The Community Perception on the Safe City Programme of Kulaijaya, Malaysia

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Program of Development Science, Centre for Development, Social and Environment, Faculty of Social Sciences and Humanities, Universiti Kebangsaan Malaysia, 43600 Bangi, Selangor, Malaysia.
Email: hmyusoff@ukm.edu.my

Abstract
To have a safe city to live in is the utmost prerogative of its community. Living in a city with criminals freely roaming is not an ideal of living condition. Thus, safe city programme was invented to overcome the fear living condition in many cities throughout the world. Similar condition applies in Kulaijaya, Malaysia where such a programme was implemented through crime prevention measures using environmental design approaches. To strengthen the programme, public awareness is adopted together with the encouragement to involve the city communities in the programme. In 2004, Kulaijaya has slowly started to implement the programme and it has significantly provided relief to the urban dwellers since the statistics on Kulaijaya's crime index for the year of 2005-2009 shown an alarming rate. This paper is to investigate if the programme has shown the positive outcome gauging from the measures used within the programme and they are evaluated through perceptions by the community that were gathered via questionnaires. From the analysis, some of the measures used in the programme are not doing well enough in reducing crime as expected. Further refine on the measures used to suit particular city is required to fully ensure the safe city programme is workable programme in crime prevention.
Keywords: *Safe City Programme, Crime Index, Environmental Design, Crime Prevention, Community Perception*

Introduction
The process of globalization has prompted many issues and challenges for the community or country, in particular to developing countries such as Malaysia. In a sense, this process has led to the expansion and acceleration of the cities in the country. But from another aspect, urbanization provides other challenges related to security, either to the individual or to the urban community. Security issues are among the problems of urbanization in the limelight and often discussed from the

local level to the international level (Mohammad et al. 2014). As Mawson (2002) emphasize the importance of safety aspects in achieving a good quality of life. UN-Habitat also noted that the issue of security as one of the important issues in creating a better urban life and became one of the factors that influence the quality of life of urban communities.

Problems often arise related to safety in urban areas that are often cause by crime. Criminal behaviour is often associated with high rates of occurrence in urban areas compared with other areas. A rapidly increasing population and rising living condition has led to increase of crime (Palen 2008). Research of earlier studies showed that there is an association between criminal behaviour and the process of urbanization in the country. Most of the studies conducted previously assumed that crime is higher in the urban areas and it is the effect of rapid urbanization in the area (Norizan 2007).

By 2020, Malaysia has estimated that nearly 73 percent of the population in Peninsular Malaysia are living in urban areas (Malaysia Department of Statistics 2010; Katiman et al. 2011). The highly populated cities will no longer have the comfort features to protect the well-being of urban society (Marshal et al. 2010). Therefore, one of the approaches taken to reduce security issues in urban areas is through the concept of safe city. It is part of the concept of liveability city that focus on crime prevention in the city. UN-Habitat has been emphasizing the importance of the safe city concept due to the rising crime rates in cities around the world. UN-Habitat suggested a program to reduce urban crimes through cooperation among local authorities, other relevant agencies and the public (UN-Habitat 2007).

In Malaysia, one of the government initiatives in creating safe urban environment is through the Safe City Programme. Safe City Programme was introduced by the Ministry of Housing and Local Government (KPKT) in 2004. During the initial stage, 38 of the Local Authorities were involved in the implementation of the Safe City Programme. Department of Town and Country Planning Malaysia (JPBD) together with the local authorities were responsible for the implementation of the program to create a safe living environment and reduce the opportunities for crime to the minimum level. Approach to crime prevention is through a strategic of environmental design, management, community involvement and public awareness. This approach is based on the principles of crime prevention through reducing opportunities for crime. Most of crimes are spontaneously generated from the opportunities created (JPBD 2011; Kartini 2016).

With all the effort made by the relevant authorities in reducing the frequency of crime occurrence, it surely does give impact on the communities safely perception in general. Has the implemented Safe City Programme contribute to the social tranquillity in term of feeling safe within their township?

