Faculty of Social Sciences and Humanities

Community Policing and Crime Prevention in Kuching, Sarawak

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Community Policing and Crime Prevention in Kuching, Sarawak

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DECLARATION

I, Lau Pang Heng with UNIMAS matric number 17010023, from the Faculty of Social Sciences and Humanities hereby declare that the work titled ***Community Policing and Crime Prevention in Kuching, Sarawak***, is my original work. I have not copied from any other student's work or from any other sources except where due reference or acknowledgement is made explicitly in the text, nor has any part been written for me by another person. The thesis has not been accepted for any degree and is not concurrently submitted to candidature for any other degree elsewhere.

Lau Pang Heng
Date: October 4th, 2019.

DEDICATION

In the name of the Lord, I humbly and sincerely dedicate my PhD thesis titled "Community Policing and Crime Prevention in Kuching, Sarawak," to my family for their patience, prayers and understanding throughout my period of study at Universiti Malaysia Sarawak.

I humbly pray that the fruits of this study shall benefit community policing not only in Malaysia but worldwide. And that God can allow us to live long enough to witness the fruition of successful community policing in our country, Malaysia.

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ABSTRACT

The study focused on community policing and crime prevention practices in Kuching urban areas under the administration of Kuching police district. The research was based on mixed method – qualitative and quantitative data collection. The objective of the qualitative data was to find out the perception of the respondents on community policing and crime prevention practices through four focus group discussions and 20 in-depth interviews with respondents who were involved in decision making of community policing and crime prevention . The respondents were police, community leaders and crime prevention groups. To gain the public perceptions and attitudes towards community policing activities and its effectiveness, a quantitative survey of 500 respondents from the respective nine police station areas in Kuching were randomly collected. Five hypotheses were tested: (i) Citizen and police community policing collaboration in crime prevention patrol has a strong correlation with the level of crime in the area; (ii.a) there is a strong relationship between police and citizen joint patrol with the level of crime and safety in the neighbourhood; (ii.b) when police and citizen has joint community policing programmes, citizen perception of fear of crime is low; (iii) if police and citizen frequent patrol, the safety status of the neighbourhood will improve; (iv) sharing of crime information by the citizen would have a positive impact in crime reduction. The results showed that community policing and crime has a statistical significance by involving police and members of the community, particularly members from the Sarawak Community Policing Groups. The five hypothesis tested contributed to new knowledge in the community policing and crime prevention practices in Malaysia. This study has found that community policing involving police and members of the public has played an important role in crime reduction in Kuching over the past years. Citizen perception on fear of crime in

Kuching is low due to citizen and police collaboration in crime prevention. Policy recommendations were made at the conclusion of this thesis.

Keywords: Community policing, crime prevention, broken windows theory, and citizen patrol

Kepolisan Komuniti dan Pencegahan Jenayah di Kuching, Sarawak

ABSTRAK

Penyelidikan ini adalah mengenai kepolisan komuniti dan aktiviti pencegahan jenayah di kawasan bandar Kuching di bawah pentadbiran Ibu Pejabat Daerah Polis Kuching. Penyelidikan ini menggunakan kaedah campuran yang menggabungkan kaedah pengumpulan data secara kualitatif dan kuantitatif. Objektif data kuantitatif adalah untuk mendapatkan persepsi responden terhadap kepolisan komuniti dan aktiviti pencegahan jenayah berdasarkan perbincangan empat kumpulan fokus, 20 temuduga mendalam bersama responden yang terlibat dalam pembuatan dasar kepolisan komuniti dan pencegahan jenayah. Responden merupakan ahli polis, ketua masyarakat dan kumpulan pencegahan jenayah di kawasan kejiranan. Sementara untuk mendapatkan persepsi dan atitud orang awam terhadap aktiviti-aktiviti kepolisan komuniti dan keberkesanannya, survei kuantitatif bersama 500 responden yang tinggal di kawasan pentadbiran sembilan balai polis di Kuching telah dikutip secara rawak. Lima hipotesis telah diuji: (i) kerjasama orang awam bersama polis dalam kepolisan komuniti dalam menjalankan rondaan pencegahan jenayah mempunyai korelasi yang tinggi dengan tahap kadar jenayah di kawasan tersebut: (ii.a) terdapat hubungan yang kuat di antara rondaan bersama polis dan orang awam dengan kadar jenayah dan keselamatan di kawasan tersebut; (ii.b) apabila polis dan orang awam menjalankan program kepolisan komuniti bersama, persepsi orang awam mengenai rasa takut terhadap jenayah adalah rendah; (iii) jika pihak polis dan orang awam meningkatkan kekerapan meronda kawasan kejiranan, status keselamatan kejiranan meningkat dan; (iv) perkongsian maklumat jenayah oleh orang awam mempunyai impak positif terhadap pengurangan kadar jenayah. Hasil penyelidikan ini menunjukkan kepolisan komuniti dan jenayah mempunyai kepentingan statistik apabila melibatkan polis dan ahli komuniti, terutamaya ahli-ahli kumpulan

Kepolisan Komuniti Sarawak. Lima hipotesis yang diuji mengumbong pengetahuan baharu dalam kepolisan komuniti dan pencegahan jenayah di Malaysia. Penyelidikan ini mendapati kepolisan komuniti yang melibatkan pihak polis dan orang awam telah memainkan peranan penting dalam pengurangan jenayah di Kuching. Persepsi orang awam terhadap rasa takut terhadap jenayah juga rendah disebabkan kolaborasi pihak polis dan orang awam dalam pencegahan jenayah. Cadangan dasar telah dibuat pada kesimpulan tesis ini.

***Kata kunci**: Kepolisan komuniti, pencegahan jenayah,* broken window theory*, rondaan sukarela*

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LIST OF ABBREVIATIONS

ACP	Assistant Commissioner of Police
CAD	Computer Aided Dispatching
CCTV	Closed Circuit Television
DCP	Deputy Commissioner of Police
IPD	*Ibu Pejabat Daerah* (police district headquarters)
IT	Information Technology
KOBAN	Police small organizational unit in Japan
KRT	*Kawasan Rukun Tetangga*
MLP	Mass line policing
MPS	Ministry of public security (China)
NPP	Neighbourhood Police Post
NRPP	National reassurance policing programme
PRC	People's Republic of China
RAKAN COP	Friends of the Police
RCP	Royal Commission of inquiry to enhance the operation and management of the Police
RELA	Ik*atan Relawan Rakyat Malaysia*
RMP	Royal Malaysia Police
SCPA	Sarawak Community Policing Association
SRS	*Skim Rondaan Sukarela*
USA	United State of America

CHAPTER 1

INTRODUCTION

1.1 Introduction

Security of lives and properties is very important in every society to allow or improve peaceful co-existence between individuals, groups and communities. When social regulation breaks down, the controlling influence of society on individual propensities is no longer effective; and individuals are left to their own devices. Such a situation, Durkheim called it, anomie, a term refers to a condition of relative normlessness in a whole society or some of its component groups. It characterises a condition in which individual desires are no longer regulated by common norms and consequently, individuals are left without moral guidance in the pursuit of their goals (Durkheim in Coser, 1977; Hilbert,1986; Mukherjee, 2010; Cotterrell, 2010; and DiCristina, 2016). This means there is a need for functional rules or regulations that can guide and control the behaviour and activities of individuals or groups in a given society to enable the society to function well, where individuals or groups to some extent, must limit behavioural acts according to accepted and agreed norms in the society.

Anti-social behaviour, social ills and incivilities leads to crime and disorder. Crime impacts economic growth of a nation (Ojog and Dumitru, 2014). Crime has a significant impact on reducing per capita income and employment growth (Peri, 2004). The costs of crime present an opportunity cost as Gaibulloev and Sandler (2011) confirmed this by exploring the effect of crime from transnational and domestic terrorism perspective on the economic progress of 18 European countries. Skogan (2012) in his article on *Disorder and Crime* published by Oxford University Press (2012) confirmed that unchecked incivilities and disorder not only lead to fear

of crime but with increased crime. Disorder and crime affected individual mobility, neighbourhood cohesion and local economies; and this has become an increasingly important topic in criminology and other disciplines.

Crime statistics from the Royal Malaysia Police showed that from 1997 to 2009, the number of reported crimes had increased from 122,176 to 212676 (Sulaiman, Othma, and D'Silva, 2005; and Royal Malaysia Police, 2019). Criminal activities in Malaysia have been associated with street crimes like snatching, robbery, pickpocketing, carjacking, gang violence, drug dealing and rape (Sidhu, 2005; Tang, 2009; Bahaman, 2009; Suffian 2012).

The increase in crime had concerned the government of Malaysia and policy makers regarding the operation of the police force. Thus, in 2004, the previous government of Malaysia, appointed the Royal Commission to enhance the operation and management of the Royal Malaysia Police (RCP) to study the ways and how the police force can be more efficient in combating crime (RCP report, 2005).

The RCP report in 2005 indicated that public confidence in the police was very low (RCP, 2005 and Teh, 2014). Thus, the RCP, among others, strongly recommended the formation of community policing in the neighbourhood, as a crime watch group to enable the police to partner with the citizens in crime prevention. Community policing encompasses the police to co-operate and work together with the citizen in a creative and effective way to solve community problems in relation to the threat of crime and neighbourhood disorder (Goldstein, 1987; Trojanowiez and Buequeroux, 1994; Masterson and Stevens, 2002; Lo and Cheok, 2004).

The concept of community policing is meant to promote police and community relations in a healthier atmosphere and increase the image of the police to a better level

(Thurman and Reisig, 1996; and Wong, 2001)

The Royal Malaysia Police (RMP) has encouraged members of the public and community to join them in the fight against crime. RMP slogan is "Police and the community is inseparable, and United Against Crime" (RMP, 2017). In Malaysia the partnership between the community and the police has stated since 1967. It is called a "*Salleh*'s" system, a smart partnership between the community and the police. This Salleh's system was implemented during Tun Salleh's time as Inspector General of Police in Malaysia in year 1967 (Sulaiman, Othman, Jamilah, Samah, Baharman and Yero, 2014).

The RMP followed the Japanese KOBAN (police box) system in crime prevention. The Japanese KOBAN system is a place where community police officers mainly carry out their work by a relatively three to five police officers in the community. There are residential police boxes where police will do frequent checks in the community. Each KOBAN covers specific areas and they are situated as a branch of the police station. They are responsible for maintaining the safety of the respective areas by figuring out each security situation and taking requests and concerns of residents into consideration (Leishman, 2007, Sulaiman et al, 2014).

In Kuching, there are police huts in major housing estates manned by police sergeants and corporals. They looked after the housing estate security. RMP made the first step to support the community in crime prevention activities by forming neighbourhood crime watch like the *Skim Ronda Sukarela* (SRS), and *Kawasan Rukun Tetangga* (KRT) in 1990. The key objective of these community policing approaches was to enable the police to get closer to the people, to understand their problems and to find solutions to rectify. It is the same community policing approach as stated by Gary Gordner (2014) in the State Police and Community Policing, (COPS)

under Table 2.2 on page 24: "Correspondence of nine elements of community policing for state police which are citizen input, broad function, personal service, geographic focus, prevention emphasis, flexible operations, positive interaction, partnerships and problem solving," (US Department of Justice publication with Kutztown University, 2014; Gordner, 014).

The then Inspector General of Malaysian Police, Tan Sri Musa Hassan, implemented Community Policing immediately in year 2007; however, there was no indication that crime rate has dropped (Royal Malaysia Police, Bukit Aman report, May, 2017).

In year 2013, the former Inspector General of Malaysian Police, Tan Sri Khalid Abu Bakar, was assigned to spearhead the community policing programmes with the formation of the Crime Prevention and Community Safety Department (JPJKK) in Royal Malaysia Police. With this JPJKK concept, in every police district, there is a police officer supervising the Crime Prevention and Community Safety programmes.

Crime rate[1] has dropped from 764.8 in 2009 to 306.15 in 2017 (Royal Malaysia Police, Bukit Aman, April, 2018). However, there has been neither prior study on whether the drop-in crime was due to community policing, nor study has been conducted on the level of citizen participation in community policing programmes in Malaysia or specifically in Kuching, Sarawak. Thus, there is a need for a study to understand the relationship between community policing and crime prevention in Kuching, Sarawak which is the focus of this study.

[1] Crime rate is calculated based on the number of reported crime divided by the total population multiply 100,000

1.2 Kuching police district

Kuching police district has a total population of 654,600 and 159,200 households (Statistics Department, 2018). The composition of the population as of end of 2017 was: Malay 36.5%; Chinese 37.1%; Iban 11.4%; Bidayuh 12.1%; Melanau 0.64% and other races 2.26%. Kuching enjoyed a diversified culture.

It has nine police stations covering nine geographical areas – Tabuan, Sekama, Bintawa, Sungai Maong. Central Police, Satok, Padungan, Kampong Gita and Santubong police stations as shown in Map 1 on page 6. They have a total of 982 policemen serving these areas (Kuching District Police, 2018). Thus, each policeman is serving 667 persons. The number of police to population is 1 policeman to 667 and this was higher than the international standard of 1:250 (Sulaiman AH, Suffian, Jamilah, D'Silvia, Abu Samah and Yero, 2013). In view of this, the police are seeking assistance from members of the public to help in crime prevention.

1.3 Community policing in Kuching

The importance of security of life and properties can never be over emphasized. Consequently, Kuching District Police, implemented community policing programmes in 2014. It was led by Dato Roslan Bek Ahmad, the then Kuching District Police Chief (Kuching District Police Report, 2014). The idea of community policing was meant to improve the security of lives and properties among the communities. Therefore, the new community policing strategy becomes a neighbourhood affair, where the neighbourhoods were co-opted to work with the police in crime prevention.

Dato Roslan Bek Ahmad had encouraged and supported the formation of the Sarawak

Community Policing Association (SCPA) which was formed in May, 2015. SCPA was officially approved by the Registrar of Society Malaysia on May 28th, 2015 (Registrar of Society, 2018). Members of SCPA worked with the police to prevent crime before it happens. SCPA conducted crime prevention patrols with the police, which give citizens more control over their quality of life in their community and in return citizens cultivate trust and confidence in the police (SCPA survey, May 2017).

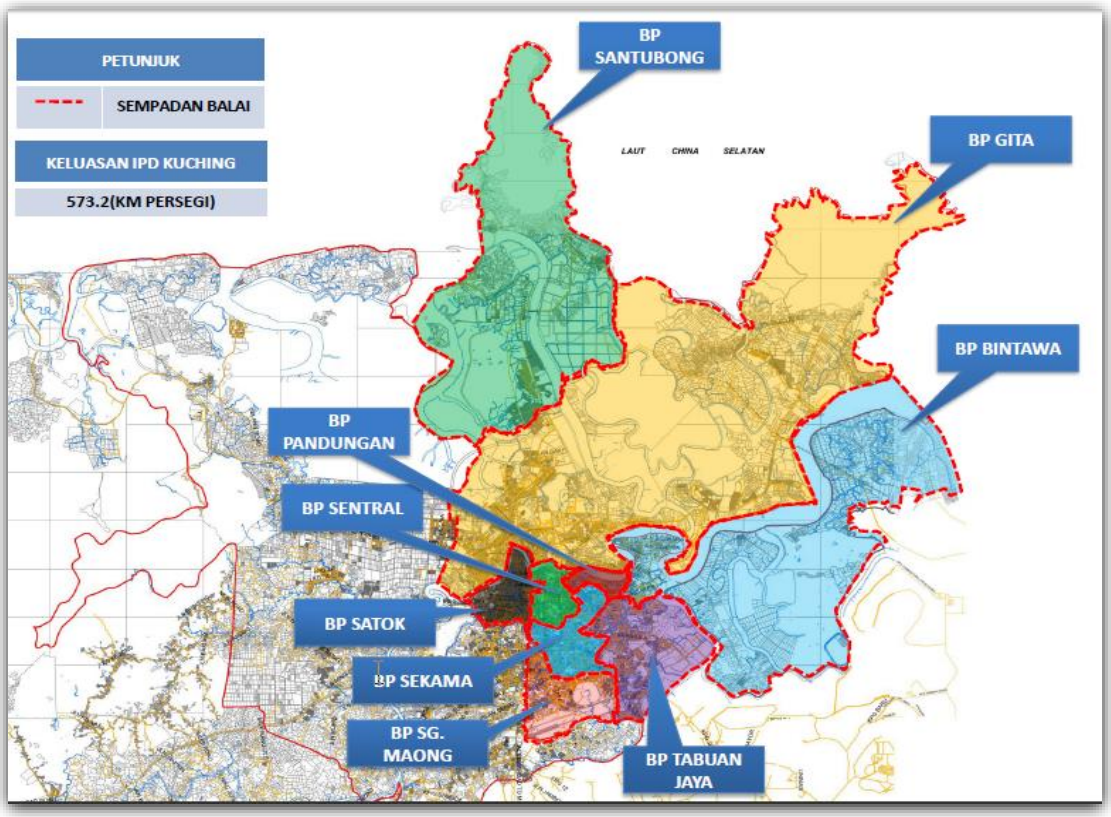

Figure 1.1: Map of Kuching Police District geographical area of coverage showing the nine police stations (Source: Kuching Police District, 2018)

Members of the SCPA serve as eyes and ears to the police. SCPA always partners with the police in crime prevention patrols in Kuching housing estates. Kuching Police District has nine Police Stations (Kuching District Police, May, 2017). Though crime rate in Kuching Police District dropped from 3,554 in 2013 to 1,570 in 2017 (Royal Malaysia Police, Bukit Aman,

May, 2018), there was no prior study conducted to ascertain whether the decrease in crime was due to the introduction of the community policing. Thus, this study is to find out if community policing has played a role in crime reduction.

1.4 The research problem

In 2013, the then Inspector General of Police Malaysia, Tan Sri Khalid Abu Bakar had introduced the community policing programmes for the police to partner with the community in crime prevention. Community policing enables the citizen to participate in solving problems of crime, disorder and incivility in the community. Vinzant, and Crothers (1994), and Skogan (1995) in their survey established that without community participation, community policing is likely to fail. In the case of Malaysia, the findings by Amar Singh's (2005) have supported their findings which indicated that police need to work with the citizen in crime prevention (Vinzant and Crothers, 1994; Skogan, 1994).

Sozer and Merio in their survey in 2013, confirmed that police cannot prevent crime alone without the participation of the citizens (Vinzent and Crothers, 1994; Sozer and Merio, 2013). Therefore, there is a need to ascertain the impact of community policing on crime prevention in Kuching.

The implementation of community policing in 2007 did not show any drop in the number of crimes reported to the police. But since 2013, when the police restructured their organization to incorporate community policing, crimes dropped from 153,669 in 2013 to 112,354 in 2017 (Royal Malaysia Police, 2018). The crimes statistics is shown in Figure 1.1 on the next page.

This study shall examine if the drop in crime was due to community policing practices.

The study focused in Kuching police administrative district.

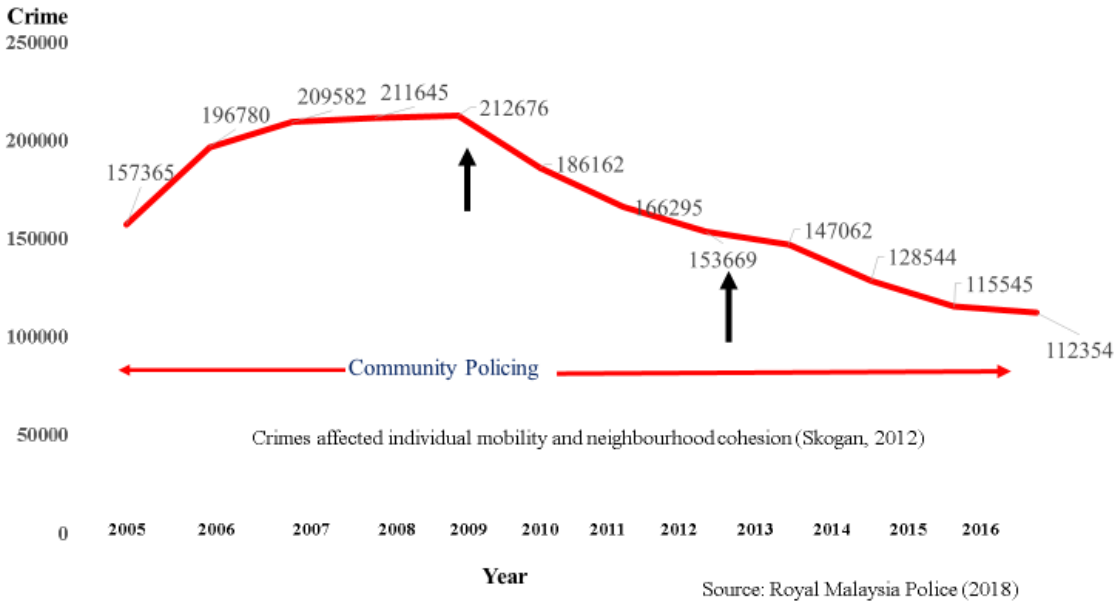

Figure 1.2: Crime reported to the police in Malaysia from 2005 to 2017.

1.5 The research questions

Based on the research problems, this study is meant to examine the impact of community policing on crime rates in Kuching, Sarawak.

i. How community policng has played a role in crime prevention in Kuching?

   To study this, the researcher have examined how community policing, where police partners with private citizen in crime prevention, has affected crime rates in Kuching. The hypothesis of, "there is a strong co-relationship between police and citizens joint patrol and the level of crime and safety in the neighbourhood," was tested. Indirectly to find out if the hypothesis of Zhao, Lovrich and Robinson (2001) that community policing was forced on the police was happening in Kuching.

ii. What are the activities of SCPA in crime prevention ?

To study this behaviour, the researcher have studied the frequency where members of SCPA worked with the police in crime prevention. What activities SPCA were doing with the police in crime prevention? Crime recorded in areas that SCPA covered at least twice a month with the police and compared with areas of coverage once in three months. The author also studied the willingness of SCPA members participation in crime prevention patrol. It was to test the hypothesis of, "ii.a when police and citizen has joint community policing programmes citizen perception on fear of crime is low," and " ii.b police and citizen frequent patrol in the neighbourhood will improve the safety status of the area." Indirectly this to test whether Lord and Friday (2008) hypothesis of community policing is a partnership among the citizens and police is applicable in Kuching.

iii. How the citizen participation in crime prevention has helped in crime reduction in Kuching, Sarawak ?

To obtain this information, the researcher have conducted interviews with selected respondents based on household samplings to find out frequency of citizen participation in community policing.

It was to test the hypothesis of, "citizen and police community policing co-production in crime prevention patrol has a strong relationship with the level of crime in the area." Indirectly this to test Trojanowicz Buequerous (1990) and Broken Windows theory (1982) and Munoz (2014) hypothesis that disorder, crime and broken windows have close relationships in Kuching.

iv. What new technology has been used in community policing and crime prevention in Kuching ?

To obtain this information, surveys were conducted on citizen use of Voluntary

Smartphone Patrol (VPS) launched by the police to receive reports by the citizens, and on citizens using phone technology and social media to share crime information. It was to test the hypothesis of, "sharing of crime information by the citizens will have a positive impact on crime reduction." Indirecly this to confirm the hypothesis of Carter and Tronjanowicz and Chu, 2007 that effective use of technology can help in crime reduction.

1.6 The Research objectives

The four objectives to examine the relationship between community policing and the decrease in crime rates in Kuching are:

i To study how community policing has played a role in crime prevention in Kuching;
ii To examine the activities of SCPA in crime prevention in Kuching;
iii To examine how citizen participation in crime prevention has helped in crime reduction;
iv To study how technology is used in community policing and how it affected crimes in Kuching.

1.7 Significance of this study

The thoughts that community policing is more of a public relation tool than a crime prevention tool still prevails among street level officers (Walker and Katz, 2005). There are also those who believe that community policing has been forced on police departments, creating little commitment from street level officers (Zhao, Lovrich, and Robinson, 2001). However,

there are others who believe that community policing has evolved into more than a partnership of the police and the publics, and that relationship has provided a diverse group of decision makers working to improve quality of life issues (Lord and Friday, 2008).

These factors, along with the wide variety of community policing programmes across Kuching Police District, reveal a gap in literature and a definitive description of community policing. This study provides additional knowledge associated with the success of community policing as it relates directly to crime prevention and reduction in Kuching, Sarawak.

Community policing, by definition, is designed to fit the needs of individual communities. To determine whether it influences crime rates and crime clearance rates, it is necessary to study individual jurisdictions. Kuching Police District is located on the Southern tip of the State of Sarawak, Malaysia. If no relationship exists between community policing and crime reduction and clearance rates, agencies should immediately address the style of policing. Community policing is designed to reduce crime and disorder, and to improve police and community relations (Chapelle, 2009 and RCP, 2005). If no relationship exists, the implication is that valuable tax dollars are being ill spent.

1.8 Contributions to new knowledge

There are five contributions to new knowledge:

1.8.1 It is argued that when police and citizen jointly involved in crime prevention, the lesser is the level of crime. This finding is different from Zhao, Lovrich and Robinson (2001) hypothesis of community policing is forced on the police.

1.8.2 When police and citizen has joint community policing programmes citizen perception on fear of crime is low. When police and citizen conducted frequent patrol in the

neighbourhood it has improved the safety status of the area.

1.8.3 Police patrol may reduce crime but not citizen perception on fear of crime. Only when police and citizen conduct joint crime prevention patrol, crimes dropped and citizen perception on fear of crime has dropped.

1.8.4 Sharing of safety information in the neighbourhood will help in crime reduction.

1.8.5 To study community policing and crime prevention, it is recommended to use mixed method - a combination of qualitative and quantitative methods. The qualitative methods will enable the researcher to hear the views of the citizens on the ground, police's views and community leaders' views based on open ended questions and the quantitative methods will enable the researchers to obtain the data that consisted of statistically analysing scores collected using survey questionnaires to answer questions to test hypothesis.

1.9 Thesis organization

This thesis is organised into five chapters. Chapter 1 consists of the introductory discussion on community policing in Malaysia and Kuching specially, the research questions, research objectives, significance of the study and contributions to new knowledge.

Chapter 2 is a literature review. This chapter discussed *broken windows* theory (Wilson and Kelling, 1982; Johnson, 2017) on disorder, incivility, rundown environment and how it relates to crime. Others community policing theories by Gordner (1996), Trojanwicz and

Bucqueroux (1994) are also discussed. Impact of modern technology on community policing, community policing practices in USA, United Kingdom, Japan and Singapore are also discussed. The community policing practices in these countries are treated as a reference point to community policing in Kuching. Chapter two also discussed community policing history in Malaysia.

Chapter 3 discussed research methodology. This study was using both qualitative and quantitative method to collect data. The discussion in this chapter included research questions, survey samples, methods of data collections, analysis of data, independent and dependent variables, test of statistical significance and themes of questions asked during the interviews and surveys. The research methodologies have addressed the research questions and objectives.

Chapter 4 presented qualitative and quantitative findings of this study. The author approached this chapter using the research questions and objectives as a base to analyse the findings from qualitative and quantitative surveys. These findings of the mixed method compliment each other.

Chapter 5 is discussion of the findings and the result of the hypothesis testing, policy recommdations,and potential implications of the research. In this final chapter, the thesis revisited the research questions and objectives based on the hypothesis: (i) the higher the frequency of police and citizen involvement in crime prevention patrol, the lesser the level of crime; (ii.a) when police and citizen have joint community policing programmes, citizen perception on fear of crime is low; (ii.b) if police and citizen conducted frequent patrol, the safety status will improve in the neighbourhood; (iii) citizen and police coproduction in crime

prevention patrol has a strong relationship in level of crime in the area; and (iv) sharing of crime information by the citizens will have a positive impact in crime reduction.

This chapter also offers concluding comments and discusses the future directions in research related to community policing in Malaysia.

1.10 Chapter summary

This chapter has summarised the need of the study, crime situation in Malaysia that leads to the formation of the Royal Commission to study the operation in the police in 2004. The Royal Commission has founded that police need to involve the citizens in crime prevention.

The focus of this study is Kuching Police District, the nine police stations and geographical areas as shown in Figure 1.1. The research questions, research objectives, significance of this study and contributions to new knowledge were discussed.

The next chapter is literature review on community polciing and crime prevention.

CHAPTER 2

LITERATURE REVIEW

2.1 Introduction

The relevant community policing and crime prevention theories, like the Broken Windows theory (Kelling and Wilson (1982) and cited by Hancourt, Ludwig (2006), Muniz (2012 and Johnson (2017); Gordner (1996) and cited by Souhami (2012) and Trojanwicz and Buequerous (1990) cited by Mishra (2011) and Johnson (2017) were discussed.

It started with the roots of community policing in England by Robert Peel in 1882 as the Peelian's policing principles had been practised until this day, followed by community policing theories, literature review of community policing practices in overseas and it shall end with history of community policing in Malaysia.

2.2 Root of community policing

The root of community policing can be traced back to 1600 through 1800 where England went through rapid structural changes in the economy with population growth from four million to eight and half millions (Wrigley and Schofield, 1983) which has resulted in many rich and poor people in the society (Smith, 2001). Cities in England were very concerned of being victimized by crime due to poor and unemployment that dominated London (Johnson, 1981).

The English Parliament has appointed Sir Robert Peel (1882) as the chief of London Metropolitan Police after the parliamentary commission had failed to reduce crime and social

ills (Carter and Radelet, 1999). Peel identified that there was poor quality of policing in London Metropolitan areas (Peak and Glensor, 2004). He established nine police principles which are largely accepted as a foundation of modern policing and essentials of community policing (Carter and Radelet, 1999; Champion and Rush, 1997; Stevens, 2003; Peak and Glensor, 2004).

Peel emphasized on building good relationship between the community and the police. He recognised that police become successful at their job when they elicited approval and help in their actions without resorting to force or severity of law. No police department can control crime and disorder without the consent and voluntary compliance by the public (Skogan, 1995). The police worked with the community in pursuit of crime prevention.

