Creating Safer Living Space and Secure Environment

Strategy Paper

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I.   INTRODUCTION

7.1   Public security is one of the important pillars of nation building towards becoming an advanced nation by 2020. A secure environment is vital for robust and sustained economic growth and wellbeing of the society. Recognising its importance, various crime prevention programmes were implemented during the Tenth Malaysia Plan, 2011-2015 which reduced the crime index. However, increasing border incursions, human trafficking, smuggling and cybercrime pose threats to public security. In the Eleventh Malaysia Plan, 2016-2020, crime prevention and law enforcement efforts will be strengthened to provide a safer living environment and ensure public order.

II.   TENTH MALAYSIA PLAN, 2011-2015: PROGRESS

7.2   During the Tenth Plan, the Government implemented programmes including under the Reducing Crime National Key Results Area (NKRA) to combat crime, improve public security and the performance of the Royal Malaysian Police (PDRM). These efforts created a safer environment, which contributed to better standard of living and quality of life of the *rakyat.*

Increased Police Omnipresence

7.3   PDRM launched the Omnipresence Programme to fight crime by raising police presence in residential and business areas. Police patrols and omnipresence were increased through the *Unit Rondaan Bermotosikal* (URB), Mobile Patrol Vehicle (MPV) and high profile policing programmes. These efforts contributed to 17.6% reduction in street crime, comprising gang and individual robberies without firearms and snatch thefts from 23,408 in 2011 to 19,299 cases in 2014. The crime index, as shown in *Exhibit 7-1* decreased by 22.7%, from 166,295 cases in 2011 to 128,544 cases in 2014.

Exhibit 7-1
Crime Index 2011-2014

Type and Category	2011		2014		2011-2014
	Number of Cases	%	Number of Cases	%	Increase/Decrease (%)
Violent Crime	**30,662**	**18.4**	**25,425**	**19.8**	**-17.1**
Murder	530	0.3	510	0.3	-3.8
Rape	3,270	1.9	2,286	1.8	-30.1
Gang Robbery with Firearm	318	0.2	89	0.1	-72.0
Gang Robbery without Firearm	16,084	9.7	13,671	10.6	-15.0
Robbery with Firearm	52	0.1	23	0.1	-55.8
Robbery without Firearm	3,871	2.3	3,249	2.5	-16.1
Injuring	6,537	3.9	5,597	4.4	-14.4
Property Crime	**135,633**	**81.6**	**103,119**	**80.2**	**-24.0**
Thefts	30,502	18.3	19,660	15.3	-35.5
Car thefts	16,110	9.7	13,407	10.4	-16.8
Motorcycle thefts	50,896	30.6	43,015	33.4	-15.5
Van/Lorry/Heavy vehicle thefts	4,472	2.7	4,076	3.2	-8.9
Snatch thefts	3,453	2.1	2,379	1.9	-31.1
Housebreaking and thefts	30,200	18.2	20,582	16.0	-31.8
Total	**166,295**	**100.0**	**128,544**	**100.0**	**-22.7**

Source: Royal Malaysia Police

Increased Community Participation

7.4   Community participation and volunteerism are important in enhancing public security and crime prevention. Better relationship between enforcement agencies and community were forged through activities carried out by the *Jabatan Sukarelawan Malaysia* (RELA) and the Malaysian National Civil Defence Department (JPAM). The Police Volunteer Reserve (PVR) comprising RELA, JPAM and the community assisted PDRM in increasing omnipresence and preventing crime. The number of RELA and JPAM members involved in PVR was 5,685 in 2014, which exceeded the target of 5,000 by 2015.

7.5   The *Skim Rondaan Sukarela* (SRS), a community crime watch programme under *Rukun Tetangga* (RT) also increased community participation in crime prevention. The number of registered SRS increased from 2,910 in 2011 to 4,460 in 2014. Joint patrols by SRS, Malaysian Armed Forces (ATM) and PDRM under *Rondaan Awam, Polis dan Anggota Tentera* (RAPAT 1Malaysia) were carried out in 75 hotspots in 2013 to reduce crime.