Ways to Handle Crime
Crime is an issue that is gaining attention from society. News related to crime occurs mainly in the urban areas. This situation has an impact on community life especially to safety aspect. When crime problems became concern for developing societies, various measures to solve the problem were recommended. According to Cozen et al. (2001), only certain crime prevention measures can reduce the problem significantly.

In Malaysia, Safe City Programme is used in most areas in order to overcome the increasing crime rates. Safe City Programme focuses on the efforts and the implementation of crime prevention strategies through measures that have been set. When first introduced in 2004, the implementation of the Safe City Programme has involved 38 local authorities across the country including Kulai Municipal Council (MPKu) situated in the state of Johor. Kulaijaya area is under MPKu administration achieved the status of full implementation of Safe City Programme in 2008 with the establishment of the Safe City Committee on April 12, 2008. In 2011, a total of 149 local authorities in Malaysia involved in the Safe City Programme.

Implementation of Safe City Programme should provide some relief to urban community. However, crime index for the state of Johor shows a total of 26,036 crime indexes in 2009 and 1575 cases in Kulaijaya (RPM 2011). Table 1 shows the crime index statistics of Kulaijaya district for the years 2007 to 2009. In terms of total crimes index reported in Kulaijaya in 2009 (1575 cases) was lower than in 2008 (1826 cases) and in 2007 (2064 cases), but the number is still at alarming level. Statistics of murder under the category of violent crime continued to increase from 2007 to 2009. In property crime category, the statistics showed an increased of criminal case (stolen truck/vans/heavy machinery, stolen cars, stolen motorcycles, snatch theft, and other theft). This has rose a pessimism perspective of the effectiveness of the programmes in solving the crime problem in Kulaijaya.

Table 1. Kulaijaya Index Crime for the year 2007 to 2009

Crime Index	Year 2007	Year 2008	Year 2009
Murder	20	28	34
Rape	79	181	92
Firearms robberies	254	279	186
Robbery without arms	244	176	117
Inflicting Injuries	193	214	139
Total of Violent Crime	790	878	568
Other Stolen Cases	145	147	158
Stolen truck/ Van/ Heavy Machinery	97	116	123
Stolen Cars	142	153	173
Stolen Motorcycle	293	306	318
Snatch Thefts	173	182	195
Daytime Burglary	89	14	16
Night Burglary	335	30	24
Total Property Crime	1274	948	1007
Total Crime Index	2064	1826	1575

Source: Royal Police Malaysia 2011

Urban community demanded that criminal problems must be solved first in order to create a safe urban environment (Yuen 2004; Fatimah et al. 2008). Therefore, the question is to what extent 15 crime prevention measures as contained in the Safe City Programme implemented by MPKu can effectively reduce crime problem or at least are able to make the community feel safe. What is the

urban community perception of crime prevention measures in the Safe City Programme that is said can guarantee their safety?

Method of Study

This paper used survey method to acquire community's perception on the effectiveness of crime prevention measures by Safe City Program. Survey questions are designed using a Likert Scale. The respondents were asked to evaluate the programme and to perceive its effectiveness of crime prevention measures. Table 2 depicted a list of 15 crime prevention measures.

Table 2. Components of the Safe City Programme

No.	Components of the Safe City Programme Implementation
1	Separation of pedestrian from motor route
2	Implementation of Safe Environmental Design
3	Mapping GIS (*Geographic Information System*) Crime
4	Preparation of fixed or mobile police station
5	Preparation of safetry mirrors
6	Provision of warning signs of crime
7	Provision of security alarm
8	Provision a locked bike
9	Installation of closed circuit television cameras in the business and public places
10	Lighting implemented in the target area (the dark area the risk of the crime)
11	Public highway is not protected from public view
12	Generation of appropriate activities in areas subject with crime
13	Public awareness and publicity
14	Increase patrols in residential areas
15	Monthly fixed agenda MPKu (Happy Town Meeting) on the status of the crime rate and the implementation of the Safe City Program

Source: Kulai Municipal Council, 2011

The data are based on information obtained from the inquiries. Descriptive statistics involving analysis of the frequency distribution (frequencies) and crosstab (cross tabulation) were employed. Evaluation of the effectiveness of the programme is discussed through three crime prevention strategy which includes 15 measures as contained in the Safe City Programme 2010.

