



REDUCING CRIME

A photograph of several police officers in dark blue uniforms and caps, holding rifles. They are wearing white gloves and have serious expressions. The background is blurred, showing more officers. The text 'MAKING MALAYSIA A SAFER COUNTRY' is overlaid in white on the bottom right of the image.

MAKING MALAYSIA A SAFER COUNTRY



YAB DATO' SERI DR. AHMAD ZAHID HAMIDI

Deputy Prime Minister and Minister of Home Affairs

Since the inception of the Reducing Crime NKRA, we have intensified our efforts in reducing overall crime. Our initiatives, when coupled with the commitment and dedication of agencies under the Ministry of Home Affairs have demonstrated much success, as reflected in the staggering 53% decline in index crime over the year 2010 up until 2017.

To get an accurate reflection of crime rates on the ground, the Royal Malaysian Police in 2016 have institutionalised a new, international parameter for index crime calculations. The new method calls for index crime to be calculated per 100,000 population; which enables us to take into account any increase in population. In 2017, we recorded an index crime rate of 306.15 per 100,000 population against the baseline of 352.07 per 100,000 population set in 2016.

In tandem, the Royal Malaysian Police has also taken to utilising the Perception of Crime Indicator (PCI) to better address and measure the effectiveness of crime prevention efforts. In 2017, we recorded a 39.8% reduction in the public's fear of being a crime victim in Kuala Lumpur, Selangor, Penang and Johor.

Recognising that crime must be dealt with from the ground up, we have begun to undertake more holistic approaches in terms of prison inmate rehabilitation and reintegration to reduce the rate of reoccurring offenders and thus directly reduce the rate of potential crimes. Hence, we will continue upskilling prisoners for better chances of resettlement post release, and revise our approach

to drug offenses. To further ensure that crime rates are controlled, new initiatives such as the Modern Policing programme and enhanced border security have also been implemented.

In our battle against crime, I would like to thank the Royal Malaysian Police; the rakyat, who are now increasingly involved in community policing; and other NKRA stakeholders such as the Malaysian Prisons Department and the National Anti-Drugs Agency on a job well done. 2017 has emerged as a banner year for this NKRA, but to ensure that progress is maintained, we must remain vigilant. Here, I call for the media to play a greater role in crime prevention, and spreading information regarding deterrent sentences to inhibit potential crimes. Media coverage also builds towards gaining the trust of the rakyat through communicating the effectiveness of our security forces and how they too can be involved. This is especially important towards managing the fear of crime amongst the rakyat.

Moving forward, we will continuously engage with multiple agencies across the criminal justice system, local and national governments, as well as the private sector to encourage them in playing more active roles in combating crime. These efforts, alongside community policing by the rakyat will lead to a safer future for all citizens.

REDUCING INCIDENCES OF CRIME AND MAINTAINING A POSITIVE IMPRESSION

The Royal Malaysian Police (RMP) has continuously worked to reduce the index crime rate on a yearly basis. Since the launch of the NTP, the Government recorded an improvement from 486 reported crimes per day in 2010 to 307 reported crimes per day in 2016. In 2017, the average number of reported crimes per day was 272, showing a continuous reduction of such incidences. Index crime in Malaysia takes into consideration 13 types of crimes which occur with regularity and collectively represent an overall picture of Malaysia's crime landscape. These crimes are divided into property theft (car theft, motorcycle theft, van theft, lorry theft, heavy machinery theft, snatch theft and house break-ins) and violent crimes (murder, rape, armed robbery, unarmed robbery, armed assault, unarmed assault and battery).

“The number of reported crimes per day has dropped to 307 in 2016, as compared to 486 in 2010.”

