

CHAPTER XXIV

Community Services and General Administration

I. INTRODUCTION

1435. Improvements in community services and general administration will require an increased allocation under the Third Malaysia Plan (TMP). This Chapter reviews the programmes of the Second Malaysia Plan (SMP) and outlines the major development programmes and projects of the Government Agencies concerned, for the TMP.

II. COMMUNITY SERVICES

Progress, 1971-75

1436. *Community and rural development* During the SMP period, a number of community development projects were carried out with the aim of bringing about a more development conscious rural community. For this purpose, 5,000 community development classes were conducted annually for about 80,000 people. In addition, pilot programmes aimed at involving the rural community in village development through their own efforts were introduced in 1973. These programmes covered 71 villages throughout Peninsular Malaysia. Other projects undertaken were the establishment of nine *pekan sehari*, 75 rural libraries and 519 pre-school children's centres.

1437. *Applied Food and Nutrition Project* The Applied Food and Nutrition Project (AFNP), an integrated inter-agency programme, covering health, education and food production and including a supplementary feeding programme for infants, toddlers, and pregnant and lactating mothers, was launched as a pilot programme in 1969 in Kuala Langat. Using the experiences gained, the AFNP was extended to other districts. By the end of 1975, there were projects in Trengganu, Kelantan, Pahang, Kedah, Perak and Selangor covering a total population of 2.4 million.

1438. *Welfare services* During the SMP period, the welfare services programmes implemented by the Ministry of Welfare Services, working in conjunction with voluntary organizations, underwent a basic change and re-orientation with greater emphasis being given to the preventive and

developmental aspects of welfare services. Foundations were laid for effective social welfare work in drug rehabilitation, school welfare, family counselling and legal aid services. In the implementation of its continuation programmes, the capacity for reformatory training, care and rehabilitation of groups in need of social welfare assistance was expanded.

1439. *Social security* The Social Security Organization (SOCSO) was established in January, 1971 to implement and administer the Employees' Social Security Act, 1969. The first employment injury insurance scheme was introduced in Johor Bahru in 1971 as a pilot project. An invalidity pension scheme was introduced in 1974. By the end of 1975, these schemes covered 646,000 employees in Peninsular Malaysia. In Sabah and Sarawak, the two schemes were in operation in Kota Kinabalu and Kuching only, covering 27,000 employees.

1440. About 112,000 persons benefitted from the schemes during the period. Cash and medical benefits which were provided amounted to \$2.8 million and \$1.6 million respectively. Medical care was provided through a network of Government hospitals and approved private hospitals and clinics.

1441. *Culture, youth and sports* During the SMP period, the Ministry of Culture, Youth and Sports provided various facilities to help youth to become productive, disciplined and self-reliant members of society. For this programme, multi-purpose complexes were completed in all the State capitals except Kota Bharu and Kota Kinabalu—due to site acquisition difficulties—to provide leadership courses, sports and cultural activities. Improvement works for *Stadium Merdeka* were completed.

1442. In line with the objective of providing skilled and semi-skilled training to unemployed and out-of-school youth, the Youth Training Centre at Dusun Tua was expanded. Since the start of the National Youth Pioneer Corps in 1966, a total of 5,028 youth had been enrolled, with 4,106 having completed training in 20 trades. Of those trained, 89% have found employment. In the case of the National Youth Development Corps, 13,344 youth completed training with 98% having found employment.

1443. In addition, an on-the-job training programme was started in 1972 providing informal training in vocational skills at local and district levels for a period between one and three years. A total of 3,362 youth has been enrolled, of whom 685 have found employment.

1444. The farm youth programme was started in 1972 with the purpose of encouraging youth to participate in agro-based projects. The programme covered the provision of extension services, supervisory staff, grants and subsidies and credit facilities. A total of 886 farm youth projects was carried out during the period, giving employment to 7,378 youth.

