



UTM
UNIVERSITI TEKNOLOGI MALAYSIA

ULRS 1032

VALUES AND SELF-IDENTITY

Section : 11

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Introduction

Background of The Current Issue

Corruption matters has undoubtedly been one of the most influential drawbacks most institutes encountered recently. It is not just these days, though multiple exhibits show corruption has been around for thousands of years. Both governments and private sectors are facing this issue which is considered as a reputation threatening situation which could lead to multiple consequences as people will certainly question our credibility in many aspects. Bribery is a form of corruption that has a very simple mechanism, a person “gift giving” to other parties for personal gain.

One of the sectors which corruption has made its way to is the Driving School Institute. Many agencies or driving schools offer their customers or students to pay a specific amount of money to pass their driving test or even worse, getting their licence without having to attend the driving lesson which is the most crucial part of learning how to drive upon having a driving licence. These issues used to be under someone’s thumb, though with the advancement of current technologies, the availability of this service has grown to the point where it becomes a common thing amongst society nowadays.

Internet and social media plays a huge role in promoting this service as it does not require a person to physically approach customers to promote their service, all they have to do is simply put up an ad online and those who are interested in such service will only have to look it up online and set up a payment. One of the great examples we can look at is on this website <https://lesenjppj.com/>. The process of getting a licence without getting assessed by the representative from the Road Transport Department Malaysia (JPJ) will involve bribery between the student, driving institute and the Road Transport Department Malaysia.

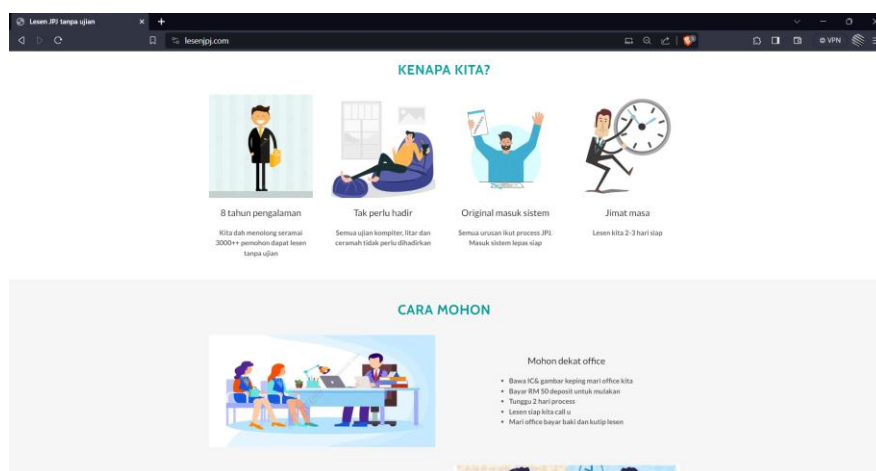


Diagram 1

Chronology

For a better understanding, the earliest example of bribery in driving school is what happened 9 years ago.

“A 51-year-old driving school instructor was fined RM8,000 by the Sessions Court today for accepting a RM300 bribe from a student at a driving school two years ago.” (Othman, 2016 January 11, P1)

Though in 2018, the newly appointed “Transport Minister for that year, Anthony Loke acknowledged the practise of obtaining licence over bribery has been around ever since the time he got himself his driver’s licence.” (Lim, 2018, P4) Anthony loke on his speech he delivered at the Road Transport Department (JPJ) appreciation dinner 2018 said: “I will be tackling this problem” (Lim, 2018, P1)

How ever, 5 years later, the JPJ was exposed for their misconduct where 35 officers were remanded by Malaysian Anti-Corruption Commission (MACC) from 2 different arrest, the first one was on 17th April 2019 where 30 officers were remanded and another one was on 21st of April where 5 officer where remanded (Dhanhyaa, 2019, P2)

Then recently in this year (2023), another “arrest was made by the Malaysian Anti-Corruption Commission (MACC) regarding bribery in the process of obtaining a driver's licence. Three women were arrested by Malaysian Anti-Corruption Commission (MACC) for allegedly accepting bribes from driving school students who were aged between 23 and 34.” (Nabbed for taking bribes from driving school students, 2023, P3)

From the timeline starting from the pick point, it seems bribery in driving institute is a continuous syndicate that Malaysian Anti-Corruption Commission (MACC) tried to solve, though the efforts were just not strong enough to combat the existing problem.