Safe City Programme

7.6   The Safe City Programme encompassing the Crime Prevention Through Environmental Design (CPTED) concept was implemented in 151 local authorities (PBTs) areas focusing on hotspots with high street crime to ensure a safe and secure environment. A total of 992 closed circuit television (CCTV) cameras were installed at 45 PBTs. Other crime prevention measures such as rail barricades, safety mirrors and better lighting were also undertaken. A perception survey by the Ministry of Urban Wellbeing, Housing and Local Government (KPKT) in 2012 showed that 80% of the population felt safe compared to the target of 55% set by Government Transformation Programme (GTP) 1.0.

7.7   The Black Spot Whitening Initiative introduced in 2013, was implemented in crime prone areas in 76 PBTs. The initiative focused on eradicating vice and gambling spots, and drug dens. This initiative was undertaken through the collaboration among the Department of Town and Country Planning, PDRM, National Anti-Drug Agency (AADK) and Immigration Department of Malaysia (JIM). A perception survey by KPKT in 2013 on the impact of this initiative showed that 61% of the population felt safe compared to the target of 55% set by GTP 2.0.

Service Delivery in Police Stations

7.8   The Balai League Table (BLT) initiative aimed at evaluating and improving service delivery in police stations was launched in March 2010. This initiative motivated police personnel at all the 788 stations to provide better services in tackling crime, making police reports and treatment of crime victims. Police stations with the highest performance were rewarded and their best practices were shared. There was a general increase in public satisfaction with the PDRM as indicated by the Survey on Public Satisfaction with Police Frontline Services in *Box 7-1.*

Box 7-1
Survey on Public Satisfaction with PDRM Frontline Services

The survey was conducted since 2010 based on face-to-face interview of 5,000 respondents aged 18 years and above in urban and rural areas. Surveys carried out from 2011 to 2014 indicated an improved public satisfaction with the PDRM frontline services as shown in *Exhibit 7-2*.

Exhibit 7-2
Public Satisfaction with PDRM Frontline Services
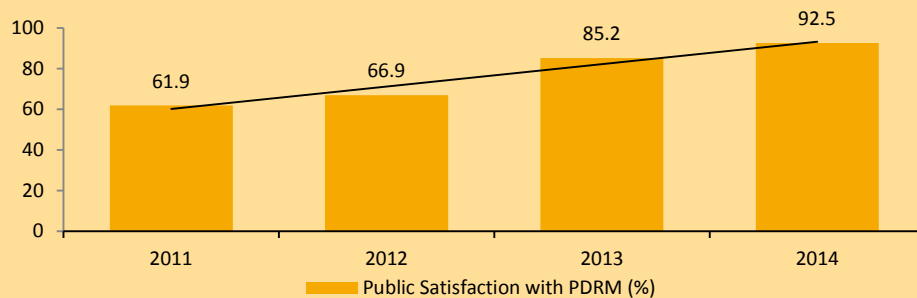
Note: The surveys were conducted since 2010 based on bi-annual data collection, except for 2011 on quarterly basis and 2014 on annual basis

Source: Survey on public satisfaction with PDRM frontline services, Frost and Sullivan, surveys from 2011 to 2014

Satisfaction with PDRM services increased from 61.9% in 2011 to 92.5% in 2014. The increased percentage was attributed to police personnel empathy and ease of communications as well as faster response to crime reporting.

Treatment of Drug Addicts

7.9   Drug addiction was addressed through voluntary and mandatory treatments. Convicted drug addicts were mandated to undergo treatment at the Cure and Care Rehabilitation Centres (CCRC). The number of patients in CCRC increased from 4,861 in 2011 to 5,455 in 2014. Voluntary treatment was provided to drug addicts at the Cure & Care 1Malaysia Clinics (C&C), and Cure and Care Service Centre (CCSC). New drug addiction[1] cases decreased by 3% from 13,683 in 2011 to 13,271 in 2014. Drug abuse among youth aged 13 to 24 decreased by 22.3% from 6,209 cases in 2011 to 4,825 in 2014.

