



Reducing the Fear of Being a Victim of Crime

Research Design

Target Audience	<ul style="list-style-type: none">■ Malaysians aged 18 years and above
Methodology & Approach	<ul style="list-style-type: none">■ Face-to-Face interview.■ 40 mins length of interview
Sampling Approach	<ul style="list-style-type: none">■ Random Sampling
Sample Size	<ul style="list-style-type: none">■ 1,212 based on proportionate state distribution
Geographical Coverage	<ul style="list-style-type: none">■ Nationwide■ Urban & Rural Strata
Fieldwork	<ul style="list-style-type: none">■ Wave 4: Mar '11 – May '11■ Wave 3: Dec '10 – Jan '11■ Wave 2: Jul '10 – Sept '10■ Wave 1: Mar '10 – May '10

Precision ranges at 95% confidence level

Is N=1200 sufficient? i.e. typically how surveys and methodology are done in real life e.g. Obama's popularity in US

The expected sampling errors at 95% confidence level for the various sample sizes are given in the table below.

Sample Size	Precision at 95% Confidence Level*
2000	$\pm 2.2\%$
1600	$\pm 2.5\%$
1200	$\pm 2.8\%$
1000	$\pm 3.2\%$
800	$\pm 3.6\%$
500	$\pm 4.4\%$
400	$\pm 5.0\%$
200	$\pm 7.0\%$
100	$\pm 10.0\%$
50	$\pm 11.1\%$
30	$\pm 17.9\%$

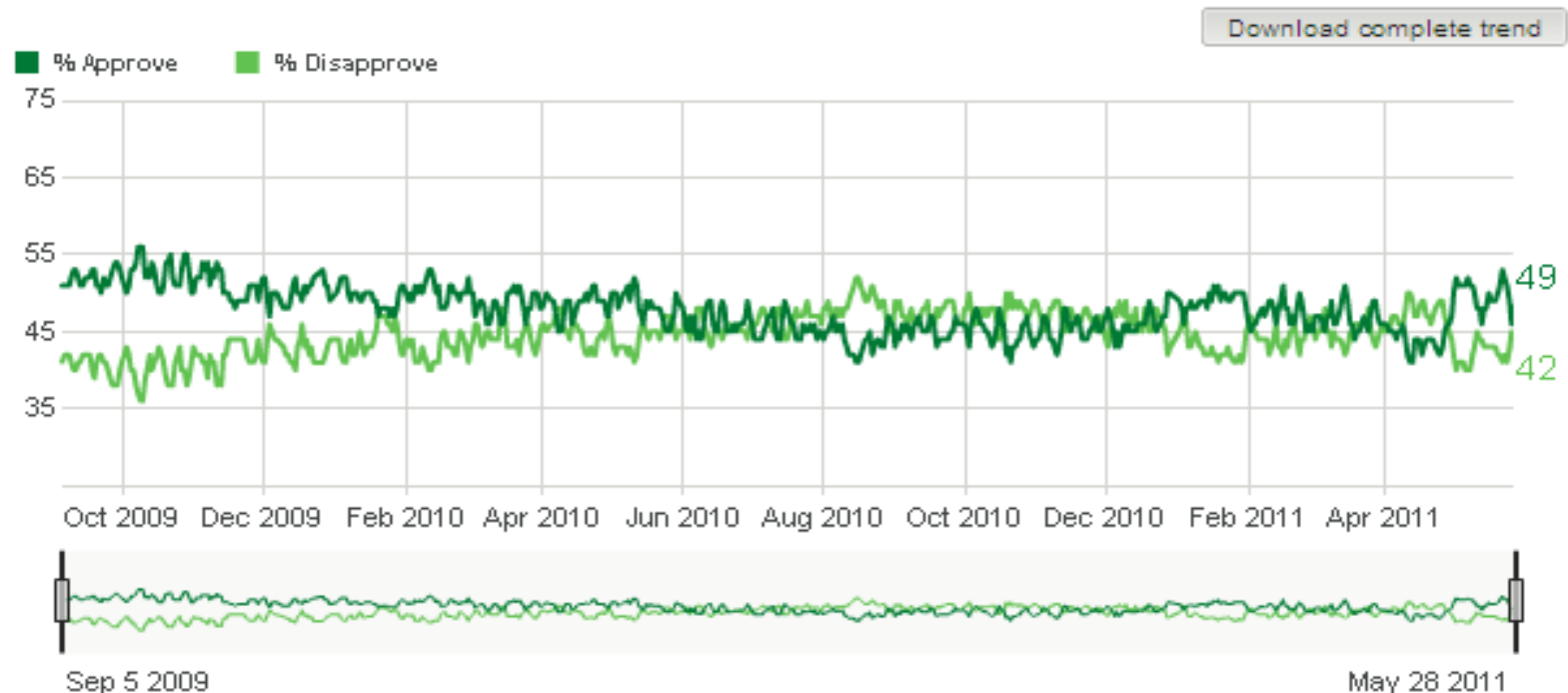
Thus, with $n=1200$ the difference that results are true for the population of our 'rakyat' are approximately $\pm 2.8\%$. E.g. if findings shows that 60% of the respondents are of the opinion that they are satisfied, this means that the findings can be read as 57.2% to 62.8% of Malaysia population are satisfied