In 2017, the RMP converted its measurement of index crime from the average reported crime per day to crime incidences per 100,000 population, in line with the United Nations Office on Drugs and Crime (UNODC) standards. This measurement method is a more accurate reflection of index crime rates, as it takes into consideration criminal records for a given population size. This new method allows Malaysia to benchmark its statistics against other countries in the world, particularly against other UNODC member states. According to Global Peace Index 2017 produced by the Institute for Economics and Peace, Malaysia is ranked at 29th out of 163 countries. The 2016 result of 352.07 crime incidences per 100,000 population is now used as a baseline value for future measurements. In 2017, the crime rate was recorded at of 306.15 per 100,000 population nationwide, a 13% decrease from 2016.

To ensure continued improvement to the Perception of Crime Indicator (PCI), RMP will continuously assure

the rakyat that security within the country is firm and that public safety is the priority of the police force. Following the launch of PCI survey in Kuala Lumpur in 2016, in 2017, the survey was expanded to three additional states – Selangor, Penang and Johor – to receive more substantial data on the rakyat's perception towards crime in other states in the country. As a result of initiatives undertaken above and beyond this NKRA, the PCI has improved from 61% in 2016 to 37% in 2017, with Kuala Lumpur recording a reading of 42%, Penang at 33%, Johor at 35% and Selangor at 37%.

TRANSFORMING POLICING TO BETTER SERVE THE RAKYAT

The Modern Policing programme launched by the RMP in 2015 has contributed to the progress in curbing criminal activities and improving the public's perception of crime. The programme changes traditional policing into one that is service-oriented and people-friendly, with strong reliance on technology and efficiency by streamlining and simplifying decades of old processes and work practices. Additionally, the programme aims to improve the rakyat's confidence in safety and security with the deployment of more officers on the ground and increase the convenience of lodging police reports.

Among the initiatives under the Modern Policing programme are:

- Redevelopment of the simplified police reporting system (sPRS);
- Implementation of a customer rating system in police stations under the Kuala Lumpur Police Headquarters (Ibu Pejabat Polis Kontinjen Kuala Lumpur - IPK KL);
- Establishment of an online checking system (<https://sso.rmp.gov.my>) which has improved investigation processes by facilitating the timely reporting of each investigation stage;
- Full implementation of Mobile Data Terminals (MDT), a portable computer installed in police mobile patrol vehicles connected to RMP systems that enable officers to perform ground checks on certain individuals in situ;
- Establishment and implementation of an



- i-Quarters system for the monitoring of quarter assignment and occupation for police officers;
- Utilisation of mobile tablets for the lodging of police reports at the crime sites, replacing the traditional practice of physically writing out crime reports in the Special Report logbook and Emergency Report logbook in accordance with Section 107 of the Criminal Procedure Code.

Currently, Modern Policing initiatives are carried out on a pilot basis in two police stations in Kuala Lumpur - the Taman Tun Dr. Ismail and Pantai police stations. These police stations have carried out the full list of initiatives with a total of 360 officers positioned on the ground. Moving forward, the programme is planned to be deployed to all 24 stations under IPK KL by 2018 where 11,500 police personnel, or about 10% of the police force, will be engaged on the ground.

The RMP's Investigation and Traffic Enforcement Department (JSPT) also continues to deal strictly with traffic offences with the issuance of POL 257 summons, which are issued directly by police personnel to traffic offenders on-site when the infraction is detected. As of December 2017, the

RMP issued 1,941,799 POL 257 summonses, of which 803,561 have been collected. In the year 2018, the RMP will pursue a higher target summons collection of at least 42% from 40% in 2017. The enforcement of summons collection is crucial as it serves as a penalty to offenders, besides educating them on the consequences of their erroneous actions and discouraging traffic offences.

To this effect, RMP has also put in place various measures to ease summons payments such as online channels via MyEG Services, card payments via Maybank automated teller machines (ATMs), numerous computer on-line payment system (COPS) traffic counters found in shopping malls as well as contingent and district headquarters and selected Department of Road Transport counters.

The RMP has determined the strategic direction and action plan for the Modern Policing initiative towards achieving world-class law enforcement standards by 2020. Following the completion of phase two of the initiative in 2017, RMP will focus on its implementation throughout the police force in Kuala Lumpur to ensure holistic safety measures are provided to the people.