Critical Incident

It is almost impossible for authorities like the Malaysian Anti-Corruption Commission (MACC) to identify the causes of the number of these issues that keep growing exponentially. Though by breaking things into parts, we might just have a slightly better understanding of bribery in driving licence processes.

Most customers prioritise the time they have every day as they have multiple tasks to complete, with the needs of attending driving lessons at the driving institute, they have the mindset of “time wasted” by attending every lesson they are required to attend. By bribing the driving institute, it sort of gives them a backdoor service to obtain their driving licence, by only making payment directly to them, they will obtain their licence and they are free to drive.

By looking from another perspective, a driving institute that thinks about their profits more than their main objective, which is to train people to drive safely and adequately on the road to reduce the rate of road accidents is also a huge contributor factor in this matter. The reason for this is that, considering the fuel of the car they need to use for every lesson, the manpower required to give lessons and talks to the students and other utilities needed during the lesson. This only measures the financial costs and ignores other costs such as time and hassle Costs. The driving institute would have thought that providing a licence without needing to give lessons would save them more money.

Objective of the Case Study

To understand and determine the reasons for bribery in the driving institute and proposed precaution steps in the attempt to decline the number of bribes in a driving institute and to identify the result of not practising bribery in a driving institute.

Literature Review

A. Concept of Integrity and Corruption

Integrity is defined by being genuine and expressing a continuous, unchanging dedication to superior moral and ethical norms and goals is an act of integrity. Integrity is characterised in ethics to be genuine, true, or honest in the way one acts. Hypocrisy can be countered by integrity. It views internal consistency to be a virtue and encourages those with values that seem to clash with one another to either modify or justify their beliefs. The Greek word integer, which means whole or whole, occurred when the idea of integrity first appeared. There, integrity refers to the internal recognition of "wholeness" which is rooted in qualities like persistence and sincerity (The Star, 24 Oct 2023, P5)"

Corruption is about in order to gain illegal benefits or exploit authority for their own advantage, a person or corporation in a position of authority can engage in corruption, which is a kind of deceit or a criminal act. Corruption can encompass a wide range of actions, such as influence peddling, bribery, embezzlement, and even actions that are lawful in many nations. When a public servant or other office holder uses their status of authority for personal benefit, it is known as political corruption. The most prevalent places for corruption contain oligarchies, mafia states, narco-states, and kleptocracies.

Maintaining integrity is crucial to avoiding corruption. An honest person may see what has been decided upon and accepted as true. Because of this, if integrity is valued more in an attempt to stop corruption, corrupt activities will be less common overall. Integrity strengthening is a crucial strategy for preventing and lowering the danger of corruption. There were instances of corruption in both the governmental and commercial sectors. The reason corruption is difficult to remove is that it always finds new, covert ways to cause problems. Generally speaking, the issue of corruption increases people's suspicion of the public, particularly the public sector. Consequently, in order to raise the public sector's performance. As a result, maintaining staff integrity at work is essential to boosting public confidence in the public sector and boosting its efficiency and effectiveness.

B. Comparison of Integrity and Corruption issue in Malaysia and Internationally

When compared to the rest of East Asia, Malaysia has comparatively low levels of corruption. Public procurement is one of the key industries where corruption is prevalent; Malaysian businesses are occasionally given preference over international businesses, and political ties continue to have a significant influence on the results of public tenders. The Malaysian Anti-Corruption Commission Act, which covers a variety of offences such as active and passive bribery, extortion, and abuse of office, as well as punishments for corruption in the public and private sectors, is primarily the source of anti-corruption laws. However, there are instances when the level of enforcement is deficient due to a lack of capability and technical expertise in particular sectors. Since there is no exception for facilitation payments in local regulations, these contributions should be regarded as illegal.

