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## Perceived Effectiveness of a Community Policing Program in Malaysia: A Comparison of Socio-demographic Factors

<sup>1</sup>Abdul Hadi Sulaiman, <sup>2</sup>Suffian Sulaiman, <sup>1</sup>Jamilah Othman, <sup>1</sup>Jeffrey Lawrence D' Silva,  
<sup>1</sup>Bahaman Abu Samah and <sup>3</sup>Aliyu Yero  
<sup>1</sup>Institute for Social Science Studies, Universiti Putra Malaysia, Malaysia  
<sup>2</sup>Department of Logistics, Royal Malaysia Police, Malaysia  
<sup>3</sup>Kaduna State University, Malaysia

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**Abstract:** Rakan COP (Community Oriented Policing) invites the public to become friends of the police through interactive information sharing program. The purpose of this study is to understand the implementation and also the effectiveness of the Rakan COP program developed by Royal Malaysia Police with the aim of maintaining peace and reducing public fear of crime in the Malaysia. Two specific objectives were formed as follows (a) to identify the effectiveness level of the Rakan COP Program and (b) to determine the socio-demographic differences in the effectiveness of the Rakan COP. The questionnaire was adapted based on previous studies in program effectiveness. A total of 384 Rakan COP members in Kuala Lumpur were chosen by cluster sampling techniques based on the characteristics recommended by the Kuala Lumpur Police Contingent Head Quarters. The findings showed that the Rakan COP member provides an excellent assessment towards the effectiveness of the program. However, all socio-demographic factors shows there is no significant different among factors towards the effectiveness of Rakan COP program.

**Key words:** Community, crime prevention, program effectiveness, community policing, rakan COP

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### INTRODUCTION

Malaysia, as a developing country economically, socially and politically (Sulaiman *et al.*, 2012; Othman *et al.*, 2012) have witnessed rising number of crime rate in the last two decades. Statistics have shown that from 1997-2004, the number of recorded crimes committed increased from 121,176 to 156,455 and by 2006 the number rose to 198,622 (Suffian *et al.*, 2012). Criminal activities are often associated with street crimes such as snatching, robberies, pickpocket, carjacking, gang violence, drug dealers and rape (Sidhu, 2005; Tang, 2009; Bahaman *et al.*, 2009; Suffian *et al.*, 2012). From a literal point of view, crime is an action which constitutes an offense and is punishable by law (Tappan, 1960; Reduan, 2009). There are many factors causing the occurrence of crime, including population growth, huge gap between the rich and poor (economically), different levels of education, increasing unemployment rates and low employment opportunities in the country (Sidhu, 2005; Asmah, 2007). Unfortunately, the increases of crime cause fear and anxiety among the public, especially about their personal safety and properties. Besides that, insecure and anxious feeling makes the people less free in their community to perform daily

activities as usual. While for the victims, the psychological impact is bound to carry heavy traumatic experiences (Reduan, 2009). The worst scenario happen when most of the crime cases were not reported to the police.

Recognizing the rise in criminal cases, the Malaysian government has taken a strategic step to overcome crime which that is endemic to the various programs being undertaken by the Royal Malaysia Police (RMP) and various government agencies to create a safe environment and conditions for the general public to feel completely safe and secured (Performance Management Delivery Unit, 2011). However, the challenges facing the police are the lack of police personnel compared to the area and the population number (1:500) which is below the international standard (1:250), the RMP takes prudent steps to form an organization that involves the community in some selected works of the police (Suffian *et al.*, 2011, 2012) Community policing programs have been introduced and extended by the RMP leadership using variety of approaches such as Neighborhood Watch Scheme, Voluntary Patrols Scheme and the latest is the establishment of the Rakan COP program. This sparked the national intention by saying “that police and the communities are two inseparable elements in

combating crime". The introduction of Rakan COP is aimed at gaining public involvement in fighting crime together with the police. Rakan COP serves as an intermediary medium to reduce the gap, especially of information between the police and the community via a clear, simple, integrated and continuous approach (Sulaiman *et al.*, 2012). Therefore, if crime rate is to be reduced, the support of community members is absolutely necessary. Thus, the spirit of community empowerment, smartpartnership and interdependency between all stakeholders, including community, police, NGO's and other interested parties was very much needed in this country through active and interactive ways.