E-Reporting Launch at Taman Tun Dr. Ismail Police Station on 10 March 2017.

New Light for Inmates

Khairul Zakran and M.K Manogaran are two men who have emerged successful from the inmate upskilling programme. For both, the programme represented a new lease on life. Khairul, who spent a large part of his youth in prison cherished the programme as it gave him a clean slate. “Once you cross the prison gates, you leave the good and the bad behind. You leave all your credentials, achievements, and grudges at the door”; the time spent in incarceration was spent working on his discipline, focusing on his spirituality and honing his soft skills.

The upskilling programme encompasses activities ranging from baking, wood carving, tailoring, to songket and batik making. For the first few months in prison, Manogaran involved himself in various activities such as pipe packaging and grass cutting, however the impactful change came after enrolling in a driving course offered by the prison in collaboration with Metro Driving Academy.

“The entry requirements are lenient,” he said, “which is great because most inmates don’t have much to begin with”. Metro provides training on how to handle a diverse range of vehicles, from motorcycles and cars to heavier machineries such as lorries and buses.

PKP Haji Wan Ramzan Wan Ahmad, the Assistant Commissioner of Prisons, said the objective of the inmate upskilling programme is to create pathways for prisoners to change their lives upon release from prison. According to him, most prisoners are from the B40 segment, and the Department tries to give

them a chance to get out of that segment once they leave. “Many of them earn more than RM2,500 with the jobs they are able to secure with the certification under Metro Driving Academy,” he added.

What made Khairul and Manogaran stick through the gruelling six months is the fact that the people in Driving Programme treated them as people first, not inmates. “We learn a lot more than how to change windshield wipers and how the engines work, we learn about our bodies – how our body time clocks work, why long-haul drivers get sleepier when its warmer. The programme produces great graduates, we know better than chugging down coffee to keep ourselves awake, we understand how to prioritise the safety of our passengers and cargo,” states Manogaran.

Khairul highlighted how inmates are allowed room to think in prison. What they had no time for on the outside, they had plenty of time for in prison. Hence, every upskilling programme he was involved in not only honed his technical skills but also trained his soft skills; “the misconception about prison is that you’re not allowed to communicate. But the reality is that you’re not walled off from humanity”.

This misconception is what adds towards the stigma attached to former inmates once they leave prison and start applying for jobs, society tends to assume that they are one dimensional creatures, shaped by the singular mistake which landed them in prison.

“The vocational unit in the Prisons Department is looking at new methods to help prisoners once they leave prison,” said Haji Wan Ramzan. “In the past, training used to be skills driven, but the current training programmes are more holistic and focused on creating career paths for the trainees. Since 2007, we have trained 13,000 inmates.”

Having been participants in the programmes, both Khairul and Manogaran attested to the fact that it is easier to get jobs; with the certification. At the end of the upskilling programmes, participants are given a Sijil Kemahiran Malaysia certification. The certification gives them an advantage in their chosen fields. For example, the majority of drivers in Malaysia do not have certification – aside from



Kajang Prison, Selangor.



a licence – to testify for their skills in driving but those who underwent the programme do.

Several years out of prison, and both have moved on from their initial jobs of working with Metro Driving Academy. Khairul, who started off as an administrative clerk at Metro Driving Academy has now made it into the field of private security and is working on programmes where he can give back to the community and create launching pads for those who are seeking to upskill themselves. Manogaran, who began as a driver in Metro has now risen through the ranks to become Chief Driver.

Although the programme brings an abundance of benefits, it is also riddled with challenges and setbacks. “The implementation of training programme as such requires support from the Government, especially in terms of funding,” said Haji Wan Ramzan. “Funding is required to bring in professional instructor and develop infrastructure.”

The most disheartening thing perhaps is the attitude of fellow Malaysians towards ex-inmates. Both Manogaran and Khairul stated that usually, family and friends turn their backs on ex-inmates when they need the support the most. “The main inhibitor is how people perceive us,” says Khairul, “I came out of prison with dignity, but when people treat you like castaways, that’s what demotivates you.”