Muniz (2014), in his research paper titled, '*Neighbourhood disorder, crime and the broken windows theory*' discussed that disorder, crime and broken windows theory have a close relationship. In his article titled '*Disorderly community partners and broken windows policing*' (Muniz, 2011), he discussed community policing, broken windows, deviance and care; and established that broken windows, deviance and disorder has a strong relationship.

Thus, the purpose of this literature review is to provide a literature foundation for the author's research on the relationship of community policing and crime prevention in Kuching, Sarawak. The author's review of previous research in a few Western and Asian countries, shows that there is no clear definition of community policing (Lord and Friday, 2008; Santos, 2014). Previous studies also showed that each agency involved in implementing community policing has its own method for doing so (Santos, 2014). However, there is no prior research done in Malaysia on the relationship between community policing and crime prevention (DCP Dato' Fatimah Abdul Hamid, December, 2017).

These facts established the need for this study on community policing as it relates to crime prevention in Kuching Police District, Sarawak.

2.3 Community policing definition

Community policing emphasizes community relationships developed between the police and stakeholders. Indeed, a strong relationship with the community is one common theme in numerous definitions of community policing (Nalla and Madan, 2012).

Relationships between the police and community can create a bond of trust and assists the police in working within the community to prevent crime and/or solve those already committed (Johnson, 2017). This is one of Peelian principles that marks the need for police to seek cooperation with the citizens served (Lewis, 2011; Jones, 2004; Amadi, 2004). Peelian principles consider community policing as clear method of improving police and citizen relationships (Johnson, 2017).

The aim is that members of the community together with the police will identify local problems and act on problem solving process together (Lewis and Lewis, 2012; Pratten and Bailey, 2005). It is the duty of the police and community to maintain order and public safety. Johnson (2017) mentioned that the key of community policing is to build community partnership and solve social issues in the community (Johnson, 2017).

There are a few common elements that are found in community policing programmes (Skolnick and Bayley, 1988; Brown, 1989; Trojanowicz, 1994; Roth and Ryan, 2000; Sozer,

2008). The common elements include permanent assignments of officers to specific duty assignments and often certain geographical areas; implementing community-based crime prevention techniques such as citizen education, neighbourhood watches, and surveying citizens; significant decentralization of authority and responsibility; accountability of the police to each neighbourhood; partnerships with public and private institutions and agencies; and adaptation of a problem-solving approach to the agency

2.3.1 Friedman and Tyler definition of community policing

Friedman (1992) in Sunshine and Tyler (2003), mentioned in his book, "*Community Policing*" coproduction based on request, provision and interaction as shown in Figure 2.1.

Community policing is a coproduction based on request (initiating service) where citizens call police to request assistance (Friedman, 1992).

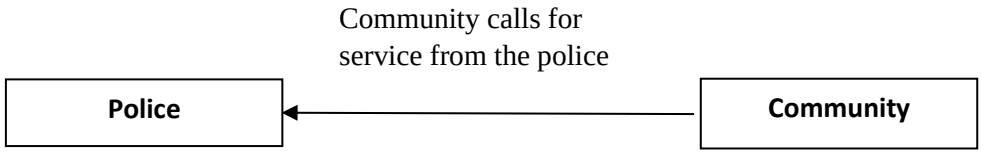

Figure 2.1: Coproduction between Police and Community where community called for police service

Community called for police service as and when there is crime in the vicinity. Police shall response to the community request and they will be there as soon as possible. From the author's personal observations, sometimes the police were late to arrive at the crime scene, leading to community unhappiness. Friendman (1992) has a different model where police and

community interact more often where police always request for help from the community and the community compiled, as shown in Figure 2.2.

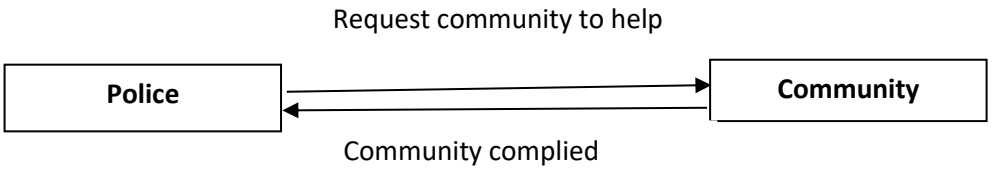

Figure 2.2: Coproduction between Police and Community where police request community's help and the community compiled.

In the next stage of development, Friedman (1992) mentioned about community policing is a coproduction based on interaction between police and community on a planned cooperation. It is shown in Figure 2.3:

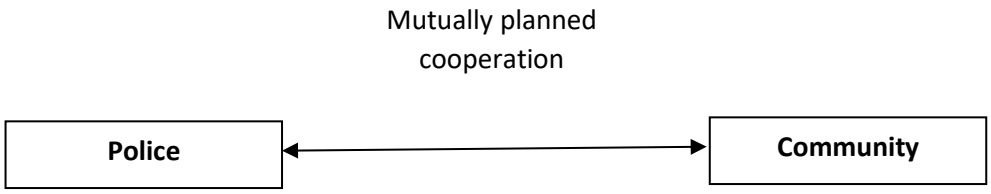

Figure 2.3: Coproduction between Police and Community where police and community have a mutual planned cooperation

Communities varied in their responses to the police request, but the community complied as a form of respect. Normally, police will ask for identity of the person when they arrive at the crime scene; normally when the police asked for identification, someone will show the police their driving license while some others showed the national identification card (IC).

Planned interaction normally involves citizen crime group organization, like the SCPA, KRT, self-help groups, neighbourhood block committees or consultative groups. Thus, one of the objectives of this study is to find out SCPA and police roles in crime prevention.

For mutually planned police and community cooperation to work, efforts to enhance relationships between the police and the community is important. This is to avoid confusion and to distinguish among human relations, community relations and police relations with the community. These terms are used in other literature on community policing. Miller, Hess and Orthmann (2008) highlighted three important relations between police and the community:

Firstly, the public relation efforts to embrace the police image – police will tell the community what they are doing for the community safety like high community policing being practiced in Malaysia (Royal Malaysia Police, 2018). Police's objective is to request the community to leave it to the police to fight crime. Police held joint citizen and police crime prevention foot patrol, stop, greet and talk with the citizens as it is done always in Kuching (Royal Malaysia Police, 2018).

Secondly, it builds community relations. Efforts to interact and communicate with the community – team policing, community resource officers and school resource officers. In Kuching, the police's crime prevention and community safety department used to call SCPA for help in road blocks to identify potential criminals (SCPA, 2018). The police have special officers assigned to the crime prevention and community safety department to work with the community (Royal Malaysia Police, 2018).

Thirdly, it builds human relations. Police efforts to relate to and understand other people or groups of people by interacting with the community through regular dialogue and discussion.

The rise of community policing has led to an emphasis on the service orientation of police work. Service orientation under community policing practices requires delineation of police social services work (Wang and Wong, 2012). The demand for active police participation in community problem-solving activities and emphatic reactions to urgent requests for police on community safety services has been continuously increasing. Trojanowicz and Bucqueroux (1990) observed:

> "community policing is a new philosophy of policing based on the concept that police officers and private citizens working together in creative ways can help solve contemporary community problems related to crime, fear of crime, social and physical disorder, and neighbourhood decay" (p.68).

According to the philosophy of community policing, the police role is highly complex, involving many different tasks and responsibilities. It is found that most police work is concerned with activities of peacekeeping and social service while only a small part of police work involves crime fighting or law enforcement (Walker and Katz, 2008). In order to increase the effectiveness of policing, the police should expand their definition of police work by focusing not only on crime fighting but also on maintaining order, social service and quality of life within the community. In community policing, it is vital to consider the citizens as co-producers of policing (Wang and Wong, 2012). The police depend on citizens to report crime and to request help in dealing with disorder. Even more important, informal social control at

the neighbourhood level is increasingly recognized as the key to limiting crime and disorder and deliver social service. In short, there is a growing recognition that the police cannot handle the crime, disorder and social service problems by themselves.

However, as Pala (2015) said that police culture is 'notoriously resilient and resistant to change' (Skogan 1999 and cited by Palam 2015), and there is no academic evidence that the police forces across Malaysia are prepared to accept this argument in order for community policing to be successfully implemented (Myhill, 2006). What is going to be more difficult to accept is that decision making needs to be decentralized for effective problem solving and community engagement to occur (Sadd and Ginc, 1996; Neyroud and Beckley, 2001; Ramsay, 2002). In other words, foot patrolling officers will have to be granted with the relevant operational latitude to help them develop trust and confidence, and in order for the police to produce creative solutions that lead to the creation of meaningful and productive ties. Police's poor relationships with communities, altered how they policed neighbourhoods. The driving force for change was common across Kuching, Malaysia, when the then Inspector General of Police, Tan Sri Khalid Ibrahim, formed the crime prevention and community safety development department so that the police can reach out to the community and work together with the citizens in crime prevention exercise (Kuching District Police Chief, 2019)

2.3.2 Malaysia definition of community policing

In Malaysia, community policing is being defined as placing police officers to each sector, to stay and live as a member of the community, introduce themselves, interact and accepted by the members of the community, participate in community activities and educate

the community about police work in crime prevention and strategies for managing crime and disorder (Sulaiman, Othman, Hamsan, Samah, and D'Silva, 2012)

Neighbourhood Watch, SRS, KRT as described in Chapter two, and community policing meetings, and other programmes designed as part of community policing efforts have not been proven to prevent crime in Malaysia (Sulaiman, 2014). If there is a relationship between community policing as a philosophy and crime rates and/or clearance rates (either positive or negative), then law enforcement leaders must analyse implementation, participation, training, and effectiveness of individual programmes and share effective methods while discontinuing ineffective methods to meet the task of reducing crime. Kuching Police District has a growing population that is quickly becoming more diverse and populated (Report of Sarawak Statistics Department, 2016). This study can potentially impact policing in the district, and across the state and country. This study fills a gap in research that currently exists concerning the success of community policing. If academics are correct that citizens are as concerned by how they are treated by the police as they are by crime reduction, then tax dollars can be better spent on hiring and training than on community policing programmes (Lord, Kuhns, and Friday, 2009; Yero, Othman, Samah, D'Silvia and Sulaiman, 2012; Hamilton-Smith, Mackenzie, Henry and Davidones, 2014).

Table 2.1: Problem-Oriented Policing in Practice in Criminology and Public Policy (Gordner and Perkins, 2005 pp 158)

	Reactive Policing	**Proactive Policing**	**Problem oriented Policing**	**Community Policing**
Primary objective	Rapid response to calls	Law enforcement	Solving recurring problems	Positive police/ community relations
Core Functions	Call handling, investigations	Stops and arrests the criminals or suspects	Problem solving with the community	Community engagement – stop, greet and talk
Distinguishing characteristics	Reactive, responsive	Proactive, aggressive	Analytical, creative	Collaborative crime prevention
Measures of success	**Process:** - response rate **Impact:** - clearance rate	**Process:** -citations -arrests **Impact**: -crime rate	**Process:** - problems identified and addressed **Impact:** - problems and harms reduced	**Process:** - meetings contacts Impact: - public fear of crime

Table 2.1 shows the four approaches to crime reduction using reactive, proactive policing, problem-oriented policing and community policing.

For reactive policing, police response to call from residents. The police will arrive at the crime venue or suspect crime venue shortly upon receipt of the call. Its impact is the crime clearance rate and response rate.

For proactive policing, the police will arrest the suspects before a crime takes place through law enforcement. In Kuching, anyone who the police believe is against the Malaysia Penal Code, will be arrested for further investigation. The measure of success is by the number of arrests and crime rate reduction.

For problem-oriented policing, police are focusing on identifying social and crime issues in the community. Police would find solutions to address the problems in order to reduce problems and harms in the society.

As for community policing, police world work with the community in crime prevention. They cooperate, collaborate and co-ordinate crime prevention patrol which involves meetring the community, stop, greet and talk with the residents.

2.4 Crime prevention

Community policing refers to a major change in the role of the police (Walker & Katz, 2005). The police role in any place is to partner with the citizen in solving problems about which the community is most concerned with. The shift in the role of police attempts to accomplish a 'crime prevention' goal rather than crime control (Riechers & Roberg, 1990).

The theoretical framework for this study is based on Trojanowicz and Bucquerous's (1990), Kelling and Wilson (1982) and Gordner (1996) theory of community policing. Trojanowicz's theory holds the police departments should work together with law abiding private citizens to create original methods that help solve community problems including crime, social and physical disorder, and neighbourhood decay. It is through this co-operation between police and private citizens that the focus of police work shifts to solving community problems and improving the overall quality of life in the community (Johnson, 2017).

Trojanowicz and Bucquerous (1990) argued that addressing quality of life issues would

lead to less citizen fear and an increase in informal social control, which would eventually lead to a decrease in crime. In order to understand Trojanowicz and Bucquerous's community policing philosophy, the author has collected data to gain an understanding of the relationships between community-oriented policing, crime rates, and crime clearance rates. The study was based on statistical data obtained from the Royal Malaysia Police.

The involvement of the community in crime prevention has three stages (Mishra, 2011):

Stage one: - Identification of the problems by the community policing attention;

Stage two: - Taking inputs from the community, involving them in the planning process, and implementation stage for addressing the problem, and,

Stage three - Feedback from the community about the participative involvement and the results achieved.

2.4.1 Crime prevention in Malaysia

Community policing is a response to the changing needs of the society. The idea is to prevent and detect crime, maintain order and ensure safety and security of the community in partnership with the police. Police shall provide efficient, transparent and responsive enforcement machinery, which perpetuates the role of law. The community needs to participate with the police in crime prevention, acting as an eye, ear and mouth for the police (Mishra, 2011).

In Malaysia, crime is committed when a person has done wrong against the law stated in the Malaysia's Penal Code, Act 574, 2015 (Penal Code, 2014) where every person shall be

liable to punishment under the Penal Code and not otherwise for every act or omission contrary to the provisions thereof, of which he shall be guilty within Malaysia as stated in Article 2 of Penal Code 2014 (Penal Code, 2014). If a person has obtained wrongful gains, dishonestly possessed goods or properties, fraudulently intent to defraud, in possession of counterfeit currencies or document, voluntarily causing hurt, illegally and unlawfully in possession of weapons, causing injury, causing death, taking another person's property illegally, shall be punished under the law stated in Penal Code, Malaysia (Penal Code, 2014). Crime prevention in Malaysia is to prevent a person doing things against the law under the Penal Code.

Crime prevention is the responsibility of citizen and requires planning, support and participation by every resident with an intention to prevent the occurrence of crime in the society. It will require citizen patrol, police frequent patrol, citizen and police patrol to increase public crime awareness.

RMP has gone through using various methods to involve the citizens in crime prevention. Community policing programmes was effective from 2013 when the government of Malaysia approved the registration of community policing associations. Police has engaged many public relationship programmes to engage the citizens and from my personal observation and study when police are more open and transparent to involve the residents in crime prevention, the community policing programme will be more successful.

2.4.2 Crime prevention in Kuching

Crime prevention in Kuching involves the SCPA members, neighbourhood crime watch group like the KRT (Rukun Tetangga) and SRS. These groups of citizens work together with the police in crime prevention in their neighbourhood. According to the police latest crime statistics, in 2018, from January 1, 2018 to September 15, 2018, crime has dropped by 13 percent as compared to the same period in 2017 (Royal Malaysia Police, 2018).

2.5 Broken windows theory

Wilson and Kelling (1982) argued that there is an important relationship between disorder and crime. They contend that police should focus on the disorder that affects the quality of life in the neighbourhood. Their broken windows theory states that incivilities and disorder exacerbate the fear of crime which, in turn, weakens the social cohesion in the neighbourhood (Sozer, 2008). If there are physical and social signs that reveal a particular area is unattended, other types of disorder may be attracted to that area. When prostitutes, loitering youths, drug dealers and panhandlers start to occupy the neighbourhood, law abiding families move out, and other law aboding citizens, who cannot leave the neighbourhood, start withdrawing from active participation in the neighbourhood activities (Wilson and Kelling, 1982; Sozer, 2008). It will make the neighbourhood crime prone, and more serious crimes are likely to occur.

It was confirmed in the author's experiment on May 5th, 2018 and May 12th, 2018, in a disorderly neighbourhood. An unattended motor cycle placed in a disorderly neighbourhood, resulted in the components of the motor cycle were removed. But in an orderly and well-

maintained neighbourhood, the motor cycle was intact after the experiment.

According to broken windows theory, social cohesion and community involvement are key factors to eliminate physical and social signs of incivilities from the neighbourhood. By working closely with the community, police should remove signs of incivility from the neighbourhood and proactively prevent crime (Wilson & Kelling, 1982; Sozer, 2008).

However, broken windows theory has two major drawbacks. First, Mathews (1992) argued that there is no relationship between crime and disorder. Second, the crime and disorder relationship are spurious as "collective efficacy" is superior and affects both disorder and crime (Sampson & Raudenbush, 1999). However, research examining structural relationships between disorder and crime and community policing found that the "moral decay of community may indeed lead to more crimes, and that other things such as collective efficacy being equal, fixing broken windows may be the best thing the police and community can do to prevent crime" (Xu, Fiedler & Flanning, 2005).

There are two categories of research into the broken windows theory by Kelling and Wilson (1982). The first includes studies that examine the theoretical underpinnings of the hypothesis, such as the link between disorder and fear or the association between incivilities and serious crime.

The second includes research that evaluates policies that are derived from or otherwise influenced by broken windows, such as quality of life programmes or order maintenance enforcement practices.

On the other side, the 'Broken Windows' theory by Wilson and Kelling (1982 and confirmed by researchers like Bratton, 1996; Skogan, 1990; Taylor and Covington, 1993; and Doran, Burgess, 2012) stated that unrepaired broken windows (untended disorderly behaviour) become a signal that no one cares and leads to a breakdown in community controls. This lack of response creates a condition that lead to social and physical disorder, and residents will perceive the area as unsafe and fear of crime will increase.

The flowchart in Figure 2.4 shows a decrease in social control and community level capacity to combat disorder and Skogan mirrors Wilson and Kelling's argument in stating that the neighbourhood will invite 'outside troublemakers' who bring additional crime and disorder (Skogan, 1986, Doran, Burgess, 2012). There will be a deteriorating of business conditions and demographic collapse of the neighbourhood.

It is clear that from a 'Broken Window' theory that broken properties remained unrepaired which will lead to disorder and incivilities in the community resulting in the influx of criminals and crime. The result will be declining business opportunities, weakening of the social process and collapse of the neighbourhood.

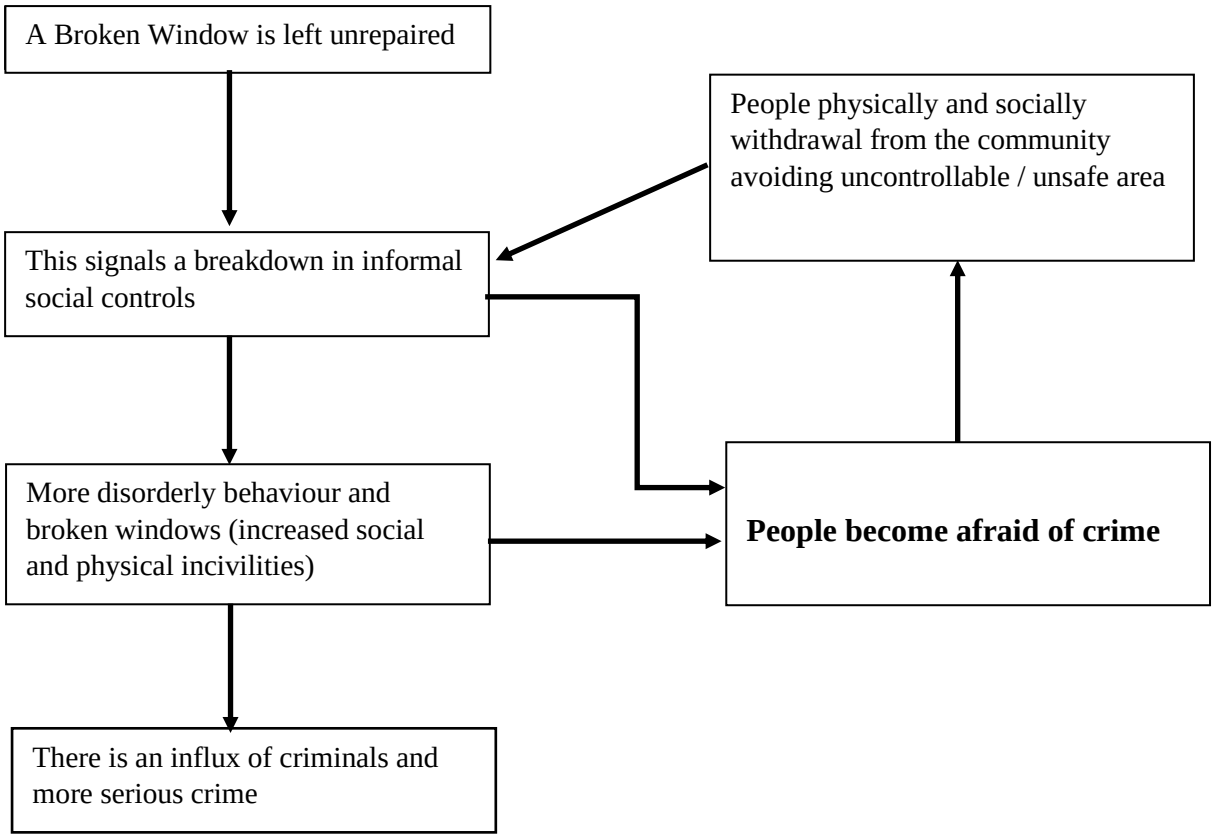

Figure 2.4: Flow chart illustrating the cycle of the broken windows hypothesis highlighting the role of fear of crime (Doran and Burgess, 2012)

Broken windows argue that disorderly conditions and behaviours are linked both to citizen fear and to serious crime. Few criminologists have concerns with this disorder fear portion of the hypothesis and a fair amount of empirical research, some of which goes as far back as research conducted by the President's Commission during the 1960s in USA by President Johnson, demonstrated an association between incivilities and fear. Studies by Skogan and Maxfield, (1981) and Ross and Jang (2000) provide two more recent examples. Some debate continues regarding measurement concerns, causal order, and individual- versus ecological-level influences on fear. LaGrange, Ferraro and Supancic (1992), for instance,

suggest that while incivility is related to fear, the effect is mediated through perceptions of risk.

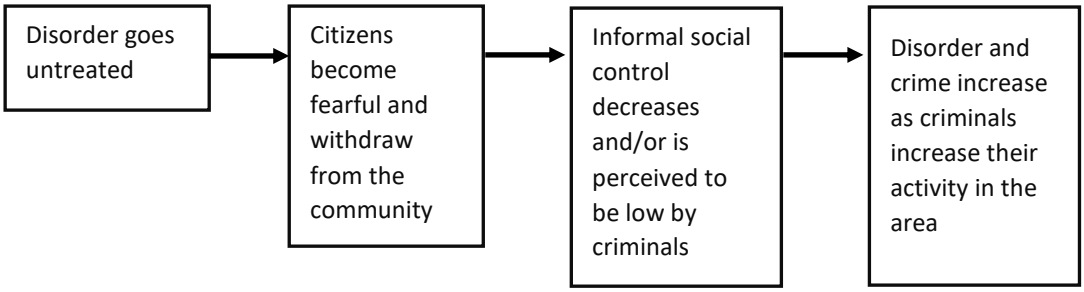

Figure 2.5: The broken windows hypothesis (Wilson and Kelling, 1982)

Figure 2.5 shows that disorder is a signal that no one cares, and it symbolizes an increased likelihood of serious criminal activities thus reducing residents' social activity.This eventually leads to more serious crimes (Costa & McGrace, 1984; Chappell, Monk-Turner and Payne, 2011).

More recently, Taylor and Kluemper (2012) concludes that the incivility–fear connection is stronger at the individual level. One's perception of incivilities in the neighbourhood has a greater impact than the actual amount of incivilities in the neighbourhood and that the connection is weak when examined longitudinally. Incivilities influence later changes in fear, but not as strongly or consistently as other factors. Overall, however, most research to date agrees that disorder is, at least in some way, positively associated with fear. Unlike the disorder-fear hypothesis, the disorder-serious crime connection is much more controversial – and far less studied.

Skogan (1990) was the first to find support for the link empirically in disorder and decline study. He used primarily survey data from 40 neighbourhoods in six cities (Chicago,

Atlanta, San Francisco, Philadelphia, Houston, and Newark (NJ)), and found a highly significant disorder-crime connection while taking into account other factors such as poverty, instability, and race. Harcourt (1998) has since challenged these findings, claiming among other concerns that Skogan's inclusion of several neighbourhoods with particularly strong disorder-crime connections (from the city of Newark) manipulated the overall results. After reproducing the analyses and removing these neighbourhoods from Skogan's data set, Harcourt finds that the relationship between disorder and serious crime disappears.

Harcourt's results, however, have also been questioned. Harcourt removed several neighbourhoods from the analysis to produce the no-association result, but the removal of several different neighbourhoods from the dataset may have strengthened the disorder-crime connection found by Skogan (Eck and Maguire 2000; Katz, Webb and Schaefer 2001). Harcourt's manipulation of the data, therefore, does less to disprove Skogan's results and more to point out a limitation to the original dataset: its sensitivity to outliers (Eck and Maguire 2000). Often cited as the most convincing evidence against the disorder-crime association (and to the broken windows hypothesis overall) is Sampson and Raudenbush's (1999) assessment of the relationship between "collective efficacy," disorder, and serious crime. The authors used a variety of methods for their investigation, including systematic social observations designed to capture disorderly behaviors and conditions on the streets of Chicago. They challenged the connection between disorder and serious crime by suggesting that while disorder is moderately correlated with predatory crime, once antecedent neighbourhood constructs (such as collective efficacy) are considered, the direct relationship between the two all but disappears. Sampson and Raudenbush conclude that the level of collective efficacy is a strong predictor of both disorder and predatory crime and that the relationship between incivilities and crime is spurious

except for officially measured robbery.

There are several difficulties with the Sampson and Raudenbush study that involve the authors' methodological decisions (such as their failure to observe night time activities) and their interpretation of the data (such as their casual dismissal of the robbery finding, Sousa and Kelling (2006), but others have challenged their analyses. Jang and Johnson (2001), for example, argue that Sampson and Raudenbush have not tested the broken windows theory at all because they misinterpreted the original thesis and therefore mis-specified their analyses. As Jang and Johnson pointed out, broken windows postulated that disorder indirectly led to crime via weakened community and neighbourhood controls. Wilson and Kelling (1982) argued that disorder, left unchecked by community and neighbourhood controls, will lead to more serious crimes. Sampson and Raudenbush, however, assume the thesis propose that disorder is directly associated with crime, and so test a model in which disorder mediates the effects of neighbourhood characteristics (including collective efficacy) on crime rather than neighbourhood characteristics mediating the effects of disorder (Jang and Johnson 2001). Considering this misinterpretation, Jang and Johnson estimate that Sampson and Raudenbush's assessment provides positive rather than negative support for broken windows.

In any event, the debate over the link between disorder and crime remains contentious and research on the topic has produced mixed results. Interestingly enough, Taylor's (2012) examination of the incivility-crime connection seems to verify the inconsistency of previous research. His longitudinal assessment of Baltimore neighbourhoods provides qualified support for the idea that "grime" leads to crime. He finds, however, that while disorder influences some later changes in criminal activity (as well as changes in neighbourhood decline and fear), the

results differ across indicators (types of disorder) and across outcomes (types of crime). Additionally, Taylor finds that other indicators, such as initial neighbourhood status, are more consistent predictors of later crime.

According to the Broken Windows theory, social cohesion and community involvement are key factors to eliminate physical and social signs of incivilities from the neighbourhood. By working closely with the community, police should remove signs of incivility from the neighbourhood and proactively prevent crime (Wilson & Kelling, 1981). The community policing theories and principles mentioned in this literature established the need for the police to work with the community in pursuit of crime reduction, to understand the neighbourhood social disorders and finding solutions to make a community with quality life. The gap is to find out if the Kuching Police work with the citizens in their community policing programmes and to what extent the SCPA has played a role in community policing in pursuit of crime reduction.

2.5.1 Critique about Broken Windows Theory

However, several researchers and criminologists have challenged the 'Broken Windows' theory. Taylor in his book entitled 'Breaking away from Broken Windows' (2001) made an attempt to determine origin of civilities and to find out whether or not they eroded urban life over time. He maintained that zero tolerance and order maintaining police strategies whuch were aimed at reducing fear of crime, may be misdirected and should not be adopted automatically. He argued that the incivilities are better interpreted because of an economically disadvantaged neighbourhood, rather than as a symptom of a disorderly and disorganized neighbourhood, and that crime fighting is more important than grim fighting for long term

reductions in crime. Similarly, Sampson and Rraudenbush (1999) argued that disorder and crime are both manifestation of the same explanatory process. They share common structural and social origin. They maintain that the cause of crime is structural disadvantage and weak collective efficacy; the ability of a community to regulate its own conduct (Lombardo and Lough, 2007).

The legitimatization of order maintenance policing as advocated by the 'Broken Windows' theory has brought community policing to a difficult situation. The present model has led to the establishment of aggressive patrol strategies, where the police works with the citizen in pursuit of crime prevention in Kuching.

2.5.2 Relevance of Broken Windows theory to this study

Broken window theory focused on "Our Community Our Responsibility". It advocates every citizen living within the community needs to take care of each other. This is the concept of community policing. Thus, there is a need for the citizen to become an eye and ear to the police. "Our Community Our Responsibility," is the SCPA slogan in crime prevention in Kuching, Sarawak (SCPA, May, 2015)

2.6 Conceptual framework

The community policing principle by Sri Robert Peel, theories by Gordner (1996), "Broken Windows' by Wilson and Kelling (1992), and Trojanowicz and Buequeroux (1990) are interrelated. However, for the purpose of this study, the author is using 'Broken Windows'

by Wilson and Kelling, Gordner and Trojanowicz and Buequeroux theories. These three theories are most relevant and interrelated. Moreover, the work of the police and SCPA have utilized these three theories as their approach to community policing in Kuching.