The philosophy of community policing has been adopted by many police departments around the world (Goldstein, 1994; Friedmann, 1996; Trojanowicz *et al.*, 2002; Skogan, 2005a; Yero *et al.*, 2012). As a dominant concept and strategy that apply to the present day policing, scholars have asked what could be the benefits of community policing? Sgrave and Ratcliffe (2004) identified that the effective implementation of community policing over the years can produce a lot of benefits to the community in particular, the police departments and mutual benefit between the two, these benefits include:

- **Community-specific advantages:** The mobilization and empowerment of communities to identify and respond to concerns, a reduction in problems and issues of concern as they are prioritized and addressed, an improved local physical and social environment, an increase in positive community attitudes towards the police and Reduced fear of crime
- **Police-specific benefits:** An improved police-community relationship, an improved community perception of police 'legitimacy and, an increase in officer's satisfaction with their work
- **Shared benefits:** A decreased potential for police-citizen conflict, a reduction in crime rates, a better flow of information between the police and the community, better implementation of crime prevention and crime control activities as a result of which both parties are working together towards shared goals (Sgrave and Ratcliffe, 2004: 5-6)

Community policing emphasizes cooperation between police officers and community with creative and effective ways to solve community problems in relation to the threat of crime and neighborhood disorder (Goldstein, 1987; Trojanowicz and Bucqueroux, 1994; Masterson and Stevens, 2002; Lo and Cheuk, 2004; Cheurprakobkit and Puthongsiriporn, 2005; Tyler, 2011). The concept of Community Policing attempts 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; Wong, 2001; Morabito, 2010). The era of Community Policing started from 1980 to the present. Community Era was recognized as "era of excellence in police work", tactics used by the police are; to increase foot patrol, problem solving and public relations (Zhao and Thurman, 1997; Xu *et al.*, 2005; Stanko and Bradford, 2009). According to Glaser and Denhardt (2010), research shows that this era is more powerful in approach because it can reduce the fear of citizen toward the police, increase public confidence in the police, increase respect for the police to the public and increase police morale and job satisfaction (Michael and Josph, 2011; Rai, 2011; Reisig, 2007; Scheider *et al.*, 2003). Community Era is also known by various names such as Community Policing, Community Based Policing and Neighborhood Concept and others. In fact, the terms of community policing is not often used until now (Trojanowicz and Bucqueroux, 1994; Oliver, 2000). In this era, community police function is more towards maintaining peace and order, solving community problems, crime control and crime prevention which depends on how strong cooperation between the community and the police is. Oliver (2000) also stated that the police encouraged people to understand the feelings that arise from a variety of social problems and crime. Crime prevention activities mean a party is given the responsibility to prevent crime (in order to enhance quality of life) to ensure a society free from the threat of crime. Lab (2004) belief that "crime prevention entails any action designed to reduce the actual level of crime and fear of crime". Lab's statement has also been supported by Edwards and Sheptycki (2009) who argues that crime prevention is a step taken before a crime is successfully implemented in order to prevent the act. An important element in crime prevention aspect is the safety of life, property and community, well-being and tranquility. In this study, crime prevention refers to efforts of the police through the Rakan COP program in fighting crime in the Federal State of Kuala Lumpur.

#### **RAKAN COP PROGRAM IN MALAYSIA**

Rakan COP invites the public to become friends of the police (Suffian *et al.*, 2012). COP is an abbreviation for the word "Community Oriented Policing". It is a medium to bridge the gap between the police and the community especially through information sharing. It takes a simple concept and practice to realize the strong bond and interactive relationship with the public via a clear, simple, coherent and coordinated approach. Rakan COP is one of the elements in the

community policing program that was inspired by the Deputy Commissioner of Police Dato' Mustafa Abdullah, Kuala Lumpur Chief Police, introduced in late 2004. These programs were nationally launched by the fifth Prime Minister of Malaysia Honorable Datuk Seri Abdullah Bin Ahmad Badawi on the 16th February 2006. One of the initial steps taken by the police is looking for interested community, parties, unions to cooperate and then formed committee by combining the police and representatives of the community, institutions and unions for program planning and action.