The society needs to change their mentality and remove their ill judgments towards ex-prisoners. Instead, they should support them as best as possible to re-adapt the society. “Prison is the last place you want to go, and everyone in the society play a role in reducing the rate of recidivism,” stated Haji Wan Ramzan. “Prison changes a person,” says Manogaran. “I call out for more people to accept us in the working world. Give us a chance to prove ourselves”.



Khairul Zakran (left) and M.K Manogaran (right), participants of the inmate upskilling programme.

ENGAGING THE PUBLIC ON THEIR SAFETY NEEDS

To further understand the public's concerns about crime and safety, the Government has completed the development of a Community Engagement Index (CEI). The CEI aims to restructure and streamline the way the RMP engages with the public by measuring three criteria: percentage of engagement (footprint); intensity of engagement (contact hours); and effectiveness of engagement (thumbs up).



Inspector General of Police, Tan Sri Dato' Sri Mohamad Fuzi Harun observing PDRM's newest asset, the Kawasaki KLX250 scrambler.

This initiative consists of two community engagement platforms - the 'Talk to Us' programme in Kuala Lumpur, as well as the Hari Bertemu Pelanggan rolled out in 13 states. The purpose of these two platforms, particularly the 'Talk to Us' programme, is to get feedback from the public on how the police can improve their performance to improve the public's sense of security. Among the feedback received from the public include for the police to patrol certain areas more often at night as well as improving the friendliness and approachability of the police. These programmes are aligned to the RMP motto, "Polis dan Masyarakat Berpisah Tiada" (there is no separation between the police and the community). In 2017 alone, RMP carried out 1,687 engagements nationwide.

ADOPTING A HOLISTIC APPROACH TO COMBAT DRUG OFFENCES

Substance addiction remains a major concern in the country and the Government has continued its relentless effort to eradicate this social problem. In 2017 the police uncovered 18 drug-processing laboratories and detained 73 members of drug syndicates. Drugs worth about RM198.54 million were seized during the police operations.

Under the NTP, the Government has adopted a new approach to drug treatment and rehabilitation programmes to combat addiction. Spearheaded by the National Anti-Drugs Agency (AADK), the following measures are among those which have been undertaken to address this:

- Establishment of drug rehabilitation centres (PUSPEN) to identify and separate drug users according to their type of addiction and treatment needs. NGOs are encouraged to scale up operations by running selected PUSPEN or halfway houses, enabling them to apply their professional experience and provide higher rehabilitation rates to a larger number of drug users;
- Upgrading two Cure & Care Service Centres (CCSC), formerly known as Narcotic Addiction Rehabilitation Centres, into Mini Cure & Care 1Malaysia Clinics (Mini C&C) in Blackspot areas; and
- Amending the Drug Dependents Act 1983 to make non-compliance a seizureable offence to reduce the time taken to arrest non-compliant People Under Supervision (Orang Kena Pengawasan - OKP), as no warrant will be necessary.

The battle against drug abuse should be a combined effort of both the Government and the community. Towards this end, the Community Empowerment Programme (CEP) seeks to enlist the community in the fight against substance abuse. The primary vehicle for the CEP is the Community Battery - Drug Abuse Prevention Strategies (COMBAT-DAPS), a product of a collaboration between Universiti Sains Islam Malaysia, the Asian Centre for Research on Drug Abuse (ACREDA) and AADK.



The goal of COMBAT-DAPS is to provide the community with knowledge on drug abuse prevention. Information shared with participants during these sessions include the types of drugs and its respective effects, law and policies in Malaysia pertaining to drug usage and abuse as well as the state of drug addiction in Malaysia.

“The previous methodology of ‘arrest, incarcerate and quit cold turkey’ is being replaced with a health-based system.”