Methodology

I. Study respondents

The study focused on individuals, who are currently enrolling or went to driving school near to their housing area, in the age of 17-19 from the Faculty of Mechanical Engineering (FKM), Faculty of Civil Engineering (FKA), Faculty of Electrical Engineering (FKE), as well as Faculty of Built Environment and Surveying (FABU). A total of 25 respondents were selected for this study. With a confidence level of 50%, the sample size of 25 was selected. The size was sufficient to achieve the research objectives. Respondents were contacted through social media platforms. Prior to respondents' participation in this case study, each of them provided informed consent. Demographic information, including email address, gender, and location, was collected to aid in data analysis and provide context for this study.

II. Data collection method

The data were collected through an online survey by using Google Forms. The survey was distributed electronically to selected respondents via WhatsApp platform. Respondents were provided with a link to the Google Form, and they were invited to participate voluntarily. The online survey was accessible from 1st November 2023 to 7th November 2023, allowing respondents to participate at their convenience within the timeframe. Collected data will be analysed using diagrams and description. At the beginning of the online survey, respondents were given the opportunity to accept or withdraw their participation after reading an informed consent statement. All data were collected anonymously, respondent privacy was strictly upheld, their names were not collected in this survey for the sake of their privacy.

Result and Discussion

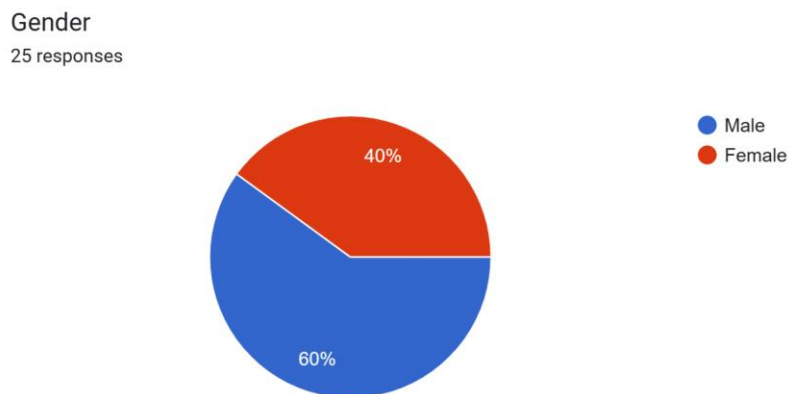


Diagram 1

Diagram 1 illustrates the data collected of the respondents' gender. Out of all respondents, 40% identified as female and 60% as male.