2.7 Social disorganization theory

Shaw and McKay's (1942) and confirmed by Adams, Rohe and Arcury (2005) said that social disorganization suggests that a set of solutions which serve as fundamental principles and a theoretical background for almost all community-based crime prevention programmes are necessary.

High residential mobility, heterogeneity of the population, poverty and constant social change weaken neighbourhood residents' social control and allow a value system nurtured by crime to emerge. Moreover, this value system is transferred to the next generation through interactions among neighbourhood residents (Shaw & McKay, 1942; Sozer, 2008). As a result, neighbourhoods lose their collective efficacy to fight against disorder and crime (Brezina, Agnew, Cullen & Wright,2004). Shaw and McKay (1942) and agreed by Sozer (2008), that agencies work with the community in order to build a sense of community that takes care of its own problems and provides social control.

Though social disorganization theory is not directly related to community policing, they do share common elements such as collaboration and the shared responsibility with the community to maintain order. Therefore, utilizing social disorganization as one theoretical framework for community policing has gained some merits at these two areas. Safety and crime

prevention are everyone's responsibility (SPCA, 2017; Peak, Gaines & Glensor, 2004).

One can find many of the core ideas of broken windows in works by Wilson and Kelling (Sousa and Kelling, 2006, Wilson and Kelling, 1982), as well as works by other authors, for example, Sousa, 2006, and Kelling, 2004.

Broken windows theory discussed about disorder and fear of crime are strongly linked; police negotiate rules of the street; street people are involved in the negotiation of the rules; different neighbourhoods have different rules;untended disorder leads to breakdown of community controls; areas where community controls break down are vulnerable to criminal invasion; the essence of the police role in maintaining order is to reinforce the informal control mechanisms of the community itself; problems are not so much from individual disorderly persons as it does from the congregation of large numbers of disorderly persons; and different neighbourhoods have different capacities to manage disorder.

Social disorganization theory is related to the broken windows theory too, thus, this theory is relevant to this study.

2.8 Police patrol and crime

Studies on the effect of police patrolling on crime often lack direct measures of police deployment (Vidal and Mastrobuoni, 2018). Even in studies that are able to use such measures, it is often the case that police patrolling intensity is measured at a very high level of aggregation. An advantage of the author's study is to observe the intensity of police patrol in the

neighbourhood and if their patrol have any effect in crime rates.

Kuching police involving citizens in crime prevention has growing satisfaction from the people residing in Kuching. They are very focus on specific places and offenders that account for disproportionate amounts of crime and disorder and this is in line with Weisburd and Eck 2004 studies and recommendations. Besides police patrol, police need to do detail crime analysis to identify high and low crime areas. This will enable the police to prioritize their crime prevention activities (Santoa and Taylor, 2014).

Police patrol in the neighbourhood may reduce crime but it will not reduce fear of crime (Mackenzie and Smith, 2010). The author's personal observation, police world arrive in a group of three in a multi-purpose vehicle and patrol a housing estate. However, the residents would be worried on what is happening in the neighbourhood. Though police patrol will reduce crime as criminals are worried to be caught by the police. However, crime prevention patrol by the police together with the residents will be able to reduce citizen perception on fear of crime and crime rate (Mackenzie and Smith, 2010)

2.8.1 Problem solving

Problem solving by the police is the key of fighting crime by identifying local communities' problems and working to target the root cause of the problem through partnership working. Proactively fighting crime and addressing the social ills in the community, given that the time taken to investigate crime and apprehend offenders is time consuming and often will not lead to significant reductions in crime because most offences are not reported to the police

and most offenders are unidentified (Pala, 2015).

Police needs to adopt a model for problem solving, like the scan, analyse, response and assessment (SRA) model developed by Goldstein (1979). SARA model involves a four-step process which intends to deal with local crime problems by scanning, analysing, responding and assessing. Problems is a set of recurring events that harm the community (Ashby and Chainey, 2012). It requires dedicated police to work with the community through community engagement, to have a long-term view of problems and concerns raised by the citizens (Mackenzie and Henry, 2009). Police and community identify anti-social behaviour, physical disorders, nuisance and fear of victimization. It is postulated that by allowing the community to participate in local policing, the police become more aware about being responsive to the needs and expectations of different communities. Over space of time, the community will be less dependent of the police in addressing community social ills.

To demonstrate a successful implementation of problem solving, the police officers need to make the community feel safer by taking prompt actions following negative newspaper articles which touched on the wide spread anti-social behaviour in youth; increasing public worry and fear about crime and disorder in the neighbourhood (Pala, 2015 and Myhill, 2006). Police officers making home visits to address the problems so that an effective response can be devised. The Royal commission to enhance police performance (2005) has mentioned that the public never trust the police, because the police were found to be involved in corruption and adverse behaviour of the police, has prevented members of the community working with the police in crime reduction. Thus, police officers making house visits, stop, talk and greet the residents will help to boost the confidence of the police in the community.

The public will evaluate the police performance in solving social ills. Successful implementation of problem-solving schemes will help make communities feel that the police are doing something about their concerns raised. This in turn will raise the public confidence and trust to improve the police – community relations, particularly when the crime has reduced, disorder and anti-social behaviour has declined, and citizen perception on fear of crime is lower.

Increased trust, faith and confidence in the police and the criminal system can markedly improve public's cooperation levels (Skogan, 1999, Silver and Miller, 2004). In the words of Sampson, Raudenbush and Earls (1997), where there is mutual trust among neighbours, the likelihood is greater that they will share a willingness to intervene to stop crime for the common good. When community perceive the police as trustworthy, they will be more likely to give consent to the police and less likely to question the police discretion (Sunshine and Tyler, 2003). This is important because the evidence suggests that the police's consent evolves from organizational fairness, and the public would be more interested in police legitimacy than police efficiency and effectiveness (Sunshine and Tyler, 2003). Friedman (1992) and Pala (2015) claimed that in instances where the police authority is challenged by a community, riots and other forms of disobedience may become prevalent. On the part of the police, positive relations will engender police officers to be treated with greater levels of respect and develop their morale as they face fewer litigations and ultimately gaining longer careers due to their improved perception of job safety (Sunshine and Tyler, 2003).

2.8.2 How police work with the citizens in crime prevention in other countries?

In order to understand how police work with the citizen in crime precention in other

countries, the author has made an effort to visit and observe in year 2017 to USA, China, Japan, Singapore, Canada, England and Australia; through out the sharings, police are friends of the people. Police are very helpful to work with the people in solving social issues, incivilities and anti-social behaviours. Public look up to the police as the police bring safety, security and tranquil concept into the community.

Police worked with the citizens through social development in Canada. The police officers were very much involved in solving the community's social problems and to establish trust in the community. Police traditional core business was to response to emergency calls, enforcing law, keeping peace, safety and security in the society.

2.9 Citizen participation in crime prevention

In modern days, there are four major dimensions of community policing introduced by Gordner (1997). He highlighted "philosophical dimension" which consists of three elements: citizen input, broad function, and personal service. This study shall make in-depth research concerning the Kuching Police Community Policing programme on this philosophical dimension of the Gordner's model, first on the citizen input – Community policing incorporates a firm commitment to the value and necessity of *citizen input* to police policies and priorities. Among the eight methods of receiving citizen inputs, Gordner highlighted Beat Advisory Boards, where groups of citizens shall meet regularly with their beat officer or beat team to provide input and advice about priorities and issues. Community is not only about community engagement but involves responsiveness to community concerns in the best way possible (Skogan, 2006). The community define their problems, which police shall take seriously even

the problems they defined is different from police priorities (Pale, Skogan, Wyeoff and Annan, 1985). To determine community needs and priorities community participation is needed to identify problems, assist the police to drive the solutions and maintain ownership of the issues. Input from the community will not only assist in identifying problems, but also in prioritizing and finding solutions (Gordner, 1999; Carroll Buracker, 2007; Skogan, 2006).

Gordner (1999) mentioned that continuous community surveys systematically and periodically will help to understand the community problems. The public have a lot to share with the police concerning crimes. In the case of Kuching, drug pushers always drop their drugs at strategic places to be pick up by the buyer who is drug consumer. Such information given to the police will be very useful to reduce drug-addicts generated cases.

Second it was on broad police function – The job of a policeman is to work with residents to enhance neighbourhood safety. This includes resolving conflicts, helping victims, preventing accidents, solving problems, and fighting fear as well as reducing crime through apprehension and enforcement.

Farrell (1988) believed that community police have a comprehensive role as planners, problem solvers and community organizers. They are to identify principal crime and disorder problems faced by the community and prioritize, analyse and develop strategies to deal with the issues. They are to implement solutions to solve the problems and to bring better quality of life to the community.

Thus, Gordner (1999) recommended that police and community to work closely to find

creative solutions to community problems. He added that community policing is to work with the community to enhance safety, conflict resolutions, helping victims and reducing the fear of crime.

Third, it was concerning providing personal service where community policing emphasizes *personal service* to the public, not bureaucratic behaviour. This is designed to overcome one of the most common complaints that the public have about government employees, including police officers that they do not seem to care, and that they treat citizens as numbers, not real people (Gordner, 1997).

Personal service addresses community policing concerns that police do not seem to care about providing a quality, personalised service (Gordner, 2014). Police have recognised that they are not able to impose order on a community from outside, thus people must be encouraged to think of the police as a resource (Tronjanowicz and Bucquerous, 1990). It provides direct link between the police and the people within a community, as and when community needs help, they would be able to direct the request directly to the police officers concerned, who should respond, whenever possible in a friendly, open and personal manner. And it works best when the officer knows the residents and can deliver a personalized service, as opposed to stranger policing.

Terrill and Mastrofski (2006) mentioned that police need to be accessible and appreciating when the community wants and needs their help. The police need to identify the community and maintain an intimate relationship with the environment (Kelling and Moore, 1988; Farell, 1988) in order to develop localized, community specific responses, which will

generate a sense of accountability and responsibility (Segrave and Ratchiffe, 2004).

Gordner's geographical focus adopts a geographic area to establish stronger bonds between the police and neighbourhoods in order to increase mutual recognition, identification, responsibility and accountability. It highlighted the need for patrol officers assigned to geographic areas for extended periods of time, instead of rotated frequently. He further added that police officers assigned to a police station is responsible for problem identification and coordination of the efforts of the officers (Gordner, 1997).

2.9.1 The nature of community participation in crime prevention

Crime flourishes in neighbourhoods with shallow roots, where there is little sense of pride or loyalty and where the disapproval of neighbours does not matter. It is not just the local authority inefficiency but a potent symbol of the could not care less, let someone else clear-it-and – not - you attitude to life (Crawford, 1995; Souhami, 2012, D. Gilling, 2005). The sense of community is lost. The restoration of the values and standards of behaviour that should form the foundation for any community is a moral imperative which the community must pursue in future. This cannot be achieved through the nation's leadership or politicians, not by legislation, it requires a resolution from people in all walks of life to play their part in restoring a collective sense of responsibility and therefore safety to the community.

Disorder is a sign of crime (Crawford, 1995, Souihunii, 2012 and McAlindin, 2007), it is believed to undermine the informal processes whereby communities maintain social control. The result is that it spawns more serious crime. Community degeneration is identified as both

social cause and the effect of crime and the fear of crime. Crime is a product of disorganized communities which creates conditions for crime to flourish.

2.10 Strategic dimension

Key strategic operational concepts translate philosophies into actions, linking with the broad ideas and beliefs that underlie community policing (Gordner, 2007). The strategic dimension of community policing includes re-oriented operations, emphasis on prevention, and geographical focus.

2.10.1 Re-oriented operations

Community policing gives police a way of addressing the underlying conditions that lead to crime, but enforcement is its main function, so officers should continue to strongly enforce breaches of the law. However, operational practice should look beyond traditional policing strategies, such as motorised patrol and rapid response, and replace them with more effective interactive practices e.g. handling emergency calls more efficiently to enable more time and resources to participate in community policing activities (Gordner, 1999; Gordner, 2007). If community policing is about mutual support and agreement, then re-orienting practices should ensure slower response times for non-emergency calls to enable officers to develop long term solutions for community concerns (Segrave and Ratcliffe, 2004). They believe by re-orienting police activities the focus will shift from patrol-based orientation to problem solving, crime prevention education, and building positive relationships. However, in order for this to work the community needs to address the minor concerns (Trojanowicz and

Bucqueroux, 1990)

2.10.2 Prevention emphasis

Crime prevention is central to the concept and ultimate goal of community policing (Skolnick and Bayley, 1988) and will have long term benefits (Segrave and Ratcliffe, 2004). Skogan (2006) suggests community capacity to prevent crime will be strengthened by encouraging communities to enhance community safety. The prevention emphasis of community policing is more proactive than traditional policing models (Gordner, 1999). However, the community does appreciate and value traditional policing, such as rapid response and reactive investigation but would prefer that victimisation be prevented in the first instance. Police should not take sole responsibility for crime prevention but need to play a crucial role in developing strategies in partnership with local communities. Measuring the impact of crime prevention should move away from relying on crime statistics and clearance rates and complement the qualitative practice of community policing (Young and Tinsley, 1998).

2.10.3 Geographical focus

Organising and deploying geographically based officers to maximise identification between specific officers and their specific community should result in stronger police-community relationships, which in turn will increase mutual recognition, responsibility and accountability (Gordner, 1999, Gordner, 2007). Permanent police officer must have accountability to naturally formed communities rather than communities decided by statistical boundaries. This will enable communication and partnerships to develop and sustain

relationships between the officer and their community. Gordner (1999) believes that geographically based officers develop knowledge about the community, which enables early intervention and problem identification and avoids conflict based on misperceptions or misunderstandings. The permanency of officers is a crucial component as it builds familiarity, which in turn will develop trust, confidence and cooperation from both police and the community Gordner (1999). Equally, if a specific officer has permanent responsibility for a fixed area, then they will become more responsible for identifying and dealing with the crime problems and encourage in communication with the community (Farrell, 1988; Skogan, 2006).

There are a few challenges that confront geographically based officers. Firstly, the mobility of the urban population, where both victims and offenders' cross geographical boundaries, presents a major challenge for geographically based officers (Young and Tinsley, 1998). Secondly, crime related problems do not always develop in identifiable communities but in pockets of several communities. Thirdly, problematic communities are often fractured and difficult to engage with. To address these challenges, models of community policing need to be flexible enough to accommodate the particular character of the area (Putt. 2010)

2.10.4 Tactical dimension

The tactical dimension translates ideas, philosophy and strategies into concrete programmemes, tactics and behaviours, which include positive interaction, partnerships, and problem solving (Gordner 2007).

2.10.5 Positive interaction

The nature of the police enforcement role tends to attract a degree of negative. Hence, it is argued that police should take every opportunity to engage in positive interaction with all parts of the community (Gordner, 1999; Gordner, 2007; Carroll Buracker, 2007). Engaging in positive interactions, where possible, may have several other benefits such as building familiarity and trust; officers being more knowledgeable about people and conditions; and can provide specific information for crime investigations and problem solving (Gordner, 1999). Random motorised patrol and rapid response may lead to more uneasiness between the community and police. In addition, theses traditional methods may not be the most effective way to deal with the community. Getting to know the community, by talking with all members, encouraging requests for non-emergency assistance, and becoming more visible, will encourage information sharing and increase appreciation of concerns (Skolnick and Bayley, 1988).

Positive community perceptions of police have been linked to low levels of crime, which was achieved through positive police-community experiences (Sherman and Eck, 2002). Techniques such as media campaigns, shop-front based officers and accessible mini-stations are believed to encourage positive interactions (Segrave and Ratcliffe, 2004). Partnerships Police need to engage with the community in partnerships to deal with crime and related problems, which includes working collaboratively with other public and private agencies (Gordner, 1999). Police and community should work in partnership not only to solve problems, but to reduce the fear of crime, physical and social disorder, and neighbourhood decay (Trojanowicz and Bucqueroux, 1990; Wycoff, 1988). These relationships need to be based on trust by challenging people to accept their share of the responsibility, which in turn will enable

parties to identify priorities, and develop responses to solve their own problems (Trojanowicz and Bucqueroux, 1990; Office of Community Oriented Policing Services, 2007; Carroll Buracker, 2007).

Terrill and Mastrofski (2006) suggests that:

> "Community policing seeks to link the police more closely to the community in 'partnership' arrangements: joint activities to co-produce services and desired outcomes, giving the community a greater say in what the police do, or simply engaging with each other to produce a greater sense of police-community compatibility".

Solutions developed in partnership are more likely to be appropriately targeted and therefore more effective (Young and Tinsley, 1998). Flynn (2004) argues these partnerships need to be based on trust. Community policing partnerships develop information exchange: the community provides the police with information about problem conditions and locations, crime concerns, active criminals, and stolen property, and in return police provide the community with information pertaining to community fears, problems, tactical information and advice about preventing and reducing crime (Farrell, 1988).

Police are not only one of the agencies responsible for addressing community problems, and other agencies need to take responsibility and respond to crime prevention and problem solving in partnership with police at all levels (Young and Tinsley, 1998; Office of Community Oriented Policing Services, 2007). Working in partnerships with both public and private agencies, such as schools, health, and housing, enables a broader range of issues to be addressed than if each were working in isolation (Skogan, 2006). In addition, Young and Tinsley (1998) argue, while there are similarities in key partnerships and networks for community policing, a 'blueprint' for these partnerships at a national level is likely to have 'limited utility'.

Problem solving is an interactive process, involving police and communities identifying crime problems and developing appropriate solutions (Young and Tinsley, 1998). Problem solving is essential to community policing and as such, problems should not be limited to crimes, and solutions should not have to involve arrests (Weisheit,1994). Police and the community should be empowered to adopt problem solving techniques and take every opportunity to address the conditions that cause incidents (Gordner, 1999; Gordner, 2007a; Gordner, 2007b; Carroll Buracker, 2007). The problem-solving aspect of community policing relies more on preventing crime than traditional methods, through deterring offenders, protecting likely victims and making crime locations less conducive to identified problems (Office of Community Oriented Policing Services, 2007).

Bucqueroux (2007) suggests that problem solving needs to be measured by asking the question 'Is the problem solved?' rather than focusing on traditional methods, such as, the number of arrests. Gordner (1999) argues that problem solving within a model of community policing that operated as a standard method of policing, not an occasional special project; practiced by all staff throughout the ranks; decisions should be made on the basis of information that is gathered systematically; involves, whenever possible, collaboration between police and other agencies and institutions; and incorporates, whenever possible, community input and participation, so that the community's problems are addressed (not just the police department's) and so that the community shares in the responsibility. Gordner (1999) identifies four steps for problem solving in which community input can be incorporated.

These steps are identification of the problem; analysis of the problem; a search for alternative solutions to the problem; and implementation and assessment of a response to the

problem.

Problem solving techniques have already been utilised in rural and provincial districts of New Zealand but would be more successful if they were embraced and practiced by the majority of front-line police officers (Young and Tinsley, 1998). Skogan (2006) believes problem solving is more often left to specialised police units because of the specialist training required to enable officers to determine when police need to be involved, identify and analyse problems, identify root causes, and design solutions to address the causes.

2.10.6 Gordner's community policing theory and its relevance to this study

This study has three objectives: the first one being impact of community policing on crime rates in Kuching. Many literatures have emphasized on citizen input in community policing, citizen participation, police coproduction citizen, problem solving orientation, and emphasis on crime prevention. Police need to work with the public to enhance neighbourhood safety. Gordner's study is very related to this study.

The second point is to assess the working relationship of SCPA members and the police. When there is mutual trust, they will work together. The third objective is to examine the level of citizen participation in community policing. Gordner's philosophical community policing theory and strategic dimensions are related to this study.

Gornder's findings of geographical focus in community policing, is similar to Kuching District Police stations in nine different areas of the district. However, in Kuching, in some of the police huts in housing estate, there are not manned. Police officers at the nine police stations

and various police huts, to the author's personal observation, do not patrol the neighbourhood regularly but when residents call them for help, police are always there to assist to solve crime problems.

2.11 Factors motivating citizens participating in crime prevention

In this section, the author shall discuss about factors motivating citizen participation in crime prevention. I shall be discussing research findings by scholars like Tyler (2005), McKernan and McWhiter (2009), Sampson and Morenoff (2006), Ren, Zhao, Lovrich and Gaffney (2006), Drury and Leech, (2009), Hess and Orthmann (2012); and Pattavina, Bryne, and Garcia (2006) and Skogan, (1990).

2.11.1 Factoring motivating citizens participating in crime prevention

Citizens participated in crime prevention due to their confidence in the police (Cao, Frank, Cullen, 1996 and Tyler, 2005). When citizens have confidence in police response for emergency, good customer services, friendly, dedicated, uphold integrity and honestly,citizens would join in the crime prevention exercise. Citizens who see the police as unfriendly, they would be hostile to police invitation to participate in crime prevention.

Citizens participated in crime prevention due to personal gains may be a motivating factor (McKernan & McWhirter, 2009; Sampson & Morenoff, 2006). It was mentioned by Skogan (1990) that people are likely to be involved in anti-crime groups are those with a vested interest in the community like they have children, own homes, and have lived in the

neighbourhood for a long time.

Crime problems in the areas will motivate citizens joining the crime prevention exercise (Ren, Zhao, Lovrich & Gaffney, 2006). Promoting community safety through crime prevention (Drury and Leech, 2009; Hess and Orthmann, 2012; Pattavina, Bryne, and Garcia, 2006).

Fear of crime is a serious individual and community problem in modern progressive society (Perkins & Taylor, 1996) that influence one's movement in the community. Fear is being defined as a perception about sensitivity of crime and disorder and the evaluation of their particular types at the individual level of experience (Choi, Lee and Chun, 2014).

Social investments, like a sense of belonging to a neighbourhood and the ability to rely on neighbours in time of need. That may foster willingness to participate in anti-crime activities (Byrne & Gracia, 2016). Skogan (1990) has confirmed that participation in anti-crime activities was higher among residents that engage in informal surveillance by asking neighbours for assistance and intervening in suspicious circumstances.

Neighbourhood social disorganisation has indicated that level of citizen participation in voluntary work (Sampson and Groves, 1989). It is the inability of the neighbourhood to engage in self-regulation, neighbour poverty, racial heterogeneity and residential mobility (Bursik and Grasmick,1993).

2.11.2 Community Context

Community and neighbourhood context play a key role in determining types of community participation ranging from political activity to participation in community related organizations (Bledsoe & Welch, 1987; Florin and Wandersman, 1984; and Austin, 2005). Individual characteristics and cognitive social learning variables can influence participation in local organizations that an individual undergo in deciding to participate. The work of Wandersman and Giamartino (1980) supports the idea that both individual and community characteristics are determinants supportive of participation are an effective influence for drawn in residents who have certain predispositions toward participation in local community organizations. Demographic and community characteristics influence the awareness of and participation in local crime prevention programmes (Austin, 1992; Bennett, Fisher and Lavrakas, 1986).

Neighbourhood safety is an important criterion regardless of race or social class exhibit concern with crime related issues, but neighbourhood social context can be expected to pay a role in the local community to be involved in crime prevention activities.

2.11.3 Police and citizen partnerships

There are three considerations for a citizen to participate in crime prevention activities with the police:-

Ren, Zhao, Lovrich and Gaffney (2005) mentioned that there need to be clear indication that police acknowledge their inability to control crime alone. The police's role is to enforce

spiral civic deterioration and criminal activity by fixing the community civic broken windows, to send a signal that the citizen care about their neighbourhood and they will act collectively to protect social disorder and reduce crime in the community. Police cannot eliminate social disorder without community participation (Wilson and Kelling, 1982, and Ren et al, 2005).

A study by Weisburd and Eck (2004) demonstrated how community-based intervention by police at the neighbourhood level could reduce fear of crime significantly in crime driven urban settings. Research has confirmed that fear of crime is related to low level of citizen participation in crime prevention (Ren, Zhao, Lovrich and Gaffney, 2005).

Police need to be seen by the community of their ability to solve their social problems as the police power is derived from citizens' co-operation to solve the neighbourhoods' problems (Reith, 1956 citied by Pala, 2015). Police needs to be part of the community and conduct foot patrol is closing the gap between the public perceptions of inevitable crime rates (Pala, 2015)

When police officers confront citizens in a negative fashion, citizens were less likely to comply with police requests (Parks, 1999; and citied by Weisburd and Eck, 2004; and Pala, 2015). This is because unfair treatment can easily lead to frustration, resentment and even hostility towards the police. When police interact with the citizen in a fair and respectful manner, public evaluation of the police will become more favourable. This will attract more citizens to work with the police in pursuit of crime prevention.

2.11.4 Demographic factors that associated with citizen participation with police in crime prevention

Ren, Zhao, Lovrich and Gaffney (2005) have confirmed that there are three distinctive dimensions associated with citizen participation in police outreach programmes:

Demographics factors

Individual background characteristics of race, age, gender, socioeconomic status, and formal educational attainment are predictors of citizen volunteer participation in crime prevention exercise. In this study, the author have found that age and socioeconomic status are two key factors that inspire a citizen's engagement in crime prevention exercise. Most of the citizens who participated in crime prevention are below 55 years old. They are employed for gains and live in orderly and well-maintained environment.

Neighbourhood characteristics

The type of residence that citizen volunteers in crime prevention are self-owned. This is to confirm the research done by Gibson, Zhao, Lovrich and Gaffney (2002), that they trust their neighbours and their willingness to help in their basic goodness of character. Neighbourhood with higher residential stability tended to be high in collective efficacy.

Citizen perception of local government agencies

Citizen perception on how the local government entertain them when they have issues and how police responses to their call for assistance can strengthen in banding together in citizens' participation in crime prevention. This study has found that there are 15,800 residents

in Kuching involved in crime prevention exercise due to Kuching district police efficiency in carrying out their duties. Gibson (2005) confirmed that volunteers are often supportive of community policing philosophy. Citizens hold the belief that crime prevention is the joint responsibility of the police and the citizens.

2.11.5 Types of citizen response to crime

Bowaird (2007), pointed out that citizens see private protection in and around the home as top priority and more citizens adopt private measures more than collective ones. Protective measures are devices or equipment for protection. Defensive measures include purchasing and keeping a gun or a dog, altering the physical setting of their house by installing CCTV, security system, electrify fencing, doors and double locks (Brannan, John and Stoker, 2006).

Besides private protection, citizens also organise themselves collectively into group engaging in crime prevention exercise. This collective effort to patrol their neighbourhood and neighbours will join hands to watch their neighbourhood.

2.12 Trojanowicz and Buequeroux's theory

Trojanowicz and Bucqueroux's (1990) theory in Johnson (2017), theory held that police should work together with law-abiding private citizens to create original methods that help solve community problems including crime, social and physical disorder, and neighbourhood decay. It is through this collaboration between police agencies and private citizens that the focus of police work shifts to solving community problems and improving the overall quality of life

for the community. Trojanowicz and Bucqueroux's (1990) argued that addressing quality of life issues would lead to less citizen fear and an increase in informal social control, which would eventually lead to a decrease in crime.

2.12.1 Relevance of Trojanowicz and Buequeroux's theory to this study

One of the objectives of this study is to assess SCPA and police partnership in community policing in pursuit of crime prevention. SCPA members are law abiding citizens who have no prior criminal record (SCPA, 2017). SCPA members are working with the police to solve social and physical disorders, crime and neighbourhood decay. The theory is very much related to this study.

2.13 Modern management technology theory of community policing

Efforts to build a people friendly police may not achieve the desired results unless there is a real time back up of information required for that purpose and this has become possible with the implementation of modern management and information technology by the police. Yet, there are some additional initiatives that are needed in order to update the system technology, as well as the methodologies for Community Policing (CP). The development of police technology during the late 1980s focused principally on the acquisition of two major types of systems by the police: computer aided dispatching (CAD) and the automated fingerprint identification system (AFIS). While holding that crime prevention is the priority, CP also acknowledges that it is not the sole purpose of policing. CP promotes the use of technology to better analyze problems and develop crime prevention and apprehension strategies (Glensor and Peak, 1996).

Policing is an information-intensive business. Organizational strategy can no longer be separated from information technology strategy. Properly managed information systems can serve as a powerful tool in the hands of progressive police executives. They can cut labour costs, improve resource allocation, and increase efficiency and effectiveness of existing operations. For several years, computers have assisted the police in budgeting, crime analysis and investigation, dispatching, fleet management, jail management, personnel allocation, and record keeping. However, Kenneth Peak and Ronald Glensor (1996) maintain that police departments must manage technology rather than allow themselves to be managed by it.

During the last decade of the 20th century, the overall world environment has changed tremendously, be it administration, law and order or nature of crime and criminals. Liberalization of economy, globalization and advancements in the field of telecommunications and computer technology have opened up new vistas of unique development. Because of these developments, the work environment has also changed considerably. Therefore, we cannot look at the functioning of police in isolation. It is essential that we look at the present-day roles and responsibilities of the police, especially with regard to CP, in a broader way and provide inputs to police personnel through their training programmemes and prepare them to avail the fruits of modern telecommunication technologies.

Information technology (IT) has been proven as an enabler for the achievement of community policing goals. Yet, in terms of overall research, there has not been a significant amount of attention focused on IT and community policing.

Criminologists such as David Carter and Robert Trojanowicz (Chu, 2007) have stated

that “the goal should be to employ sophisticated and expensive technology where it will provide the greatest payback”.

The theory holds that there are many ways by which IT can be used as an enabler for CP. Many uses support individual officers since they are the practitioners and frontline linkages to the community. Some benefits support the whole organization. For instance, almost all law enforcement organizations have mission statements that talk about how CP promotes peace, order and civility. The theory maintains that the public need a sense of security and also want to be consulted about their priorities. In this context, many police agencies have been using Internet Web pages as means of disseminating information on organizational priorities (annual reports, operational plans); and they obtain feedbacks through e-mail and interactive message boards. Former police administrator in the USA, James Lingerfelt (Chu, 2007) calls technology a force multiplier. He notes that there are three ways to save time and money that can be applied to CP. Use technology to off load work to other police personnel. This could involve using a Computer-Aided Dispatch (CAD) system as the focal point of a call management programmeme. Work can be sent to a telephone reporting unit that could handle complaints that do not require actual police’s visit or immediate response.

