Localizing SDGs among B40 neighbourhoods in Klang Valley, Malaysia: Challenges, possibilities, and lessons drawn from the urban grassroots

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Siri Kertas Kajian Etnik UKM
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CONTENTS

Abstract

The Malaysian government has made a firm commitment for the implementation of Sustainable Development Goals (SDGs) through the five-year development plans. Civil Society Organisations have been included as a partner via membership in the National Steering Committee and there is a firm commitment for localizing SDGs although there is a delay in the release of the National SDG Roadmap. An action research project was undertaken by the KITA-UKM team along with twelve urban B40 neighbourhoods in the Klang Valley through a community participatory process of engagement, joint identification of local issues and the drawing of intervention strategies. The study reveals the multi-dimensional nature of ground issues and that the SDGs provide a comprehensive set of goals, targets and indicators which can assist inter-agency and collaborative intervention to overcome grassroots issues and improve the quality of life of urban high-rise flat dwellers. There is a direct correlation between SDG 10:3 on inequalities and discrimination with solutions driven intervention as per SDGs pertaining to urbanisation and participation (SDG11:1), people's direct participation in urban planning and management (SDG11.3.2) and inclusion in decision making (SDG16.7) and multi-stakeholder partnerships (SDG17.16).

Introduction

Malaysia has undergone rapid urbanization and modernization process since the 1970s with the migration of rural folks to urban locations in search of better jobs and quality of life. The country experienced a shift from agricultural to manufacturing, from rural to urban society. This is largely due to the socio-economic policies adopted by the Malaysian government over the past four decades.

According to the Economic Planning Unit, "Malaysia registered an urbanisation rate of 75 per cent, which is more than 20 per cent higher than the global urbanisation rate. By 2050, the country is projected to register an urbanisation rate of between 85 and 90 per cent. The increase in urbanisation will bring changes and challenges". (NST, 2018)

Urbanisation has both positive and negative impacts. In terms of the negative we can note that in search of employment and better quality of life Malaysia witnessed a rural–urban migration with large number of Malays from the villages and Indians from the estates coming to urban centres. At first these communities found accommodation in squatter neighbourhoods but with the governments low cost housing plans a majority have now been housed in high-rise low-cost flats. These neighbourhoods are located in urban centres such as the Klang valley in thee Kula Lumpur and surrounding areas, Central Malaya in Kinta valley in Perak, Northern Malaya in the Peri, area in Penang and in Johor Bahru in the South, close to Singapore where there are factories and numerous job opportunities. These communities can also be categorised as low income and falls within the bottom 40%. Among them are those in urban poverty and some of the vulnerable groups include single mothers, the

elderly and disabled people. These neighbourhoods are often categorised as high-risk neighbourhoods as there is high crime, violence and anti-social activities.

Recognising these changing trends and challenges to national unity and social cohesion, the Department for National Unity & Integration identified over 400 such neighbourhood throughout the country especially where the local neighbourhood Watch or Rukun Tetangga (RT) is operating. The RT is governed by the Rukun Tetangga Act (2012). Paragraph 1 of this Act empowers the Department of National Unity and Integration to set up voluntary community-based committees with wide range of functions for the community well-being. However, the popular notion is neighbourhood watch, community safety and crime prevention. The Act does empower the setting up of community groups at the local neighbourhood level and in addition to local safety, RTs can undertake activities to enhance and strengthen neighbourliness including addressing "welfare, health, economic wellbeing and quality of life" concerns. There is therefore a mandate which can foster inter-agency cooperation in addressing socio-economic issues, affecting the Bottom 40 (B40) at urban locations through the country.

Based on studies from the Institute of Ethnic Studies, National University of Malaysia, between 2013 and 2019 (KITA-UKM Studies, 2013-2019), the government formulated the 'Program Sayangi Komuniti (PSK)' or 'Love Your Neighbourhood' program. A formal circular and a policy document were issued in 2015 followed by subsequent program funding for implementation by local neighbourhood leaders.