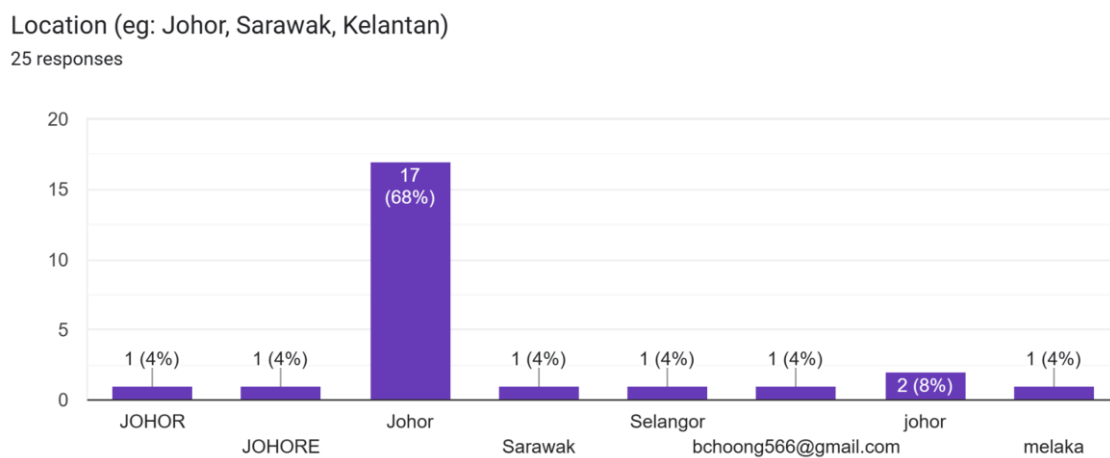


Diagram 2

Diagram 2 illustrates the geographical location of our respondents. The majority of our respondents, 21 respondents (84%), are from Johor, while the remaining 16% are distributed across different states. Specifically, one respondent (4%) is from Sarawak, another one (4%) from Selangor, one (4%) from Melaka, and there is one unidentified location entry (4%).

Are you currently enrolled in a driving school?
25 responses

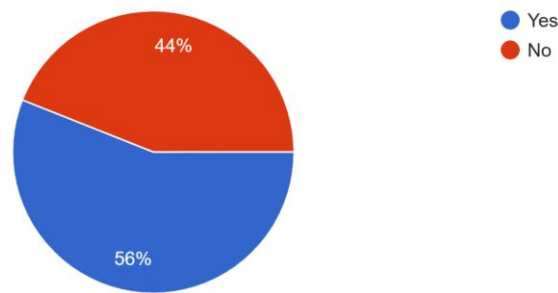


Diagram 3

Diagram 3 illustrates an overview of the respondents' current driving status. Amongst the 25 respondents, 56% are currently enrolled in a driving school, while the remaining 44% have completed their lessons at a driving school and have obtained a driving licence.

How many attempts have you made to pass your JPJ driving test? (eg: 3)
25 responses

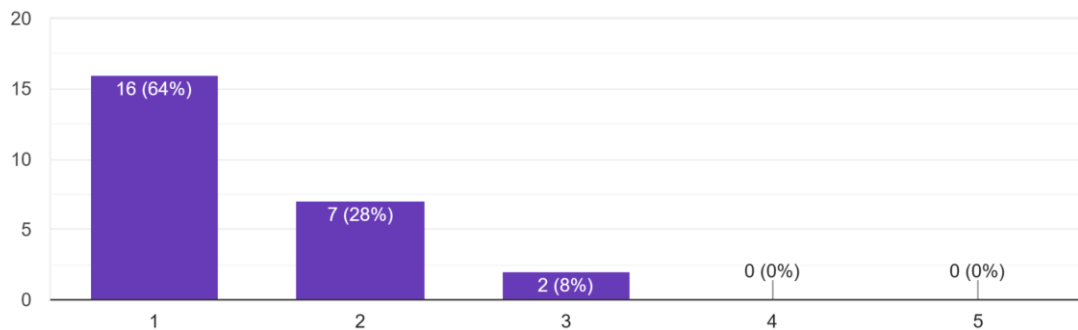


Diagram 4

Diagram 4 illustrates the number of attempts made by the respondents to pass their JPJ driving test. The collected data reveals that 16 respondents (64%) passed the JPJ driving test on their first attempt, 7 respondents (28%) passed on their second attempt, 2 respondents (8%) passed on their third attempt, and no respondents reported taking a fourth or fifth attempt to pass the JPJ driving test.

Have you ever witnessed or experienced attempts by driving school instructors, officers, or fellow students to bribe JPJ officers during the driving test to obtain a passing grade?

25 responses

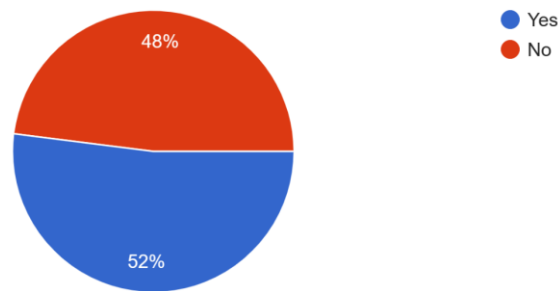


Diagram 5

Diagram 5 illustrates the prevalence of attempts to bribe JPJ officers during driving tests. The collected data reveals that 52% of the respondents acknowledged having witnessed or experienced attempts by driving school instructors, officers or fellow students to bribe JPJ officers during the driving test in order to obtain a passing grade.