Examples of Other Studies

Is N=1200 sufficient? i.e. typically how surveys and methodology are done in real life e.g. Obama's popularity in US

Gallup Daily: Obama Job Approval

Each result is based on a three-day rolling average



Gallup tracks daily the percentage of Americans who approve or disapprove of the job Barack Obama is doing as president. Results are based on telephone interviews with approximately 1,500 national adults; Margin of error is ± 3 percentage points.

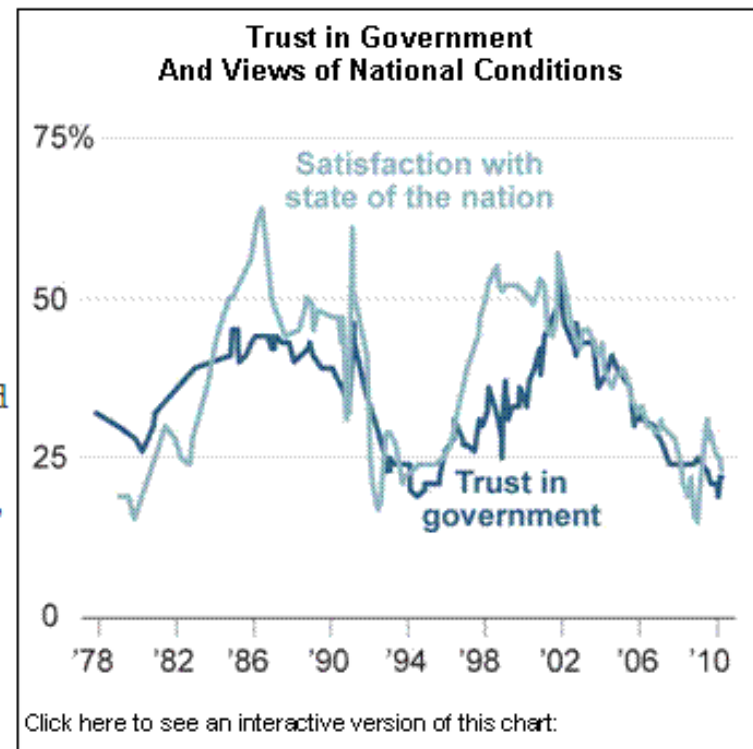
Examples of Other Studies

Is N=1200 sufficient? i.e. typically how surveys and methodology are done in real life e.g. Obama's popularity in US

Rather than an activist government to deal with the nation's top problems, the public now wants government reformed and growing numbers want its power curtailed. With the exception of greater regulation of major financial institutions, there is less of an appetite for government solutions to the nation's problems – including more government control over the economy – than there was when Barack Obama first took office.

The public's hostility toward government seems likely to be an important election issue favoring the Republicans this fall. However, the Democrats can take some solace in the fact that neither party can be confident that they have the advantage among such a disillusioned electorate. Favorable ratings for both major parties, as well as for Congress, have reached record lows while opposition to congressional incumbents, already approaching an all-time high, continues to climb.