1445. The *Jabatan Orang Asli* has evolved as an important agency to deal with the social and developmental needs of the *Orang Asli* community and its integration into Malaysian society. In the SMP period, new land areas were

opened for rubber, coconut, oil palm and other commercial crops for the community. New schools were built in deep jungle areas, while an increasing number of pupils were enrolled in secondary schools. As part of the health services programme, 145 medical and emergency evacuation posts were established. Housing schemes were also implemented in the fringe areas in conjunction with land development projects.

1446. *New Villages* A survey carried out in 1972 revealed that living conditions in many of the New Villages are still poor particularly in the remote rural areas. Existing facilities are in many cases inadequate and need improvement. A sum of \$8.9 million was spent between 1973-75 for minor projects, in addition to expenditures incurred by other Ministries for projects such as education, health, water supply and electricity.

1447. *National Archives and Library* Progress was achieved during the SMP period in the development of the National Library, which was established in 1971. Public library development was largely in the urban areas, although mobile library services serving the rural areas were started in Selangor, Sabah and Sarawak.

1448. The extension to the Record Centre Building of the National Archives in Petaling Jaya was completed. A new site for the National Archives building was acquired in Kuala Lumpur.

Programmes, 1976-80

1449. *Community and rural development* During the TMP period, present activities will be continued with emphasis given to the training of community development workers and the people, pre-school education and the development of rural libraries. Three new Women Training Centres will be established at Kuantan, Lumut and Kuching while a Rural Improvement Training Centre will be built at Bangi. The Women Training Centres will continue to concentrate on home economics, child development and family development while subjects pertaining to adult education techniques and community development will be taught at the Rural Improvement Training Centre.

1450. A total of 1,200 pre-school children's centres and 13 rural library networks will be established. Training of workers of pre-school children's centres is a paramount prerequisite in order that the children are properly guided through the most crucial period of their life. Permanent centres to provide facilities and co-ordinate community development as well as adult education activities will be established on a pilot basis in 15 districts.

1451. *Applied Food and Nutrition Project* By the end of 1980, the AFNP will be extended to some 40 districts in Peninsular Malaysia and large portions of Sabah and Sarawak. Greater emphasis will be given to those areas with serious malnutrition problems as indicated by high toddler

mortality rates, particularly in Trengganu, Kelantan, Perak, Kedah and Pahang. Emphasis will be placed on improving community health and sanitation, and nutritional status through various agricultural programmes for food production.

1452. *Welfare services* During the TMP period, the Ministry of Welfare Services will continue to emphasize the preventive and developmental aspects of welfare services. Greater emphasis will also be placed on service-oriented programmes which seek to assist the individual within his own community and family as distinct from institutional care.

1453. The preventive services of the Ministry will be expanded. These include the Public Assistance Programme; a School Welfare Services programme with the object of helping parents to keep their children in school and enable the children to overcome those problems retarding their learning process; a Drug Rehabilitation Service to provide referral, after-care and counselling services for drug addicts; Family Counselling Services; and Legal Aid Services.

1454. The traditional relief and remedial services for groups in need of social welfare assistance will also be consolidated and expanded. Training for the physically and socially handicapped will be given priority. Under the TMP, three sheltered workshops designed to provide vocational training and employment for the handicapped; an additional Remand Home for juvenile offenders; and three Women and Girls Protection Homes will be built. Three comprehensive Drug Rehabilitation Centres will also be established for the rehabilitation and treatment of drug addicts. In order to staff these facilities, a residential training centre will be established to train serving officers.

1455. An innovative project will be the establishment of community-based services which will assess community needs and provide communities a minimum package of social services as well as foster and promote the participation of the people in community organization and community development.

1456. *Social security* During the TMP period, a number of new social security schemes will be introduced while the benefits of the present schemes will be extended to more workers. The coverage of the employment injury and invalidity pension schemes will be extended to more industrial, estate and mine workers by expanding the present designated social security zones. Consideration will also be given to the need to provide such protection to workers in smaller establishments. In an effort to bring social security to farmers and fishermen, comprehensive studies will be undertaken in certain representative farming and fishing areas to determine the requirements for social protection for these groups of workers.