Drawing from the practices of COMBAT-DAPS, an Empowerment Expansion Framework was developed and implemented in additional districts. The Empowerment Expansion Framework focuses on active community participation at the district level within each state, capacity-building for community leaders in terms of programme management, as well as building a supportive environment. The process of creating a supportive environment involves eight strategic partners (Government agencies and associations) and six smart partners (NGOs) to participate in programmes and activities.

The strategic partners comprise of the Ministry of Youth and Sports, the RMP, the People’s Volunteer Corps (RELA), the Department of Islamic Development Malaysia (Jabatan Kemajuan Islam Malaysia - JAKIM), the Department of Welfare, the Ministry of Education and the Department of National Unity and Integration. Smart partners consist of PEMADAM, Pengasih Malaysia, alliances consisting of youth associations such as Belia 4B, private entities, SKUAD 1Malaysia, various NGOs and other associations.

The target for 2017 was to roll out the Community Empowerment Programme in 50 high-risk areas out of the 178 areas identified. As of 2017, AADK had implemented this programme in 64 high-risk areas, surpassing its target by 28%.

Initiatives to decriminalise drug addiction are also under way. The previous methodology of ‘arrest, incarcerate and quit cold turkey’ is being replaced

with a health-based system which emphasises community involvement and provides end-to-end treatment. Following the success of a pilot project in the district of Besut in Terengganu in 2016, where 54% of those who registered for treatment managed to stay off drugs, AADK is now empowered with an enforcement role under Section 3(1) of the Drug Dependents Act (Treatment and Rehabilitation) 1983 (Act 283) in a total of 106 districts nationwide. This empowers AADK officers to take any person reasonably suspected as a drug dependent into custody. The person in custody can then be detained for a period not exceeding 24 hours at any appropriate location to undergo urine tests.

The legislation enables AADK to act immediately with the goal of curbing drug abuse. Among operations carried out under this legislation are Ops Cegah, Ops Bersepadu and Ops Sepayang through collaborative efforts between AADK and RMP. In 2017, AADK executed 5,431 operations and conducted 40,800 urine tests. Out of the total number of tests, it was found that 21,941 (54%) of those detained tested positive for drugs.

GUIDING PRISONERS TO A BRIGHTER FUTURE

Since the launch of the NTP, prison-related initiatives have focused on increasing support to prisoners upon their release to start a new life. To this end, the Prisons Department of Malaysia has been taking proactive and pragmatic measures in the rehabilitation of convicts through the Human Development Programme.

Rehabilitation programmes were developed for the inmates after taking into consideration criteria such as crime categories, level of education, age and level of religious practice among the inmates to provide inmates with a sense of structure, belonging and purpose. The adoption of the rehabilitation approach is based on the philosophy of “potential prisoners to recover with integrated assistance and guidance”.

The selection process for potential skills training programme participants is based on the completion of two structured rehabilitation phases; namely the orientation phase (first phase) which restores the inmates to optimal physical and mental health, shapes and builds their discipline and helps inmates adapt to prison life; followed by the character building phase (second phase) which cultivates good behaviour through worldly and spiritual knowledge.



Kajang Women's Prison, Selangor.

The inmates are then enrolled in their respective skills training programmes which equip them with skills to increase their employability and registers them in job placement schemes which will help ensure that they have the means to support themselves upon release.

This year, the Prisons Department continued its certified skill training programme, a technical and vocational skill certification under the 'Sistem Latihan Dual Nasional' (SLDN) in conjunction with the Construction Industry Development Board (CIDB). The programme is certified by the Ministry of Human Resources' Department of Skills Development and Department of Manpower as well as the Ministry of Works. This training programme is designed for Malaysian inmates in their third phase of the Human Development Programme, which prepares prisoners for re-integration into society.

The SLDN programme offers training courses endorsed by the Department of Skills Development. The training and certification are conducted in-house, with 47 National Occupational Skills Standard (NOSS)-based courses offered in 42 prison institutions and community rehabilitation centres in the country. It is supervised by officers from the Department of Skill Development who are the coaches and trainers, SLDN coordinators and

External Certification Officers. Among the courses offered under the programme include those in the field of food preparation and baking, sewing, fabrication, furniture-making, wood-carving, basic landscaping and construction works, mechanical engineering, automotive services, pottery, plumbing, metalworking and farming.