N=1,000
SE: $\pm 3\%$



The Tea Party movement, which has a small but fervent anti-government constituency,

Examples of Other Studies

Is N=1200 sufficient? i.e. typically how surveys and methodology are done in real life e.g. Obama's popularity in US



Flash Eurobarometer



The Future European Constitution
(Wave 2)

Representativeness of the results

Each national sample is representative of the population of 15 y.o. and more.

Sizes of the sample

The sample sizes amount to approximately 1000 respondents in each country.

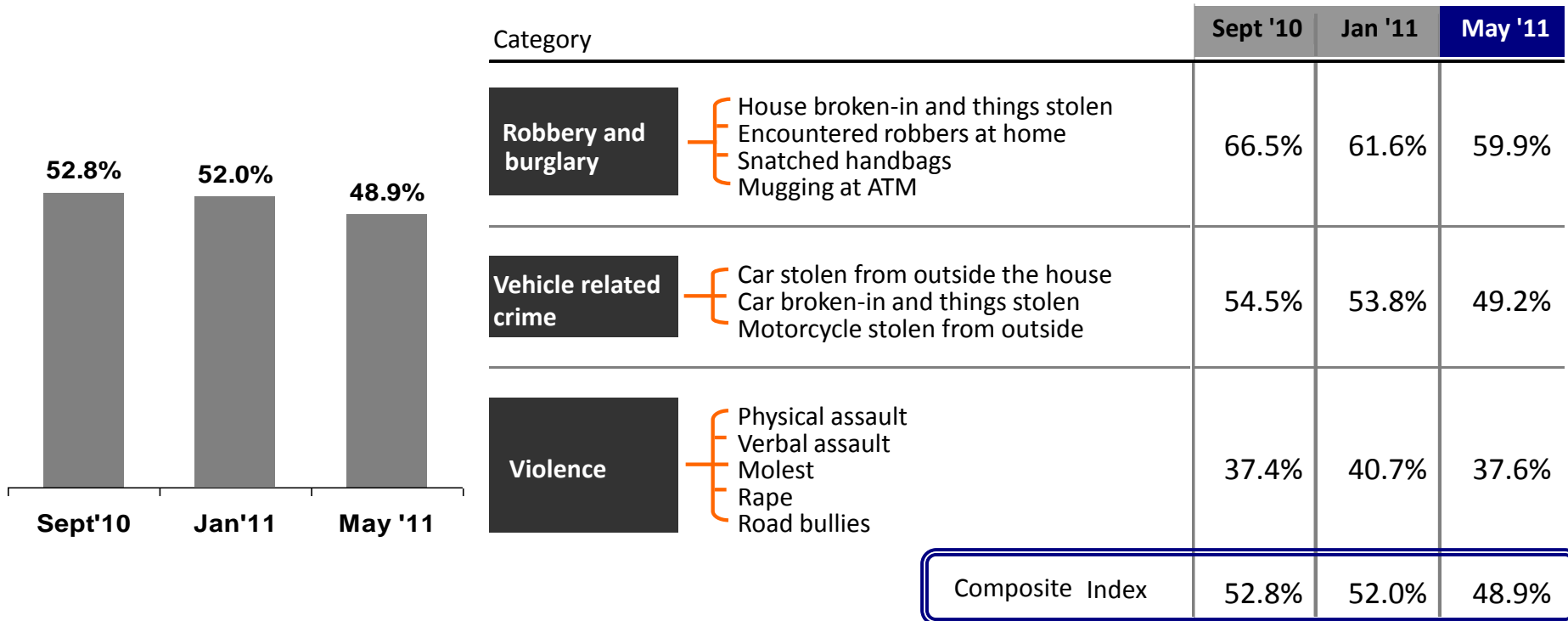
A weighting factor has been applied on the national results in order to compute a marginal total where each country contributes to the European Union result in proportion of its population.

In the following page we have presented, side by side, the number of interviews:

- (1) actually conducted in each country
- (2) derived from the weighting in proportion of the

The overall Fear of Being a Victim of Crime Index has improved at 48.9%.