This article draws on the data and findings of the earlier studies using the framework of the Sustainable

Development Goals and the Malaysian Governments most recent development planning report the Mid Term Review of the Eleventh Malaysia Plan.

This article was originally presented as a paper at the International Conference on the Localization of the SDGs and the co construction of the means of implementation organised by Yonsei University's Wonju Campus and UN Research Institute on Social Development (UNRISD) held from Feb 23 and 24, 2019.

This article is divided into two parts. In the first part, there is a brief discussion on development policies and setting the policy context for the case study of 12 urban neighbourhoods which is the focus of Part Two which is a description and analysis of people living in high rise flats and their day to day experiences. In the conclusion there is a call for great public policy focus on the bottom 40 communities and in finding solutions at the neighbourhood level using the multi-dimensional and cross cutting nature of SDGs.

Appreciation is given to James Raj who assisted me in finalising the tables and appendices for this article. Thank you also to KITA-UKM for publishing this article in the UKM Ethnic Studies Paper series.

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23 December, 2019

Part One: Development Policies: Global and National

Sustainable Development Goals

The theme of 'leaving no one behind' is central to the 2030 Agenda of 17 goals, 169 targets and 230 indicators. It draws together economic, social and environmental concerns including human rights and good governance. Participation of people is at the heart of effective implementation, as there must be multi stakeholder engagement

Some of the relevant goals, targets and indicators to the B40 flat dwellers are as follows: SDG10 is addressing inequality within the country. Reference is made in SDG10:1 to the Bottom 40 of the socio-economic divide. Here in addressing inequality the focus has shifted away from Poverty Line Income (PLI) to medium income (SDG 10:2.1) which is income measurement by dividing income distribution into two equal halves. This implies there is a middle cut off point and those above and those below. This is a better measurement of poverty in capturing urban poverty. PLI tends to put the poverty line at an unrealistic low level. A median measurement captures income inequality and the socio-economic divide in a society especially in urban locations.

Here too the focus is on addressing discrimination which is personally felt using international standards (SDG10:3.1). The thrust here is on interventions which is non-discriminatory, socio-economic and political inclusion (SDG 10:2) irrespective of age, sex, race, and ethnicity, origin, religious or economic. This is a major challenge for most societies but the SDGs take this seriously through specific targeting and disaggregated

data analysis. In this context the remedy is not just ensuring equal opportunities but at the same time reducing inequality of outcome. (SDG 10:3). Equal opportunities and inequality of outcomes are two different aspects but essential in the SDG ultimate aim of 'leaving no one behind'

SDG 11 on cities and human settlement targets housing (SDG 11:1), transport (SDG11.2), waste management (SDG11:6) and public space (SDG 11:7) dimensions which brings a multi-dimensional perspective. In addition, there is a very strong emphasis on direct participation of civil society in urban planning and management (SDG 11:3.2). The call and challenges is for inclusive and sustainable urbanisation (SDF 11.3). This theme of participation is further highlighted in SDG16:7 concerning "responsive, inclusive, participatory and representative decision making at all levels". In this context too SDG 17:16 and 17:17 provides emphasis on multi-stakeholder partnerships as well as on civil society partnerships.

Mid Term Review of the Eleventh Malaysia Plan

On May 9, 2018 Malaysia saw a change of government. This change has ushered in some changes to development planning and thrust. This new government tabled in Parliament on Oct 10, 2018 the Mid Term Review of the Eleventh Malaysia Plan (MTR-11MP) (2018-2020). They introduced into socio-economic planning the need to 'strengthen democratic governance'. This new pillar is entitled 'Reforming governance towards greater transparency and enhancing efficiency of public service'. These are the SDG 16 targets and indicators. However, the section

that is relevant to our discussion is Pillar 2: 'Enhancing inclusive development and wellbeing'. The policy thrust is on growth with equality as well as improving "the well-being of all Malaysia irrespective of gender, ethnicity, socioeconomic status and geographical location" (Ministry of Economic Affairs Malaysia, 2018). The focus is on increasing income and reducing income inequality.