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[1] Addicts who were detected the first time undergoing treatment / rehabilitation in AADK

Rehabilitation of Inmates

7.10   The incarceration approach for inmates was transformed from penitentiary to correctional and rehabilitative. The rehabilitation of inmates was undertaken through a self-development programme encompassing instilling discipline, character building and skills development. Inmates who showed good behaviour were rewarded with family visits under the Reunion Programme.

7.11   Under the National Blue Ocean Strategy (NBOS), the Prison Department of Malaysia collaborated with the Ministry of Defense (MINDEF) in implementing the Community Rehabilitation Programme (CRP) to provide skills training and reintegration capabilities as well as reduce congestion in   prisons. The number of inmates who underwent this programme increased from 996 in 2011 to 1,256 in 2014. The overall recidivist of inmates remained in the range of 7% to 8% from 2011 to 2014.

7.12   The parole system was introduced in 2010 as part of the rehabilitation programme for inmates who committed light offences and showed good behaviour. The system offers inmates the opportunity for early release and they will be assisted to reintegrate into society. The number of parolees increased from 308 in 2011 to 427 in 2014.

III.   ISSUES AND CHALLENGES

7.13   Despite positive results obtained from crime prevention measures, there are numerous challenges that need to be addressed. Among them are enforcement, public perception of safety, increase rate of relapse and recidivist and rising threat of cybercrime.

Enforcement Issues

7.14   Lack of integrity among a few law enforcement personnel has resulted in mistrust and loss of public confidence on enforcement agencies. For instance, corrupt practices and leakage of information have reduced the effectiveness of raids and operations. The number of arrests involving enforcement officials across 21 enforcement agencies are shown in *Exhibit 7-3.*

Exhibit 7-3
Enforcement Personnel Arrested
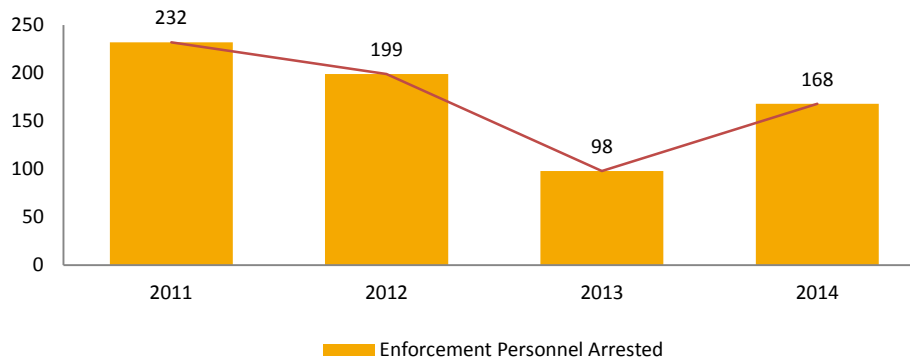
Source: Malaysia Anti-Corruption Commission

7.15   Poor enforcement has led to an increase in smuggling of goods, entry of illegal immigrants, border incursions and human trafficking. The value of confiscated contraband such as drugs, cigarettes and liquor increased from RM561.8 million in 2011 to RM745.9 million in 2014. The number of illegal immigrants arrested increased from 37,344 in 2011 to 37,623 in 2014.

7.16   Lack of collaboration among law enforcement agencies hampers the effectiveness of operations and mobilisation of resources, especially personnel. Data and information sharing among law enforcement agencies is still lacking due to unintegrated systems. The long maritime and land border also poses a challenge to conduct effective enforcement. Current monitoring and surveillance mechanisms along the border and detection and surveillance equipment at the nation's entry and exit points require upgrading.

Perception of Being Unsafe

7.17   Malaysia's ranking in the order and security sub index of the World Justice Project (WJP) Rule of Law Index[2] improved from 16th position out of 97 countries in 2012/2013 to 12th position out of 99 countries in 2014. However, based on the Safety Perception Index survey series under the NKRA, the number of respondents who felt safe decreased from 47.5% in 2011 to 39% in 2014. Sensational reporting in the mass media and false news disseminated via social media partly affected public perception in safety.