How many to ask

Determination and calculation of sample size issues raised by Krejei et al. (1970) was used to determine the number of people to ask. According to them, the procedure for determining the sample size is based on the following formula:

$$S = \frac{X2 \; NP(1-P)}{d2 \; (N-P)} + X2 \; P(1-P)$$

Where;

S   =   Sample Size
X2 =   Table Chi-square value for 1 degree of freedom at the level of confidence in 3.841
N   =   population size
P   =   population ratio
d   =   Degree of accuracy

The total population of Kulaijaya by the year 2010 is 246,721 people (Department of Statistics, 2010). However, it is estimated that 1,000 people were involved in the activities of the Safe City programme organized by MPKu in 2010 (Majlis Perbandaran Kulaijaya 2011). Selection of people to be asked is to get a clearer perception from the community. Since the estimated total population who involved with the implementation of the Safe City Programme is 1,000, thus 278 people were asked to capture the information required.

This is a non-probability sampling which was using snowball techniques. Snowball sampling requires the chosen person in the community of Kulaijaya to make recommendation who to choose as the next person to be asked. Most probably, the next person is a member of the family, neighbours, friends, colleagues or local community (Cozen et al. 2005).

Findings
Strategy of environmental design
Crime prevention measures that separate pedestrian from motor route showed 46.4% of respondents have gave good perception of having guardrail and 55.8% of respondents gave very good perception of having landscaping provision. In contrast to other aspects of which 32.0% of respondents gave very unsatisfactory perception of pavements, 41.4% of respondents gave the perception as not satisfactory for the Bollard, and 63.7% of respondents gave the perception of very unsatisfactory for the special bike paths.

Analysis of crime prevention measures both the implementation of a safe design shows implementation of lighting and landscape planting received very good perception with the respective percentages of 42.5% and 48.9%. CCTV installations in business premises and public places also show a good perception from the respondents with the percentage of 39.2%. About 41.4% of the total respondents gave very unsatisfactory perception for the implementation of specific walkways. In addition, 41.4% of respondents gave the perception of not satisfactory for the implementation of Bollard and guardrail. Analysis of a third crime prevention measures through GIS mapping crime shows 23.4% of respondents gave good perception of the measures.

Strategy of hard infrastructure
Analysis of the effectiveness of crime prevention measures under the strategy of hard infrastructure shows that fixed or mobile police station received a very good perception with the percentage of 48.9%. Next step was installation of CCTV in public places such as in business premises also has received good perception from the respondents with the percentage of 39.2%. The exercise of illuminating the area as well as measures to clear the area received good perception from the respondent with the respective percentages of 35.3% and 37.8%.

Further analysis showed that the perception is not satisfactory for the preparation of safety mirrors with the percentage of 44.2%, the provision of motorcycle lock step with the percentage of 33.8%, prohibiting parking on a sidewalk with a percentage of 29.5%, and activities awareness in reducing crime with percentage of 32.7%. The analysis also showed that very poor perception on the preparation of crime warning signs and providing security alarm with the respective percentages of 62.2% and 64.4%.

Strategy of Management, Community Involvement and Public Awareness
Analysis of the effectiveness of crime prevention measures under the third strategy which is management, community involvement and public awareness shows very good perception from the respondents in measures of creating, mobilizing and activating residents' associations as well as getting private security guards. The expanding of MPKu's website and steps to include Safe City Program and crime prevention measures as fixed monthly agenda in MPKu meeting has showed good perception from the respondents with percentage of 33.8% and 28.4%.