1457. Two new social security schemes will be introduced—a sickness and maternity scheme and a survivors' pension scheme—the latter to be incorporated within the invalidity pension scheme. SOCSO also plans to transform the Employees' Provident Fund (EPF) into an old-age pension scheme for which detailed feasibility studies will be required.

1458. *Culture, youth and sports* In the Plan period, national cultural identity will be further strengthened through the dissemination of cultural information utilizing all available media. Inter-regional cultural exchanges between Peninsular Malaysia and Sabah and Sarawak will continue to be developed to enrich knowledge on different aspects of the country's cultural heritage. Through training and promotion, greater understanding of the cultural values of Malaysia's communities will be encouraged in the process of developing a national culture.

1459. The establishment of the National Cultural Complex will be a major project. It will serve as a centre for artistic development in the fields of theatre, music and dance and provide for cultural interaction between the various racial groups in the country.

1460. Youth training programmes are given priority in the Plan with emphasis on vocational and agricultural training. The National Youth Development Corps at Dusun Tua will be transferred to a new site at Bukit Changgang, Kuala Langat for the agro-based courses, thus allowing for expansion of industrial training at Dusun Tua for the National Youth Pioneer Corps. The National Youth Training Centre at Pertak will be further developed for leadership training and teaching of certain specific skills. The farm youth programme will continue to be subsidized.

1461. In the Plan period, sports facilities will be improved and expanded with the construction of the second phase of the State multi-purpose complexes. These will comprise hostels, playing fields and adequate sports facilities.

1462. *Orang Asli* The socio-economic development programmes for the *Orang Asli* will be strengthened by the extension of social services such as education, health and housing, the modernization of agriculture, productive exploitation of natural resources and active *Orang Asli* participation in cottage industries. Land development projects for rubber, coconuts, seasonal fruits, coffee and oil palm will be implemented. Those living within the Pahang Tenggara area will be encouraged to join land schemes of the Federal Land Development Authority. Other agricultural projects such as livestock, poultry and inland fishery schemes as well as the cultivation of food and cash crops will also be carried out. The development of co-operatives will be expanded in selected *Orang Asli* areas, while small-scale cottage industries (nine handicraft centres and five rattan treatment centres) will be established.

1463. A total of \$22 million is provided for the socio-economic development programmes of the *Orang Asli* during 1976-80, of which \$5.4 million is for land development projects, \$3.4 million for the expansion and improvement of the *Orang Asli* Medical and Research Centre at Gombak, \$2.1 million for education facilities, \$3.1 million for housing schemes and \$1.2 million for other medical and health facilities. Other projects include the expansion of the Development Training Centre at Paya Bongor, Kuantan and supply of television receiver sets.

1464. *New Villages* A major effort will be made under the TMP for the development and modernization of New Villages on a multi-racial basis. Apart from the improvement of basic infrastructural services, facilities for agricultural and industrial development particularly for small-scale enterprises will be provided. This will involve the combined efforts of a number of Ministries and Departments including the Ministry of Housing and Village Development. The allocation for the Ministry of Housing and Village Development is \$20 million for minor projects. These minor projects will be undertaken through the New Village Development Committee working on a *gotong-royong* basis.

1465. *National Archives and Library* Construction works on the National Library building will be started. This will house the increasing collection of materials designed for encouraging reading habits and the spread of knowledge through the State public libraries, mobile libraries and the bulk loan services.

1466. The provision and development of public library services at the State level will be emphasized for which a sum of \$1.6 million has been provided. A sum of \$4.4 million has also been provided for the construction of the National Archives building.