Besides that, people were also invited to register through the phone via short SMS or calls, this offer member an element of secrecy which eliminates the fear of repercussion for information sharing on criminality. The public is in a comfortable position to cooperate with the police, through this Rakan COP slowly gets the attention of the community and involves more successful public in crime prevention programs. This has a significant effect on crime reduction by 21% in 2004 and 2005, a significant decline in crime rates can be seen as follows; thefts (72%) and robbery by 95% (Suffian *et al.*, 2012). On March, 2010 the number of people that becomes members of Rakan COP was 88,101 members as in Fig. 1. Rakan COP continues to expand by increasing the amount of the target group more in organizations, agencies and NGOs. These networks function as police colleagues in preventing and delivering information quickly via phone or short message (SMS). This gives the police the opportunity to act swiftly to crime scene. As a new institution, Rakan COP has four element in preventing crime, namely (1) Community Oriented Policing and Smart Partnership, (2) Encourage the participation of communities, organizations, government agencies, non-governmental organizations and individuals through interactive relationship provided, (3) Energy mobilization and cooperation between the police and the community in combating crime and (4) Change the negative perception of police community thus creating a cooperative relationship.

### EFFECTIVENESS OF COMMUNITY POLICING PROGRAM

Many researchers evaluate the effectiveness of policing through the police service to the community. The results of this evaluation are very important for the police to improve the effectiveness of the task according to the service area. Since the late 1980s, the United States, a lot of research and evaluation were conducted in Newark, Houston and Chicago (Kerley, 2005). Researchers don't only focus on crime assessment and fear of crime; they also evaluate the police job satisfaction, perception of the public against the police and between police and community relations. In May 1993, the police in Chicago launched the first community program in Chicago known as "Alternative Policing Strategy" (CAPS). This program focuses on the prevention of crime through a strong partnership between the police and the community. Studies were done to evaluate the impact on local communities. From the data obtained in Chicago there is an area of Englewood has been successful in this program. Englewood residents and the police have successfully used this approach to overcome problems that have long existed. Problems such as gangsters, drug dealing on the streets and so experience a sudden decrease (Kerley, 2005).

Texas police department has created a program called the houston citizen patrol program in which members of the community help police in crime prevention matters. This program is specially designed to allow members of the community group to carry out patrols to reduce crime in local areas. The police assist by providing training and equipment such as radio and trademarks. This program is considered successful with the assistance and close cooperation between police and community members. Houston Police Department as stated in Priest and Carter, 1999 showed that 80 civil patrol groups in Houston with more than 3.100 volunteers have undergone more than 82.000 h of patrol per person in 1991. There is a further campaign, which also welcomed in the United States, The 'McGruff' Crime Prevention Campaign. The objective of this campaign is to spark a sense of responsibility in each

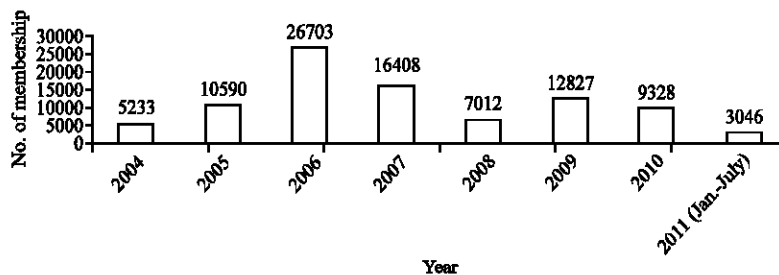


Fig. 1: Statistics of Rakan COP membership in Kuala Lumpur (Source: <http://www.rakancop.net>)

individual in an effort to prevent crime, educate the community to jointly take preventive measures, change the mindset of the people on crime and criminal legislation as well as encouraging people to work with non-governmental body (NGOs) the prevention of crime. In a study conducted for this campaign in 1991, found that 88% of crime prevention enforcement personnel are involved in this campaign, while awareness among community members was at 80%. In addition, 86% embraced the campaign activities and responded with what they have learned from it (Matera and Artique, 2000).

In the late 1980s, Australia has introduced a system of Community Oriented Policing (COP) in New South Wales (NSW) and the Australian Capital Territory (ACT) to improve the police administration and strengthen the relationship between the police and the community. Frank Small and Associates (Priest and Carter, 1999) conducted a study to evaluate the COP system in NSW and ACT and found people felt more secure with the least threat of crime. A number of dialogues between the police and the community has increased and cooperation between the police and the community has managed to increase awareness in the neighborhood concept. In Malawi, South Africa, the community has shown that the police and the local community can cooperate in developing and carrying out preventive services and lower crime rates, particularly rape and domestic crime. Researchers found that the system has been adopted in many countries and states and is received positively and can ensure peace and security in the future.