Do you think this issue affects road safety?

25 responses

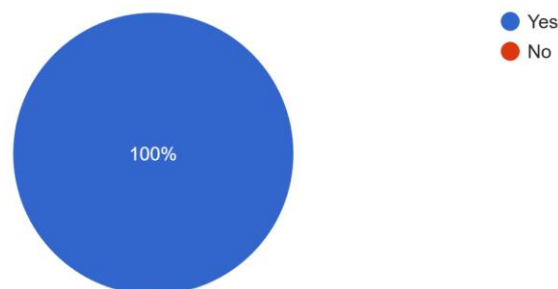


Diagram 6

Diagram 6 illustrates the significant concern about the impact of bribery on road safety. The collected data reveals that 100% of the respondents believe that the issue of bribery during driving tests affects road safety.

If yes, please describe your experience or what you observed.

9 responses

good

The instructor said it is difficult to pass without duit kopi

I have never take JPJ driving twst

When i was doing my motorcycle license the instructor consulted Me to pay more to pass the exam without doing that JPJ test

The officer said only who pay extra will get pass

Not sure

The instructor told me that the JPJ officer would only give a green pass to those who had paid them extra, if not they would fail me on a super silly little mistake. Paying them extra would cheaper than retaking the test many times.

my driving instructor advised me to bribe the jpj so that i can get license

The responses from our respondents provided their experience into the issue of bribery during the process of obtaining a driver licence. The responses show the tactics used by various individuals involved in the bribery process in a driving school. It overwhelmingly reflects the prevalence of bribery in a driving school, and is evidence that driving school instructors and JPJ officers are involved in this unethical conduct. One of the respondents described that he or she was being asked to pay extra money to pass the driving test regardless of their actual driving skills or knowledge. The scenario has caused unfairness to other students who are having good driving skills but do not pay extra money to the officers. When the students get their driving licence through bribery, they may lack the necessary driving skills and knowledge to drive safely, causing the risk of car accidents to increase in the community. Another one of the respondents also described that the instructor said it is difficult to pass without paying *duit kopi*, literally a coffee money to bribe the JPJ officer. It implies that the practice has been normalised by the driving schools and is expected to happen. The practice has become a bribery culture in the driving schools.

What measures or solutions do you believe can help combat corruption and enhance integrity in the driver licensing system?

16 responses

implement policy that give strict punishment to jpj officer
Increase the monitoring of the driving students and teachers, security cameras for example
periodic inspection by upper parties
Give a high compound to people that includes in corruption
Mengambil lesen memandu dengan jujur Dan amanah.
Never bribe the examiner , Take driving test formally and properly
Placing camera during the JPJ test
Strongly the rules
Enforce the law like imposing a fine or be putting into jail for those who involve in corruption of driver licensing system

The solutions and measures suggested by the respondents to help combat corruption and enhance integrity in the driving licensing system could effectively reduce the issue happening in our country. One of the respondents suggested implementing strict punishments for JPJ officers involved in corruption. Such measures can act immediately such as giving fines or criminal charges on the involved officers. Besides, one of them suggested increasing monitoring of driving students and instructors, such as using security cameras during driving tests. It helps decrease the rate of corruption. Apart from that, the respondent suggested giving high fines for corrupt individuals. Undeniably, imposing high fines and suspension of driving licence on individuals found involved in corruption can discourage both students and officers to bribe. Strong enforcement of rules and laws is also a way to reduce bribery cases happening in our country. Strong enforcement of rules and laws, including the imposition of fines and jail sentences for those involved in corruption, can help deliver the message about the consequences of bribery to the public. In a nutshell, there are a lot of measures that can be proposed to combat corruption in the driver licensing system. A combination of strict enforcement, high fines and jail sentences could help enhance the integrity of the licensing system, and increase road safety, creating a safer and ethical environment.