1467. *National Museum* An extension to the *Muzium Negara* will be built at an estimated cost of \$10.5 million. A sum of \$1.3 million has been provided under the Plan for site acquisition. Other projects to be undertaken include: the acquisition of traditional Malay houses; development of archaeological sites; and the preservation and renovation of historical monuments. The allocations for community services are shown in Table 24-1.

III. GENERAL ADMINISTRATION

1468. During the SMP, development expenditure amounting to \$369.9 million was provided for general administration, of which \$233.3 million was for the construction of office buildings. The estimated expenditure for the same period was \$348.7 million indicating a shortfall of 6%.

1469. Approximately 724,000 sq. ft. of office space is being rented in Kuala Lumpur and Petaling Jaya at a rental cost of about \$7.8 million annually. The demand for office space will increase during the TMP.

1470. The allocations for general administration for the TMP as shown in Table 24-1 have been designed to increase the quality of services to the public and to provide adequate physical facilities that will lead to better working conditions and increased output of work. Priority will be given to providing office accommodation in major towns and new growth centres as well as to improve existing sub-standard office accommodation.

TABLE 24-1

**MALAYSIA: PUBLIC DEVELOPMENT EXPENDITURE FOR
COMMUNITY SERVICES AND GENERAL ADMINISTRATION
PROGRAMMES, 1971-80**
(\$ million)

	<i>Revised SMP allocation, 1971-75</i>	<i>Estimated expenditure, 1971-75</i>	<i>%</i>	<i>TMP allocation, 1976-80</i>			
				<i>Peninsular Malaysia</i>	<i>Sabah</i>	<i>Sarawak</i>	<i>Total</i>
<i>Social and community services</i> ..	183.74	245.10	133.4	180.73	27.85	8.96	217.54
Welfare and rehabilitation ..	13.90	16.34	117.6	8.99	1.00	2.01	12.00
<i>Orang Asli</i>	7.50	7.26	96.8	22.00	—	—	22.00
Culture, Youth and Sports ..	24.29	26.36	108.5	25.60	1.00	5.90	32.50
Other community services ..	89.12	125.27	140.6	98.84	20.85	1.05	120.74
Community and rural development	1.40	0.44	31.4	9.00	—	—	9.00
Village development ..	10.00	7.35	73.5	20.00	—	—	20.00
Applied Food and Nutrition Project ¹	—	—	—	9.75	0.10	0.15	10.00
National Archives and Li- brary ¹	4.08	1.59	39.0	6.00	0.60	0.40	7.00
National Museum	1.55	1.53	98.7	4.00	1.50	—	5.50
Others	72.09	114.36	158.6	50.09	18.65	0.50	69.24
Land	48.93	69.87	142.8	25.30	5.00	—	30.30
<i>General administration</i> ..	369.86	348.67	94.2	418.89	92.58	86.20	597.67

¹ In Table 12-3 wherein the five-year allocations are classified on an agency basis, the Applied Food and Nutrition project is included in the item Others under Agriculture and Rural Development; while the provisions for the National Archives and the National Museum are included under the item General Administration.

1471. During the period 1971-75, the amount allocated for the construction of Federal Government offices in Kuala Lumpur and other major towns of Peninsular Malaysia, Sabah and Sarawak was \$113 million. The estimated expenditure was \$81.9 million constituting a shortfall of about 28%.

1472. For the Plan period, an amount of \$119.5 million is allocated for continuation projects and for the construction of new Federal Government buildings. The major building programmes are:

- (i) seven seventeen-storey office blocks at Jalan Duta to accommodate the Treasury, the Department of Inland Revenue, the Ministry of Trade and Industry, the Attorney-General's Chambers and the Accountant General's office;
- (ii) new offices to accommodate the Ministry of Works and Utilities and the Ministry of Agriculture;
- (iii) building complexes for the training school of the Public Works Department and the National Institute of Public Administration;
- (iv) two office blocks to accommodate the Information Headquarters and all other Federal offices in Kota Kinabalu;
- (v) office blocks in the major towns in Sabah to accommodate Federal Departments and Statutory Authorities; and
- (vi) new office blocks in Kuching and other major towns in Sarawak to accommodate Federal Departments and Statutory Authorities.