#### **INFLUENCE OF SOCIO-DEMOGRAPHIC FACTOR ON COMMUNITY POLICING**

Scholars in community studies specifically related to community safety and security had agreed that socio-demographic factor also influence neighborhood participation and might increase effectiveness as well (Sims *et al.*, 2002; Rosembaum *et al.*, 2008; Connell *et al.*, 2008). The place of socio-demographic factors in community policing is found to be affiliated and to a large extent dependent to supplementary antecedents such as the character of interaction among members of the police and the public (Skogan, 2005b). Researchers internationally, belief that factor such as socioeconomic status (Foskett, 1955), level of education (Perkins *et al.*, 1996), home ownership (Lelieveldt, 2004), age (Putnam, 2000), racial identity (Eisen, 1994; Ong and Jenks, 2004; Suffian *et al.*, 2012), work status (Loopmans, 2010) and marital status (Bahaman *et al.*, 2009) has strongly correlates to participate in neighborhood projects especially in community oriented policing program. It's also important to note that Malaysian government have been very

excited to encourage public especially youth to be part of the nation building by encourage youths in the country to participate in government initiated program such 1Malaysia For You (1M4U), Rakan Muda, Police Cadets, Crime Prevention Clubs and so on (Suffian *et al.*, 2011).

While studies in Malaysia such as Bahaman *et al.* (2009) and Suffian *et al.* (2012) also found the same findings that most demographic factor discussed before were potentially contribute towards the successfulness of the neighborhood program especially related to community policing or community oriented policing. A close inspection of the literature based on bivariate analysis observed that socio-demographic variables such as age and ethnicity are affiliated with dispositions about the police (Brown and Benedict, 2002). Previous researches in Wales and England that white citizens have decreased resolution levels about the police compared to the black minority (Patterson and Jansson, 2008). Results of multivariate analysis regarding socio-demographic factors generally establish the absence of relationship towards police but rather dependent on so many other related factors. With regards to educational level, results of surveys conducted in 1, 202 officers pro-claimed that "level of commitment of officer's decrease with educational attainment" (Tankebe, 2010, 2009).

It's very important to note that all these studies focused on traditional ways of participation in community policing and not include ICT as a medium towards the successfulness of specific programs. While Rakan Cop invite all citizens to use ICT as an approach of channeling any information related to crime or social issue in their surroundings. Thus, to generate a better quality of life, the concept of Community Policing is seen to be increasingly important to address the security and safety challenges in the new millennium. Therefore, this study seeks to understand how social demographic elements can influence the effectiveness of the Rakan COP program in Kuala Lumpur. The specific objectives of this study are: (a) To identify the effectiveness level of the Rakan COP Program and (b) To determine the socio-demographic differences in the effectiveness of the Rakan COP.

#### **METHODOLOGY**

This study employed quantitative methodology through survey design and using questionnaire as an instrument. The research instrument was adapted with minor modification to meet the context of this study. Bahaman *et al.* (2009) conducted a study on the effectiveness of community participation in Volunteer Patrol Scheme on residential areas in selected states in Peninsular Malaysia. In this small study, the population samples were drawn from members of Rakan COP who registered voluntarily. They usually reside in the area, business owners and students in the area of Klang Valley,

Kuala Lumpur. It was found that a total of 73,786 members were enrolled in Rakan COP Kuala Lumpur, while there are 240,323 members across the country. These figures show that the Kuala Lumpur state has the largest number of members in Malaysia compared to other and thus was chosen. Sample selection was based on criteria set by the researcher and also Kuala Lumpur Police Headquarters. The criteria were that respondents in this study must be (a) A Malaysian citizen, (b) Stay, study or working in selected focus areas and (c) Registered as a member of the Rakan COP. Based on the characteristics, the researchers are confident to obtain the necessary information to achieve the objectives of the study. Krejcie and Morgan, 1970 showed that if the population size (N) is in the range of 75,000-100,000, then the total sample (S) that is required is 384 respondents. Selection of the locations was based on discussions between researchers and Kuala Lumpur Police Headquarters, where five zone areas were identified namely Sentul, Dang Wangi, Brickfields, Bangsar and Cheras. Data were distributed and collected in May 2009 using self-administered survey.