Use technology to streamline work. Work can be moved to support services or it can be streamlined so that it is more efficient and generates higher quality outputs.

Reduce the costs of support services and apply the savings (in people and money) to direct-service areas.

In recent decades, subtle and seemingly less coercive forms of control have emerged

such as video surveillance, computer dossiers, and various forms of biological and electronic monitoring and behavioural, and environmental manipulations and these forms of controls made it possible to have a society in which significant inroads are made on liberty, privacy and autonomy.

The Royal Malaysia Police have launched the Voluntary Service Patrol (VSP), a phone application for citizens to report any criminal activities in the neighbourhood (Royal Malaysia Police, 2018).

The challenge for CP officials is to embrace VSP technology since they must apply it intelligently. Technology can sometimes be employed at cross-purposes with CP. For example, the combination of CAD technology and computerized data in the patrol car has tethered officers to the automobile rather than facilitate the face-to-face interaction in the community that is so integral to CP.

Finally, it can be said that community policing permits the judicious use of modern technology, but it also rests on the belief that nothing surpasses what dedicated human beings, talking and working together, can achieve.

2.13.1 Relevance of the Modern technology theory of community policing to this study

Malaysian police have used Voluntary Smartphone Patrol (VSP), it is a cell phone application for members of the public to report crime or suspects directly to the police. Police

are also using social media, phone applications to enable the community to give crime information to the police. However, very little studies were made concerning the effectiveness of technology in crime prevention. This study is also addressing this issue on the use of modern technology in community policing.

2.14 Community policing experiences in other countries

Community policing practices in the United Kingdom where the idea of community policing was founded by Sir Robert Peel; community policing in United States; and community policing in Singapore whose country enjoyed the lowest crime rate in Asia (United Nations Crime Report, 2016), Japan, New Zealand, Australia and China community policing practices were studied by the researcher.

In the United States, community policing is based on building closer relationship between police and the community. A community policing pilot project was conducted in Chicago in 1993 to involve citizens in crime prevention. After two years of research, it was found that police and community engagement helped to solve neighbourhood problems, disorcer, crime and theft issues.

Figure 2.6 shows that citizen perception on community policing will lead to their crime prevention behaviours and fear of crime; all these have to do with their satisfaction with the police service. However, Scheider, Rowell and Bezdikian's (2003) finding was unclear on high levels of fear decreases, and citizen have high satisfaction with the police.

In the United Kingdom, community policing practices involving the police and the

community had improved safety, reduced citizen perception on fear of crime, increased public satisfaction and confidence in the police and improved social capacity (Tuffin et. Al., 2006)

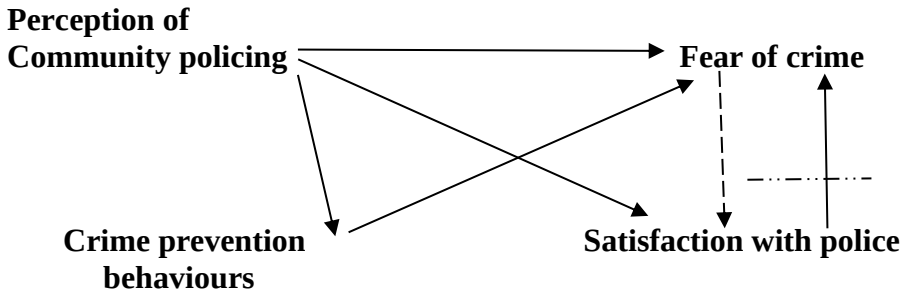

Figure 2.6: Relationships between variables (Scheider, Rowell and Bezdikian, 2003)

Japanese community policing was based on *KOBAN* concept where police placed police boxes in the community for police to sign the patrol book as and when they conducted crime prevention patrol (Skolnick and Baylay, 1995). Police are assigned to guard the neighbourhood, check and sign the police box. The Japanese police service aims for the safety and security of community residents and therefore they include patrols and other activities which make the police close to the public.

In Singapore, the basic premise of community policing is that the police and the members of the public work together to eliminate, suppress and prevent crime in society. This is an extension of the realisation that crime is a community problem created by societal issues and failures, and not just a police issue or an indication of its effectiveness. Police effectiveness and public order cannot be greatly enhanced unless the community are persuaded to do more for itself (Singapore Police Report, 2015). They introduced the neighbourhood police post (NPP) for the police to live in the community. Community policing in Singapore, seeks to inform and educate the public about crime, its causes and effects within the society. It actively

seeks to mobilize the various sections of the community such as public organizations, private firms, governmental agencies and the general population in crime elimination, prevention and control. By educating the community in these areas, community policing hopes to reduce crime rates and at the same time, stimulate the society to self–police (Singapore Police Report, 2015).

The philosophy underlying community policing in the People's Republic of China (PRC), theoretically and operationally, is in line with the mass line ideology "for the masses, relying on the masses, from the masses, and to the masses" (Chen, 2002; Kam Wong, 2009; Wong, 2001; Zhong, 2009; Yu, Zheng, & Su, 1997). The mass line ideology influenced PRC's policies on Chinese policing, since police work in China has always followed the fundamental principle of the mass line. Mass line policing (MLP) indicates that the police should view police work from the people's perspective, rely on the masses, seek their support, and work in close liaison with them. Chinese policing focuses on the interests of the masses. Many empirical studies have demonstrated that the police are accountable to the masses. In an examination of the public level of trust that Chinese citizens have in police, Wu and Sun (2009) found that the majority of Chinese have a generally positive attitude toward police in their communities. Another empirical study found that the Chinese police officers tend to consider community building as an important goal in policing (Sun, Cretacci, Wu & Jin, 2009).

The close and intimate partnership of MLP could be illustrated in the following two ways:

First, policing involves the people in fighting crime and maintaining social order. MLP permeates the formal policing system: the police are expected to work closely with community

law-abiding leaders and to follow procedures that are informal and open to mass participation (Wong, 2010; Lubman, 1967). MLP emphasizes the importance of mobilizing the masses to participate in the processes of criminal justice for crime control. It requires police officers and the police department to mobilize mass support for preventing crime and punishing criminals (Johnson, 1986). In addition, a powerful network of social control is formed from a variety of public administrative agencies. The principal social control mechanisms used by these agencies are political education and mass mobilization campaigns (Leng & Chiu, 1985). The mass line perspective guides the operation of informal social control at the community level. Mass organizations (e.g., residence committees) play a major role in routine crime control, peacekeeping, and the supervision of government and local authorities by mass participation and periodic mass campaigns. Likewise, MLP requires the police to emphasize community services and use various informal social mechanisms in solving social service problems in the locality. Mass organizations get actively involved in community welfare affairs through their efforts in promoting mutual assistance within the community (Wu and Sun, 2009).

Second, the police should not be isolated from the masses. Jiao (2001) noted that the police system in Communist societies was susceptible to public opinion and had devoted enormous efforts to maintain positive police–people relationship. As a party that represents the ordinary people, the Chinse Communist Party advocates strong and close police–people relations. MLP, which greatly emphasizes the police's relations with the public, requires the Chinese police "to maintain constant contact with the residents in the community" (Johnson, 2017). The police must truly belong to the people and view themselves as public servants. As Jiao (2001) noted, the police "are functionally and structurally integrated into the community" and are required to cultivate the spirit of serving the people and involve the public in their daily

work. In China, policing will be unproductive without the support and cooperation of the people. As Luo asserts, if the police are detached and isolated from the people, they would not be effective in finding out local problems (Luo and Ruiz, 2012).

The author have a conversation with the Dr. John Subritzky, the New Zealand ambassador to Malaysia in August, 2017 during his visit to Kuching, Sarawak. He told the author, the followings about community policing in New Zealand:

> *New Zealand Police works very closely with the community to identify social issues, incivility and disorder. Police are committed to work with the community to solve the social problems which may lead to crime. We have an excellent police and community relationships. The community always inform the police of their problems and the duty of the police is to find a solution.*
>
> *We started educating the role of the police at primary school so that young students know the duties of the police, law and order. This has built a caring society in New Zealand.*
>
> *As and when New Zealand Police caught a criminal, the police will inform the family members to come to the police station so that the family members are aware that one of the family member have been involved in criminal activities. Police will coach and mentor the family members and the criminal so that such incident do not re-occur in future. Thye police focused on personal values of upholding the law in the country.*

The goal of community police in New Zealand is community reassurance (Coquilliat, 2008). The police added that in working with and for the community, police will focus on participation, priorities, participation and protection. At the heart of community reassurance is engagement. We must enageg, listen and act. We want to work better with the community to set policing priorities, and be proactive to prevent crime and road trauma, therefore improving the quality of life of all people (Strategic plan to 2010, New Zealand Police, September 2006-2008).

The focus of New Zealand community policing according to New Zealand police (2008) as mentioned by Coquilhat (2008) in her report on community policing, New Zealand were: (i) communities are the focus of the New Zealand policing approach;(ii) by reducing crime and road trauma community policing improves safety and reassures the community; (iii) police are visible, accessible and familiar to their community; (iv) police listen to their community, jointly prioritize concerns and keep them informed; (v) police provide opportunities for community participation; (vi) problems are identified and responded to on a local level with the support of area, district and national, when required; (vii) police engage other government, non-government groups in problem solving partnerships; (viii) flexibility with accountability for achieving local community outcomes is emphasized; (ix) community policing requires an integrated intelligence led approach; and (x) community policing is the responsibility of all police staff irrespective of role or rank.

New Zealand's community policing is an example of police and community coproduction in crime prevention. The police duty is to encourage citizen participation in crime prevention and their focus is on problem solving in the community.

Bayley (1990) mentioned and confirmed by Putt (2010) mentioned that community policing is not the core business of the Australian Police. The community policing concept was a local approach designed to bring police into non-confrontational contact with the community in some way rather than a holistic approach that would see an organization restructuring their organization with a view to institutionalising community policing as the dominant policing paradigm (Putt, 2010). Fleming and O'Reilly (2007) argued that little has changed, and Australia police pursue 'small-scale" community policing initiatives. They confirmed that

unless Australia police change, otherwise it is only traditional policing being practised in Australia (Fleming and O'Reilly (2007).

Scholars like Brogden and Nijhar (2005) said that barriers to institutionalizing community policing as a dominant policing paradigm in Australia was due to: (i) little support is given to community policing (Fleming and Scott, 2008); (ii) police officers' refusal to community policing (Smith and Natalier, 2005); (iii) police culture (Chan, 1996); (iv) politically risk-adverse culture of police organizations (O'Malley, 1997) and (v) conflicting management styles governing the structures (Fleming and Rhodes, 2006)

There is no mechanism either through legislative or police imperatives that emphasizes on community policing in Australia (Fleming and Scott, 2008).

2.15 Community policing in Malaysia

Crime is an action which constitutes an offense punishable under the law in Malaysia (Tappan, 1960; Reduan, 2009). Factors that cause the rising crime are population growth, huge gap between the rich and the poor economically, unemployment rates and low employment opportunities in the country (Sidhu, 2005 and Asmah, 2007).

The increase in crime has resulted in fear, anxiety, personal safety and loss of properties. It resulted in people feeling unsafe living in the community to perform their daily activities (Sulaiman, Jamilah, D'Silva, Samah and Tero, 2013), and the victims are bound to carry heavy traumatic experiences (Reduan, 2009).

The Malaysian government were concerned with safety and security that led to the formation of police partnering the citizens to fight crime back in the 1960s. It started with the "*Salleh*" system in 1967, the *Ikatan Relawan Rakyat Malaysia* (RELA), *Kawasan Rukun Tetangga* (KRT), *Skim Rondaan Sukarela* (SRS), *RAKAN Cop* and community policing.

2.15.1 "*Salleh*" system

Community policing in Malaysia started in 1967 to encourage citizens to co-operate with police through smart partnership programme called the "*Salleh*" system. The "*Salleh*" system in Malaysia adopted the same model of Japanese *KOBAN* (Jarmal, 2000; Amin, 2000; Yero, 2000). The police officers adopted the concept of inclusiveness by placing police officers in the community in plain image. They will live as a part of the community, introduce themselves, interact and be accepted by the community. The police officers will take down concerns of the community and rectify them (Sulaiman, Othman, Samah, Yero, D'Silvia and Ortega, 2014). This means that police and the community will identify areas of concerns together. The police will educate the community about crime prevention and together with the community to manage crime prevention strategies. The goal is to enable the police and the citizens to identify local problems (Jarmal, 2000; Pratten and Bailey, 2005).

Under the "*Salleh*" system, police-maintained order, public safety and security. The then Deputy Prime Minister, Tun Abdul Razak has honoured the Police in 1968 that the "*Salleh*" system was successful and that the community had considered the police as part of them (Sulaiman et al, 2014).

2.15.2 *Ikatan relawan rakyat malaysia* (RELA)

The history of the *Department of Volunteer Malaysia* (RELA) is closely linked to the established Home Guard Team aimed at maintaining local security when the emergency was declared in 1948 and was disbanded after an emergency was declared expired on 31 July 1960 (Department of RELA, Kuching, 2018).

2.15.3 *Kawasan rukun tetangga* (KRT)

Kawasan Rukun Tetangga (KRT) focuses on community development. It is to build trust and unite the community from different ethnics, cultures and religions in Malaysia (Hassan MM, 2017 and Abdullah A,2017). An Act of Parliament was legislated on June 2012, known as the Neighbourhood Watch Act 2012 relating to neighbourhood watch and Voluntary Patrol Scheme.

2.15.4 *Skim rondaan sukarela* (SRS)

Skim Rondaan Sukarela (SRS) is a Malay word meaning Voluntary patrol scheme. It was established under Section 18 of the Malaysia Neighbourhood Watch Act. The SRS programme was launched by the Malaysian Government in February 2004. SRS' objective is to curb social ills, reduce criminal activity..

2.15.5 *Rakan cop*

Rakan cop was introduced by the Kuala Lumpur Police in 2005. The main objective is

to encourage members of the public to be “eyes” and “ears” to the Police (Hassan MM, 2017 and Abdullah A, 2017), by providing crime information to the police through a hotline phone call or SMS. The *Rakan cop* was approved by the government to enable the police to build trust, partnership and to improve human relationship between the public and the Police.

Rakan cop was introduced in Sarawak on March 24, 2006 through the State Commissioner of Police, Datuk Talib Jamal. He encouraged members of the police to call the police as and when they saw suspicious individuals in the neighbourhood so that the police can send mobile police patrol team to the scene immediately (The Star, March 25,2006). He invited members of the public to register as a *RAKAN COP*, as it has proven to be a useful tool in crime reduction in Kuala Lumpur by 20%.

2.15.6 Community policing

The report of the Royal Commission to enhance the operation and management of the Royal Malaysia Police (RCP) made recommendations for the Police to strengthen community policing. It called for high sense of community and civic mindedness on the part of the local residents to work with the police in crime prevention. It relies on voluntary service of the people. It aims to strengthen bonds between the police and residents. It is an improved programme of *RAKAN COP*, RELA, KRT concept. The participants are ordinary citizen who work with the police in preventing a crime to take place. The report encourages the establishment of organized community policing group in urban areas (p. 187 and 188 of the Report of the Royal Commission to enhance the operation and management of the Royal Malaysia Police, 2005).

With a structured community policing concept, the government has approved 100 community policing associations in the country and Sarawak Community Policing Association (SCPA) has been one of them. SCPA was approved by the Registrar of Society on May 28, 2015.

Sagrave and Ratcliffe (2004) described in the Australian Institute of Criminology that positive implementation of community policing over the years can produce lots of benefits to the community: (i) Community specific advantage - Communities are mobilised to identify areas of concern, a reduction in problem issues and issues of concern as they are placed in order of importance and addressed. There will have an increased positive community attitude towards the police and reduce fear of crime; (ii) police specific benefits - an improved police and community relationship, an improved community perception of the police and an increase of police officers' satisfaction; (iii) shared benefits - a decrease in police and community conflicts, reduction in crime rate, and a better flow of information from the community to the police. This shall lead to better implementation by the police crime prevention strategies (Sagrave and Ratcliffe, 2004).

Table 2.2 explained the difference between traditional policing and community policing. The author found that the community policing described by Malcolm Sparrow (1988) is related to my study: (i) Police and citizens are partners in crime prevention; (ii) police work with everyone in crime prevention and they are close to the community; (iii) police approaches crime prevention using the community-oriented approach; (iv) due to good co-operation between police and the citizens, the public perception of the police are very good; (iv) police and citizen promote local accountability in crime

prevention.

2.16 Malaysia crime rates

Malaysia, a developing country has witnessed increasing crime. In 1997 the reported crime was 121,176 and in 2004 it was 156,455. Crime rate further increased in 2006 of 186,453 to 212,678 in 2009 (Crime Statistics, Royal Malaysia Police, 2017). It has been an increase of 75.5% of the reported crime from 1997 to 2009.

Thus, the police took prudent steps to form organization that involved the local residents so that they could take over some of the work from the police (Suffian, Hadi and Jamilah,2011). The number of police to people was 1:500 which was much lower than the international standard of 1:250 (Sulaiman AH, Suffian, Jamilah, D'Silvia, Abu Samah and Yero, 2013). In view of this, the police are seeking assistance from members of the public as crime happens in the community.

Malaysia has tried many ways on how the police can work with the people. The report of the royal commission to enhance the operation and management of the Royal Malaysia Police, 2005, mentioned that people are very afraid of the police; thus, people always keep a distance from them. By working with the community, the police will have a better chance to their fight on crime reduction.

Table 2.2: The difference between traditional policing and community policing

QUESTIONS	TRADITIONAL POLICING	COMMUNITY POLICING
Who are the police ?	A government agency principally responsible for law enforcement	Police are the public, and the public are the police. The police officer is those who are paid to give full time attention ot the duties of every citizen.
What is the relationship between the police and another public service department?	Priorities often conflict.	The police are one department among many responsible for improving the quality of life.
What is the role of the police?	Focusing on solving crimes.	A broader problem-solving approach.
How is police efficiency measured?	By detection and arrest rates.	By the absence of crime and disorder.
What are the highest priorities?	Crimes that are high value (e.g. bank robberies) and those involving violence.	Whatever problems disturb the community most?
What, specially, do police deal with?	Incidents	Citizen is problems and concerns
What determine the effectiveness of police?	Response times	Public perception
What view do police take off service calls?	Deal with them only if there is no real police work to do.	Vital function and an excellent opportunity
What is police professionalism?	Swift and effective response to serious crime.	Keeping close to the community
What kind of intelligence is the most important?	Crime intelligence the study of particular crimes or series of crime	Criminal intelligence (information about the activities of individuals or groups)
What is the essential nature of police accountability?	Highly centralized, governed by rules regulations and police directives, accountable to the law.	Emphasis on local accountability to community needs
What is the role of headquarters?	To provide the necessary rules and police directives.	To preach organizational values
What is the role of the liaison press department?	To keep the 'heat' on operational officers so they can get on with the job.	To preach organizational values
How do the police regard prosecutions?	As an important goal	As one tool among many

Source: Malcolm K Sparrow
Implementing Community Policing U.S. Department of Justice,
National Institute of Justice, November 1988, pp 8-9

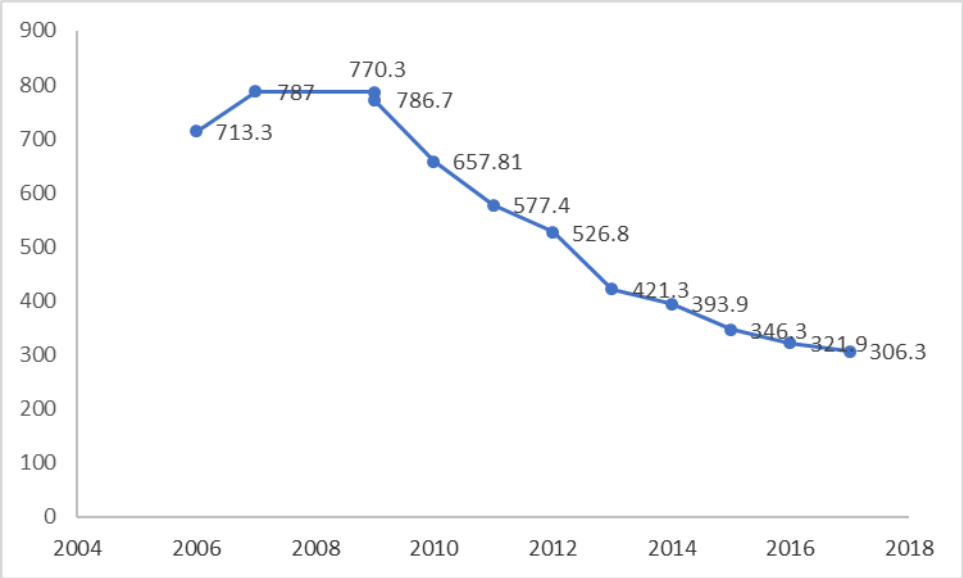

Figure 2.7: Crime statistics Malaysia – 2006 to 2018) Source: Royal Malaysia Police

This study assesses the impact of community policing in crime prevention. In Chapter Three, the author discusses literature review on community policing theories and the impact of community policing in USA, United Kingdom, Singapore, Australia, Japan, New Zealand and China.

Community participation in crime prevention involves members of a community in decision making process and common goal achievement in community safety (Schelp, 1988; Perkins, 1990; Reisig, 2007; Deukmedjian, and Cradock, 2008; Dillion and Fanning, 2013). Community participation is an active involvement of the community in keeping the neighbourhood safe from criminal intrusion. It also involves the community and the police in planning, implementing, monitoring, sharing benefits and decision making (Lyndon, 2012).

This study focuses on community policing activities in Kuching. It assesses the effectiveness of police partnering the citizen in crime prevention.

2.17 Chapter summary

Literature review has discussed in detail the "Broken Windows" theory, disorder and incivility, which was based on Wilson and Kelling (1982) and confirmed by the latest researcher Johnson (2017). They believed that in a rundown environment, crime and fear of crime is likely high.

Discussions were focused on literature related to this study only – Gordner theory (1996) and confirmed by Johnson (2017), Trojanwicz and Bucquerouz theory and confirmed by Zhao (2017).

Use of modern technology in community policing has also been discussed; it is in line with the Malaysian Police using the VSP to allow citizens to inform the police concerning crime scenes. This is related to the author's study on community policing and crime prevention, a study in Kuching. Community Policing experiences in USA, United Kingdom, China, Singapore and Japan have been discussed. The practices of community in these countries are related to this study.

Community policing in Malaysia were discussed from the "Salleh" system to the present day community policing.

The next chapter discusses research methodology for this study.

CHAPTER 3
METHODOLOGY

3.1 Introduction

The purpose of this study is to assess the practice of community policing on crime rate in Kuching. Previous studies in Unites States and United Kingdom, that examined the relationship between policing and crime rates yielded inconclusive results (Beckman, 2006; GAO, 2003and 2005; MacDonald, 2002, Muhlhausen, 2001; Zhao et al., 2002; Zhao & Thurman, 2004). However, none of those studies scrutinized the impact of community policing by considering various community policing practices across a variety of jurisdictions and organizational contexts at the same time. In the case of Malaysia, the study conducted by Amar Singh in 2005 was on "*The rise of crime in Malaysia*" and "*The crime level and trend for the future"* (Singh, 2005).

This research is guided by ontology and epistemology theories and concepts. Ontology refers to the beliefs about the nature of the social world (Snape and Spencer, 2004, p. 1). It focuses on questions such as 'whether or not a social reality exists independently of human conceptions' and 'whether or not social behaviour is governed by immutable or generalizable laws' (Snape and Spencer, 2004). On the other hand, epistemology is concerned with ways of knowing about the social world of, in this particular instance, policing in local communities. Epistemology focuses on questions such as 'how can we know about reality and what is the basis of our knowledge?' (Snape and Spencer, 2004 p. 13).

Official crime rate index in Malaysia is obtained from the police headquarters in Bukit Aman in Kuala Lumpur. These indices are the sources of secondary data on crime rate for Kuching Districts.

Two field research assistants who have a minimum of a bachelor's degree in social science and who are competent in conducting field surveys are employed. The two research assistants were trained on the objective of the survey, that interviews can be conducted only when permission and consent are given by the respondents; there are also a need to explain the purpose of the survey to the respondents. The two field research assistants started the survey when the author is satisfied with their competency level in conducting the face to face interviews.

Based on index crime statistics obtained from Royal Malaysia Police at Bukit Aman in May, 2018, among the nine Police Stations in Kuching Police District: Bintawa, Santubong, Satok , Central Police Station and Padungan have crime cases reported below 180 cases per year from 2014 to 2017. During the same period, Kampong Gita, Sekama, Sungai Maong and Tabuan Jaya have crime rate above 200 on the four years, average. Thus, in this study, Bintawa, Santubong, Satok, Central Police Station and Padungan are classified under low crime rate areas; whereas Kampong Gita, Sekama, Sungai Maong and Tabuan Jaya are classified as high crime rate areas.

3.1.1 Research questions and objectives:

3.1.1.1 How community policing has plaued a role in crime prevention in Kuching? The objective is to find out how community policing has played a role in crime prevention in Kuching and to test hypothesis stated in 1.5 (i) on page 8.

3.1.1.2 What are the ativities of SCPA in crime prevention in Kuching? The objective is to examine the activities of SCPA in crime prevention in Kuching and to test hypothesis in 1.5 (ii) on page 9.

3.1.1.3 How the citizen participation in crime prevention has reduced the crime prevention in Kuching ? The objective is to examine how citizen participation

in crime prevention has helped in crime reducaiton. And to test hypothesis in 1.5 (iii) on page 9.

3.1.1.4 What new technology has been used in community policing and crime prevention in Kuching? The objective is to study how technology is used in community policing and hot it affected crimes in Kuching. And to test hypothesis stated in 1.5 (iv) on page 9 and 10.

3.2 Research methodology

The author have used a mixed method in this study. Beginning the actual survey, a pilot study was conducted in December 2019 and January 2019. The sample chosen was 25 respondents. The objective is to find out if the questions asked meet the research questions and objectives,

The qualitative part aimed to understand the feeling and perceptions of the respondents, namely the police, community leaders and citizen crime prevention group, on crime level, community policing practices and crime prevention activities in Kuching. It consisted of open ended questions and the respondents answers were recorded by the researcher.

The quantitative part aimed to collect information on safety status, respondents behaviours and attitudes towards crime, crime prevention activities and community policing practices. The quantitative data collected can be compared with the qualitative data to find out its consistency and to test the hypothesis.

Crime statistics from the police were collected to study if the crime rates in Kuching is consistent with the qualitative and quantitative data collected.

3.3 Qualitative research

3.2.1 Focus group Interviews

Table 3.1: Focus Group Discussion Respondents

Types of interviews	Who are the respondents ?	Number of Focus Group Discussion Session
Focus Group Discussion	Head of police stations in Kuching Police Districts with nine respondents	1
	15 Community leaders comprising of 5 Chinese, 5 Malay and 5 Iban/Bidayuh.	2
	Neighbourhood crime watch group including community policing groups (9 of them selected from the 56 units of neighbourhood crime watch group in Kuching)	1

Focus group interview involved bringing in a small group of people at one location and having them to discuss about a topic for 1.5 hours to 2 hours (Bhattacherjee A, 2012). The discussion based on topic of community safety, security, crime and community policing; the ideas and experiences of all participants are represented and attempted to build a holistic understanding of the participants' comments and experiences.

Focus group discussion participants were divided into four groups. Each group have representatives from low crime area and high crime area.

Table 3.1 shows the respondents for focus group discussion. The respondents were the head of the nine police stations; community leaders comprising of Chinese, Malay, Iban and

Bidayuh (these are the main races living in Kuching); plus, the leaders of the neighbourhood crime watch group comprising of community policing group, the people's voluntary corp. The selection for the community leaders and the neighbourhood crime watch group were randomly selected. The list of community leaders was obtained from the District office and the neighbourhood crime watch group list from the police.

Four focus group discussion sessions were conducted in a round table format where questions on safety situation in the neighbourhood, frequency of community policing members' patrol, the level of crime in the neighbourhood, citizen participation in crime prevention and technology used in crime prevetion were asked and discussed. Each group have a leader to lead the discussion and their findings summarised. The researcher who is also the author recorded their responses. recording the responses.

3.3.2 In-depth interviews

The in-depth interviews were used to interview people who are involved in community policing work, like the police, community policing association's members and crime watch groups. The targeted number of people for in-depth interviews comprised of the Chief of Kuching Police District, Head of Kuching district community policing chief, Head of Sarawak community policing department, Royal Malaysia Police, Sarawak. 12 Community Policing unit leaders and five crime watch groups, under Kuching Police District geographical areas.

Table 3.2 shows the respondents for the in-depth interviews. The three police officers were from the Crime Prevention and Community Safety department of the Royal Malaysia Police at Sarawak Police headquarters. The community policing unit's list were obtained from

Table 3.2: In-depth Interview's Respondents

Type of Interviews	**Target Groups**	**Number of Respondents**
In-depth Interviews	Police	3
	Community Policing units	12
	Crime Watch Group like KRT, SRS and RELA	5

Sarawak Community Policing Association (SCPA). SCPA has a total of 56 units in Kuching. The author randomly selected three units and conducted in-depth interviews with the unit leaders, deputy leaders, unit secretary and unit mobile head.

There are 36 crime watch groups from the KRT, SRS and RELA in Kuching (Royal Malaysia Police, Kuching). Out of the 36 groups, the researcher has randomly selected five of their group leaders for the in-depth interviews.

20 in-depth intevriew sessions were conducted. Questions related to frequency of community policing patrol and program in the neighbourhood, neighbourhood crime situation, has community policing practices helped in crime reduction in the neighbourhood, what is the level of citizen participation in crime prevention and what new technology is used in crime prevention in the neighbourhood were asked. The answers from the respondents were recorded and their answers were analysed thematically.