1473. Progress with respect to other programmes under general administration during 1971-75 and the proposals for the Plan, 1976-80 are as follows.

1474. *Judicial* An allocation of \$5.6 million was provided in the SMP for the construction of court houses in Peninsular Malaysia; at Tawau and Keningau in Sabah; and at Sibul in Sarawak. Twenty court houses have been completed in Peninsular Malaysia and work is now in progress in Tawau, Keningau and Sibul.

1475. Under the TMP, \$8.3 million has been provided for continuation projects as well as new court houses. The building of court houses in the rural and regional development areas have been given greater emphasis. Provision has also been made for new High Courts in Sandakan and Miri. The proposed Hall of Justice in Kuala Lumpur has been deferred. The existing Federal and High Courts will be located at the Sultan Abdul Samad Building in the Federal Territory.

1476. *Customs and Excise* An allocation of \$34.6 million was provided under the SMP for the construction and renovation of Customs offices and quarters and for the purchase of equipment. Out of an estimated expenditure of \$27.8 million, \$12 million was for the Customs Complex at Johor Bahru to facilitate exit and entry control.

1477. A sum of \$58 million is allocated under the TMP for the construction of new offices, the replacement of old buildings in Peninsular Malaysia, Sabah and Sarawak and the construction of 2,464 units of staff quarters. The allocation also provides for the purchase of fast patrol boats and equipment for anti-smuggling operations.

1478. *Chemistry* An allocation of \$2.3 million is provided for the Department for extension of existing laboratories in Penang and Petaling Jaya and the construction of new ones at Kuantan and Ipoh. These additional laboratories are required to meet the increasing demand for its services from existing agencies such as the Police, Customs and the Central Narcotics Bureau as well as to cope with the additional workload arising from the enforcement of the Environmental Quality Act, 1974, the Trade Description Act, 1972 and the microbiological examination of food.

1479. *Printing* A sum of \$7.4 million is provided for extension to the Printing Department Headquarters, Kuala Lumpur and the Printing Office in Kuching; the construction of new printing offices in Trengganu and Miri and the construction and extension of stores in Perak and Alor Star respectively. The allocation also includes provisions for the replacement and purchase of machinery and equipment for the headquarters as well as the branch offices.

1480. *Fire services* During the Plan, a survey will be undertaken of the requirements of the various urban centres in the country for adequate fire fighting and preventive services. The survey will cover, in particular, the special needs of industrial estates and high-rise buildings. On the basis of this survey, adequate financial provisions for the purpose will be made in the course of the Plan period.

1481. *Prisons* An allocation of \$49.8 million has been provided to the Prisons Department. This includes the provision of \$21.6 million for continuation works at the New Central Prison in Kajang and the construction of 1,140 units of staff quarters in Peninsular Malaysia for expansion and replacement purposes. An allocation of \$7 million is made for the construction of a new Protective Custody Centre to replace the existing centre in Taiping. The facilities at Taiping will accommodate the Moral Rehabilitation Centre currently located at Pulau Jerejak. The balance of the allocation will be used for the construction of new prisons at Kuching and Simanggang as well as to increase staff quarters in Sabah and Sarawak.

1482. *Information* A sum of \$4.7 million is allocated for the purchase of telephoto transmitting equipment to improve communications between Peninsular Malaysia, Sabah and Sarawak. Provision has also been made in the allocations for the construction of new information offices and for the purchase of mobile units to extend information services to the rural areas.

1483. *Immigration* An allocation of \$6.7 million is provided for new offices and quarters in remote border areas for effective entry and exit control. A total of 565 units of quarters will be built inclusive of replacement programmes. Launches which are outdated will also be replaced.