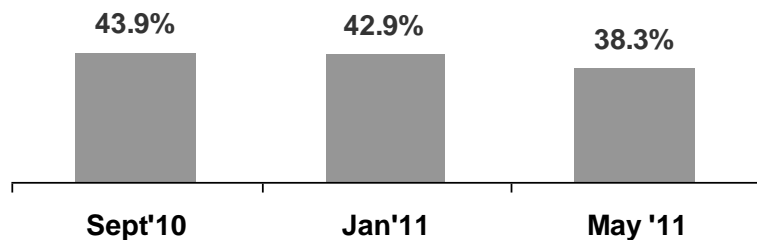
48.9% are worried of crime happening to them or their family members. This is an improvement over the last wave across all categories especially crimes related to vehicles.



Q11. Can you please tell me to what extent you worry about the following incidents happening to you or a family member? Please rate whether you are worried very much, somewhat worried, neither nor, somewhat not worried, or do not worry at all.

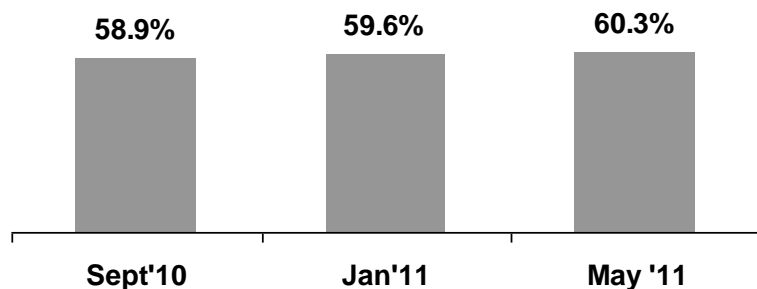
More concerns around this issue amongst females. Males on the other hand seems to be less worried.

MALES



	Sept '10	Jan '11	May '11
(1) Robbery & Burglary	58.6%	53.6%	51.7%
(2) Vehicle Related Crime	52.4%	51.5%	46.7%
(3) Violence	20.8%	23.7%	16.6%
Composite Index	43.9%	42.9%	38.3%

FEMALES

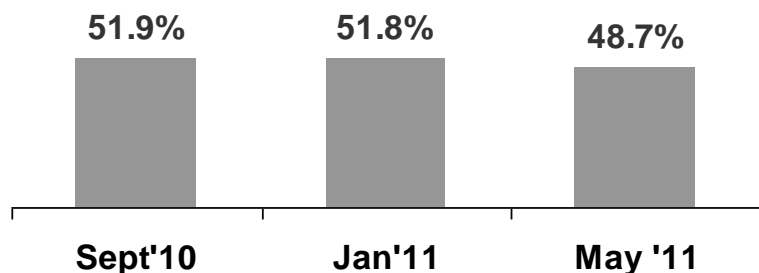


	Sept '10	Jan '11	May '11
(1) Robbery & Burglary	70.8%	68.2%	68.8%
(2) Vehicle Related Crime	54.4%	55.7%	53.0%
(3) Violence	51.6%	55.0%	59.0%
Composite Index	58.9%	59.6%	60.3%

“Violence” related crimes are the main concern amongst the females.

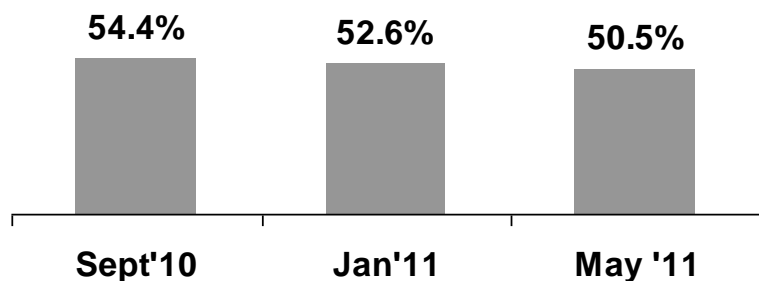
Fear of Being a Victim of Crime amongst Urban and Rural 'rakyat' has improved - this is seen across all the areas

URBAN



	Sept '10	Jan'11	May '11
(1) Robbery & Burglary	64.1%	60.1%	59.5%
(2) Vehicle Related Crime	54.9%	54.5%	49.2%
(3) Violence	36.7%	40.7%	37.4%
Composite Index	51.9%	51.8%	48.7%

RURAL



	Sept '10	Jan'11	May '11
(1) Robbery & Burglary	71.0%	64.6%	61.7%
(2) Vehicle Related Crime	53.6%	52.3%	51.2%
(3) Violence	38.6%	40.8%	38.7%
Composite Index	54.4%	52.6%	50.9%

Chinese continue to express a lower level of concern across all dimensions.

