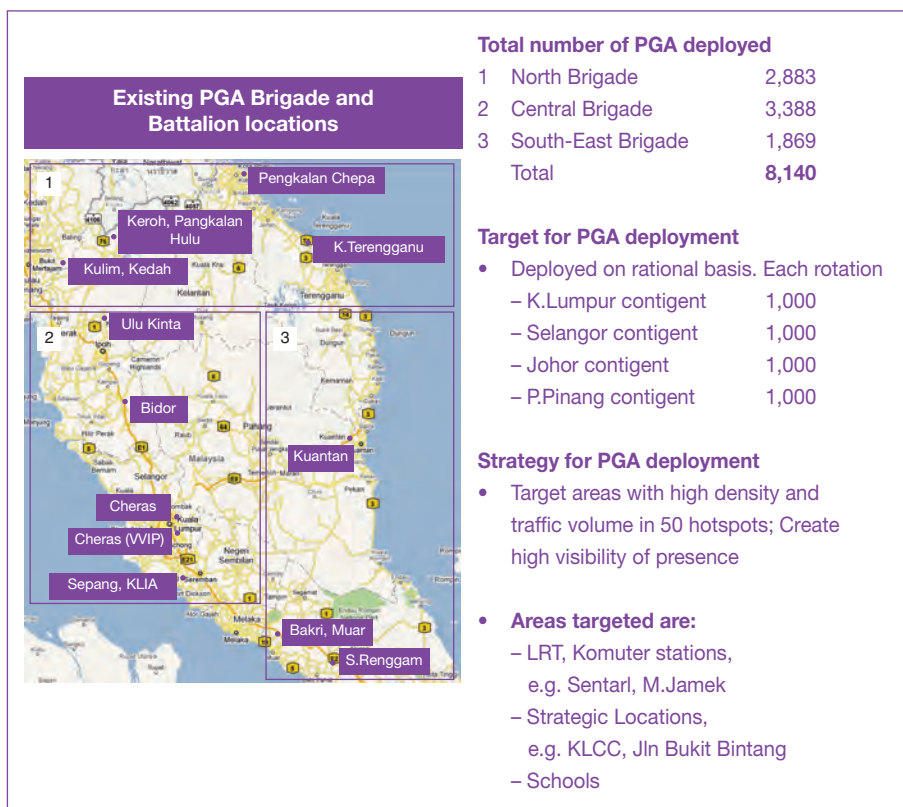
This includes report-taking at police stations, response rate to take actions taken to track down cases, and better engagement with public during beat-and-patrol, MPV and High Profile Policing, among others.

The 4P programme which was introduced end of 2010, will be continued within the police force with the goal of enhancing professionalism and performance. The 4P principle incorporates the elements of being protective, proactive, performance and people-oriented in order to provide the best service to the rakyat.

Equally important is the implementation of periodic performance reviews to ensure efforts throughout the year are on track. In line with this, we will be conducting quarterly performance reviews, where findings will be released to the public domain in the spirit of transparency.

In the next phase, we are deploying a total of 8,140 troops from three brigades of PGA (Pasukan Gerak Am, also known as the General Operations Force) to target areas with high density and traffic volume in 50 hotspots. Whilst the PGAs are deployed to urban areas, members from the armed forces would replace them on an interim basis till the PGAs return to their original positions. The deployment of 1,000 troops to each hotspot state (Penang, JB, KL and Selangor) will be on a rotational basis. This will create high visibility of presence and hopefully deter crime.

**Figure 14: Leveraging PGA to Fight Crime in Urban Hotspots**



### Encouraging Volunteerism

In the future, the government is considering introducing a privilege card for Rukun Tetangga members and other benefits which will entitle them to retail benefits. The government will continue to encourage volunteerism in 2011 and 2012.

### Reducing Crime – the Responsibility of All Malaysians

It is important to understand that the responsibility of combating crime does not rest solely with the Ministry of Home Affairs or PDRM. It is a multi-party effort involving the public, the media and the government. Even though the Index Crime rate has dropped by 15%, there are still 177,520 cases reported as of December 2010. This shows crime is still occurring.

**Willie Tan,**  
Sea Park SS2/B,  
Neighbourhood Watch  
Deputy Chairperson

“A few years ago nobody would dare to walk around past 7pm. It’s different now. Residents feel much safer, and this is because the police are more proactive than before. They now respond to any report of suspicious activity in less than 15 minutes. The close ties formed by the neighbourhood watch and the Sea Park police officers have proven that the people cannot just sit there and insist the police protect them as they are using taxpayers’ money. I would advise residents to be proactive also – try policing with the police to protect your neighbourhood and not wait for the police to come. We have to be the eyes and ears of the police.”

The public must play its role in practicing greater vigilance, filing police reports if required and keeping a watchful eye over happenings within their neighbourhood. Attending PDRM briefings and meet-the-public sessions are also encouraged as this is when one gets to build rapport and provide feedback to the men in blue. In addition, the public will also get a better understanding of the workings of the police force while a better two-way relationship is forged in the interest of combating crime.

Working together, we can defeat crime together for all Malaysians. The government is doing its part. We urge all Malaysians to also contribute to the cause for a safer and better Malaysia.