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[2] World Justice Project Rule of Law Index covers eight components namely constraints on government power, absence of corruption, open government, fundamental rights, order and security, regulatory enforcement, civil justice and criminal justice. Order and security measures three dimensions cover the various threats: **crime** particularly conventional crime such as homicide, kidnapping, burglary, armed robbery, extortion, and fraud; **political violence** including terrorism, armed conflict and political unrest; and **violence** as a socially accepted means to redress personal grievances (vigilante justice).

Inadequate Knowledge and Skills among Law Enforcement Personnel

7.18   Crime has become more complex and sophisticated. This posed a challenge to law enforcement personnel in terms of new skills, technology and methods required for investigation and prosecution, especially in cybercrime and money laundering cases.

Lack of Non-Governmental Organisation and Community Participation in Crime Prevention, Treatment and Aftercare

7.19   The level of community involvement in crime prevention is still low due to misconception that crime prevention is the sole responsibility of law enforcement agencies. Volunteerism and public policing under the SRS and PVR remain inadequate.

7.20   Non-Governmental Organisations (NGOs) and community participation is also vital in rehabilitation and aftercare of drug addicts. Although 75 NGOs participated in treating and rehabilitating drug addicts, their role in preventive and at the early stage of addiction as well as helping ex-inmates assimilate into the society is still inadequate.

Increase Rate of Relapse and Recidivist

7.21   The drug abuse problems continue to plague the young population. The relapse rate increased from 29.9% in 2011 to 37.5% in 2014, which was caused by the ease of getting locally manufactured synthetic and designer drugs. Meanwhile, the recidivist rate increased from 7.9% in 2011 to 8.1% in 2014.

Human Trafficking

7.22   Malaysia was placed at Tier 2 (Watch List) from 2010 until 2013 in the United States Trafficking in Persons (USTIP) Report. In 2014, Malaysia was downgraded to Tier 3 along with Thailand, The Gambia and Venezuela due to the lack of provision of shelters and aftercare for human trafficking victims as well as prosecution of human traffickers.

Threat of Cybercrime

7.23   Cybercrime is becoming more complex and global in nature including personal data theft and hacking. The social media was exploited by irresponsible parties to disseminate seditious content and spread extremist ideology. Reported cybercrime cases decreased from 6,586 cases in 2011 to 5,374 in 2014. However, the financial losses reported increased from RM80.6 million in 2011 to RM148.0 million in 2014.

7.24   Measures to address cyber related crime require the involvement of multiple agencies such as PDRM, Malaysian Communication and Multimedia Commission (MCMC) and CyberSecurity Malaysia. However, the increasingly sophisticated nature of the crime as well as jurisdictional issues pose serious challenges.

IV.   ELEVENTH MALAYSIA PLAN, 2016-2020: WAY FORWARD

7.25   During the Eleventh Plan, strategies will be geared towards achieving the following targets:
- Reducing crime index by 5% annually
- Increase the perception of safety from 39% in 2014 to 60% in 2020
- Improving Malaysia's position in order and security sub index of The World Justice Project Rule of Law Index from the 12th position in 2014 to the top ten safest countries by 2020
- Reducing recidivist rate from 8.1% in 2014 to 5% in 2020 and relapse rate from 37.5% in 2014 to 35% in 2020

7.26   Twelve initiatives will be undertaken to improve public security as illustrated in the strategy canvas as *Exhibit 7-4*. These initiatives are clustered into five strategies as follows:
- Enhancing crime prevention and law enforcement
- Increasing capacity and capability of enforcement personnel
- Bolstering collaboration among enforcement agencies
- Promoting awareness about crime
- Enhancing rehabilitation, treatment and aftercare