Suggestions

Corruption within the context of the Road Transport Department (JPJ) and driving schools can undermine the integrity of the licensing process and compromise road safety. To address and prevent corruption, consider the following suggestions:

Transparency and Accountability:

Implement transparent and accountable processes within the JPJ and driving schools. Ensure that all procedures related to licensing, examinations, and fee collection are clearly defined and publicly accessible.

Use of Technology:

Introduce technology solutions, such as online registration systems and electronic examination platforms, to minimise the manual handling of paperwork. This can reduce opportunities for corruption and enhance the efficiency of the licensing process.

Randomised Examination Assignments:

Randomly assign examiners to candidates to prevent any undue influence or collusion. This ensures that candidates are evaluated fairly and that examiners are not subject to external pressures.

Whistleblower Protection:

Establish a confidential reporting mechanism for individuals to report instances of corruption without fear of retaliation. Implement strong whistleblower protection policies to encourage reporting of unethical practices.

Regular Audits and Inspections:

Conduct regular audits and inspections of driving schools and JPJ offices to identify and rectify potential corrupt practices. Independent auditors can help ensure compliance with established procedures.

Training and Ethics Programs:

Provide training for JPJ officials, driving school staff, and examiners on ethics, integrity, and the consequences of corruption. Emphasise the importance of maintaining the highest standards in the licensing process.

Public Awareness Campaigns:

Launch public awareness campaigns to inform individuals about the proper procedures for obtaining a driver's licence. Educate the public on their rights and the potential consequences of engaging in corrupt practices.

Collaboration with Anti-Corruption Agencies:

Foster collaboration between the JPJ and anti-corruption agencies to investigate and address allegations of corruption promptly. This partnership can act as a deterrent and ensure swift action against any wrongdoing.

Merit-Based Hiring:

Implement a merit-based hiring process for examiners and JPJ officials to ensure that individuals with the highest qualifications and ethical standards are selected for these roles.

Review and Update Policies:

Review and update licensing process policies on a regular basis to address new issues and vulnerabilities that could be used for corrupt activities.

By implementing a combination of these suggestions, it's possible to create a more robust and corruption-resistant system within the JPJ and driving schools. Combating corruption requires a comprehensive and sustained effort involving policy changes, technological advancements, and a cultural shift towards ethical practices.

Conclusion

In conclusion, addressing integrity and corruption issues within the Road Transport Department (JPJ) and driving schools is imperative for maintaining the credibility of the licensing process and ensuring road safety. The implementation of comprehensive measures is essential to curb corruption and uphold the highest standards of ethical conduct. By embracing transparency, leveraging technology, and fostering a culture of accountability, it is possible to create a licensing system that is fair, efficient, and resistant to corrupt practices.

The suggestions outlined earlier, including the use of technology to reduce manual processes, randomised examination assignments, whistleblower protection, regular audits, and public awareness campaigns, collectively contribute to the goal of minimising corruption. Furthermore, collaborations with anti-corruption agencies and a merit-based hiring approach reinforce the commitment to maintaining the integrity of the licensing system.

It is critical to understand that the fight against corruption is a never-ending process that calls for constant attention to detail and flexibility. Being ahead of possible corrupt practices requires regular evaluations of policies and processes as well as timely adjustments to handle new issues. Furthermore, the integration of ethical training programs for JPJ officials, driving school employees, and examiners fosters a long-lasting integrity culture inside the participating organisations.

Ultimately, the success of these measures' hinges on the collective efforts of stakeholders, including government authorities, anti-corruption agencies, driving schools, and the general public. A commitment to transparency, accountability, and ethical conduct not only enhances the credibility of the licensing system but also contributes significantly to the overall improvement of road safety and the creation of a trustworthy and efficient driving environment.

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