**RESULTS**

**Background of respondents:** Table 1 portrays the general background of the respondents who participated in this study. The findings showed that majority respondents (43.0%) aged less than 20 years while 164 respondents (42.7%) were aged between 21 to 30 years. In terms of gender, 235 respondents (61.2%) were male and the remaining 149 people (38.8%) were female. Meanwhile, in the distribution of ethnic group, the majority of respondents (39.1%) were Malays, follow by Chinese (25.0%). Overall, a total of 278 people (72.4%) respondents successfully completed secondary school education (Malaysian Certificate of Examination and below) and

106 people (27.6%), the others were in the higher level. Lastly, researcher found that 55.5% of the respondents have study on something, while the rest have been categories as not working (students, housewife and unemployed people).

The researchers found some significant result, that majority of the Rakan COP member's age are between 15-30 years. In Malaysia, youths had been identified as a person between the ages of 15 to 40 years. Having this basic information, researcher believed that, this group are more intact with ICT, new media and various medium that can access to the information about crime, community safety and so on. Therefore, it's more meaningful to promote Rakan COP programs using ICT such as SMS, Facebook, Twitter and other social networking media which many youths are expose to. Besides that, the success of a program organized by the government is also evaluated based on the participation of all ethnic and racial in that particular program. In this context, the participation of Rakan COP members from various ethnic groups is an indication to the success of the program; it shows the program is received by all Malaysians, regardless of skin color, gender, ethnicity or culture. These findings differ slightly with the findings of Bahaman *et al.* (2009), who worked on the public participation in Volunteer Patrol Scheme (SRS) in Peninsular Malaysia, which found that an overwhelming majority of respondents were Malays (90.2%), while the rest of them were Indians (7.9%) and Chinese (1.9%).

**Rakan COP program effectiveness:** Rakan COP program effectiveness is measured based on the impact of the implementation of the Rakan COP program towards community. Responses of respondents to each item of effectiveness of Rakan COP is positive with respondents agreed (over 60%) on each item. Based on Table 2, item "Increase in the level of neighborhood cohesion" has a high mean score of 4.11 (SD = 0.68). This gives the initial impression that the neighborhood level of unity can be improved because they can live in peace and harmony by creating a safe and free neighborhood from criminal elements. Meanwhile, the lowest mean score was 3.89 (SD = 3.89) on the item "Leadership potential of Rakan COP member can be unleashed". Overall, the researchers concluded that the Rakan COP has been successful in providing opportunities for community members to work together and help protect and preserve peace in their respective areas. In total there are 11 items that measure Rakan COP effectiveness. The total score is then divided into three levels, namely: low, medium and high. Table 3 shows that, majority respondents (81.8%) gave a positive response toward Rakan Cop effectiveness (Mean = 4.00; SD = 0.53).

**Table 1: Respondents profile**

Characteristics	Frequency	Percentage	Mean
<b>Age (year)</b>			
≤20 Years	165	43.0	23.53
21-30 Years	164	42.7	
>31 Years	55	14.3	
<b>Gender</b>			
Male	235	61.2	
Female	149	38.8	
<b>Ethnic</b>			
Malay	150	39.1	
Indian	73	19.0	
Chinese	96	25.0	
Others	65	16.9	
<b>Level of education</b>			
MCE and below	278	72.4	
HMCE and above	106	27.6	
<b>Work status</b>			
Working	213	55.5	
Not working	171	44.5	

Table 2: Mean and SD distribution of respondents according to item Effectiveness Rakan COP (n = 384)

Item	Mean±SD
Increasing the level of neighborhood cohesion	4.11±0.68
Create a safe living environment for community members	4.09±0.68
Improve cooperation in community spirit	4.08±0.66
Reduce the crime rate in the neighborhood	4.07±0.66
Increasing the level of volunteerism among the community members	4.02±0.69
Increase the tolerance of the community members	4.01±0.66
Community more aware of the existence of the Rakan COP Unit	3.96±0.73
Provide an opportunity for community members to contribute to the community	3.95±0.67
A Rakan COP member becomes a reference to the problems related to safety and security among community members	3.93±0.70
Attract more members of the community to participate in Rakan COP	3.93±0.73
Leadership potential of Rakan COP members can be unleashed	3.89±0.72