Measures of crime prevention through public participation in planning and implementing measures of safe city received unfavourable perception of the respondents with the percentage of 37.4%. Crime prevention through mass media and outdoor billboards, received very unsatisfactory perception from the respondents, their percentage were 25.5% and 53.2%.

Discussion
The effectiveness of the Safe City Programme in preventing crime problem in urban area of Kulaijaya can be achieved through improvements to the implementation of the programme. Through community views, obtained through the questionnaire, show that there are some things that need to be emphasized. Firstly, the special bike paths. Community view that special bike path is not only useful for the purpose of separation pedestrian walkways from motor route, but also as a step toward increasing the safety of motorcyclists. The existence of a special bike path not only serves as a measure to prevent snatch thefts, but also can reduce the risk of accidents for motorcyclists (Wesley et al. 2011). Urban roads facilitate travelling activities. Road not only acts as a constraint on the crime, but to give a sense of security and comfort to the community (Joseph 1987; Yazid et al. 2011).

In addition, to increase the level of community safety, security alarm should be established in most public places in urban area of Kulaijaya. Security alarm is very useful to deter crime. However, to ensure effective implementation, the attitude and responsibility among the community need to be nurtured so as not to abuse the security alarm installed. Abuse of security alarm by some communities in the city will affect the good intention in crime prevention.

Provision of a locked bike park is a good effort to avoid criminal theft. But most of the locked bike parking in the city is not effective to prevent theft crimes. Many bike users do not use the facility. The reason is due to the non-systematic placement and the features are not suitable. For example, key chains provided are dirty and rusty. This paper likes to recommend rehabilitation is done in order for the parking areas become effective. Key chain should be replaced with iron. To prevent rust, the lock bar should be painted or coated. Motorcycle space must be structurally built for maximum use.

Good management is also an important aspect for the success of the Safe City program in the city. The Local Authority should be more sensitive to these steps to ensure that crime prevention has

been implemented in good condition and well maintained. For example, the tree branches near to any crossing bridge need to be well trimmed for better visibility. It is important to improve the management of crime prevention measures for the safe of urban dwellers.

The existence of gambling activities that are operating openly in shopping malls can lead to criminal behaviours. The community has expressed their uneasy feeling towards such activities that may contribute to criminal behaviour. It concurs with the view that was made by Jacobs (1961) in (Kamaruddin 1993) in his book 'The Death and Life of Great American Cities'. According to him, public safety as a result of the relationship between societies where mutual learns through sight and observation what is referred as 'eyes on the street'. Jacobs also assumes that the conditions for an effective environment is when all people feel safe and secure while staying in the area.

Conclusion
Implementation of Safe City Program in Kulaijaya is a proper action in order to create an urban environment that is safe and free from crime. To show the effective of safe city programme, its implementation should be carried out as a whole, not just focus in any particular area only. The entire implementation of the Safe City program will exhibits effectiveness of the program in eliminating crime problems. This is because; every aspect of the crime prevention measures can eliminate potential crime from happening. Local community views should also be taken into account to achieve a crime-free city. Although the concept of Safe City Program is focused on the physical environment of the city and its implementation is under the jurisdiction of local authorities, the role and involvement of the community to participate in the program is vital.

Based on the discussions and findings that have been presented, there are several suggestions that can be done in the future in relation to the implementation and effectiveness of the Safe City programme in the country. Basically, programmes or activities that are created for the community should look at the problems and suggestions from the community. It is important to ensure that the community is given the opportunity to join the programmes. Hence, this paper suggests that a study to demonstrate the viewpoint of communities to address crime problems prevention will be appropriate and perhaps a model-based crime prevention community needs to be developed.

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Corresponding Author
Muhd Yusof Hussain is a senior lecturer at Program of Development Science, Centre for Development, Social and Environment, Faculty of Social Sciences and Humanities, Universiti Kebangsaan Malaysia. Email: hnyusoff@ukm.edu.my

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