3.4 Quantitative research

3.4.1 Structured Questionnaire Field Survey

Kerlinger (1973) defined survey research as a study on large and small population by selecting samples chosen from the desired population and to discover relative incidence, distribution and interrelations.

The aim is to send survey questionnaires selected by random cluster sampling based on the geographical areas of the nine Kuching Police stations. Total respondents are selected randomly as per the nine respective Police Stations. The Kuching Police stations are, Sekama Police Station, Padungan Police Station, Tabuan Jaya Police Station, Bintawa Police Station, Central Police Station, Kampong Gita Police Station, Satok Police Station, Sungai Maong Police Station and Santubong Police Station.

Each police station has a geographical area to cover in Kuching (IPD Kuching, 2017). The population is equated to the number of households under the jurisdiction of each police station. The goal is to achieve 95% confidence level with a 5% error (Thomas Ryan, 2013); based on the number of households in Kuching police district of 159,500 households and population of 654,600 (Statistics Department, Kuching, Sarawak, 2018), the number of samples chosen for this study is 500 households.

For the survey collection, the author employed two field research assistants. The research assistants are trained on how to fill the questionnaire because the human response needed to be addressed and qualified systematically. They are briefed about the characteristics, importance of impartiality and upholding integrity at all time during the survey.

Table 3.3: Number of respondents at nine police stations selected for field surveys

Name of Areas	No. of households	% of households
Sekama	61	12.2
Kampong Gita	72	14.4
Sungai Maong	56	11.2
Tabuan	54	10.8
Padungan	46	9.2
Central Police Station	64	12.8
Santubong	42	8.4
Satok	56	11.2
Bintawa	49	9.8
Total	**500**	**100**

Table 3.4: Age group of respondents

Age Group	Percentage
18 to 30	29.7%
31 to 40	25%
41 to 50	32%
51 to 60	7.6%
61 to 70	5.7%

The survey for the 500 respondents comprised of 29.7% in the age group of 18 to 30 years old, 25% in the age group of 31 to 40 years old, 32% in the age group of 41 to 50 years old. 13.3% of the respondents were above 51 years old. The respondents age group were not pre-selected, because the random selection was based on households and not on age group of the respondents. The age-group indicated age of the respondents when the author conducted the field work.

Table 3.5 shows the number of respondents for field surveys comprising of

demographics,There were equal number of population interviwed based on racial break down.

3.4.2 **Field survey questions**

Field survey consists of questions on demographics, type of dwelling houses, safety in the community, types of crime in the neighbourhood, community policing and crime, Sarawak Community Policing Association (SCPA) and crime prevention, frequency of police patrol, police and citizen participation in crime prevention, and use of technology in community policing.

The survey form comprised of six sections – demographics of the respondents, crime situation in the neighbourhood, SCPA and police community policing activities, citizen participation in crime prevention, community policing and crime and use of technology in crime prevention. Details can be found in Appendix C.

3.5 Secondary data obtained from the police

Actual crime statistics based on the number of reported crime cases were obtained from the Royal Malaysia Police. It is a comparison of 12 years, from 2006 to 2017. The police data are based on the number of crimes reported by year. To obtain the crime rate and in accordance with the formula used by Royal Malaysia Police, the total number of crimes reported divided by the total population multiply 100,000 (Royal Malaysia Police, 2018).

Table 3.5: Number of respondentsd by type of dwelling units, sex and race

Type of dwelling unit			Race						Total
			Malay	Iban	Chinese	Bidayuh	Melanau	Indian	
Kampung house	Sex	Male	5	1	6				12
		Female	9	0	9				18
	Total		14	1	15				30
Terrace house	Sex	Male	17	23	33	7		1	81
		Female	20	19	28	12		0	79
	Total		37	42	61	19		1	160
Detached house	Sex	Male	3	95	3	1		1	103
		Female	2	3	4	2		0	11
	Total		5	98	7	3		1	114
Bungalow - Single storey	Sex	Male	20	24	37	10	1	2	94
		Female	27	19	29	10	0	0	85
	Total		47	43	66	20	1	2	179
Bungalow - Double storey	Sex	Male	2	2	4				8
		Female	0	1	0				1
	Total		2	3	4				9
Flat/Condo	Sex	Male		1	1	2			4
		Female		1	3	0			4
	Total			2	4	2			8
Total	Sex	Male	47	146	84	20	1	4	302
		Female	58	43	73	24	0	0	198
	Total		105	189	157	44	1	4	500

$$\text{Crime rate} = \frac{\text{Total crime reported by victims in a year}}{\text{Total Population during the year}} \times 100{,}000$$

(Source: Royal Malaysia Police, 2018)

3.6 Validity and Reliability of instrument used in the surveys

Validity and reliability are the extent to which an instrument measures what it is

supposed to measure and performs as it is designed to perform. It is nearly impossible that an instrument be 100% valid, so validity is generally measuring in degrees (Biddix, J. P. (2014). The instrument used for this study is tested for external and internal validity.

Validity test is based on the research done by De Vellis (2003) and Warner (2008) using a scale: (i) for focus group discussion with the Police and head of communities, validity test through press statements they have made, and the actual crime rate obtained from the Royal Malaysia Police at Bukit Aman head office; (ii) are the instrument used for the survey and answers obtained consistent by taking representative questions from each of the sections of the survey questions and evaluating them against desired outcome? (iii) the researcher compared the qualitative and quantitative data collected to check validity of the instrument used in the survey; and check the variance; (iv) the crime index data from Royal Malaysia Police have been analysed against the data obtained from both the qualitative and quantitative data; (v) for qualitative validity, the researcher checked the accuracy of the findings by employing specific procedures: (vi) all transcripts are checked to make sure that they do not contain obvious mistakes made during transcription; (vii) there is no drift in the definition of codes, a shift in the meaning of the codes during the process of coding. (viii) constant checks have been conducted throughout the qualitative research.

Triangulate different data sources (data from focus group discussion, in-depth interviews and survey questionnaires) of information by examining evidence from the sources and using it to build a coherent justification for themes. If themes are established based on converging several sources of data or perspectives from participants, then this process can be claimed as adding to the validity of the study (Creswell W John, 2009).

3.7 Analysis of data

Data collected from the surveys, are analysed using SPSS software - Somers'D, Chi Square and ANOVA for specific analysis.

Thematic analysis is used for data recorded from in-depth interviews and focus group discussions. Thematic analysis is a method for identifying, analysing, and reporting patterns (themes) within data. It minimally organises and describes the data set in detail.

During the focus group discussions and in-depth interviews, respondents were free to express their experiences on level of crime in their neighbourhoods; they shared their life experiences with the police, SCPA members, social situations and living environment. The qualitative methods were designed to allow respondents to share how are their social lives, their experiences with crime. It is to allow them to have a transparent window onto the circumstances of their lives in the neighbourhood (Agar and MacDonald's 1995; and Silverman, 2014).

Thematic analysis is the process of identifying patterns or themes within qualitative data. Braun and Clarke (2006) suggest that it is 'the first qualitative method provides core skills that will be useful for conducting many other kinds of analysis. Its advantage, particularly from the perspective of learning, it is a method rather than a methodology (Braun & Clarke 2006; Clarke & Braun, 2013). This means, unlike other qualitative methodologies, it is not tied to an epistemological or theoretical perspective. This makes it a very flexible method, a considerable advantage given the diversity of work in learning and teaching.

The goal of a thematic analysis is to identify themes, i.e. patterns in the data that are important or interesting and use these themes to address the research or say something about an issue. This is much more than simply summarising the data. A good thematic analysis interprets and makes sense of it. A common pitfall is to use the main interview questions as the themes (Clarke & Braun, 2013). Typically, this reflects the fact that the data have been summarised and organised, rather than analysed.

For example, during the interviews with community policing members said in their own words:

> *Community Policing members served as an eye and eye to the police. Crime took place in the community and during most of the time before crime takes place, community policing members will call the police and police will arrive at the scene shortly in less than 12 minutes.*

The focus group interviews confirmed how the community policing members operate in crime prevention. They acted as an informer to the police as and when they found suspicious persons in the neighbourhood. In Figure 4.1, it has indicated the process of identifying the themes, attitudes and behaviours for qualitative data collected.

Braun and Clarke (2006) distinguish between two levels of themes: semantic and latent. Semantic themes can be found '*…within the explicit or surface meanings of the data and the analyst is not looking for anything beyond what a participant has said or what has been written*.' The analysis in this example identifies themes at the semantic level and is representative of

much learning and teaching work. Analysis moves beyond describing what is said to focus on interpreting and explaining it. In contrast, the latent level looks beyond what has been said and

> '*…starts to identify or examine the underlying ideas, assumptions, and conceptualisations – and ideologies - that are theorised as shaping or informing the semantic content of the data*'.

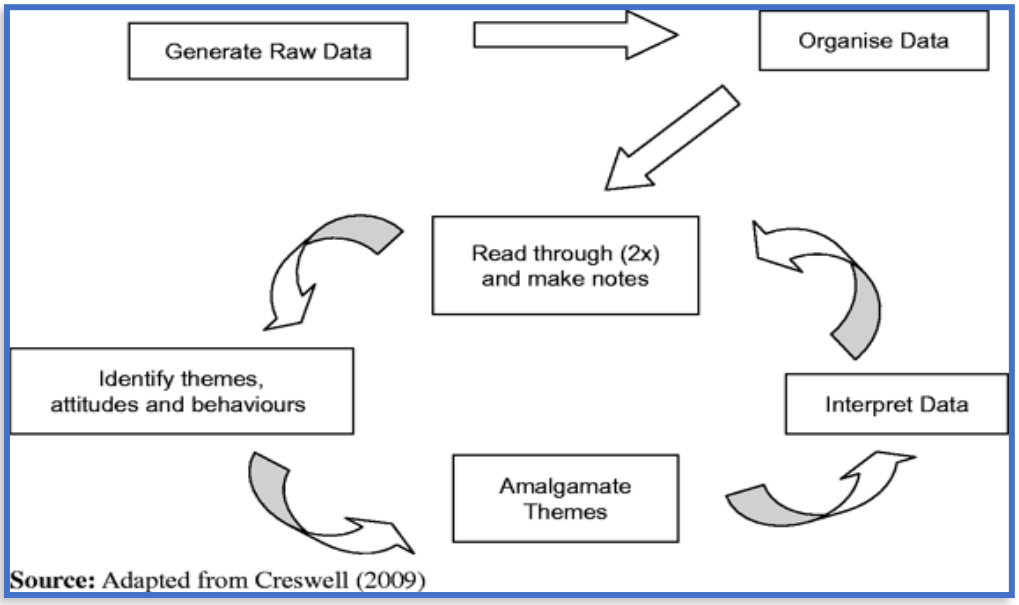

Figure 3.1: Thematic analysis process (Creswell, 2009)

Chi Square analysis, Somer's D, ANOVA and graphs were used to compare on impact of community policing on crime rate, citizen participation in crime prevention and role of SCPA in crime prevention in Kuching.

3.7.1 Chi square Tests of independence and of homogeneity

The objective of chi square is to set up a test to investigate independence of random variables, using contingency tables to compute $\chi 2$ statistic. It has found out or estimate P-value of the sample $\chi 2$ statistic.

The Chi-square test is intended to test how likely it is that an observed distribution is due to chance. It is also called a "goodness of fit" statistic, because it measures how well the observed distribution of data fits with the distribution that is expected if the variables are independent.

The asymptotic significance of less than 0.05, it confirmed that police and citizen patrol have a strong co-relationship with safety in the neighbourhood. The p value is small and the observed data fits into the author's expected data extremely well.

If a p value is larger than 0.05, it means the data does not fit very well in this study. The formula for the chi-square statistic used in the chi square test is:

$$\chi_c^2 = \sum \frac{(O_i - E_i)^2}{E_i}$$

Table 3.6 Chi Square Test for police and citizen patrol and safety status Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	24.009[a]	8	.002
Likelihood Ratio	24.179	8	.002
Linear-by-Linear Association	4.498	1	.004
N of Valid Cases	500		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 5.71.

The chi-square formula. The subscript “c” are the degrees of freedom. “O” is the observed value and E is the expected value. $\chi 2$ denotes the distribution (Brase and Brase, 2006, Understandable statistics, concepts and methods).

The Chi-square test is intended to test how likely it is that an observed distribution is due to chance. It is also called a "goodness of fit" statistic, because it measures how well the observed distribution of data fits with the distribution that is expected if the variables are independent (Pagano, 2012).

3.7.2 How does the Chi-Square statistic work?

The Chi-Square statistic is used to evaluate Tests of Independence when using a cross-tabulation. Cross-tabulation presents the distributions of two categorical variables simultaneously, with the intersections of the categories of the variables appearing in the cells of the table. The Test of Independence assesses whether an association exists between the two variables by comparing the observed pattern of responses in the cells to the pattern that would be expected if the variables were truly independent of each other. Calculating the Chi-Square statistic and comparing it against a critical value from the Chi-Square distribution allows me to assess whether the observed cell counts are significantly different from the expected cell counts.

The calculation of the Chi-Square statistic is quite straight-forward and intuitive:

$$\chi^2 = \sum \frac{(f_o - f_e)^2}{f_e}$$

where f_o = the observed frequency (the observed counts in the cells) and f_e = the expected frequency if NO relationship existed between the variables

As depicted in the formula, the Chi-Square statistic is based on the difference between what is observed in the data and what would be expected if there was truly no relationship between the variables.

3.7.3 How is the Chi-Square statistics measured in SPSS and how is the output interpreted?

The Chi-Square statistic appears as an option when requesting a cross tabulation in SPSS. The output is labelled Chi-Square Tests; the Chi-Square statistic used in the Test of Independence is labelled Pearson Chi-Square. This statistic can be evaluated by comparing the actual value against a critical value found in a Chi-Square distribution (where degrees of freedom is calculated as # of rows – 1 x # of columns – 1), but it is easier to simply examine the *p*-value provided by SPSS. To make a conclusion about the hypothesis with 95% confidence, the value labelled Asymp. Sig. (which is the *p*-value of the Chi-Square statistic) should be less than .05 (which is the alpha level associated with a 95% confidence level).

Is the *p*-value (labelled Asymp. Sig.) less than .05? If so, we can conclude that the variables are not independent of each other and that there is a statistical relationship between the categorical variables.

The independent variable is controlled or manipulated by the researcher. It is a categorical (discrete) variable used to form the groupings of observations.

3.8 ANOVA

In this study, the one-way ANOVA is used where there is only one independent variable being considered. There are two groups of independent variables: active and attribute.

ANOVA is a statistical technique used to test for differences between the means for several populations. To perform tests of statistical significance, a model is assumed. The model used in ANOVA is similar in many respects to the model employed in regression IBrase and BRase, 2011). In fact, one may find it useful in these notes to make analogies between the model and formulas in ANOVA and the corresponding model and formulas in regression. In the model below, recall that the dependent (or response) variable is quantitative as in regression, but the independent (or factor) variable is now qualitative. We begin with a model in which a single independent variable is used to describe the dependent variable. This One-Way ANOVA is analogous to simple regression. The one-way analysis of variance model is:-

$$Y = \mu_i + \varepsilon, \text{ where}$$

(i) **Y** is the quantitative dependent variable, usually called the response variable in ANOVA; (ii) μ_i is the true mean value of the dependent variable for the i^{th} population, where there are k populations; (iii) ε is the random error in the response not attributable to the independent variable?

As in regression, the error is assumed to be normally distributed with constant variance.

This study relies on a hypothesis test to determine if the sample means for the k samples

drawn (one from each population) differ enough for the difference to be statistically significant (more than would likely occur due to random chance alone).

3.8.1 Hypotheses:

H_0: $\mu_1 = \mu_2 = ... = \mu_k$, i.e., all population means are equal. This is equivalent to saying that the *k* treatments have no differential effect upon the value of the response.

H_A: At least two of the means differ. This says that different treatments produce different values of the response variable, on average.

Table 3.7 confirmed that police and SCPA members joint patrol at least once a day, the level of crime in its neighbourhood is 1.83. This means the neighbourhood is safer now than five years ago due to the police and SCPA members joint crime prevention patrol.

Table 3.7: Police and SCPA Joint patrol and level of crime in the neighbourhood

Level of crime now as compared five year ago	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Min.	Max.
					Lower Bound	Upper Bound		
It is safer now	446	1.83	1.505	.071	1.69	1.97	1	5
It is the same	51	1.55	1.205	.169	1.21	1.89	1	5
It is worse than 5 years ago	3	1.00	.000	.000	1.00	1.00	1	1
Total	500	1.80	1.476	.066	1.67	1.93	1	5

3.9 SOMERS' Delta

Somers' delta (or Somers' *d*, for short), is a nonparametric measure of the strength and direction of association that exists between an ordinal dependent variable and an ordinal independent variable. Somers' *d* is appropriate to distinguish between a dependent and independent variable (i.e., since Goodman and Kruskal's gamma does not make any distinction between the two ordinal variables).

Somers' D has been defined in several ways. One way is as "the difference between the number of concordant pairs and the number of discordant pairs divided by the total number of pairs not tied on the independent variable," (Göktaş & İşçi, 2011).

Somers' D is also sometimes defined in terms of Kendall's Tau:

$D(Y|X) = \tau(X,Y)/\tau(X,X)$

Kendall's Tau is a non-parametric measure of relationships between columns of ranked data. The Tau correlation coefficient returns a value of 0 to 1, where: (i) 0 is no relationship; (ii) 1 is a perfect relationship.

For example, in Table 3.8, the p value is smaller than 0.05, this means there is a statistically significant between fear of crime, citizen patrol (SCPA members), police patrol, and SCPA members joint crime prevention patrol with the police.

Table 3.8 Association between fear of crime and the ordinal variables – Citizen patrol, SCPA members and police joint patrol and police patrol

	Fear of Crime	
Variable	**Somers' d**	**p-value**
Citizen patrol (SCPA members)	0.753	0.00
SCPA members and police joint crime prevention patrol	0.679	0.002
Police patrol	0.737	0.003

3.10 Variables used in this study

The independent and dependent variables used in this study were:-

Independent Variables	**Dependent Variables**
Demographics factors	Acceptance of the community policing (CP) philosophy
Community policing patrol	Crime level and fear of crime
Citizen participation in crime prevention	Crime level and fear of crime level
Police crime prevention patrol	Crime level and fear of crime level
Use of technology	Crime level
SCPA members and police patrol	Crime level and fear of crime

Demographic factors used in this research include: gender, age, educational level, occupation, duties, and type of dwelling house.

The main objective it to find out if community policing has any positive impact on crime rate in Kuching. And it assesses whether the impact differs from the community policing

theories as mentioned in the literature review.

When comparing data in a concurrent type of approach, combine information from both the qualitative and quantitative data collection into a matrix. Ultimately, this study attempts to contribute to the literature and policy makers on community policing principles and practices.

3.11 Testing statistical significance

Tests for statistical significance indicates the probability that an observed relationship occurred by chance (Schmidt (1996).. Tests of statistical significance are termed inferential statistics. Measures of association indicate the strength of the relationship between two variables and are known as descriptive statistics. Tests for significance and association are used together to either confirm or discount a hypothesized relationship (O' Sullivan, 2003).

Chi-square and ANOVA test of homogeneity are used to test the data for significance. Chi-square and ANOVA were selected since they are widely used and well-understood test for statistical significance.

3.12 Chapter summary

This chapter discussed focus group discussion, in-depth interviews and structured field surveys to obtain primary data on community policing and crime prevention. Actual crime statistics from the Police is obtained from the Malaysia police headquarters in Bukit Aman.

It justified the reason of using mixed method of conducting this study (3.2).

For quantitative data, analysis of data employs SPSS software, data are analysed using chi-square, Somers'D and ANOVA. For qualitative data, the analsyis is based on thematic analysis.

The findings of this study is discussed in the next chapter.

CHAPTER 4

FINDINGS AND ANALYSIS OF DATA

4.1 Introduction

In this chapter, the author is presenting the findings of the quantitative and qualitative data. It discussed about the quantitative findings followed by qualitative data.

For the qualitative survey, four sessions of focus group discussions and 20 in-depth interviews were conducted.

The field survey answered by 500 respondents in nine geographical areas under the administrative district of Kuching police. These areas are classified as the urban areas of Kuching under the jurisdiction of the Kuching North and South city councils. The confidence level is 95% with a five percent error.

The qualitative and quantitative data collected addressed the four research questions and research objectives.

4.2 Description of the sample

The nine geographical areas under the administration of Kuching police district are: Sekama, Tabuan, Bintawa, Padungan, Central Police Station, Satok, Sungai Maong, Kampug Gita and Santubong. The total population of these areas are 600,000 persons (Statistics Department, Kuching, 2017). Figure 6.1 indicates the number of respondents interviewed by occupation. The objective is to interview those who are gainfully employed in the job market,

who contribute towards the economic development in Kuching. Even housewives interviewed, they confirmed that they are employed on a part time job.

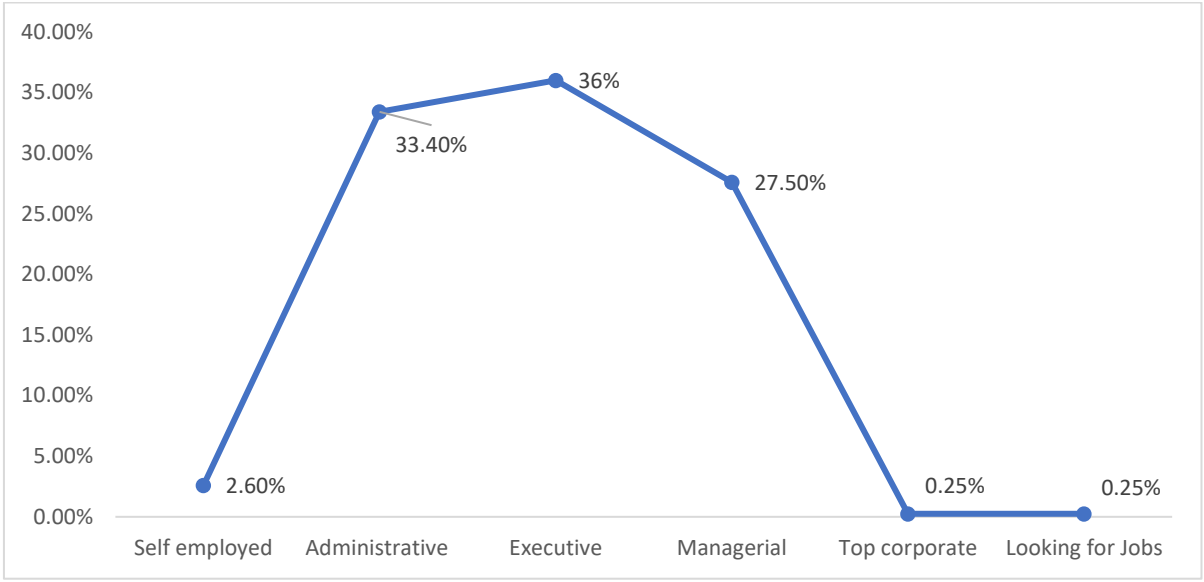

Figure 4.1: Respondents by type of Occupation

99.75% of the respondents are gainfully employed – 33.40% of them are in administrative, 36% works as an executive, 27.50% works in managerial position, there 2.6% of them are self- employed, 0.25% in top corporate position and 0.25% of them are looking for jobs. Wandsworth (2002) in his research paper on employment, crime and context, an analysis between the relationship between crime and employment stated that for a person who is gainfully employed, the chances for them to be involved in crime like stealing property and personal belonging is less than those who are not gainfully employed. Based on these findings, the respondents in this study, 99.75% are employed. The respondents' views and answers are more neutral and independent. Respondents permission and consent were given before interviews commenced.

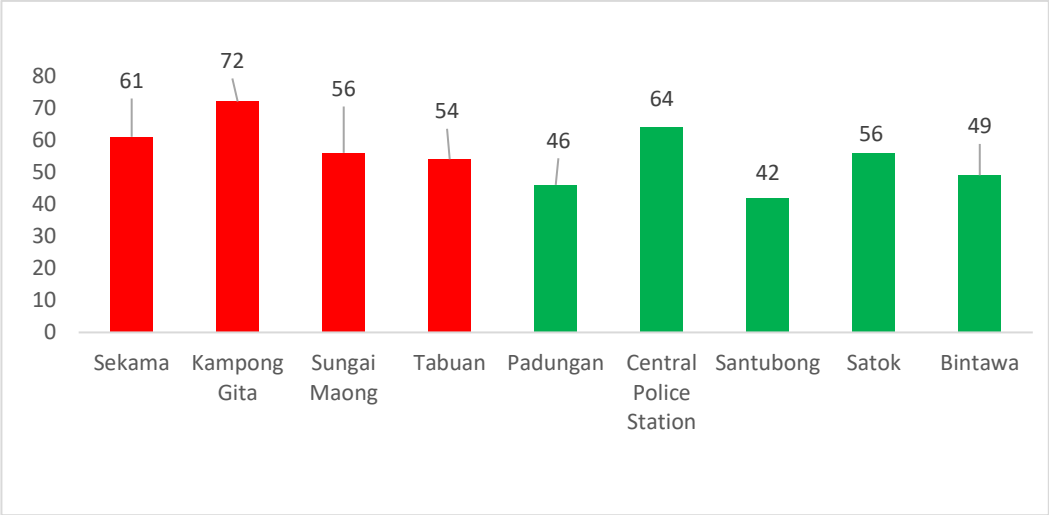

Figure 4.2: Number of respondents by geographical Areas

The red coloured areas in Figure 6.2 are classified under "hot areas," in this study as the number of reported crimes were constantly over 180 cases per year for the past five years. The green coloured areas in Figure 6.2 are considered as "low crime" areas in this study as the number of reported crimes is lower than 180 cases per year for the past five years (Royal Malaysia Police, 2018).

Table 3.5 on page 92, shows the demographic of the respondents. Malay, Iban, Bidayuh and Melanau comprised of 61.4% of the respondents, Chinese was 37.8% and Indian was 0.8% of the total respondents. The respondents are a reflection of the total percentage of population in Kuching.

The number of male respondents comprised of 60.4% and female was 39.6%. The field research assistants interviewed the head of households, if both husband and wife were in the house during the survey call, the field assistant will interview the husband, though most of the

time, both husband and wife were giving the answers. 90.6% of the respondents lived in either terrace house, or detached house or single storey bungalow house.

The findings of the surveys are presented in the order of quantitative first to be followed by qualitative.

4.3 A role of community policing in crime prevention in Kuching

The author analysed data from citizen participation in community policing and citizen perception on fear of crime. The objective is to see if there is any drop in crime and also what is the level of citizen perception on fear of crime.

Table 4.1 shows the association between level of crime and the ordinal variables – citizen patrol, police patrol, police and co-production patrol, police and SCPA members patrol, and service from the police and crime watch group. The association is tested using the Somers' D test.

Table 4.1: Association between level of crime and the ordinal variables (citizen patrol, police patrol, police and citizen patrol, police and SCPA members patrol, service from the police and SCPA members service)

	Crime level	
Variable	**Somers' d**	**p-value**
Citizen Patrol	0.761	0.000
Police Patrol	0.679	0.000
Police and Citizen Patrol	0.737	0.000
Police and SCPA members patrol	0.710	0.000
Service from the police	0.766	0.000
Service from the SCPA members	0.613	0.000

Somers' D is run to determine the association between level of crime and the ordinal variables- citizen patrol, police patrol, police and SCPA members patrol, police and citizen (non SCPA members) patrol, service from the police and service from SCPA members. Table 6.2 above shows the Somers' D for level of crime as the dependent variable.

The analysis showed a strong correlation (Somers' d around 0.7) between crime level in the various geographical areas studied and the variable of citizen patrol, police patrol, police and citizen patrol, police and SCPA members' co-production, service from the police and service from the SCPA members, are highly significant (p-value < 0.0005). This showed that if the number of patrols reduced, the level of crime is growing. This confirmed that the police, SCPA and citizen joint effort in crime prevention has produced positive results. Thus, the co-production theory by Bovaird and Loeffler (2011) is related to this study.

Table 4.2: ANOVA analysis of police and citizen patrol and level of crime in the neighbourhood

Safety situation at time (2018) of interviews as compared to five years ago (2013)		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Min	Max
						Lower Bound	Upper Bound		
Police Patrol	It is safer now	446	3.27	1.882	.089	3.09	3.44	1	5
	It is the same	51	4.22	1.447	.203	3.81	4.62	1	5
	It is worse than 5 years ago	3	5.00	.000	.000	5.00	5.00	5	5
	Total	500	3.38	1.862	.083	3.21	3.54	1	5
SCPA patrol	It is safer now	446	1.79	1.464	.069	1.65	1.93	1	5
	It is the same	51	1.55	1.205	.169	1.21	1.89	1	5
	It is worse than 5 years ago	3	1.00	.000	.000	1.00	1.00	1	1
	Total	500	1.76	1.438	.064	1.63	1.89	1	5

Table 4.2 shows respondents' responses to police patrol and level of crime in the neighbourhood. Its mean is 3.27 and its standard deviation of 1.882 with standard error of 0.89. It showed that police patrol alone cannot reduce the level of crime in the neighbourhood.

SCPA members or citizen patrol, involved 446 respondents with mean of 1.79, standard deviation of 1.464 and standard error of 0.089; it showed that citizen patrol reduces level of crime as the respondents felt safer now than five years ago. This is possible as stated in the qualitative findings that citizens' patrol, stop, talk and discuss with the residents while the police only patrol and drive through the neighbourhood.

Table 4.3: Test of Homogeneity of Variances
between police, citizen patrol and level of crime

	Levene Statistic	df1	df2	Sig.
Police patrol	37.600	2	497	.000
SCPA patrol	5.783	2	497	.003

Table 4.3 shows that there is a statistical significance of police and citizen patrol on crime level. In Table 4.4, the author examined the level of crime versus the police and SCPA joint members joint patrol. The answers from the respondents are the same.