Table 3: Level of the RAKAN COP program effectiveness

Level	Frequency	Percentage	Mean±SD
Low (1.00-2.33)	5	1.3	4.00±0.53
Moderate (2.34-3.66)	65	16.9	
High (3.67-5.00)	314	81.8	

Table 4: Independent sample T-test towards Rakan COP effectiveness

Variables	Frequency	Mean±SD	t-value	p-value
<b>Gender</b>			-1.485	0.138
Male	185	3.96±0.55		
Female	199	4.04±0.51		
<b>Level of education</b>			0.393	0.695
SPM and below	213	4.01±0.46		
STPM and above	171	3.99±0.61		
<b>Working status</b>			-0.157	0.875
Work	278	4.00±0.51		
Unemployed	106	4.01±0.58		

**Comparative analysis of rakan COP effectiveness based on selected demographic factors:**

Before further analysis was run, researcher analyzes the data using normality test to make sure that the data were normality distributed and the equality of variance assumptions is met. In this research, Independent sample t-test and One-way ANOVA was used to determine whether there is a comparison among groups toward the of Rakan COP effectiveness variables. If the significant value (p) is lower than alpha ( $\alpha < 0.05$ ), the difference between the two groups of variables studied is significant. Conversely if the value of (p) is greater than the alpha value of 0.05, the differences were not significant.

The independent sample t-test was employed to determine whether the two groups among respondent (Male vs. Female; STPM and above Vs SPM and below; and Work vs. Unemployed) differ significantly towards Rakan COP effectiveness. Based on Table 4, the results indicate that all tested comparison to be not significantly differ towards Rakan COP effectiveness. Its shows that, Gender does not differ significantly at value ( $t(382) = -1.485, p = 0.138$ ), same with Level of education ( $t(382) = 0.393, p = 0.695$ ) together with study status ( $t(382) = -0.157, p = 0.875$ ).

While for the comparison of Rakan COP effectiveness based on the age group and ethnic group, Analysis One-way ANOVA were employed to obtain the result.

Table 5: One-way ANOVA towards Rakan COP effectiveness

Variables	Frequency	Mean±SD	t-value	p-value
<b>Age group</b>			0.018	0.982
20 years and Below	165	4.00±0.52		
20-30 years	164	4.00±0.58		
31 years and above	55	4.02±0.39		
<b>Race</b>			0.131	0.942
Malay	150	4.01±0.56		
Indian	73	3.97±0.54		
Chinese	96	4.03±0.44		
Others	65	4.00±0.58		

Table 5 showed that there are no significant differences in both comparison groups. Table 5 portrays that respondent wasn't differ significantly toward Rakan COP effectiveness based on age group ( $F(2,381) = 0.018, p = 0.982$ ) and ethnic groups studied ( $F(3,380) = 0.131, p = 0.942$ ).

**DISCUSSION**

**Socio-demographic element Based on Rakan COP effectiveness:**

By participating in Rakan COP, the majority of the respondents admit they improve self-confidence; more aware about what is happening around the neighborhood, feel themselves more useful to the community, have more personal contact and feel appreciated in the community. Respondent feedback on the effectiveness of Rakan COP programs also positive. This gives the good impression that the Rakan COP program level neighborhood cohesion can be enhanced because they can a living in peace and harmony while creating a residential area safe and free from criminal elements. Overall, the researchers concluded that the Rakan COP program has been successful in providing opportunities for community members to work together and help protect and preserve peace in their respective areas. In addition, the increase in basic knowledge and skills in preventing, combating and fighting crime has also increased the quality of the individual and society members.

**Gender:** This finding suggests that gender does not become a measure in determining the difference in the

effectiveness of the Rakan COP. Every citizen irrespective of sex can help the police in providing information and working with Rakan COP combat crime. The study found little difference with the study of Bahaman *et al.* (2009). Bahaman study found that many of the residents who participate in the Voluntary Patrol Scheme are men. However, community participation in the Rakan COP seen quite balanced in percentage. Researchers think there are many factors that encourage people regardless of gender identity to joining the Rakan COP. One reason to explain this is that they think crime reporting system is simple, fast and does not require a lot of energy. This contrasts with most other community policing programs that require a long time of patrol and meetings and others. When the situation is rationalized in the context of a society in Malaysia, it is difficult for a woman who is single (bachelor) or married mothers to join the night watch or patrol, while there are other more important responsibilities at home. Therefore, most of the previous community policing programs such as System Salleh, Voluntary Patrolling Scheme, Neighborhood Scheme and others were less received among the women.