The CIDB programme is a training and examinations based programme assessed by educators from the Construction Academy of Malaysia. CIDB offers four construction related courses; these are fixed ceiling installation, wet trades, landscape construction and wiring installation for buildings.

In tandem, short-term courses (Sijil Asas Kemahiran Jangka Pendek) are offered to inmates with shorter sentences and those otherwise ineligible for the other two types of skills training. Through these short-term courses, inmates can learn vocational skills which will serve as a foundation to build a career after they have served their time in prison. Among these courses are basic construction, air conditioner repair and maintenance, pickle and sauce making, traditional cake-making, mushroom farming, bee farming, vegetable farming, site preparation for planting seedlings and vegetables, reflexology as well as hair-cutting.

“Inmates are equipped with skills to ensure they have the means to support themselves upon release.”

As of 2017, 2,854 have participated in the skills training programmes against 2,265 inmates in 2016. Out of the total 2,854 participants, 2,073 are enrolled under the SLDN programme, 141 under CIDB and 640 under the Sijil Asas Kemahiran Jangka Pendek.

Budgetary considerations remain a challenge for the Department of Skills Development, as the development of infrastructure and the assignment of resources to provide the training requires budget allocation from the Government.

To improve the correction process, the Prisons Department will seek to strengthen its rehabilitation programme and enhance post-release support, which is to increase the number of personnel and respective Government agencies involved in the process of deporting immigrant convicts.



The Prisons Department has also developed a standard operating procedure (SOP) in accordance to the Offenders Compulsory Attendance Act 1954 which enables the Department to divert eligible prisoners to rehabilitation centres, instead of undertaking immediate imprisonment for their drug-related or minor offenses. The Act allows for minor sentences to be served outside prisons via community sentences under the supervision of the Prisons Department if the offender is a first-time offender, or has been charged with less serious crimes. Community sentences for rehabilitation are opted for to deter re-offending and recidivism. This initiative is in line with the Government's effort to move towards alternative sentencing and streamlined criminal processes.

“AKSEM has implemented 145.8% of the quick-win border security initiatives at our borders fronting Southern Thailand.”

In addition, the recent Prisons Lab concluded in 2017 recommended the amendment to the Criminal Procedure Code, Compulsory Attendance Act 1954 and drug-related Acts for dependents to attain treatment outside of prison by the year 2020.

The Department of Prisons also aims to improve the correction process to achieve a 5% recidivism rate from the current 8.9% rate by year 2020. The current recidivism rate has caused overcrowding in prisons, with an average overcapacity rate of 17%. By the year 2020, the Prisons Department targets to reduce prison overcrowding by diverting two-thirds of eligible prisoners by requiring eligible prisoners to undergo effective rehabilitation programmes.

ENSURING THE SAFETY OF OUR BORDERS

The Border Security Lab, which was conducted in 2016 and involved 16 Government agencies, was aimed at developing an amiable framework for border relations and a programme to secure

Malaysia's land borders (primarily with Thailand) against illegal border crossings and smuggling. The programme encapsulates 21 specific initiatives, including the formation of the Border Control Agency (AKSEM) in 2017 to drive the overall programme.

The 21 initiatives are categorised under six focus areas as follows:

- Streamlining Border Processes and Policies;
- Changing Border Community Mindset and Culture;
- Improving Physical Infrastructure, Manpower and Technology;
- Strengthening Border Personnel Capabilities;
- Fostering Greater Inter-Agency Cooperation; and
- Inculcating a Culture Which Emphasises Integrity and Honour.