1484. *Filem Negara* A sum of \$3.5 million is allocated for the construction of a coloured film laboratory to process coloured film strips. Such processing is currently done abroad. The allocation also provides for extension of office as well as storage space at *Filem Negara*.

1485. *Ministry of Foreign Affairs* A sum of \$21.8 million is provided for the completion of on-going construction works for chanceries and official residences at Songkhla and Wellington as well as for the purchase of new chancery buildings and official residences at Belgrade, Hong Kong, Manila, Bonn, Rome, Jeddah, Islamabad and Jakarta.

IV. TOURISM

1486. Tourism has a great potential for income and employment generation in the services industry. During the SMP period tourist arrivals into Peninsular Malaysia increased from 1.2 million in 1972 to 1.4 million in 1975. Foreign exchange received on account of tourism increased from \$265 million in 1972 to \$390 million in 1975 representing an increase of 14% per annum.

1487. Being a labour intensive service industry, tourism provided employment and increased income in a number of areas. In Peninsular Malaysia, in the hotel industry alone, employment rose more than two-fold from 5,200 in 1970 to 13,870 in 1974. Other related industries or businesses such as travel and tour agency and transportation created a total of 28,000 jobs in 1974.

1488. Considerable efforts have been made towards attracting international tourists. Equal emphasis has also been given towards the promotion of domestic tourism. The promotion of domestic tourism is in line with the Government objective of improving the quality of life of its citizens and of creating employment through the development of the services industries, including transportation, retailing and catering. The development of accommodation, transport and recreational facilities has been encouraged. Some of the projects completed are the Bukit Nanas Complex, the Batu Caves Funicular Railway and hotels at Fraser's Hill and Pulau Tioman. A Master-plan for the development of tourism has been prepared and will be implemented during the TMP.

1489. *Participation by Malays and other indigenous people* Progress was achieved in promoting the participation of the Malays and other indigenous people in the tourist industry. In 1975 there were 28 hotels and motels wholly-owned by Malay individuals and Malay interests in Peninsular Malaysia with a capital outlay of \$24.6 million, compared to 14 in 1972. Investment by the Malays and other indigenous people in 18 joint-venture hotels amounted to \$68.1 million in 1975. Malay-owned travel and tour agencies also increased from 42 in 1972 to 115 in 1975. Of the total of

213 licences issued for the operation of tour coaches, 100 licences were given to the Malays and other indigenous people. In respect of the operation of taxis and self-driven vehicles for tourists, about one-third of the total licences issued during the SMP period were given to Malays and other indigenous people. The results from the hotel survey conducted by the Tourist Development Corporation (TDC) in 1973 show that they constituted one-third of total hotel employment.

Prospects, 1976-80

1490. With increased promotional efforts, tourist arrivals into Peninsular Malaysia are expected to reach 1.9 million in 1980, an increase of 5% per annum. Sabah and Sarawak are likely to receive 103,000 and 114,000 visitors respectively in the same year.

1491. Feasibility studies on areas having tourism potential will be carried out by the TDC during the Plan period. The studies will take into account the requirements of the domestic tourist industry and the necessity to improve facilities in existing tourist resorts as well as the development of new facilities. These areas include the Kuala Lumpur-Malacca region, Pulau Langkawi in the north, the Telok Sisek-Tanjung Pelindung at Kuantan and the Kota Bharu-Kuala Trengganu region in the East Coast. A tourist development plan for Sabah and Sarawak will be prepared by the TDC during the Plan period.

1492. Apart from undertaking regulatory and promotional activities, the TDC will continue to implement viable tourist projects either wholly-owned or on a joint-venture basis. These will include the establishment of a company providing management and consultancy services in the tourism industry, a duty-free shop in Penang, the construction of hotels in Kota Bharu and Johor Bahru and the Rantau Abang Motel in Trengganu. A sum of \$20 million is provided under the TMP for TDC to implement its projects.