In table 4.4, when the police and citizen joint crime prevention patrol, the mean is 1.83 for answers of "it is safer now," the standard deviation is 1.5050 with standard error of 0.71; lower bound is 1.69 and upper bound is 1.97. Thus, it can be confirmed that police and citizen joint prevention, crime prevention patrol, has played a role in the safety in the neighbourhood.

In table 4.4, the joint police and citizen (SCPA) crime prevention patrol, 446 respondents confirmed that it is safer in 2018 as compared to 2013. The mean is 1.83, with standard deviation of 1.83 and standard error of 0.71; it is established that the joint crime prevention patrol by the police and citizens, the neighbourhood is safer now.

Table 4.4: Police and SCPA Joint patrol and level of crime in the neighbourhood

Level of crime in 2018 as compared five year ago (2013)	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Min.	Max.
					Lower Bound	Upper Bound		
It is safer now	446	1.83	1.505	.071	1.69	1.97	1	5
It is the same	51	1.55	1.205	.169	1.21	1.89	1	5
It is worse than 5 years ago	3	1.00	.000	.000	1.00	1.00	1	1
Total	500	1.80	1.476	.066	1.67	1.93	1	5

Table 4.5: Test of Homogeneity of Variances - Independent variable is crime and dependent variable is police and SCPA joint patrol

Levene Statistic	df1	df2	Sig.
7.024	2	497	.001

Table 4.4 and Table 4.5 show that there is a statistical significance between police, SCPA patrol, and the joint police and SCPA patrol in the neighbourhood on the level of crime in the neighbourhood.

The one-way analysis of variance (ANOVA) is used to determine whether there are any significant differences between the means of three or more independent (unrelated) groups.

The one-way ANOVA compares the means between the groups you are interested in and determines whether any of those means are significantly different from each other.

It tests the null hypothesis:

$$H_0 = \mu_1 = \mu_2 = \mu_3 = \cdots \mu_k$$

where μ = group mean and k = number of groups. H_a: At least two population means are unequal.

If the one-way ANOVA shows a significant result, we reject the null hypothesis, which is that there are at least 2 group means that are significantly different from each other.

The quantitative findings were confirmed by qualitative data.

The focus group discussion held on April 5, 2018 at 9.30am at the Sarawak Club, led by three Temenggong, namely JJ Tan, Bernard, Dato Hamid and 12 other community leaders on how community policing has played a role in crime prevention in Kuching. In their own words, they said:-

Temggong Bernard and Hamid said in one voice: "*We have seen and witnessed community policing citizens working with the police in conducting neighbourhood crime prevention patrol, said JJ Tan.. At the housing estates, police and citizen patrol is once a day particularly during crime peak hours where criminals will attack property and personal belongings."*

Crime peak hours in the neighbourhood was between 10pm to 2am, and 3am to 5.30am every day.

Bernard and Hamid's views were supported by JJ Tan:

JJ Tan in his own words said: *"Due to the continuous police and citizens' patrol, crime has dropped and citizen perception on fear of crime has dropped too. We felt that after the formation of SCPA,*
Kuching is a much safer and peaceful. In the past, there was only the police was conducting crime prevention patrol, though crime dropped slightly but citizen perception on fear of crime has remained the same."

Bernard further added: "*With police and SCPA members' patrol, both crime and fear of crime dropped in the neighbourhood under our care."*

Focus group discussion with the citizens' groups on April 5, 2019 at 5.30pm at Joo Seng Café, Kuching on how community policing played their role in crime prevention, said

the followings: indicated positive impacts of community policing on crime rates; their views are as follows:

In the words of the SCPA leader at Tabuan Jaya, he said:

"Our duty is crime prevention. It is important for every resident to be involved as there will have more eyes and ears to the police. We like to build a caring community in our neighbourhood so that everyone knows each other, and everyone looks after each other."

This was supported by a SCPA leader at Kampong Gita, who said:

"Since the formation of SCPA, residents are more aware of their rights under criminal procedure code section 27(1) and strategies to adopt in crime prevention."

The third respondent also agreed with the first two respondents. A SCPA leader at Pisang Road West asid:

"We have 56 housing estates in Kuching have SCPA organized crime prevention groups. We confirmed that crime has dropped, this is because residents and SCPA jointly involved in crime prevention; while the police is involved in law enforcement."

The fourth respondent, a SCPAS leader at Poh Kwong Park confirmed the views of the earlier three respondents:

"Crime prevention is every citizen's responsibility."

Meanwhile, the focused group discussions with nine heads of the respective police stations holding the rank of Assistant Superintendent of Police, Inspectors and Sergeant Major, on how community piolciing played their roles in crime prevention on April 12, 2018 at 8pm at Sarawak Club café said in their own words, the followings:-

Will of Sekama police stationsaid *"Our team patrolled once a day in every housing estate under our care. The important thing we did during patrol was to stop, greet and talk to the residents. Residents shared crime information, presence of suspicious figures and their concerns with us. We felt that crime has dropped over the past years since we worked with SCPA members in crime prevention (said by the nine head of police stations in one voice)."*

Will's views was supported by Beirun of Tabuan Police Station.

Morebon of Sungai Maong police station said in his own words: *"Since the formation of SCPA in May, 2015, and the members of public joining SCPA has grown from 400 members during the SCPA launching to 17,000 members now. Members of the public are motivated to join SCPA because they want a safer and peaceful Kuching."*

Teo YS of Satok police station confirmed Moreboon's views.

Haji Ahmad of Central Police station agreed with Morebon and Teo and he said:

"SCPA is a structured organization with a proper set up approved by the Registrar of Society. SCPA is different from Rakan Cop, RELA and KRT. SCPA has their own standard operation procedure in conducting crime prevention activities."

Sulaiman of Padungan police station and Wilfred of Bintawa police station agreed with Haji Ahmad, Teo and Morebon.

Wilfred said that *"The community policing with SCPA has helped in crime reduction in Kuching and the citizen perception on fear of crime is around 25%,:*

The focus group discussion with the community leaders, members of SCPA members and the police confirmed that community policing has helped in crime reduction over the past years. They have also confirmed the decline of citizen perception on fear of crime in Kuching at 25% as compared to Kuala Lumpur 61% (Star, 2016).The police has given the crime statistics in Kuching for 2006 to 2017 as shown in Figure 4.3 below:

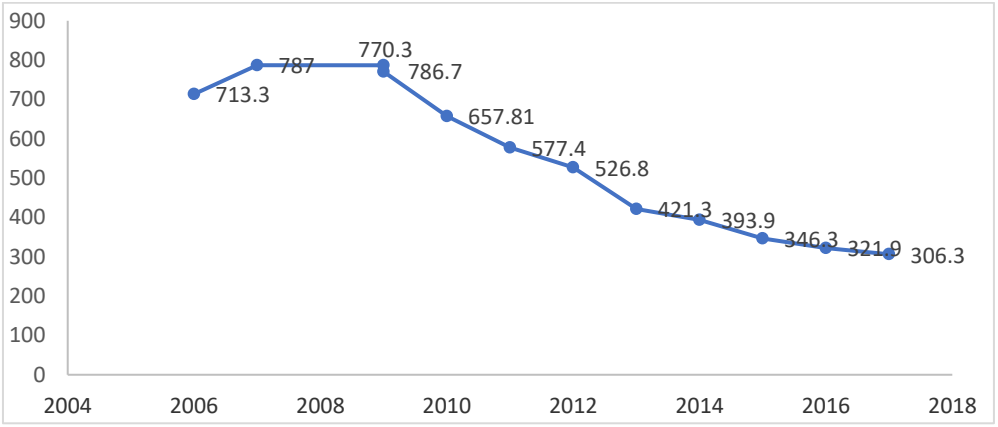

Figure 4.3: Crime Rates in Kuching from 2006 to 2018
(Source: Royal Malaysia Police, 2019)

Figure 4.3 indicated that crime rates in Kuching has dropped from 713.3 in 2006 to 306.3 in 2018. It was a decrease of 57.1% or the crime rate in 2018. Kuching is safer as crime has dropped – this information was reflected in the police crime statistics and the focus group interviews and in-depth interviews with the police, citizens and community leaders.

$$\text{Crime Rate} = \frac{\text{Number of reported crime cases to the Police}}{\text{Total Population in the Geographical Area}} \times 100{,}000$$

(Source: Royal Malaysia Police, 2018)

The Kuching district police chief, Abang Ahmad said on June 12, 2016 during a community policing gathering with the citizens at Taman Hui Sing in Kuching and published in Borneo Post on June 13, 2016 stated:

> *Community policing between the police and the citizens has helped in crime reduction as we both work together towards a safer community.*
>
> *The decline in crime in Kuching, it is the joint the effort of the community and the Sarawak Community Policing Association in creating heightened awareness and reduce opportunity for crime.*
>
> *"This community policing activity is very important to ensure that society is peaceful and not frightened. We cannot depend on police alone and we are grateful to the association for taking the initiative to organise this crime prevention programmes,*
>
> *We need to stop giving them the opportunity. Make sure your house and vehicles are properly locked. I've seen cars left on the street by their owners who went off to do something. This is an opportunity. We must stop doing this.*
>
> *Abang Ahmad reminded the public that they have the power to make citizen's arrest before handing the suspect(s) over to the police.*

4.4 The activities of SCPA in crime prevention

As shown in Table 4.2, citizen patrol, police patrol, citizen and police patrol, police and SCPA members' patrol, service from the police and service from SCPA members are related to the level of crime. Manaliyo (2016) also confirmed that when citizen patrol with the police in pursuit of crime prevention, the level of crime will be lesser. The work of the police would be difficult without the support of local communities which possess information about their areas and criminal activities taking place in them (Fleissner and Heinzelmann, 1996). It also confirmed from the author's qualitative studies that police and citizen joint crime prevention patrols lower the level of crime and criminal activities taking place in a neighbourhood. Community participations in crime prevention activities have undoubtedly potential in reducing crime given that crimes are committed by community members who are sometimes known by their neighbourhood.

Citizen perception on fear of crime after citizen involvement in crime prevention with the police has proven to be low as compared to the fear of crime of 61% in Kuala Lumpur as announced by the former Minister of Home Affairs, Malaysia and published in the Malay Mail and Channel News Asia on n December 21, 2016 (Malay Mail, 2016, Channel News Asia, 2016). On July 26, 2017, the former Malaysia Minister of Home Affairs announced that despite the drop of crime by 47%, the people still do not feel safe (Star, 2017) and on March 26, 2018, the Inspector General of Police confirmed that despite the drop of the number of reported crimes, fear of crime is still high in Malaysia (Sun Daily, March 25, 2018). Thus, compare to data from Kuala Lumpur, the fear of crime in Kuching is considered low and Kuching is safer.

4.4.1 Statistical Significance on the findings of the citizen perception on fear of crime

Somers' D is run to determine the association between fear of crime and the ordinal variables: citizen patrol, SCPA members and police joint patrol, and police patrol. The table below shows the Somers' D for fear of crime as the dependent variable.

Table 4.6: Association between fear of crime and the ordinal variables – Citizen patrol, SCPA members and police joint patrol and police patrol

	Fear of Crime	
Variable	**Somers' d**	**p-value**
Citizen patrol (SCPA members)	0.753	0.00
SCPA members and police joint crime prevention patrol	0.679	0.002
Police patrol	0.737	0.003

Data showed that there are strong positive correlations (Somers' D around 0.7) between fear of crime and all these variables, which are all highly significant (p-value < 0.05). This showed that police and citizen co-production in community policing activities, correlate with citizen perception on fear of crime is low. The citizen perception on fear of crime in Kuching is 20.7% (for those who are very fear and somewhat fearful) as compared to 79.3 of them are not fearful of crime. The fear of crime is shown in Figure 4.4.

The citizen perception on fear of crime is low as compared to Kuala Lumpur where the former minister of home affairs has announced it was 61% on December 21, 2016 (Malay Mail, 2016 and Channel News Asia, 2016). The low fear of crime is a result of continuous police and citizen joint community policing exercise.

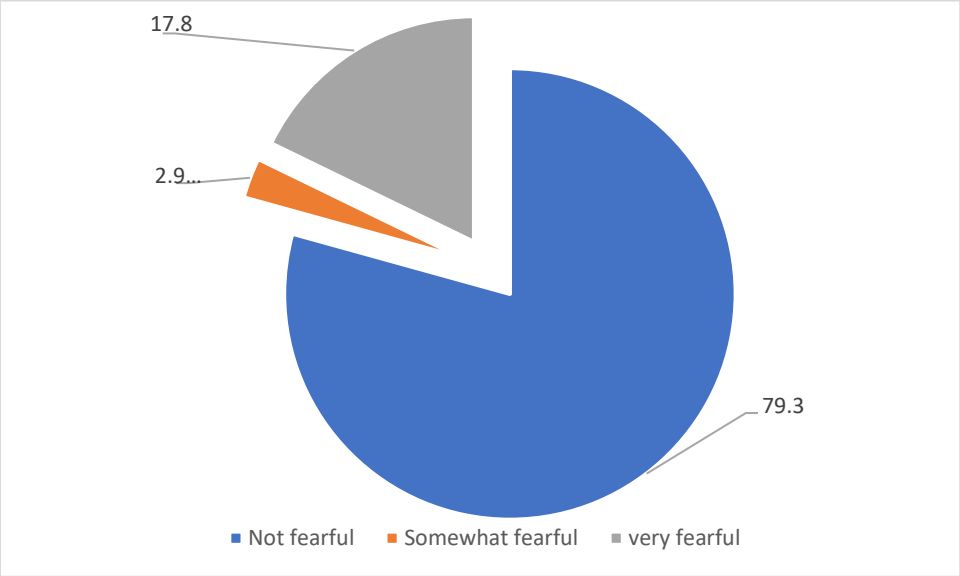

Figure 4.4: Citizen perception on fear of crime in Kuching

Using the test of homogeneity of variances where citizen perception on fear of crime is independent variable, police and citizen patrol are dependent, the p value = 0.000. It showed that police and citizen patrol have statistical significance on fear of crime.

Table 4.7: Test of Homogeneity of Variances
– police and citizen patrol and citizen perception on fear of crime

	Levene Statistic	df1	df2	Sig.
Police patrol and service	107.957	4	495	.000
Citizen patrol and service	32.286	4	495	.000

On objective number one of this study, it is argued that community policing programmes involving the citizens and the police have created lower crime rate and citizen perception on fear of crime is 20.7% inclusive of those who are very fearful and somewhat fearful of crime.

The actual crime statistics from Royal Malaysia Police also showed a drop of crime rate in Kuching:

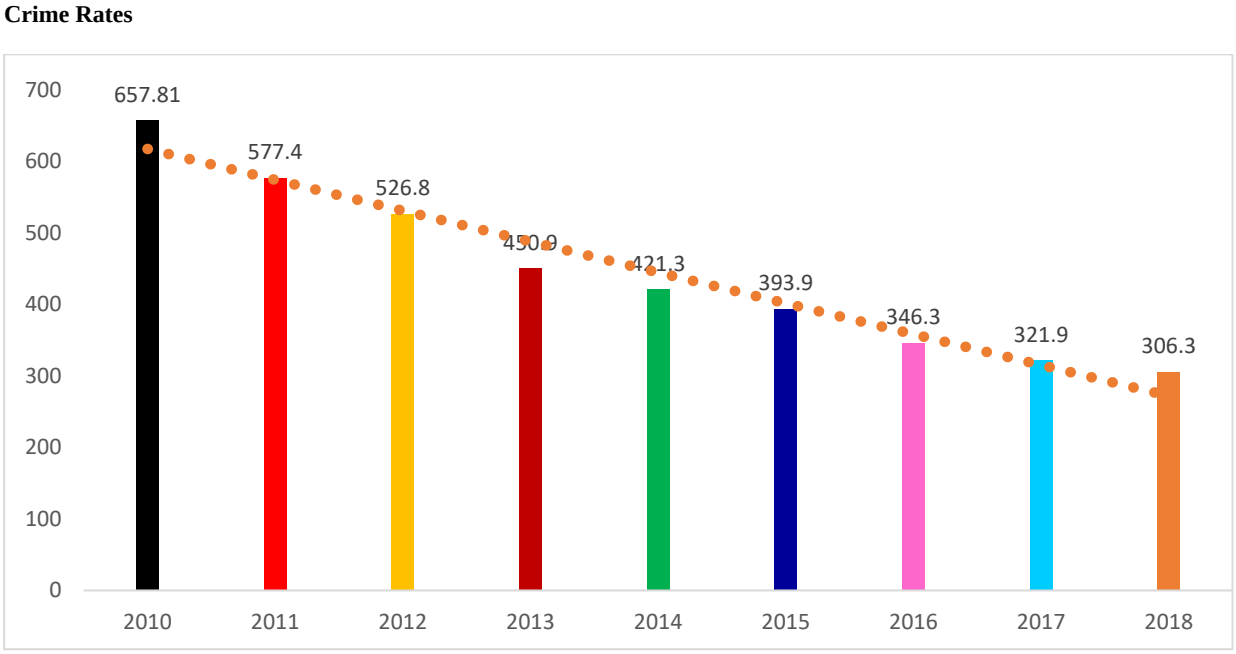

Figure 4.5: Kuching Crime Rates from 2010 t0 2018
(Source: Royal Malaysia Police, 2019)

Police and community policing members' presence in the neighbourhood to conduct community policing work, help to reduce crime because when the criminal see their present, they would stay away from the neighbourhood. This finding has also been confirmed by Moore and Tronjanwizc in their study (Moore and Tronjanwicz, 1988).

Figure 4.6 indicated in "hot crime areas" like Sekama, Kampong Gita, Sungai Maong and Tabuan, the respondents felt that the level of crime happening in their area has improved by 86.9%, 97.2%, 87.5% and 85.1% respectively. In the other five "low crime" areas, the level of crime happening in the neighbourhood has decreased by 89.4% now as compared to year 2013. In summary, community policing programme has played a key role in crime

reduction; this is contradictory to Johnson's (2017) study that community policing had not impacted crime reduction.

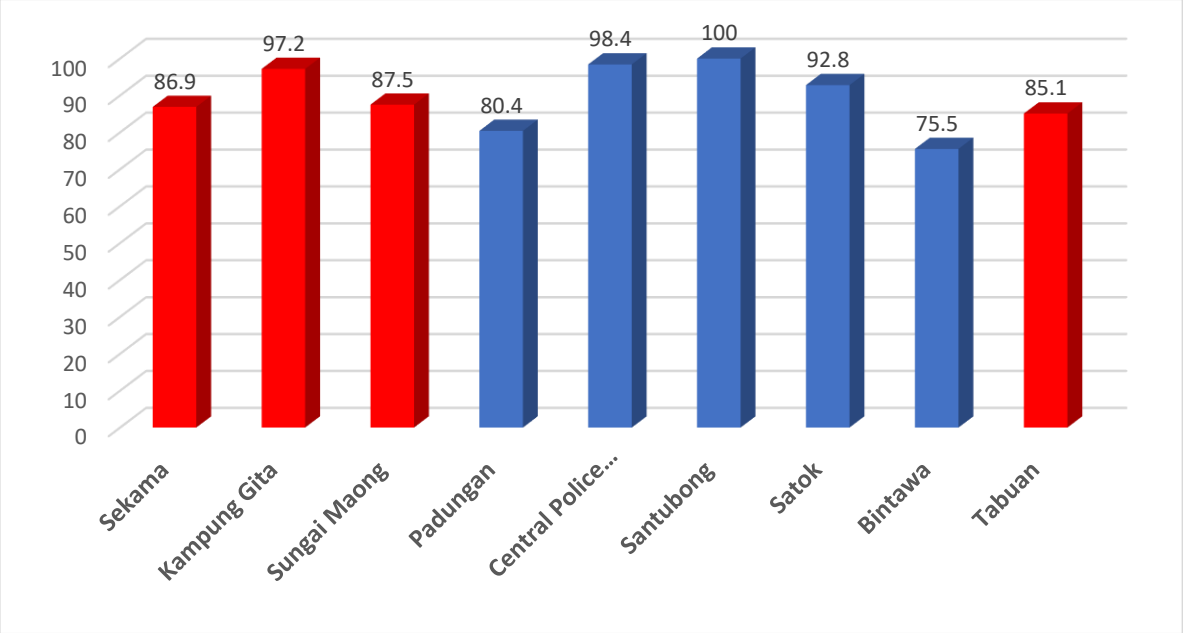

Figure 4.6: Respondents' responses by percentage on if the crime in 2018 was lower than five years ago

4.4.2 The quantitative data is complimented by the qualitative data

Data from the focus group discussion with the community leaders, community policing groups and the police on the activities of SCPA in crime prevention with the police on April 30, 2019 at 5pm at IPH Café, Kuching. In their words, they said:-

> Community leader A in his own words said:
>
> *SCPA members serve as eye, ear and mouth to the police. Crime takes place in the community, and during most of the time before crime happen, community policing members will call the police and police will arrive at the scene shortly in less than 12 minutes.*

> Community policing member Kenny Tan agreed with community leader A, and he said: *"SCPA members' role is to report crime as and when they have*

found a suspicious person in the neighbourhood. They are to identify crimes that are of concern in the neighbourhood, co-operate with the police in giving tips offor become an informer to supply police with information to assist during investigation; assist in problem, solving initiatives in order to live in their communities peacefully; and initiate, establish crime prevention programmes in the neighbourhood with the police."

Shafie, a Police senior officer explained the role of the police:

"The role of the police is to initiate, sensitizing, and advising residents to establish crime prevention programmes; initiate meetings with local authorities, neighbourhood committees; help to tackle problems and issues that are of concerns to the neighbourhood; address the most urgent concerns of the community by reacting and giving feedback on time. They patrol in high crime reported areas, hot spots and neighbourhood to reduce the fear of crimes; and to conduct ongoing public awareness on community policing activities."

Figure 4.7 shows the roles of police and citizens in crime prevention. It is a summary of the points shared by the respondents.

The citizens shall be reporting crime to the police, identify crime that are of concern in the area, co-operate with police by giving tips off or become informer of suspects in the neighbourhood, assist in problem solving and initiate crime prevention programmes in the area.

The police roles are initiating, sensitizing and advising residents, initiate meeting with communities and local authorities, address urgent concerns of the community, patrol crime prompt areas and conduct ongoing public crime prevention awareness programmes.

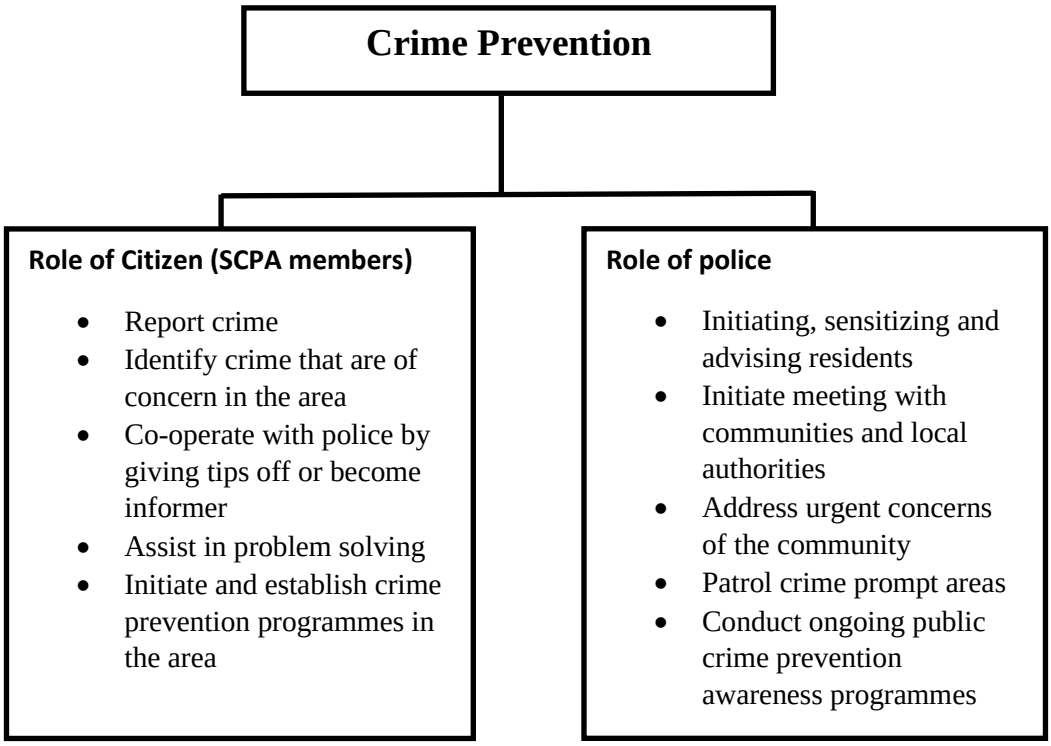

Table 4.7: Crime prevention – citizen and police roles shared by the respondents

4.5 Level of citizen participation in crime prevention

Citizens support in crime prevention due to their confidence in the police, that the later can serve as a significant motivator for participation (Carr, 2003; Drury & Leech, 2009; Hess & Orthmann, 2012; and Pattavina, Byrne & Gracis, 2006). However, scholars like McKernan and Mcwhirler (2009) and Sampson and Morenoff (2006), mentioned personal gains may be a motivating factor for citizens to be involved in crime prevention and to bring about community safety (Choi, Lee & Chun, 2014). These are the factors discussed and confirmed by scholars. Data from the author's in-depth interviews and focus group discussion support the scholar findings.

4.5.1 Result of focus group discussion

The views of senior police officers and the heads of nine police stations on the level of citizen participation in crime prevention on May 5th, 2018 at 6pm at Café 38, Kuching were as follow:

In the words of Abang Ahmad, Kuching Police chief, he said*:*

"We welcome citizen participation in crime prevention, particularly from structured and organized crime prevention group like the SCPA. We are very keen to train citizens to be involved in crime prevention. We conduct programmes for SCPA members and groom them with the right law of the country and crime prevention strategies.

In the nine police stations, we involved the residents in crime prevention.

Teo of Satok police added that: *"So far, SCPA members' participation in crime prevention is very encouraging because they trust in our police work and at the same time they can help to build a safe community."*

Teo's view was agreed by Sulaiman and Beirun of Santubong and Tabuan police chief respectively. Sulaiman said*:*

"SCPA members are very professional in managing a suspect and crime scene. They know well that they cannot hurt a suspect under the law of Malaysia. They follow rules and ways to function. SCPA members in turn train and educate the residents."

Beriun agreed with Sulaiman.

Haji Ahmad, the Kuching central police chied agreed with Sulaiman who said:

"Citizen participants in crime prevention is very good, as you can see in Kuching there are 56 housing estates forming community policing units and citizen participation in providing crime information to the police is also encouraging."

Focus group discussion with community policing members on why they like to

participate in community policing and crime prevention activities on May 6, 2018 at 8pm, they said:

> Stapok community policing unit leader, Leon Lim said:
>
> *"We volunteered to join SCPA as a member and to patrol our neighbourhood in pursuit of crime prevention to bring about a safer* neighbourhood and community."

> Wei Loon, the community policing unit leader at Third mile Bazaar added:
>
> *"We respect and trust the police in bringing about reduced crime in the community but when we participated in the crime prevention exercise. The job of the police will be easier to get to know our social problems, issues pertaining to crime and when likely criminals will likely attack our neighbourhood. When the police have this information in hand, it is much easier for them."*

Focus group discussion to find out the effectiveness of citizen participation inc rime prevention on May 16, 2018 at 5pm at Kim Hock Lim Café, Kuching, they said:

> Alan Chua said:- *"Every neighbourhood has different level of citizen participation in crime prevention. But we felt that citizen participation in crime prevention is more or less around 75%."*
>
> Aaron Mok agreed with Alan and he said*:*
>
> *"This is due to our friendly police force of being able to conduct joint crime prevention patrol, walk-around, stop, greet and talk with the residents. Residents are encouraged with the down to earth police. This has inspired more residents joining crime prevention."*

Focus group disucusion with the police on May 18, 2018 at 5.30pm at Water front café, the police shared wth the effectiveness of citizen participation in crime prevention, they said:

> Yusof said*: "Kuching crime rate has dropped from 426.8 in 2012 to 306.3 in 2018. It is a decrease of 28.2%. Our Kuching District Police chief confirmed that the drop-in crime was mainly due to citizen participation through the SCPA community policing units."*
>
> Ahmad added *"Road blocks were conducted by our police station personnel with the helps of SCPA members*."

Sulaiman further added about road blocks with the citizens and he said: *"Each road block, we issued 100 summons for youngsters who may be a potential crime suspect who wander around the city, amusement park and shopping centres, we will bring them to the police station and request their parents to collect their children at the police station. This has helped to reduce youngers from getting involved in criminal activities."*

On the importance of citizen participation in crime prevention focus groiup discussion on May 18, 2018 at 7.30pm at Water front café, the community policing group said:

Peter Ong said: *"Everyone needs to participate in crime prevention, because crime happens in the community and when citizens were involved in crime prevention, police is informed of potential crime taking place in the area and when police arrives, the criminal may run away. Thus we can avoid a crime taking place.*

And Ali Harun added: *"As and when community policing programme is conducted, we invited the media to inset community policing news in the newspapers the next day. This will discourage a criminal to target the place that had community policing programmes, this is because criminals are also worried of being arrested by the police."*

Cecil Adenan agreed with Ali and Peter. He said*: " since the formation of SCPA unit at our Pisang Road West and Jalan Intan, Kuching, crime has reduced from 6 per month of 1 per month. I am very happy that SCPA principle of inmviting citizens to participate in crime prevention works very well in our neighbourhood.*

The Kuching police chief added during in-depth interviews on July 5, 2018 at his office said in his own words about citizen and police collaboration in crime prevention on the next page:

Citizens and police need to establish neighbourhood crime watch group; residents are encouraged to join their neighbourhood crime watch group; become a reservist; report crimes by alerting police of any criminal activity in the community; do not harbour criminals and do not buy stolen and suspicious goods.

Community need to develop good working relationships with the police and vice versa.