**Level of education:** Research finding indicates that there is no significant difference among those with higher education level with those who has a minimum level of education. While in Bahaman *et al.* (2009) study, it's found that people's who has a minimum level of education tense to participate actively in Voluntary Patrolling Scheme especially walk patrol at night. But it's not happening to those with educated people, where they don't have time to participate in this kind of activity. However, RMP gives Kuala Lumpur citizen a chance to contribute to their community. Without proper organization, people easily can give information about any issues surround them, without RMP knows their true identity. This makes people feel easier and more comfortable without the need to go to the station to report on something.

**Work status:** It's clear that Rakan COP have successfully in promoting positive behavior among society. The researcher tries to differentiate, either, respondent who already has work differ significantly with respondent who didn't work such as students, housewives, or jobless people in the community toward the effectiveness of Rakan COP. However, results statistics show that it didn't differ significantly. It represents the belief of the people that participating in Rakan COP program make them feel honored and useful in the community. This finding differs with Bahaman *et al.* (2009) which claim that resident

member which have excellent work and high salary more towards declining themselves to participate in Patrolling Scheme in the neighborhood.

**Age:** Based on Table 5, even though result indicates there is no significant difference among the group but based on the number of respondents in each group, it shows that respondent from age group 31 and above have a smaller number among others. Its mean that there are not many elder people participate in the study. In the other way around, frequency analysis shows that youth and early adult are more intact with the Rakan COP program. However, this ANOVA result means that either the respondents are youth, adult, or elderly, they didn't feel any different in participate and contribute toward a safer neighborhood. While comparing with Bahaman *et al.* (2009) study, they found residents aged 40 and above enjoy having patrol at the neighborhood. With the current situation, where everyone is using mobile phone everywhere they move, it gives them an opportunity to reporting a crime on that particular spot.

**Ethnic:** The finding of this study is seen as a positive answer to the Malaysian government's efforts in promoting unity among Malaysians. In the context of peace, multi-racial Malaysian society, race and religion can stand united and sitting under an umbrella (Rakan COP) for the maintenance of peace and prosperity of the country. Although not many studies comparing the effectiveness of an ethnic community policing program but descriptive information often reflects the participation of other ethnic Malays are very small. SRS study report for example found that only 11.7% (Chinese and Indian respondents) of the 180 respondents are members of the SRS, while 88.3% are ethnic Malay. This situation will surely not help the government bring about unity in the true sense.

**Implication:** Rakan COP role is no less important as a medium to help the police to prevent and fight crime all-out to the grass roots. This is because the establishment Rakan COP is a proactive measure designed to increase the number of 'eyes and ears' of police in the local community to ensure a more secure and prosperous. Therefore, to ensure that the Rakan COP could serves as expected, then this study is done as a follow-through mechanism to obtain feedback from members toward it effectiveness. From the practical context, this study is very important to give a clear picture effectiveness of Rakan COP towards the community in Kuala Lumpur to address crime and social problems in society environment. It also provides important information to the Police and Rakan COP unit in making more effective programs,



including increased public awareness on crime prevention strategies in the near future. Meanwhile, this study is also important to determine and confirm the community policing theory in relation with a partnership and cooperation among the police department and the community.

### CONCLUSION

This study has shown that the Rakan COP program has proven its effectiveness through inclusiveness and should be continued taking into consideration that the police through the program can achieve so much, also improvements in terms of activities for members such as education and awareness programs, training, crime prevention and so forth can go a long way in promoting peaceful coexistence and harmony in the society. These improvements are expected to encourage the participation of citizens (non-members) to register as a member of the Rakan COP. Therefore, the willingness of all parties in helping to improve the identity of the citizens to do the transformation to curb and prevent crime occurrences in their environment has led to concrete peace building. It thus increases the community confidence to participate actively in crime prevention and to report any issues happening in their neighborhood. This research concluded that the existence of the Rakan COP is seen more practical ways to encourage participation among all members of the multi-racial society. Therefore, the government should strive to boost the credibility Rakan COP as a platform to prevent crime and cultivate a healthy society in Malaysia.

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