Exhibit 7-4
Strategy Canvas for Creating Safer Living Space and Secure Environment
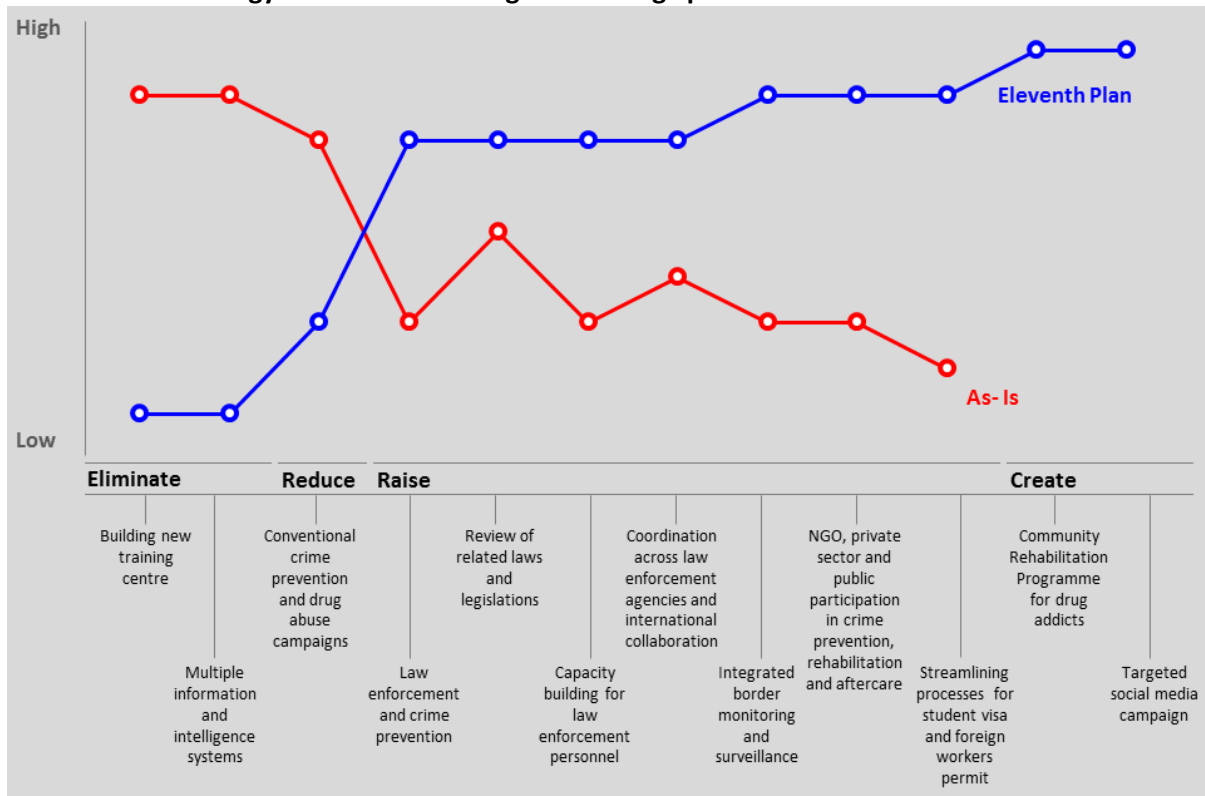
Robust Crime Prevention and Law Enforcement

7.27   Measures to combat crime will be intensified through omnipresence by redeploying more personnel to crime prevention tasks. The Safe City Programme will also be expanded to improve crime prevention. Engagement between law enforcement agencies and public will be increased to instill public confidence in Government initiatives to combat crime. PDRM will improve public-police relations and enhance community involvement in crime prevention through *Jabatan Pencegahan Jenayah dan Keselamatan Komuniti* (JPJKK). Programmes such as community policing through the SRS and PVR will be intensified.

7.28   As part of crime prevention efforts, the public will be encouraged to practice self-policing including through the installation of theft deterrent systems in their homes. *RakanCop* programme will be strengthened to encourage the community to be the eyes and ears for PDRM in reporting crime and suspicious activities.

7.29   In addition, the private sector will be encouraged to assume a greater role in crime prevention as part of their corporate social responsibility. In line with CPTED, the private sector will be encouraged to adopt measures that will help create a safe environment. CPTED will be incorporated in the building of residential and commercial areas to improve situational awareness and serve as crime prevention measures. In addition, the private sector will be encouraged to install CCTV cameras that are connected to PDRM control centres through an open network platform.