<u>Malay</u>	Oct'10	Jan'11	May '11
(1) Robbery & Burglary	66.5%	60.3%	65.0%
(2) Vehicle Related Crime	54.7%	53.5%	53.5%
(3) Violence	37.1%	38.9%	39.1%
Composite Index	52.8%	50.9%	52.5%

<u>Indian/Others</u>	Oct'10	Jan'11	May '11
(1) Robbery & Burglary	68.2%	64.7%	53.8%
(2) Vehicle Related Crime	61.2%	62.4%	50.4%
(3) Violence	43.5%	49.4%	43.49%
Composite Index	57.6%	58.8%	49.2%

<u>Chinese</u>	Oct'10	Jan'11	May '11
(1) Robbery & Burglary	62.0%	57.6%	45.2%
(2) Vehicle Related Crime	50.0%	52.9%	39.5%
(3) Violence	33.0%	34.9%	27.9%
Composite Index	48.3%	48.5%	37.5%

<u>East M'sian Bumi</u>	Oct'10	Jan'11	May '11
(1) Robbery & Burglary	75.0%	75.2%	79.7%
(2) Vehicle Related Crime	55.4%	51.2%	50.0%
(3) Violence	43.5%	56.8%	52.3%
Composite Index	58.0%	61.1%	60.7%

Concerns amongst the Malays is contributed mainly by "Robbery & Burglary."

Highlights

Highlights

- Police efforts in reducing concerns of crime in the last wave have seen improvement and registered more favourable responses from the 'rakyat'.
 - All categories recorded improvements.
- Concerns amongst Females has risen over the past wave.
- Malays and East M'sian Bumis express more concern especially on crimes related to "Robbery and Burglary"



Rakyat's Satisfaction with the Services Provided by the Royal Malaysian Police Force