On October 5th, 2018 morning at 8am, the researcher was informed by a group of community policing unit leaders to conduct a focus group discussion with them concering a sad expereicne they had with the police. This was due to the happening on the evening of September 27th, 2018. We met at Joo Seng Café, Kuching and they shared:

Mok Hua Aik said: *"A group of 12 citizen community policing members at the invitation of officers from a Police Station in Kuching on September 27th, 2018, joined the police in conducting crime prevention programme on the night of September 27, 2018."*

Ngo Yung Chung added: *"Two citizens, community policing members witnessed a youth riding a motor bike, running away from the police road block and he was riding very fast towards another member. Out of self-protection, the member, he used a rubbish pin to protect himself from being knocked down by the motor cyclist. The rubbish pin caused the motor cyclist to fall on the road and they arrested the motor cyclist under citizen arrest, Section 27(1) of the Criminal procedure code. Malaysia."*

Allan Chua added and he said: "*The police instead of appreciating our actions to arrest a potential crime suspect, he scolded us. The police told us that we have no right to arrest a suspect. He added that citizen patrol needs to get his approval prior to conducting patrol. We felt that the police was very unfair.*

Wei Siong further added*: the citizens are always willing to help the police in crime prevention, but the police needs to be polite to us too. The said police was very egoistic and he did not wear police uniform. I want to stop participating in crime prevention until the police manners improve.*

The focus group discussion and feedback by 12 citizens who participated in crime prevention exercise on the evening of September 27, 2018, were surprised. This showed that

citizens are not willing to participate in crime prevention jointly with the police when the police are rude, unfriendly, unfair and showed disrespect to law aboding citizens who participated in crime prevention exercise for their love of safety and security in the community.

The observation of the 12 law abiding citizens has also been confirmed by Boateng (2015) that when the police are not friendly and undiplomatic with the citizen, citizen will not participate in crime prevention, because citizen no longer trust the police anymore.

4.5.2 Result of in-depth interviews

In-depth interviews result concerning citizens involvement in community policing and crime prevention is presented below:

4.5.2.1 *RELA*

The *RELA* function was revealed by Director of *RELA*, Kuching, Sarawak on March 10. 2018 during an in-depth interview:

> Charlie said: "*The Government formed the Voluntary Cops (RELA) as a third force of defense in addressing national security threats. It was established under the Emergency Act 1964 to carry out illegal detention operation. The powers accorded to RELA is to implement illegal privacy so that national security and the well-being of the people are preserved. Later it was rebranded as People's Volunteer Corp under the Malaysian Volunteer Force Act 752."*
>
> *Ho said: "The prime objective of RELA in Sarawak is to deploy and mobilize the volunteers to maintain peace and security in the country. In addition, members of RELA in Sarawak, patrols the neighbourhood to keep the criminals away."*

4.5.2.2 KRT

In-depth interview with head of the KRT group, Charlie Chow and Ali Ahmad, in

Tabuan Jaya on April 12, 2018 at his residence at Urat Mata, Kuching, he mentioned:

> Charlie said: *"KRT in my neighbourhood has united our neighbourhood to fight crime. We advocate prevention, by reducing the opportunity of the criminals to target our residential units. The government subsidizes us RM6,000 every year to cover the patrol expenses."*
>
> Charlie's views was supporte4d by Ali Ahmad who said:-
>
> Ali said: *"KRT is formed in housing estates and each KRT unit looks after their own housing estates peace and security."*
>
> *"Ever since the formation of KRT unit at Urat Mata in September, 2015, crime has dropped from three cases per week to two per month. It is a reduction of 83%. Our goal is to reduce the crime to less than six per year."*

This crime watch-group or it is commonly called the *Kawasan Ronda Tetangga* (KRT). It attempts to improve citizen reporting of crimes or suspicious events and people in the neighbourhood. Residents in the neighbourhood shall keep watch their neighbourhood. I have conducted an in-depth interview with a KRT group in Kuching and they said as follows:

4.5.2.3 SRS

In-depth interviews with three SRS leaders in Kuching on April 20th, 2018 at their resident in Pisang Road West, and they mentioned:-

> Willie said: *"SRS is a very good crime prevention crime where our goal is to address social ills and criminal activities in the neighbourhood."*
>
> Ah San added that: *"Each housing estate will have 20 SRS members and our duty is to patrol our neighbourhood. As and when we found criminal activities, we shall report to the police."*

From the in-depth interview it is learned that members were active during the first three months of SRS formation in a housing estate. But after the three months, motivation for the SRS members to conduct crime prevention activities were low due to delayed police response; there are no one monitoring their activities in neighbourhood crime prevention patrol.

4.5.2.4 In-depth interviews with Police Kuching

In-depth interview with Police Chief Kuching District, Assistant Commissioner of Police Abang Ahmad, on February 9, 2018 and he said "*Rakan COP has not been successful. Though there are many public registered for the programme, we seldom receive any feedback from them*."

In-depth interviews with Dato Roslan Bek, Kuching Police Chief 2010 to 2016, he mentioned the followings on March 24, 2018 at his office in Kuala Lumpur:

> *"Community Policing is the brainchild of the former Inspector General of Police, Tan Sri Khalid Abu Bakar. He allowed keen civic minded people to form community policing association to work with the police in pursuit of crime prevention."*
>
> *"The community policing formation in Sarawak has played an important role to reduce the crime rate by 18% in 2015. SCPA frequent neighbourhood patrol has kept away potential criminals."*
>
> *Community policing led by SCPA has changed the safety situation in Kuching. Kuching is much safer than five years ago. I am very thankful and appreciative of SCPA working with the police to build a safer and secure community.*
>
> *SCPA work should continue.*

4.5.2.5 In-depth interview with the secretary of Sarawak Community Policing Association (SCPA)

The secretary of SCPA was very helpful to provide the following information on June

10, 2018 at 10am at SCPA office:

> *SCPA was formed on May 28, 2015 and registered with Registrar of Society. Our objective is to work with the police in crime prevention.*
>
> *Our slogon is " Our Community Our Responsibility."*
>
> *We invite youth to participate in SCPA. Majority of our members are between 25 to 35 years old.*
>
> *Crime prevention has been effective in crime reduction because the police and citizen worked very closely.*
>
> *As and when our SCPA members have seen suspicious persons in the neighbourhood, our members will inform the police immediately. When the police arrives at the scene, SCPA members acted as a defence against outsider intruding their neighbourhood.*
>
> *SCPA is organized into neighbourhood watch group. We have 56 neighbourhood watch groups in Kuching. We encouraged the neighbourhood to be organized, orderly, neat and clean. This is because in a disorganized*

The SCPA secretary revealed that for a disorganized community, crime tends to occur more often than an organised neighbourhood. However, when SCPA organised youth development programs, over the 30 days od study, less crime occur in the area. SCPA is an organized crime prevention group working with the police in crime prevention.

4.5.2.6 SCPA's Citizen patrol group as revealed by SCPA secretary

Citizens patrols are practised in many housing estates in Kuching, Sarawak. They are organised under the SCPA in 56 housing estates in Kuching (SCPA, 2018). Members of SCPA shall have crime prevention walk around every evening. They are organised into a block level in a group of five. Each group will patrol for 90 minutes. They take turn to patrol the neighbourhood in a small group; thus, according to SCPA (2018), for smaller community, the patrol is more efficient.

SCPA attracts a lot of young members in the age group of 25 to 40 years old in Kuching, Sarawak, as they are given a free hand to organise crime prevention patrol. However, to initiate a crime prevention patrol, SCPA needs to inform the crime prevention and community development department at Sarawak RMP headquarters. Once the RMP has approved, SCPA members will conduct the citizen crime prevention patrol following strictly the SCPA standard operating procedure and the police rules and regulations.

SPCA works with the police to provide prevention knowledge to the residents (SPCA,2018). They conducted interactive crime prevention forum, forensic science talk, video documentary, and interactive exhibitions. The forum was panelled by the police department focusing on identifying suspicious figures, how to catch a criminal under Criminal Procedure Code Malaysia, Section 27 (1) which empowers a private citizen to arrest a criminal, provided that private citizen has seen the criminal performing the criminal act. The private citizen needs to hand over the criminal caught to the police immediately.

The interactive exhibitions exhibited police weapons, police dogs, police uniform and police vehicles. There is always a performance to showcase how police catch a criminal and how a dog can identify drugs.

Responses from the public showed that interactive exhibitions, and interactive talks were very successful as these two events are overcrowding of residents at the venue.

Police promote crime prevention through practical knowledge to reduce vulnerability of crime victimization. The achievement was done through video documentary on use of hypnotism, the interactive exhibition and the police victim rescue demonstration.

SCPA held interactive exhibitions in housing estates to create community crime preventiuon awareness. Residents are more aware of how to handle crime incident by avoiding lures or snares get out by potential criminals. The exhibitions provided participants with experience on how to look for evidence for the police to capture the suspects.

4.6 The level of citizen participation in community policing in Kuching

One of the rationales for citizen involvement in crime prevention is the belief that police alone can neither create nor maintain safe communities (Skogan, 1994). This has helped to set in motion voluntary local efforts to prevent disorder and crime. They are adjuncts to community crime prevention efforts such as neighbourhood crime watch, target hardening, youth and economic development programmes (Moore and Trijanowicz, 1988 and Skogan, 1994).

In the author's observation, citizens and SCPA need to maintain good working relationship with the police. Otherwise, they will not allow citizens and SCPA to set crime prevention agenda. SCPA has confirmed that in third quarter of 2016, for a period of three months, the Sarawak Police Commissioner was not supporting SCPA and citizen involvement in crime prevention programmes (SCPA Report, March, 2017). During that three months, crime rate had accelerated as cars and motor cycles theft were on the increase (SCPA, 2017 Report).

4.6.1 Citizen crime prevention

The goals of citizen crime prevention are both quantitative and qualitative crim

reduction, improving security, improving quality of life and strengthening ties in the community (Wajick, 2015). It is being realised by the following strategies: (i) Residents organised into groups by housing estates, roads and lanes; they involve their members to participate in crime prevention; (ii) residents developed a stronger sense of community; and improved social interactions contribute to an informal social control.

Active citizen participation in crime prevention, reduces the opportunity for a person with a criminal intent to target their victims. Clarke and Eck's (2014) crime triangle and his study confirmed that when offenders and targets converge in places where all three controllers – guardians, handlers and managers are ineffective absent, or negligent.

Figure 4.8: Clarke and Eck's crime triangle (2014)

The crime triangle is used to guide investigations of crime problems and identify potential solutions. Analyses based on the crime triangle encourages researchers to examine the characteristics of the three elements and three controllers related to specific crime problem.

The citizen crime prevention is based on involving residents to work together and improving informal control.

Citizens participation in crime prevention contributes to society integration, causes also cooperating the society and local authorities in field of citizen's security (Wojcik, 2015). Citizens partner with the police in crime prevention. Crime prevention brings about social control in the community - bringing about public peace, which primarily is not ensured by the police, no matter how the police is needed.

Citizens educated and having knowledge on crime prevention could reduce chances for a person with a criminal mind to target (SCPA, 2018). Thus, improving live quality, where criminality is one among the many threats of its quality. The activities taken under crime prevention, besides combating crimes, should achieve goals, such as general sense of citizens' satisfaction and consolidate socially desirable behaviour, which only protest against crimes.

4.6.2 Citizen participation in crime prevention has helped in crime reduction

A total of 403 or 80.6% out of the 500 respondents interviewed in Kuching confirmed that they have participated in crime prevention either they do it among the citizens or with the police. With 19.4% of the respondents have a negative response. It is confirmed that Kuching residents are very safety conscious and took actions in crime prevention with the police.

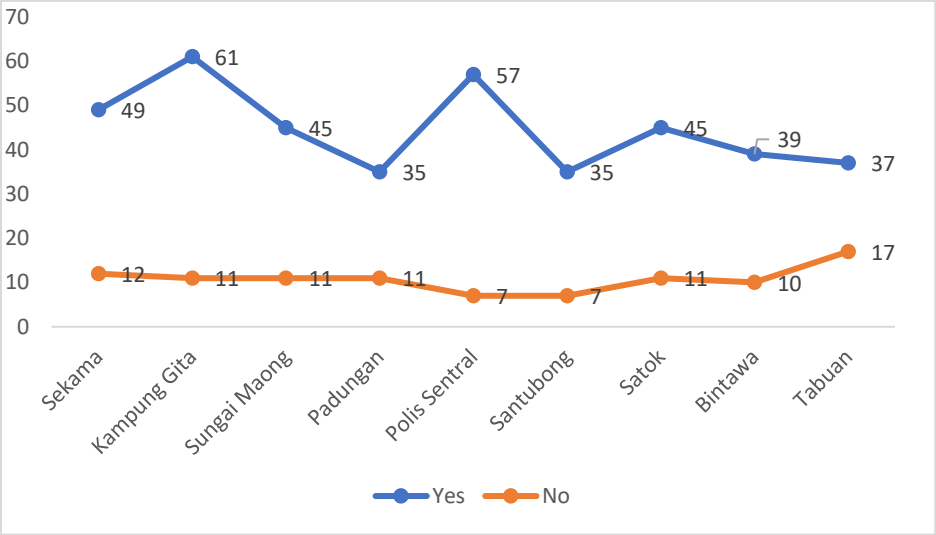

Figure 4.9: Citizen Participation in crime prevention by geographical areas

The 80.6% of the respondents participated in crime prevention, and during the focus group discussion with the police, community leaders and police, said that around 75% of the citizens would like to participate in crime prevention exercise. There is a difference of 5.6% between the focus group discussion and the quantitative surveys. However, in this study, the margin of error is 5%; thus, it is confirmed that citizens are willing to participate in crime prevention.

Citizen participation in crime prevention by sex is expressed in Table 6.4. Based on the number of males and females interviewed, 80.5% out of the 302 males interviewed, they participated in crime prevention. Out of the 198 females interviewed, 80.7% of them are participating in crime prevention. For the 500 respondents interviewed, total participation in crime prevention is 60.2%; and because of women's love for the community safety, they are inspired to take part in crime prevention.

84.6% of the respondents felt that citizen participation in crime prevention has helped

in reducing crime, as shown in Figure 4.10. Only 15.4% felt that crime have not reduced. For the negative responses, comments are from respondents who reside in areas that are not conductive physically and friendly social environment.

Table 4.8: Citizen participation in crime prevention by sex expressed in percentage

Sex	Participated in crime prevention	Did not participate in crime prevention
Male	80.5%	19.5%
Female	80.7%	19.3%

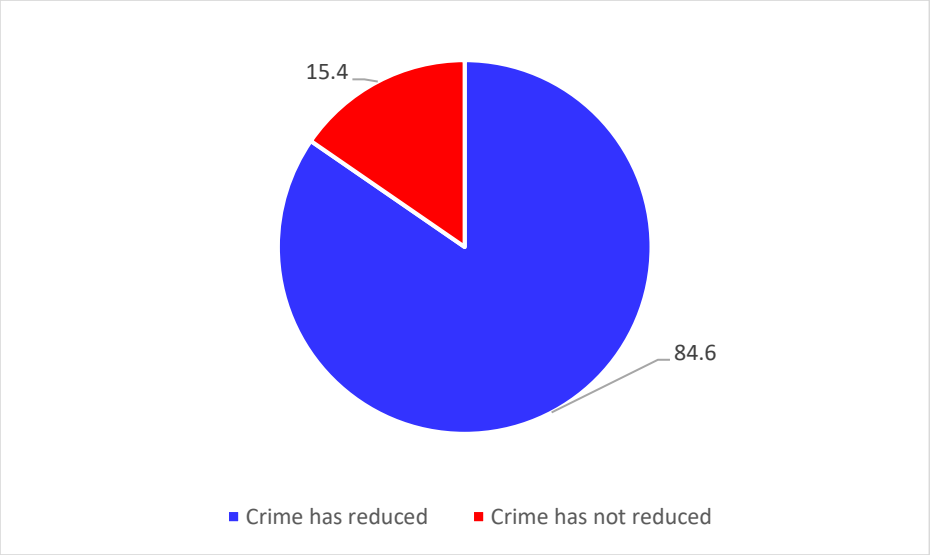

Figure 4.10: Number of respoondents who felt that citizen participation in crime prevention has helped in crime reduction by percentage

4.6.3 Police and Citizen patrol and safety status by geographical areas

Police and citizen joint patrol has improved the safety situation in the nine geographical areas covered under Kuching Police District. It argued that safety in Kuching has improved by 86.4%, with only 13.6% said safety situation remained the same as of last calendar year.

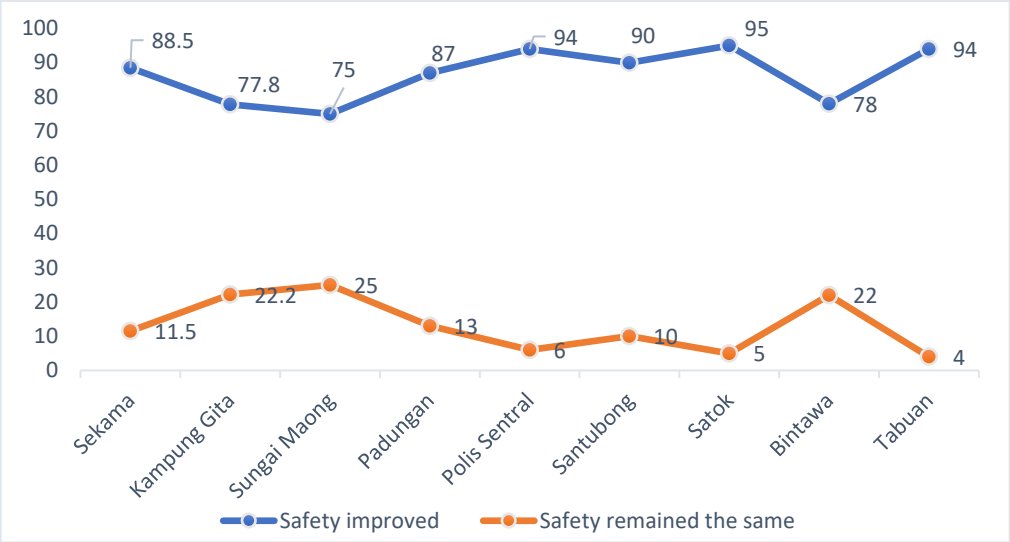

Figure 4.11: Frequency for police and citizen patrol and safety status by areas

The Asymptotic Significance, or p-value, of the chi-square I have run in SPSS, this value determines the statistical significance of the relationship tested. In all tests of significance, if $p < 0.05$, there is a statistically significant relationship between the two variables. Pearson chi-square is less than 0.05, therefore, police and SCPA members' patrol and safety status is statistically related. The more the patrol, the better is the safety situation.

Table 4.9: Chi Square Test for police and citizen patrol and safety status

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	24.009[a]	8	.002
Likelihood Ratio	24.179	8	.002
Linear-by-Linear Association	4.498	1	.004
N of Valid Cases	500		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 5.71.

Table 4.10: Frequency of police and citizen joint crime prevention patrol and safety status in the neighbourhood

Frequency of police and citizen patrol	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Min	Max
					Lower Bound	Upper Bound		
Once a day	376	3.68	.885	.046	3.59	3.77	1	5
Once a month	1	4.00	.	.	.	.	4	4
Twice a week	47	2.98	1.391	.203	2.57	3.39	1	5
Once a week	76	2.87	1.455	.167	2.54	3.20	1	5
Total	500	3.49	1.094	.049	3.40	3.59	1	5

Table 4.11: Test of Homogeneity of Variances between police and citizen patrol in crime prevention and safety of the neighbourhood

Levene Statistic	df1	df2	Sig.
69.494[a]	2	496	.000

a. Groups with only one case are ignored in computing the test of homogeneity of variance for safety

Analysis in Table 4.11 the chi square tests, the statistical significance is less than 0.05; and the test of homogeneity of variance between police and citizen patrol in crime prevention, and safety in the neighbourhood, the p-value is less than 0.05 as well. This showed that there is a statistical significance between police and citizen crime prevention patrol and safety in the neighbourhood. It showed that their crime prevention patrol will ensure safety in the neighbourhood.

The chi-square test of independence is a test of the influence or impact that a subject's value on one variable has on the same subject's value for a second variable test statistics - χ^2 chi-square =

$$\chi^2 = \sum \frac{(O - E)^2}{E}$$

where O= observed frequency and E = expected frequency

E is the expected count if X and Y are independent**.** Since the null hypothesis asserts that these factors are independent, we would expect the values to be distributed in proportion to the marginal totals.

In a similar study by Larson, Lewis, Kay and Kelso (2011), they have confirmed that using citizen volunteers in crime patrol will reduce cost of crime prevention. It is recommended that the Malaysian Government engage more citizen volunteers in community policing work; however, as in the qualitative data analysis, it mentioned that the government needs to recognise the services rendered by the volunteers like provide funding and professional training.

From Table 4.12, 75.2% of the respondents confirmed that they participated in crime prevention patrol with the police on a frequency of once a day, 9.4% of them participated twice a week and 15.2% participated once a week and 0.2% of them participated in crime prevention once a month. The survey confirmed of 75.2% of the them who had joint crime prevention patrol with the police is in line with the focus group discussion in Chapter Five, that both the community leaders and community policing unit leaders said that around 75% of the citizens participated in crime prevention exercise.

Table 4.12: Frequency of citizen and police patrol against crime in past 12 months

Frequency of patrol	Level of crime in past 12 months			Total
	More than one crime case every month	One crime case every quarterly	One crime case every 6 months	
Once a day	114	97	165	376
Once a month	0	0	1	1
Twice a week	32	3	12	47
Once a week	38	7	31	76
Total	184	107	209	500

In Table 4.13, chi-square test is used to find out if there is a statistical relationship between the frequency of community policing crime prevention patrol and level of crime in Kuching.

Table 4.13: Chi square test on frequency of community policing patrol and crime

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	38.795[a]	6	.000
Likelihood Ratio	40.146	6	.000
Linear-by-Linear Association	8.863	1	.003
N of Valid Cases	500		

a. 3 cells (25.0%) have expected count less than 5.

The minimum expected count is .21.

The chi-square test as in Table 4.13 shows that the asymptotic significance or the p-value is less than 0.05. When the p value is <0.05, there is a statistically significance relationship between the two variables of citizen and police patrol, and level of crime. The

result confirmed the study by England's (2006) that citizens on patrol and community policing in public space has a positive impact on crime in the area. Though her study was conducted in the state of Washington, USA, the same conclusion is found in Kuching as indicated in the author's research findings.

4.6.4 Result of in-depth interviews

In-depth interviews result concerning citizens involvement in community policing and crime prevention is presented below:

4.6.4.1 *RELA*

The *RELA* function was revealed by Director of *RELA*, Kuching, Sarawak on May 10. 2018 at 10am in his office, he mentioned:

> *"The Government formed the Voluntary Cops (RELA) as a third force of defense in addressing national security threats. It was established under the Emergency Act 1964 to carry out illegal detention operation. The powers accorded to RELA is to implement illegal privacy so that national security and the well-being of the people are preserved. Later it was rebranded as People's Volunteer Corp under the Malaysian Volunteer Force Act 752."*

> *The prime objective of RELA in Sarawak is to deploy and mobilize the volunteers to maintain peace and security in the country. In addition, members of RELA in Sarawak, patrols the neighbourhood to keep the criminals away.*

4.6.4.2 KRT

In-depth interview with head of the KRT group in Tabuan Jaya led by Mr Victor Wan, on May 12, 2018 in his office at 10am, he mentioned:

"KRT in my neighbourhood has united our neighbourhood to fight crime. We advocate prevention, by reducing the opportunity of the criminals to target our residential units. The government subsidizes us RM6,000 every year to cover the patrol expenses."

"KRT is formed in housing estates and each KRT unit looks after their own housing estates peace and security."

"Ever since the formation of KRT unit at Urat Mata in September, 2015, crime has dropped from three cases per week to two per month. It is a reduction of 83%. Our goal is to reduce the crime to less than six per year."

This crime watch-group or it is commonly called the *Kawasan Ronda Tetangga* (KRT). It attempts to improve citizen reporting of crimes or suspicious events and people in the neighbourhood. Residents in the neighbourhood shall keep watch their neighbourhood. I have conducted an in-depth interview with a KRT group in Kuching and they said as follows:

4.6.4.3 SRS

In-depth interviews with two SRS leaders in Kuching led by Mr. Peter Lin, on April 20th, 2018 at his office at 2pm, and they mentioned:-

SRS is a very good crime prevention crime where our goal is to address social ills and criminal activities in the neighbourhood.

Each housing estate will have 20 SRS members and our duty is to patrol our neighbourhood. As and when we found criminal activities, we shall report to the police.

However, our team were active during the first three months of SRS formation. After three months have lapsed, there was no motivation for us to carry on as the police response was very slow to our emergency call for help.

From the in-depth interview it is learned that members were active during the first three months of SRS formation in a housing estate. But after the three months, motivation for

the SRS members to conduct crime prevention activities were low due to delayed police response; there are no one monitoring their activities in neighbourhood crime prevention patrol.

4.7 Use of Tecnnology in crime prevention

In today's world of popular social media, technology is widely used to facilitate transfer of crime information. The Royal Malaysia Police has been using technology in crime prevention with the introduction of VSP in October 2017 (Royal Malaysia Police, 2018). A study by Strom (2017) indicted that 96% has implemented one or more of the 18 technologies of interest like car cameras (70&), information sharing platforms (68%) and social media (68%) in policing.

Strom (2017) expected that in the policing business, there will be an increase in the use of technologies.

In Table 4.14, 69.2% of the respondents from the author's study confirmed that they used technology in crime prevention to share crime information with?? who in turn inform the police and community policing units in the neighbourhood.

Table 4.15 shows that there is a statistical relationship between the use of technology in sharing crime news and level of crime in the area. Sharing of crime information is pertinent in crime reduction. In most case and in the study of Skogan (1992), in an isolated area, the opportunity for a criminal to target is higher. With the crime information, citizens are informed of the situation, they will rush to the potential crime place and at the same time, they will call the police who will be there in less than 12 minutes.

Sharing of crime information among the citizens is important in crime reduction.

Technology can produce positive outcomes relative to improvement of community policing work, policing practices and the establishment of trust between the police and citizens.

Table 4.14: Frequency of using technology and its effectiveness in crime prevention

Effectiveness of using technology in crime prevention			Effectiveness of technology in crime reduction		
			Yes	No	Total
Yes	Use	Yes	201	0	201
		No	0	17	17
	Total		201	17	218
No	Use	Yes	145	0	145
		No	0	137	137
	Total		145	137	282
Total	Use	Yes	346	0	346
		No	0	154	154
	Total		346	154	500

As technology is changing at a rapid pace in the 21st century, technology adoption has become increasingly important for policing to consider how they select and implement technology and what strategic objectives these technologies will help them to achieve.

During the author's personal visit to observe how community policing was conducted in Shanghai and Guangzhou, China, in May, 2018, I have found that housing estates, shopping complex and major roads have installed CCTV. When a crime took place, the police will use

the information obtained from the citizens and the CCTV to identify the criminal. Their success rate in arresting the criminal is almost 100% (Guangzhou Police, 2018).

Table 4.15: Chi Square Test to assess the statistical significance of technology and crime

Chi-Square Tests

Technology effectiveness in crime prevention		Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Yes	Pearson Chi-Square	218.000[c]	1	.000		
	Continuity Correction[b]	204.314	1	.000		
	Likelihood Ratio	119.382	1	.000		
	Fisher's Exact Test				.000	.000
	Linear-by-Linear Association	217.000	1	.000		
	N of Valid Cases	218				
No	Pearson Chi-Square	282.000[d]	1	.000		
	Continuity Correction[b]	278.011	1	.000		
	Likelihood Ratio	390.708	1	.000		
	Fisher's Exact Test				.000	.000
	Linear-by-Linear Association	281.000	1	.000		
	N of Valid Cases	282				
Total	Pearson Chi-Square	500.000[a]	1	.000		
	Continuity Correction[b]	495.319	1	.000		
	Likelihood Ratio	617.491	1	.000		
	Fisher's Exact Test				.000	.000
	Linear-by-Linear Association	499.000	1	.000		
	N of Valid Cases	500				

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 47.43.
b. Computed only for a 2x2 table
c. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 1.33.
d. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 66.56.

The author's study in Kuching showed that residents are always linked in their neighbourhood chat-group. They shared information as and when they found suspicious figures

in the neighbourhood. Residential houses and commercial offices installed CCTV to monitor criminal activities. Use of CCTV has been promoted by the Kuching District Police. Information obtained from CCTV will help the police to identify the criminal as and when a crime took place.

There were 31,959 persons installed the police Voluntary Smartphone (VSP) service as of end of 2018 in Sarawak (Royal Malaysia Police, 2018). VSP is to enable citizens to alert the police as and when there is a potential crime happening in the neighbourhood. However, as the alert is sent to Bukit Aman, the police headquarters, only 1.1% of the Sarawak population is using the VSP. From my findings and observations, citizens prefer to use WhatsApp and WeChat to alert each other in the neighbourhood as and when there is a potential crime about to take place. They chose to inform the local police in respective police stations nearest to their place of residence.

The field survey results were confirmed by the focus group discussion.

4.7.1 Focus group discussion result on use of technology in crime prevention

Technology is widely used in crime prevention in Malaysia. In October 2017, the Royal Malaysia Police launched the Voluntary Service Patrol (VSP). Focus group discussion with the police to find out about use of technology in crime prevention on July 30, 2018 at his office in Kuiching, Abang Ahmad, the police chief said:

> *We encouraged every residential house and commercial shop house to install CCTV to monitor movement of people in and out of the building.*
>
> *Final quarter of 2017, we introduced the VSP for citizens to report crime situation in the areas. However, the VSP is controlled by our police headquarters in Bukit Aman. The response time is slow because we are monitoring the whole country crime situation.*

VSP is a cell phone application when residents can install in their cell phone, they can take photo of the crime scene and criminals, send the information to us.

But we are rather disappointed that they are not many people in Kuching participated in the VSP programme. The residents in Kuching prefer to use WeChat and WhatsApp to report crime or crime information to us.

The most effective of connecting with the police is through a phone call and we confirm that police response time is less than 12 minutes. For WhatsApp and Wechat group, we report crime cases with photos, they have proven to be very effective.