7.30   The Special Task Force on Organised Crime (STAFOC), Special Tactical Intelligence Narcotics Group (STING) and Special Task Force for Anti-Vice, Gaming and Gangsterism (STAGG) will be strengthened to stem organised crime, drug syndicates, gaming and gangsterism. These task forces will be equipped with intelligence gathering capabilities to undertake pre-emptive measures including identifying new threats, risk assessment and detection to prevent crime.

7.31   Critical National Information Infrastructure (CNII) assets, such as banking, telecommunications and energy sectors will be mandated by their respective regulators to comply with cyber security safety standard. This will bolster the network security of these sectors against cyber threats and natural disasters.

Review of Related Laws and Legislations

7.32   Existing laws and regulations will be reviewed in accordance with the changing socio-political landscape, economic environment and international conventions. In the effort to improve effectiveness of crime prevention, laws related to drug abuse, corruption, terrorism, cybercrime and seditious activities will be amended. Among them are the Dangerous Drug Act 1952, Sedition Act 1948, Security Offences (Special Measures) Act 2012, Computer Crime Act 1997 and Malaysian Anti-Corruption Commission (MACC) Act 2009.

7.33   The Dangerous Drug Act 1952 will be revised to provide discretionary death sentence in drug offences while the Computer Crime Act 1997 will be amended to impose heavier penalties for hacking and phishing. The Malaysian Anti-Corruption Commission Act 2009 will be amended to incorporate corporate liability law to make companies liable for bribes and violation by their employees. The Security Offences (Special Measures) Act 2012 and Sedition Act 1948 will be reviewed to enhance effectiveness in combating terrorism and sedition.

Increasing Capacity and Capability of Enforcement Personnel

7.34   The Government will improve capacity and capability of enforcement personnel. Best practices on crime analysis and investigation from the International Criminal Police Organisation (INTERPOL) and established enforcement agencies in developed countries will be emulated. They will be equipped with appropriate tools for intelligence gathering, evidence analysis, investigation and prosecution. Knowledge and skills of investigators, enforcement personnel and prosecutors will be enhanced through more specialised training and exchange of personnel.

7.35   The integrity of the law enforcement personnel will be increased through enforcement and awareness programmes. Ethical misconducts and corrupt practices will be curtailed through greater oversight by MACC and the Enforcement Agencies Integrity Commission (EAIC). PDRM will strengthen the role of the Integrity and Standard Compliance Department (JIPS) to reduce power abuse and increase compliance to standard operating procedures (SOPs). In addition, job rotation will be emphasised in enforcement agencies to curb the opportunity for corrupt practices. Education programmes will be conducted by the Malaysian Institute of Integrity (IIM).

Strengthening Collaboration Across Agencies and International Cooperation

7.36   Inter-agency collaboration will be strengthened through the establishment of task forces to raise the effectiveness of law enforcement. It will include integrating databases and sharing of information among enforcement agencies. Sharing of resources and intelligence will enable faster responses and accuracy in combating crime.

7.37   In respect of cybercrime, collaboration across the seven enforcement agencies related to cybercrime will be strengthened. The National Security Council (NSC), as the lead agency will be tasked to establish a special taskforce and SOPs to increase coordination and enforcement on cyber threats across the CNII.

7.38   International cooperation through bilateral and multilateral arrangements with other countries and international policing bodies will be strengthened through smart partnership, attachment of officers, information and intelligence sharing as well as best practices on mitigating cross-border issues, cybercrime and organised crime. These include cooperation with global cyber emergency response agencies for early warnings against new forms of cyber threats.

Strengthening Border Monitoring, Surveillance and Immigration Control

7.39   Border monitoring and surveillance will be enhanced with integrated detection and surveillance equipment and introduction of sea basing platform to stem border incursions. Efforts will be focused on strengthening border controls at illegal entry and exit points to curb unlawful entries and illegal activities. These include joints patrols and operations by border enforcement agencies, such as the Malaysian Maritime Enforcement Agency (APMM), Anti-Smuggling Unit (UPP) and Malaysian Armed Forces (ATM). Immigration control at entry and exit points will be enhanced with the use of the Advanced Passenger Scanning System (APSS), facial recognition and biometric systems.