The Bottom 40% is divided into three income groups namely poor, low income and lower middle income between Ringgit Malaysia 980.00 to RM 5,228 with low income set at RM2,614.00 and below. The median monthly household income is set for RM 4,790 (Ministry of Economic Affairs Malaysia, 2018).

In terms of poverty understanding Malaysian government has shifted from just income measurement to a multi-dimensional poverty index (MDI). Four dimensions identified namely education, health, living standards and finally income. This approach is more realistic of poverty measure as compared to just using the basket of goods. It better captures deprivation being experienced. This MDI approach is in line with SDGs. However, the challenge in ensuring at the local level delivery there is inter agency cooperation and specific targeting with disaggregated data analysis.

National Community Policy

The Malaysian government on Feb 17, 2019 launch a National Community Policy (NCP) by the Ministry of Housing and Local Government. They took reference to the urbanisation data which stood at 75.6% of Malaysian society and that of this urban population 30% live in strata housing namely in low cost and high-rise flats.

The NCP is formulated "to enhance the capability of the community and the approach of the government to mould and motivate the people to be aware and sensitive of the properties, space and facilities with the local community" (Bernama, 2019).

Part Two: Case Study of People Living in the Flats in the Klang Valley

Methodology

A study was commissioned by the Department of National Unity and Integration, Government of Malaysia to study the social issues facing the Bottom 40% in twenty-five neighbourhoods around the country including the role agencies and organisations can play in finding solutions. These locations were chosen by the Government Department concern and this study was undertaken between June 1, 2016 and Oct 30, 2017. The National Unity & Integration staff provided access and introductions to all the neighbourhoods being researched. They had a good infrastructure already developed including local networks and local leadership who facilitated the study and feedback.

From this study of 25 neighbourhoods, this article draws out data from twelve of the neighbourhoods in the geographical location of the Klang Valley namely the most urbanised part of Malaysia with about six million people and is the economic growth centre with over 37% of the nation's GDP. (Klang Valley Blog). The area is covered by the City Hall of Kuala Lumpur (DBKL) and nine other Municipal councils.

Data drawn in this article is from twelve neighbourhoods located in the Klang valley and of these six are located in the City Hall of Kuala Lumpur and the remaining six neighbourhoods are located in four other local authorities of Petaling Jaya, Klang, Kajang and Ampang Jaya. All these 12 neighbourhoods are residents dwelling in high-rise low-cost flats which are being rented by the local government or those that have been purchased by the residents. Majority of these are resettled communities who were first staying in urban squatters, later were resettled in long houses and subsequently rehoused in high rise- low cost flats

Among the methods utilised were firstly, meeting with local neighbourhood security committee or the neighbourhood watch committee. There are 22 members in each committee and all are local residents. These committees are registered with the Department of National Unity and Integration as Rukun Tetangga (RT) or neighbourhood watch committee. Secondly, field visits were made to all neighbourhoods including a walk about in the neighbourhood. Third, at all these neighbourhoods we organised focus group discussion where the local leaders identified local concerns and shared their views on how they can be solved with the assistance of relevant agencies. Fourth, each of these neighbourhoods filled a community profile form. Fifth, the core members attended a capacity building program where these was interaction with the researchers and officials on problem solving.

An earlier study was undertaken between July 2012 and June 2013 on nine urban neighbourhoods (Jayasooria 2016: 56-69) resulted in the Department of National Unity and Integration in introducing Program Sayangi Komuniti (PSK meaning 'loving your neighbourhood

program'). (Jayasooria 2017:46). The key objective of the PSK program was to instill among the urban neighbourhood residence a greater love for their neighbourhoods, urban space and collective action in local problem solving in partnership with both agencies and local organisations.