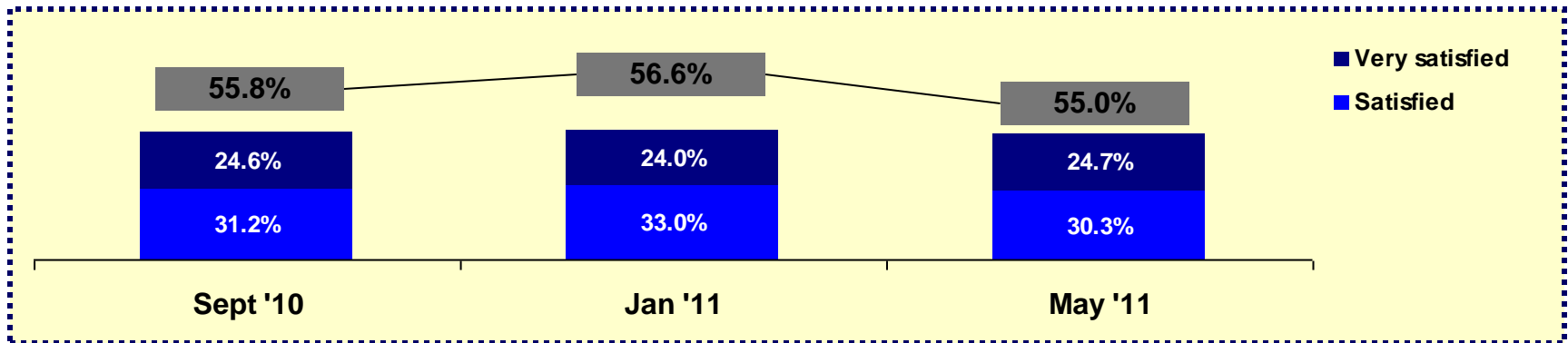
Research Design

Target Audience	Rakyat Who Made Report At the Police Station
Definition	<ul style="list-style-type: none"> Those who had just made a report at the Police Station
Methodology & Approach	<ul style="list-style-type: none"> Intercept at Police Station Amongst those who have just made police report
Achieved Sample Size	<ul style="list-style-type: none"> Sample Size 606 (minimum of n=150 for each location)
Geographical Coverage	<ul style="list-style-type: none"> Hotspots i.e. Selangor, Kuala Lumpur, Penang & Johor Bahru Urban Areas only
Fieldwork	<ul style="list-style-type: none"> Wave 4: Mar '11 – May '11 Wave 3: Dec '10 – Jan '11 Wave 2: Jul '10 – Sept '10 Wave 1: Mar '10 – May '10

1

Level of Rakyat's Satisfaction with the services provided by PDRM

Satisfaction with the PDRM amongst rakyat who made police report declined slightly at 55.0% compared to the previous wave.



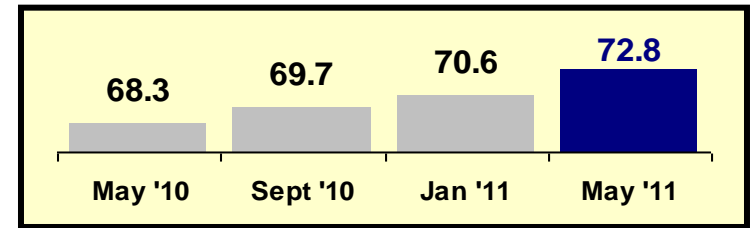
Category	Weighted average of respondents who rated "Satisfied" and "Very Satisfied"	Sep '10	Jan '11	May '11
1 Making Police report (30%)	<ul style="list-style-type: none"> Ease of making police report Keeping informed Follow up actions Maintaining confidentiality 	56.1%	59.3%	54.8%
2 Addressing Crime (40%)	<ul style="list-style-type: none"> Police presence in patrolling Interaction with community Response time Effectiveness in addressing crime 	49.7%	50.5%	49.2%
3 Layanan/ Service (30%)	<ul style="list-style-type: none"> General helpfulness Treatment at police station Fairness of treatment Being caring and sensitive Trustworthiness and integrity Level of interest Respecting Human rights 	59.4%	60.1%	61.0%
Composite Index		55.8%	56.6%	55.0%

■ **“Layanan/Treatment”** showed some improvements, whilst ‘making police report’ is lower this wave.

2

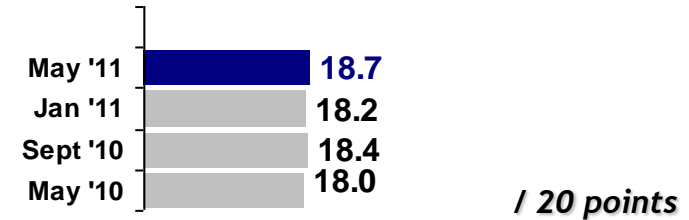
Performance Score of Frontline Services Experienced at Police Station (Internal Audit)

Service Performance Score increased to 72.8 points from 70.6 points



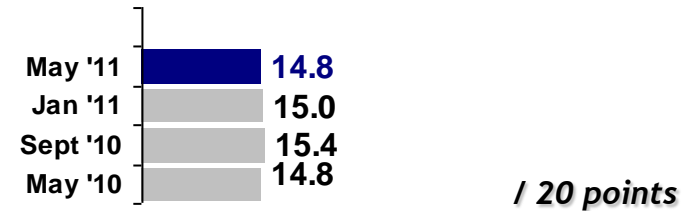
Frontline Services (weight 20%)

- Waiting time within 15 minutes
- Officer make eye contact
- Greetings from officer
- Officer volunteer to handle report
- Officer displays nametag
- Officer wearing uniform
- Officer appeared neat & tidy



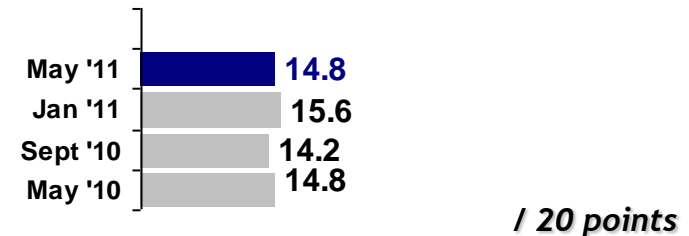
Processes & Paperwork (weight 20%)