7.40   The water village resettlement and squatters relocation programmes will be carried out by state governments in collaboration with the Federal Government to prevent illegal entry and smuggling activities. The Government will capitalise on its relationship with neighbouring countries to strengthen border control by improving immigration processes and procedures.

Expanding Non-Governmental Organisation and Public Participation in Treatment, Rehabilitation and Aftercare

7.41   NGOs and public participation in treatment, rehabilitation and aftercare will be expanded to include detecting new drug abuse cases and conducting outreach programmes in the community. NGOs and the community will be encouraged to facilitate job placements and assimilation of inmates and drug abusers into society. These will reduce stigmatisation of ex-inmates and drug addicts leading to lower rate of relapse and recidivist.

7.42   NGOs will be galvanised to increase public awareness campaigns and provide shelters to the victims in the effort to combat human trafficking. They will assist the Government in the protection of victims as well as provide legal and psychological aid in compliance with international standards.

Streamlining Processes for Student Visa and Foreign Workers Permit

7.43   Efforts will be undertaken to facilitate entry of genuine students into the country. In this regard, cooperation between the Ministry of Home Affairs (KDN) and Ministry of Education (KPM) will be enhanced. Enforcement will be strengthened to ensure institutions of higher learning comply with set procedures.

7.44   The management of foreign workers recruitment will be further improved by enhancing the role of one-stop centre (OSC) under the Ministry of Human Resources (KSM). Enforcement will be strengthened through greater collaboration between JIM and local authorities.

Community Rehabilitation Programme for Drug Addicts

7.45   The CRP is aimed at reducing the rate of relapse among drug addicts by preparing them physically and mentally to face challenges after their release. Encouraged by the success of CRP in reducing recidivist for inmates, AADK and related agencies will collaborate in extending the programme to drug addicts.

7.46   The CRP will be equipped with equipment and facilities for treatment and rehabilitation of drug addicts. To improve employability and facilitate assimilation into society, the addicts will be provided with the necessary skills, entrepreneurial and career development opportunities.

Reducing Recidivist Rates

7.47   The self-development programmes for inmates will be enhanced by strengthening the skills, entrepreneurship and character building modules. The provision of transit houses for inmates will be expanded to include parolees. In addition, the role of parole officers will be broadened to assist the newly released inmates to find employment. The CRP for inmates will be expanded in collaboration with MINDEF to reduce prison congestion. These measures will facilitate ex-inmates integration into society and reduce recidivist rate.

Promoting Awareness about Crime

7.48   Prevention of juvenile involvement in crime will be carried out through counseling and education programmes. An integrated approach involving relevant agencies such as PDRM, Education, Health, and Welfare Departments as well as NGOs in educating teenagers about sex education, HIV/AIDS, drug addiction and crime will be implemented through programmes such as Children Safety Campaign and Children Protection. Meanwhile, the *Pembimbing Rakan Sebaya* (PRS) Programme in schools will be expanded to provide counseling for school children with issues. This programme will be carried out with parents' involvement and in collaboration with the National Population and Family Development Board (LPPKN).

7.49   Acculturation and awareness programmes on crime prevention will be undertaken through social media targeted at high-risk groups. Public access to information about crime cases in their vicinity will be facilitated through the Safe City Monitoring System, which integrates GIS mapping with crime data from PDRM and Safe City Programme. Meanwhile, the Cybersafe Programme, a collaborative programme by KPM and CyberSecurity Malaysia will be implemented in schools and higher education institutions aimed at inculcating responsible use of Internet and social media by children and youth.

V.   CONCLUSION

7.50   During the Eleventh Plan, safer living space and secure environment will be created by enhancing crime prevention and law enforcement, increasing capacity and capability of enforcement personnel, bolstering collaborations among enforcement agencies and promoting awareness about crime and enhancing rehabilitation, treatment and aftercare. These measures are expected to reduce crime index and improve public perception on safety.