The community policing group revealed the followings when asked about if they have used any technology in crime prevention; and effectiveness of using technology in crime prevention. The focus group involving six persons, but only four persons participated on July 24, 2018 at 5pm at SCPA office:

Ah Du said: *"We used WhatsApp and WeChat to link our neighbours. WhatsApp and WeChat are very effectively used by all of us in SCPA to connect with the residents."*

Raymond Wong added that: *"Our members did install the VSP but the system is not user friendly, thus we seldom use. Because the information is sent to Police Headquarters in Kuala Lumpur and it took on an average two hours for them to response."*

Walther Lau further added: *"It is faster that we phoned the local police stations; the response is always less than 12 minutes."*

Albert Chua highlighted that: *"WeChat and WhatsApp are very useful as and when residents found suspicious persons moving round in the neighbourhood, they will report in the chat-group and when we noticed such information, we will call the police and at the same time mobilize our team to visit the area as reported."*

4.7.2 In-depth interviews with KRT, SRS and RELA leaders on August 1, 2018 at 5pm on use of technology in crime prevention.

An in-depth interview was conducted on August 1, 2018 at 5pm on use of tehcniology in crime prevention and the respondents said:

KRT member, Tong Ah Dee said: *"We always used whatsapp and wechat messaging services to inform our group members about suspicious persons in the neighbourhoods. We have also invited police to be in the chat group so that they are informed of the safety situation in the neighbourhood."*

SRS member agreed with Ah Dee, who said: *'Use of whatsapp, wechat and VSP are very useful in crime prevention as all our team members were informed as the news is released to the group. And our team members will go straight to the crime scene to prevent a crime happening.*

RELA member Victor Hii said: " The whatsapp and wechat are very useful and we kept our communitu alert of potential criminal attack. It has helped in crime preduction in our communities.

4.8 Summary of qualitative data

A summary of the qualitative data collected is summarised in Table 4.16. The criteria of measure is based on the research questions and objectives:

Table 4.16: Summary of qualitative data collected

Criteria of measure	**Sumamry of responses from Focus Group Discussion and in-depth discussionb**
Community policing and crime	Citizens led by SCPA group organized crime prevention patrol with the police on a regular basic. Respondents felt safer as compared to 2013.
Citizen participation in crime prevention	Citizens are willing to participate in crime prevention to build a safer neighbourhood. Respondents trusted the police efficiency.
Activities of citizen (SCPA)	Work with the police in crime prevention by serving as eyes and ears to the police.
Use of technology in crime prevention	Respondents used WhatsApp, we-chat and VSP to inform each other in the neighbourhood of the presence of suspicious persons. It helped them to have a safer community.

4.9 Chapter summary

This chapter has presented both qualitative and quantitative results and they complimented each other. It has answered the four research questions and addressed the four research objectives.

The next chapter is discussion of the findings, results of the surveys, recommendations and conclusion.

CHAPTER 5

DISCUSSION, RECOMMENDATIONS AND CONCLUSION

5.1 Introduction

This chapter discusses the findings of the current study and demonstrates the findings in relationship to the hypotheses. The discussions also focus on the extent to which the results support the theoretical underpinnings of the study. This chapter also highlights key limitations, and directions for future research. This chapter shall conclude with the key findings observed.

5.2 Discussion

This study used representative data collected in Kuching District Police's nine geographical areas, namely: Tabuan, Sekama, Padungan, Central Police Station, Bintawa, Sungai Maong, Satok, Kampong Gita and Santubong. The community policing theories by Wilson and Kelling (1982 and 2004), Gordner (1996 and 2007), Trojanowicz and Bucqueroux (1990) mentioned by Johnson (2017) were first tested; second examined the conceptual community policing framework in Kuching and Malaysia. Four research questions and objectives were addressed, and five hypotheses developed around specific indicators have guided this study. The findings obtained revealed six observable patterns in Kuching community policing, as follows:

The first observable pattern was that, findings from the study support the general assumption that citizens are willing to participate in community policing and crime prevention acting as an eye and ear to the police. Second, the higher the frequency of police and citizen involvement in crime prevention patrol, the lesser the level of crime. Third, when police and

citizen had joint community policing programmes, citizen perception on fear of crime is low. Fourth, police and citizen frequent patrol in the neighbourhood will improve safety status of the area. Fifth, citizen and police coproduction in crime prevention patrol has a strong relationship in level of crime in the area. Sixth, the sharing of crime information by the citizens will have a positive impact in crime reduction.

One observable significance is that the findings from qualitative and quantitative data are similar. This showed that both qualitative and quantitative data complement each other as they showed similar results.

5.2.1 Citizen participation in community policing

The police have confirmed that with citizen participation in crime prevention, Kuching crime rate has dropped by 46.5% from 2010 to 2017. In 2010, crime rate was 713.3 and in 2010, crime rate was 306.3 in Kuching. The police have also confirmed that drop in crime was due to citizen participation through the SCPA members' active participation in crime prevention.

Among the 500 respondents interviewed in Kuching, 80.6% of the respondents confirmed that they have participated in crime prevention, either they do it with the police or with the residents. Kuching residents are very safety conscious and take actions in crime prevention with the police. Among the male and female interviewed in this study, 80.5% of the males and 80.7% of the females confirmed that they participated in crime prevention. And 84.6% of the respondents interviewed confirmed that citizen participation in crime prevention has helped in crime reduction. 86.6% of the respondents confirmed that police and citizen joint crime prevention exercise has improved safety status in the neighbourhood.

From the research findings, it is confirmed that residents in Kuching are very willing to participate in crime prevention with the police. This is due to the residents' trust in the police ability to solve crime, disorder and incivility issues in the neighbourhood.

It confirmed Trojanowicz and Carter (1988) and Aropet (2012) findings that excellent policing is a by-product of the community rather than the police force. They observed the communities implement policing more than the police, Thus, it means that for community policing to be a reality, it must embrace the community rather the police force alone. The main focus is the involvement of the community in combating crime and disorder. Peak and Glensor (1999) and Godfrey and Arguinzoni (2012) regard community as an excellent opportunity for the government since it embraces participation of the community without financial payment.

This study found that community policing has played an important role in crime prevention in Kuching. From both the quantitative and qualitative survey result, it is confirmed that when police and citizen had joint community policing programs, citizen perception on fear of crime is low and it improved the safety status of the neighbourhood.

The higher the frequency of police and citizen involvement in crime prevention patrol, the lesser the level of crime. It confirmed that findings by Gordner theories (199^) and Trojanwicz and Buequerous (1990) findings. Both academic articles have been cited by Munoz (2014) and Johnson (2017). From the Anova analysis (Table) on page … it showed that police and citizens joint crime prevention patrol, reduced crime in the neighbourhood.

This study has found that citizen and police coproduction in crime prevention exercise has a strong relationship in level of crime in the area. This is a new finding against the findings of Zaho, Lovrich and Robinson (2001) that community po licing is forced on the police.

Citizen trusted in the police's effectiveness, fairness, engagement with the citizens, shared values and speed of response to emergency call as discussed in Section 5.6 and confirmed by Jackson and Bradford, (2018) that citizen would participate in crime prevention exercise.

Trojanowicz and Bucquerous (1990) and Johnson (2017) theory holds that police and law-abiding citizens need to work together to solve community crime, social and physical disorder, and neighbourhood decay. Gordner (2007) has confirmed that citizen and police joint crime prevention exercise would lower the citizen perception on fear of crime.

With this finding, it is recommended that police in Malaysia need to engage the law-abiding citizens (those who do not have criminal record), in crime prevention exercise. The state commissioner of Police Sarawak, Dato Azman Yusof has mentioned in September 27, 2018, that the police will work with the citizens to reduce citizen perception of fear of crime (Borneo Post, September 28, 2018). Thus, by working with the citizens, particularly the SCPA members in crime prevention and joint crime prevention patrol, citizen perception on fear of crime will be lowered. Citizen perception on fear of crime in Kuching was 25% as discussed in Section 5.4 in Chapter 5 of this thesis. SCPA members are screened against their criminal record before their application for membership is approved (SCPA, 2018 membership report).

Fear of crime is related to low level of citizen participation in crime prevention (Ren, Zhao, Lovrich and Gaffney, 2005). With the high level of citizen participation in crime prevention in Kuching, citizen perception on fear of crime is low 20% as compared to Kuala Lumpur which was 61% as reported by the former Minister of Home Affairs in February, 2016 (Star, February, 2016); and on July 27, 2017 it was reported in the Star newspaper that the then

Home Minister mentioned that despite the drop in crime level, people are still very fearful of crime. It puzzled him very much.

It also confirmed that sharing of crime information by the citizens have a positive impact in crime reductions.

Citizen participation in crime prevention is due to confidence and trust in the police (Cao, Frank, Cullen, 1996 and Tyler, 2005). Citizens who see the police as a friendly team, and their ability to solve crime issues, will participate in crime prevention. However, based on this, citizens who see police as unfriendly, and hostile may not participate in crime prevention with the police.

Citizens love for community safety motivated them to participate in crime prevention exercise (McKernan & McWhirler, 2009; Sampson & Morenoff, 2006). These group of citizens have a sense of belonging to the community (Bryne & Gracia, 2016)

Police acknowledged their inability to cover all the housing estates to fight crime alone (Ren, Zhao, Lovrich and Gaffney, 2005). With citizens' help and participation in crime prevention, the police would be left to enforce spiral civic deterioration and criminal activity by fixing community civic broken windows. The citizen will be motivated to provide the police on criminal activity and incivility information in the neighbourhood to the police. Therefore, the more often the police and citizen involvement in crime prevention patrol, the lesser the level of crime in the area.

5.2.2 Police and Citizen joint community policing programmes

It is argued that with police and citizen frequent crime prevention patrol, 36.8% of the respondents confirmed that there is at least one crime case or more in the area; 21.4% confirmed

that there is one crime case every quarterly and 40% of them confirmed that there is one crime case every six month in the area. In Figure 6.9, it confirmed that 86.6% of the respondents confirmed that police and citizen joint crime prevention patrol has improved their safety status in the area.

Citizens see private protection around their home as top priority and more citizens adopt private measures more than collective ones (Boward, 2007). And in Kuching, there are 56 housing estates having community policing groups (SCPA, 2018), besides KRT crime prevention activities in specific housing estates and informal neighbourhood crime watch group.

The author's observations and experiences were that SCPA members patrolled their housing estates, as and when they see any main gate ajar, they will call the owner and the police. This happened in Taman Hui Sing in August, 2018 where a SCPA member was patrolling at 11.30pm, he found the main gate at a semi-detached house at Lorong Six was ajar; he called the police. The police arrived shortly. The police knew the owner of the house. Thus, the police called the house owner who returned shortly. Otherwise, thief would have broken into the house to take away some precious items in the said house.

5.2.3 Citizen and police coproduction in crime prevention

This study has confirmed that there is a strong relationship between citizen and police joint crime prevention patrol and level of crime in the area. It is statistically proven as Table 4.7, shows that p-value is less than 0.005.

Shaw and McKay (1942) and agreed by Sozer (2008) that police work with the community in order to build a sense of community belonging that take care of its own problem and provides social control.

An experiment conducted by the author in June to early July, 2018 and reported in paragraph 3.6 in Chapter Three, confirmed that as and when crime prevention involved the youth in recreational activities and crime prevention talks to get the youth involved in understanding their surrounding environment and learn strategies in crime prevention, the youth will have less chance to be involved in criminal activities. The experiment showed that in the crime hot areas, crime dropped during the 30-day experiment. The experiment was conducted by me with SCPA members and the police.

Gordner (1999) recommended that police and community to work closely together to find creative solutions to community problems. The June to July, 2018 experiment confirmed that when we involve potential people who may be involved in criminal activities, in organized recreational activities and attend talks on crime prevention, there will be less chance for a crime to take place (Gordner, 1999). Farrell, (1998) confirmed that police have a comprehensive role as planners, problem solvers and community organizers. They are to identify principal crime and disorder problems, analyse them and develop strategies with the citizens to implement solutions.

5.2.4 Sharing of crime information in pursuit of crime reduction

Guangzhou police (2018), during the author's visit to Guangzhou police, confirmed that sharing of crime information in Guangzhou worked very well in crime reduction. Residents are using WeChat to share crime information and suspicious persons in the vicinity. The resident leader upon receipt of the information will alert the police who in turn will visit the area shortly.

Skogan (1992) confirmed that in an isolated area, the opportunity for a criminal to target a person is higher. Sharing of crime information among the residents, will make everyone aware of the safety situation in the area. In Table 6.15, it shows a strong statistical relationship between sharing of crime information using technology and crime. The asymptotic significance or p-value is less than 0.005. 69.2% of the respondents confirmed that they used technology to share crime information, where only 30.8% of them did not use technology to share crime information.

Technology can produce positive outcome in crime prevention. As and when the community leaders are informed of suspicious persons in the neighbourhood, they will inform the police who will arrive shortly to address the issue. The analysis has confirmed that sharing of crime information by the citizen will have a positive impact in crime reduction.

5.2.5 Qualitative and quantitative data

The qualitative and quantitative data complimented each other. The qunatitiate data confirmed that as and when police and citizen conducted joint crime prevention patrol, crime reduced and fear of crime also reduced. The crime statistics from the Royal Malaysia police also complimented the qulatiative and quantitative data. Citizen participation in Kuching was at 80.6% as they trusted the police and they wanted to build a safer community. The focus group internveiws confirmed that with citizen participation in crime prevention with the police, crime is lower. The higher the frequency of joint patrol, the lower is the crime.

5.3 Implications of overseas community policing to Kuching

Community policing first started in United Kingdom by Peel, it spread to USA and other countries. The present day community policing practices still followed Peel's policing theories that police and citizen to work together in pursuit of crime prevention.

Community policing practices in overseas can be an useful reference but Kuching needs to revise the overseas culture to adopt to local use. Citizen parterning the police in crime prevention has been practised in Kuching where SCPA always worked with the police to build a safer community.

5.4 Study Limitations

There are few limitations found in this research. First, this study is confined to areas within the control of Kuching District Police which are the nine geographical areas covered by the district police. It did not study into Kota Sentosa and Batu Kawa which are under Padawan District Police.

Second, the study made the attempt to measure community policing, crime prevention, citizen participation in crime prevention and use of technology in crime prevention exercise. It was not able to study crime victim experiences, police and citizen contacts and proximity of police stations in Kuching, particularly in isolated villages in Matang and Santubong areas.

Third, the study covered 500 respondents in Kuching only. The sample of 500 respondents can only represent the area covered in this study and could not apply to represent the whole Kuching area.

5.5 Future Research

For future research on the same subject, it is recommended to study into all the geographical areas under Kuching administrative district. In Kuching administrative district, there are two police districts, namely, Kuching police district and Padawan police district. Kuching police district covers the urban areas where Padawan police district covers the sub-urban and rural areas. It is recommended that the study shall focus on why people trust the police, the experiences of the crime victims, and the motivation of a criminal to commit crime. Citizens trust in the police will enable every crime victim to make police report. From studying the sufferings of the crime victims, we will know to what extend the agony of a crime victim has attributed towards the social capital cost in the country. From the motivation of a criminal to commit crime, we can address the root cause of a criminal's intent.

5.6 Policy recommendations

During data collections, there are some recommendations given by the respondents of this study. This section discuss recommendation on policy changes to the police practice in crime prevention in Malaysia. The obvious recommendation is to the police to take the Kuching crime prevention model to be implemented throughout Malaysia.

Police to involve the citizens in crime prevention through legally registered body like SCPA. This study has established that the higher the frequency the police and citizen involvement in crime prevention patrol, the lesser the level of crime. This was also confirmed by Manaliyo (2016) that when citizen patrol with the police in crime prevention, the level of crime will be lesser. Fleissner and Heinzelmann (1996) also confirmed that the work of the police in reducing crime will be difficult without citizen involvement.

In this study, it was confirmed that 80% of those interviewed, would like to participate in crime prevention exercise with the police. Citizens are willing to build a safer community: it is the police duty to invite the citizen to jointly participate in crime prevention.

This study also confirmed when police and citizen jointly conduct community policing programmes, not only there is lesser crime, citizen perception on fear of crime is lower too. Hypothesis number three stated that police and citizen frequent patrol in the neighbourhood will improve the safety status of the area.

Police needs to take the lead in creating awareness of crime prevention activities through news report in the newspapers, television and radio. With this news, those who have a criminal mind making attempt to commit crime, will have second thought as they are worried of being arrested by the police or being seen by crime prevention group and face arrest by the citizen.

It is recommended distribution of crime prevention leaflets to cover all common languages, like Bahasa Malaysia, English, Chinese, Tamil, and Iban. This will enable every Malaysian to learn crime prevention strategies, because prevention is better than cure. This has also been advocated by United Department of Justice, 2015 fact sheet on crime prevention campaign (US Department of Justice, 2015).

Police and citizen crime prevention groups need to continuously educate and train the public on crime prevention strategies. Kuching police and the SCPA members educating and training the residents played a key role in low crime and low citizen perception in fear of crime. Police need to continuously survey the areas under their responsibility to find out crime prone areas, areas of disorder, incivility and assist to establish more citizen crime prevention groups in Malaysia. Police needs to encourage every neighbourhood to form WeChat or WhatsApp chat group to share the presence of suspicions figures and crime information.

Authoritarian policing is definitely inappropriate in today's community (Alderson, 1997, 1979, cited in Tilley, 2003). Crime prevention needs the police to work with the citizen, be a friend of the community, friendly, transparent and efficient in solving community social ills. This will build trust with the citizen.

5.7 Conclusion

The study has addressed the research questions and objectives. This study argued that community policing has impacted crime prevention – Kuching crime rate has dropped and citizen perception on fear of crime is 25%.

SCPA members and police's roles were clearly defined where SCPA members acted as crime information source and police being a law enforcement officer shall address the crime information received. SCPA members have played a key role in Kuching to educate and train the residents on crime prevention.

Citizen participations in crime prevention were at 80%, it showed that every citizen would like to live in a safer and more security neighbourhood. Sharing of crime information and presence of suspicious figures in the neighbourhood has helped in reducing crime in Kuching.

The purpose of community policing implementation in Kuching where ordinary citizens participated in crime prevention with the police. It is to put the society in Kuching not merely an object but as a subject in maintaining public security and order. The establishment of SCPA is related to the wisdom in the multi-ethnic of the population in Kuching. The local wisdom approach is aiming to create better understanding among the residents in the neighbourhood

where residents took initiative in building a safe, secure and tranquil society rather than depending on the local authority and the police.

In conclusion, this study is obvious that crime prevention needs citizen participation. The benefits are two folds, first, the citizen is among the first to know where crime take place and inform the police; second, citizen and police joint crime prevention exercise will reduce crime and citizen perception on fear of crime. The findings of this study are similar with academic studies and findings like Kelling and Cole (1996), Johnson (2017), Gordner (2015), Friedman (1999), Lord,Kuhns and Friday (2009) and England (2006).

The Skogan's "Broken Windows" theory revealed that in a disorderly environment, crime tends to occur more often than an orderly environment. When the residents in the neighbourhood respect each other, they look after one another, they live in a cohesive and communal living under the theme of "Our Community Our Responsibility." The environment will be more orderly as everyone look after their living environment to keep it clean, neat and orderly. The SCPA community policing groups worked in the neighbourhood as eye and ears to the police, to shape an orderly environment, where everyone looks after each other. This is the concept of community policing, because crimes happen in the community, when the community is alert and inform the police as and when there are suspicious persons in the neighbourhood, this study argued that there would be less crime.

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APPENDICES

Appendix A

Questions for Focus Group Discussion:

The focus group discussion questions are based on the research objectives:

1. How is the safety situation in your neighbourhood?
2. What is the frequency of police patrol in your neighbourhood?
3. Did the police stop, talk and have dialogue with you during their patrol?
4. Are members of SCPA participating in crime prevention patrol?
5. How often police and SCPA members conducted crime prevention patrol?
6. When police and SCPA members patrol, is crime level lesser and citizen perception on fear of crime dropped?
7. What is the level of crime now in the last 12 months and past five years?
8. How many percent of the residents are participating in crime prevention?
9. Do the residents work closely with the police in crime reduction?
10. What motivates citizen to participate in crime prevention?
11. Are residents in the neighbourhood used WhatsApp, we-chat group to keep each other informed about the safety situation?
12. Do residents used VSP (voluntary smartphone patrol) to inform the police concerning crime situation in the neighbourhood?
13. Do you think the use of VSP, WhatsApp and we-chat group helped in crime reduction?

Appendix B

Questions for in-depth interviews with the police

1. How often do the police conduct crime prevention patrol in areas under your responsibilities?
2. What is the crime situation in areas under your responsibilities?
3. What is the overall crime situation in Kuching?
4. How often do the police and SCPA members conduct crime prevention patrol?
5. Did community policing activities in Kuching helped to reduce the crime level as compared to last year and five years ago?
6. How SCPA members work with the police?
7. Are SCPA members effectively work with the police in crime prevention?
8. What is the level of citizen participation in crime prevention?
9. To what extent is WhatsApp, we-chat and VSP used in community policing activities in Kuching?

Appendix C

Questions asked in the quantitative surveys

Questions are divided into six sections, the first section is demographic to identify the profile of the respondents like age, sex, race, type of residence and occupation. The second section is on community where the following questions are asked:

1. What is your primary source of information about the security and safety situation in your neighbourhood?
2. Over the last 12 months, to what extend have the feelings of safety and security in your community increased, decreased or stayed the same?
3. How concerned are you about your safety and security situation in your locality?
4. What do you consider the top five crime facing your neighbourhood?
5. To what extent do you feel safe in your community when you are outside during the day time?
6. To what extent do you feel safe in your community when youa re outside during the night time?
7. Have you or a member of your family experienced one violent crime in the last 12 months?
8. If you or a member of your family experienced a crime in the last 12 months, did you report to the police?
    a. If yes, are you happy with police service?
    b. When you are making a police report, who accompanied you to do the report?
    c. If no, why?

Section three questions are on community policing and crime:

1. Are you worried that someone will break into your house when you are out of the house during day time?
2. Are you worried that someone will break into your house when you are out of the house during night time?
3. Is there a community policing unit or crime watch group in your neighbourhood?
4. If answer to (3) is yes, are you a member of the crime watch group?
5. What is the frequency of your neighbourhood crime watch group patrolling schedule?
6. How often crime happen in your neighbourhood?
7. How often does police patrol in your neighbourhood?
8. What is the level of crime happening in your neighbourhood now as compared to five years ago?

Section four questions are on Sarawak Community Policing Association activities and crime prevention:

1. How often members of Sarawak Community policing association (SCPA) members patrol at your neighbourhood?
2. How often SCPA members and police patrol in your neighbourhood?
3. What is the crime level in your neighbourhood in the past 12 months?

In section five, questions are on citizen participation and crime prevention:

1. Do you or member of your family participated in crime prevention / community policing activities in your neighbourhood?
2. How often do you participate in crime prevention exercise in your neighbourhood?
3. Do you think citizen participation in crime prevention in your neighbourhood has helped

to reduce crime?

4. Are you willing to join force with the police in crime prevention?

Section Six questions are on use of technology in crime prevention:

1. Do your neighbourhood used technology like police VSP, WhatsApp and we-chat group, line or walkie-talkie in crime prevention?
2. How effective are this technology mentioned in question (1) above is effective in crime prevention?
3. How often do you use technology in crime prevention?
4. If you are not using technology, what other methods do you use to alert your neighbourhood in crime prevention?
5. Does use of technology assist you in crime reduction in your neighbourhood?

Appendix D1: Community Policing Photos

Photo D1.1: Invited to Police Headquarters in Bukut Aman on April 25, 2019 to present about community policing and crime prevention

Photo D1.2:Group photo with Commissioner of Police Dato Sri Rosli Abdul Rahman, Director of Crime prevention and community sasfety at Bukit Aman.

Appendix D2: Community policing photos

Photo D2.1: Community Policing at Taman Hui Sing with the police in Kuching on February 3, 2019

Photo D2.2: Community Policing at Stutong Market on April 22, 2019 with the Police

Appendix D3: Kuching police chief addressing the community policing members

Photo D3.1: Kuching police chief speaking to police and citizens before the crime prevention patrol on June 12, 2016 in Kuching

APPENDIX E: Articles published in new sarawak tribune

S.N.	Name of Articles Published	Date of Publication
1.	In our Cops we Trust	January 9, 2019
2.	Why we pay attention to crimes ?	December 2, 2018
3.	Citizen role in crime prevention	November 11, 2018
4.	Communities and Community Policing	September 23, 2018
5.	Importance of crime watch	September 1, 2018
6.	Run Down environment and Crime Final part	August 19, 2018
7.	Run Down environment and Crime Part 4	August 12, 2018
8.	Run Down environment and Crime Part 3	August 3, 2018
9.	Run Down environment and Crime Part 2	July 28, 2018
10.	Run Down environment and Crime Part 1	July 22, 2018
11.	Sarawak Community Policing Associations gets Recognition from Bukit Aman Police	August 18, 2018
12.	In our Cops we Trust	January 9, 2019
13.	Communities and Community Policing	September 23, 2018
14.	Run Down environment and Crime Final part	August 19, 2018
15.	Run Down environment and Crime Part 4	August 12, 2018
16.	Run Down environment and Crime Part 3	August 3, 2018
17.	Run Down environment and Crime Part 2	July 28, 2018
18.	Run Down environment and Crime Part 1	July 22, 2018
19.	Sarawak Community Policing Associations gets Recognition from Bukit Aman Police	July 8, 2018
20.	Broken windows	July 15,2018
21.	Data and technology as a driver to reduce crime	June 17, 2018
22.	Drug as a driver of crime	June 9, 2018

Appendix E: Articles published in new sarawak tribune (continued)

S.N.	Name of Articles Published	Date of Publication
23.	Preventing Alcohol	June 1, 2018
24.	Character as a driver of crime	May 26,2018
25.	Minimize opportunity to commit crime	May 19, 2018
26.	Thoughts on causes of crime	May 6, 2018
27.	Elements affecting fear of crime	April 8, 2018.
28.	Crime prevention through environment design Part 3	April 1, 2018
29.	Crime prevention through environment design Part 2	March 24, 2018
30.	Crime prevention through environment design Part 1	March 17, 2018
31.	Romance story in love scam Part 2	March 11, 2018
32.	Need for sexual harassment Act in Malaysia	March 6, 2018
33.	Romance story in a love scam Part 1	March 3, 2018

Appendix F: Presented Conference Papers at following academic conferences.

1. Community policing and crime prevention paper at International conference on Criminal Rehabitation and justice on November 16, 2017. It was organized by University Utara Malaysia, Kedah.

2. Community policing leadership paper at Philippines Regional conference of Executive Safety and Security, Manila, June 8, 2018

3. Citizen perceptions on fear of crime at International Conference of Child Adolesence and safety organized by University of East London in Kuching on August 15, 2018.

4. Community policing and crime prevention at Conference of the Southeast Asian-German Urban Experts on "National Urban Development and Strategies in South East Asia organized by University of Cologne Albertus-Magnus-Platz and Unimas , on June 18th to 20th, June, 2018 in Kuching.

Appendix G – Respondents for in-depth interviews

Date and Time	**Name**	**Venue**
24/3/2018 at 10am	SAC Roslan Bek	Police center, Kala Lumpur
12/4/2018 at 7pm	Charlie and Ali Hassan of Urat Mata KRT unit	Urat Mata, residence of the respondents, Kuching.
20/4/2018 at 5pm	Willie Yap, Lim Ah San and Lau Kim Guan of SRS	Pisang Road West, Kuching.
20/4/2018 at 2pm	Peter Lin of SRS	Peter Lin office at Satok Road, Kuching.
10/5/2018 at 10am	Haji Ahamd, representative of RELA Director	RELA Kuching office, Kuching.
12/5/2018 at 10am	Victor Wan of KRT	Victor Office , Kuching.
10/6/2018 at 10am	Lau Kung Hui, SCPA Secretary	SCPA office, Kuching.
1/8/2018 at 5pm	Tong Ah Dee of KRT Mohd Ahmad Hassan of SRS Victor Hii of RELA	Joo Seng Cafe, Kuching.
10/6/2018 at 11am	Charlie Wong, representative of RELA director	RELA office, Kuching.

Appendix H Focus group discussion respondents

Date and Time	Name	Venue
12/4/2018 at 8pm	ASP Will of Sekama SM Beirun of Tabuan ASP Morebon of Sg. Maong ASP Teo YS of Satok ASP Haji Ahmad of Central ASP Sulaiman of Padungan SM Wilfred of Bintawa	Sarawak Club oper air café, Kuching
30/4/2018 at 5pm	Penghulu Thian Sing Hua Kenny Tan SAC Shafie Ismail	IPH Café, Kuching.
5/5/2018 at 6pm	ACP Abang Ahmad ASP Teo Y S ASP Sulaiman SM Beirun ASP Haji Ahmad	Café 38, Kuching.
5/5/2018 at 9.30am	Temenggong JJ Tan Temenggong Bernard Temenggong Hamid Tan Yit Seng Yusof Won Edmund Abit Rita Sinang	Sarawal Club, Kuching.
6/5/2018 at 8pm	Leon Lim Wei Loon	Stapok Café, Kuching.
16/5/2018 at 5.30pm	Alan Chua Aaron Mok	Joo Seng Cafe, Kuching.
18/5/2018 at 5.30pm	Yusof Ahmad ASP Haji Ahmad ASP Sulaiman	Waterfront café, Kuching.
18/5/2018 at 7.30pm	Peter Ong Ali Harun Cecil Adenan	110 Jalan Intan, Kuching
5/7/2018 at 3pm	ACP Abang Ahmad and his team	Police headquarters, Kuching.
30/7/2018 at 3pm	Lim Ah Du Raymond Wong Walther Lau Albvert Chua	Joo Seng Café, Kuching

Date and Time	Name	Venue
5/10/20-18 at 8am	Mok Hua Aik Ngo Yung Chuing Allan Chua Wei Siong	Joo Seng Café, Kuching.