- Staff / Officer make eye contact
- Officer say "Please" or "Thank you" during conversation
- Have to fill in many forms
- Clearly explained on how to fill in the form



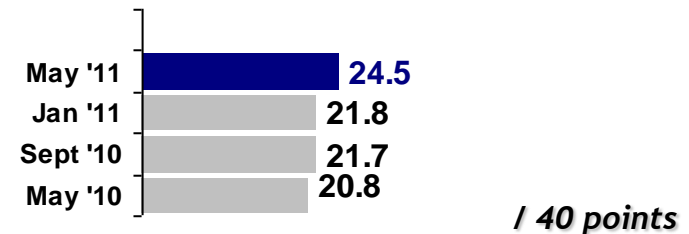
Station's Physical Atmosphere (weight 20%)

- Proper signs / notices directing to various departments
- Sufficient forms available
- Proper sign / notice board that explaining report procedures
- Cleanliness
- Sufficient lightings

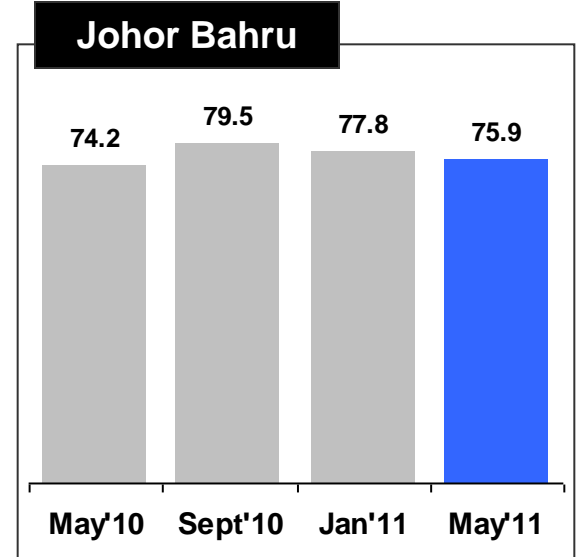
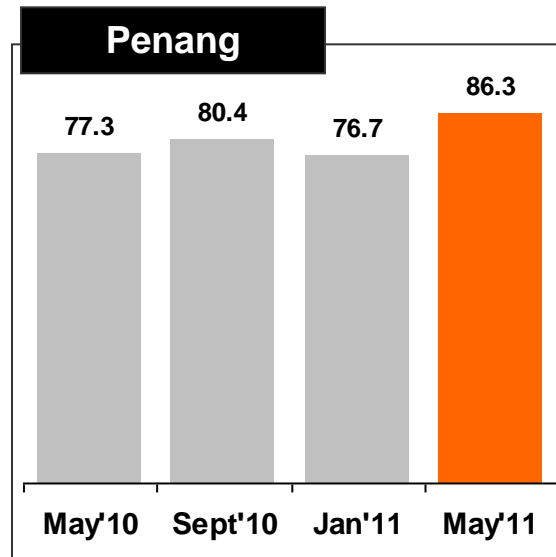
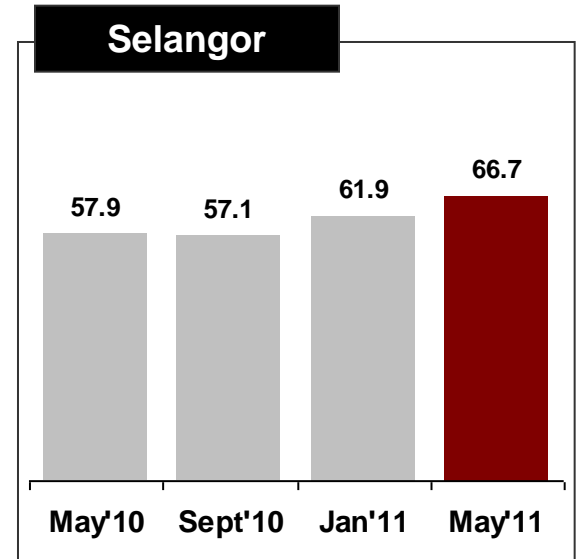
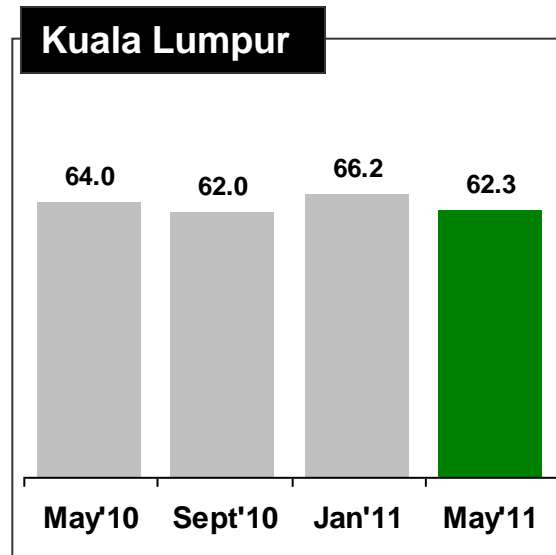
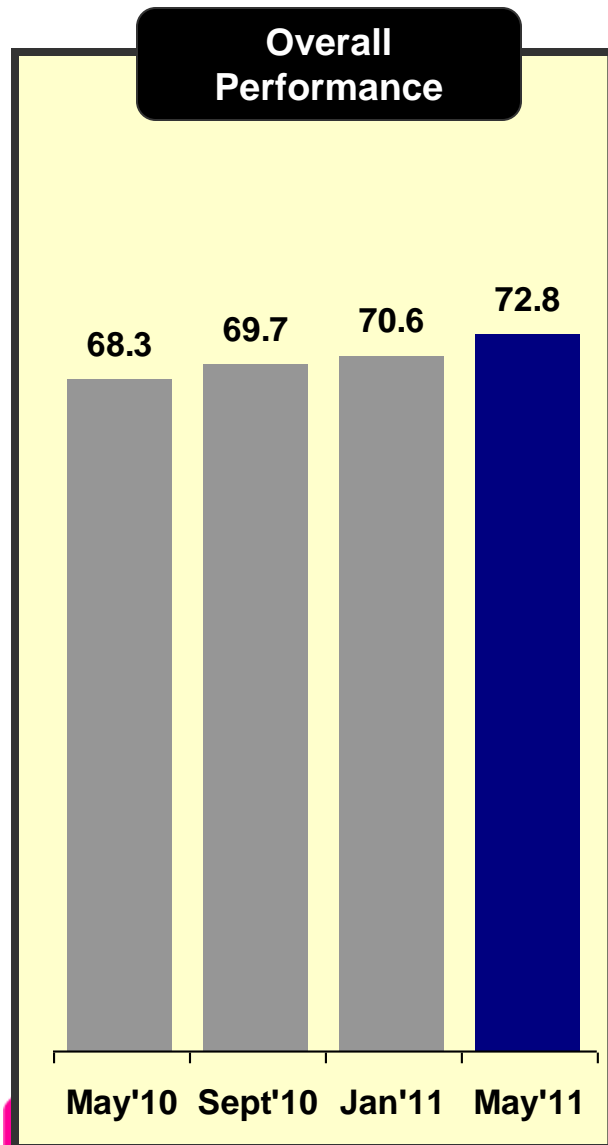


Personnel knowledge & turnaround time (weight 40%)

- Officer advise on timing needed before updating the complainants
- Officer asked on any further questions
- Officer asked complainants to contact the police station if needed more information / help
- Advise on to get a copy of the certified report



Penang and Selangor show improvements over the last wave



Highlights

Highlights

- **Satisfaction with PDRM amongst Rakyat who has made a report at police stations has marginally declined compared to last wave.**
 - **Rakyat has rated lower scores on 'Making Police Report' and 'Addressing Crime.' whilst 'Layanan/Service' at the police station has improved.**
- **Frontline services performance have improved well over the previous wave particularly on the area of personnel knowledge and turnaround time.**
- **Selangor and Penang contributes to the improvement in frontline service scores.**