As of 2017, AKSEM has implemented 145.8% of six quick-win initiatives at several Immigration, Customs, and Quarantine Security Complexes (ICQS) located at the Kedah and Kelantan borders fronting South Thailand. The quick wins achieved are border security personnel accreditation training and development, introducing and implementing due diligence and integrity testing, quarterly team-building sessions, stricter enforcement on border communities, job rotation every six to 12 months at the border and a border awareness programme. These were made possible with the passing of the Malaysia Border Control Agency (AKSEM) Act 2017 as well as the amendment of National Security Council Directive No. 15, where the new framework will be enforced at the Malaysia-Thailand, Sarawak-Kalimantan and Sabah-Kalimantan borders.

Aside from AKSEM, the main agencies involved in border security include the police, General Operations Force, Customs Department, Immigration Department and AADK. Based on the National Blue Ocean Strategy (NBOS), RELA may also be deployed, especially in Sarawak, where there are many illegal pathways to cross along the long and porous Kalimantan border. Moreover, RELA has been lending extra manpower to the police, the CIQ (Customs, Immigration and Quarantine) and to guard border posts.

RMP Paves the Way for A Holistic Approach to Crime-Fighting

The Royal Malaysian Police (RMP), which has been steadily improving its community outreach efforts, should be applauded for its various engagement activities, according to Choo Lub Khung, Secretary-General of the BK5 Bandar Kinrara Puchong Residents' Association. "The people are now aware that at the various Control Centres, RMP officers work round-the-clock to ensure that their safety is secured at all times," Choo elaborates. He believes that given this increased awareness, the people are more willing to become the RMP's eyes and ears on the ground.

This is a good sign, as it is Choo's opinion that crime prevention involves all parties - individuals, communities, businesses, non-government organisations, and all levels of Government agencies. As Choo sees it, the recently developed Perception of Crime Indicator (PCI) and Community Engagement Index (CEI) are benchmarks on people's perceptions towards crime, but results show that the RMP still has a long way to go as far as this is concerned.

"The fear of crime happening and reality of crime happening are two separate issues. The people feel that the crime rate is getting worse, as most of them

hear more of crimes happening via news media, but do not check the facts. Then they amplify the news of the crimes by sharing to their group of friends via the social media," he says.

Nonetheless, Choo acknowledges the work that the RMP has put into transforming itself into a community-oriented organisation. "The RMP today is more caring towards the community, and has become a service-oriented organisation looking after crime prevention and community safety," he adds.

However, Choo believes that there is still room for improvement in this regard. "This transformation should not only be from top to bottom, but also bottom-up. The RMP must be more proactive; using new media to amplify crime prevention tips to the crime prevention pillars of society identified in the various districts. Through them, such tips will reach the rakyat at a faster speed," he elaborates.

Indeed, both the PCI and CEI provide valuable feedback on the community's feelings, which the RMP can then take into account as it works towards a safer Malaysia, Choo points out. "The community deserves to not only be safe but feel secure as well. Our quality of life would also be improved, as whether we feel safe or unsafe impacts our quality of life."



BK5 Bandar Kinrara Puchong Residents' Association with the Royal Malaysian Police (RMP).



MOVING FORWARD ▶▶

The Reducing Crime NKRA has achieved great strides in lowering Malaysia's index crime rate over the course of the NTP. Meaningful change was made possible through concerted efforts across the criminal justice system. In upholding this progress, the public as well as the agencies under the Ministry of Home Affairs, such as the RMP, Prisons Department and AADK, must play their part in the combat and prevention of crime, detection and arrest of offenders, bail and remand, case preparation, and resettlement and rehabilitation, amongst others.

This NKRA will continue to strengthen Malaysian borders to effectively halt illegal smuggling activities. Additionally, the RMP, in assuring the safety of the rakyat, will continue with community-oriented policing which focuses on building ties and working closely with the community. Proactiveness in addressing public safety concerns will be continued to cement sustainability against the country's landscape of growing urbanisation and inter-state migration.

To ensure a year-on-year curtailment of crime in the country based on the given populace, all Malaysians must be involved. The public must play its role in practising greater vigilance and keeping a watchful eye over happenings within their neighbourhood. In addition, forging a two-way relationship between the public and the police will strengthen efforts in combating crime.