Neighbourhood Demography

Flat dwelling is a fairly recent development. Majority of Malaysians especially Malays first lived in rural villages called kampongs, Indians in estates or plantations and the Chinese in New villages near urban centres. However, with urbanisation and modernization we saw a major shift of people from rural especially from the villages and plantations coming into the urban centres for jobs, better facilities and better quality of life. These urban centres became more densely populated.

Founding Years

Of the 12 high-rise flat neighbourhoods, 50% or 6 out of 12 neighbouroods saw their shift from squatters into high rise living within the last 20 years as indicated in Table 1:

Table 1 - Year neighbourhoods established

YEAR	NUMBER	%
1960s & 1970s	3	25

1980s & 1990s	3	25
2000s	6	50
Total	12	100

The establishment and development of these neighbourhoods have implications for community development and social cohesion. These are not traditional neighbourhoods but newly formed by bringing people from various neighbourhoods including ethnic communities into new neighbourhoods. This is a major transition as Malaysians are people living on the land with open fields (paid fields and plantations) but now into densely populated spaces which is skyward with very little open spaces. Social cohesion, sense of belonging and ownership of the neighbourhood are major concerns noted, including a lack of community participation and weak sense of joint ownership. There is a need to foster a sense of new community and neighbourhood transcending ethnic and religious line and among those coming from different locations. This will take time but there must be a conscious effort towards building neighbourhood solidarity and collective ownership.

Ethnic composition

The ethnic composition in the 12 neighbourhoods differ. It is generally reflective of the high-rise flats in the Klang Valley where the majority of the residents tend to be from the Malay community followed by the Indian community.

Table 2 and Appendix 1 provides the details. There is a total of about 43, 383 of whom 75% are Malays and 13% are Indians with 8% of Chinese. Ethnic composition at the specific location might differ as in a number of neighbourhoods have a higher percent of Indians in at least 3 neighbourhood where they comprise 30% at KP9, 20% at KP4 and 18% at KP11. It is also significant that 5% of the residents are foreigners.

Demographic figures and break down of the ethnic figures are needed to recognise neighbourhood differences so as to enhance social cohesion and sense of neighbourliness, understanding and collective action in solving neighbourhood concerns.

Table 2 - Neighbourhood Demography

ETHNICITY	NUMBERS	%
Malays	32,329	75
Indians	5,446	13
Chinese	3,467	8
Foreigners	2,141	5
	43,383	101

*For details refer to Appendix 1

Neighbourhood Issues & Problems

Grassroots leaders identified 15 local issues and problems (as per Appendix 2) under 4 main categories

namely social ills, crimes, infrastructure and cleanliness and urban poverty. Of these the most major concern faced in 10 out of the 12 or 83% of neighbourhoods is drugs and drug related concerns at the neighbourhood level. Three others areas are faced by 41% or 5 out of 12 are vandalism, motorcycle theft and issues pertaining to cleanness of the public spaces at the flats. This is depicted in Table 3 below.

Table 3 - Neighbourhood Concerns

ISSUES	NEIGHBOURHOODS
Drugs	10
Vandalism	5
Motorcycle theft	5
Unclearness	5
Loitering	4
Broken Lifts	4

*For details refer to Appendix 2

These six issues can be identified as major concerns which require intervention at the collective level both among the residents and the agencies concern. Drug sales and addiction is noted as a major concern. In focus group discussions they also told of the difficulties faced with alcohol abuse. While there is quick Police and Anti-Drug Agency action yet this seems to be a recurring problem at the neighbourhood level. The drug is closely

linked with petty theft and here at the neighbourhood level are the moto cycle thefts. Loitering or lofting is an indication of idleness and linked with unemployment and in some cases not in school issues for school going younger generation.

Some tell us it is an issue of corruption and enforcement; others say it is due to parental neglect and other blame weak local leaders who fear the local gang involvement. Whatever the reason local leaders in 10 out of the 12 have identified this are their major concern.

We have read of the 'broken windows theory' which was formulated by James Wilson and George Kelling in 1982 which basically indicated that if one neglects repairing a broken window it will result in other widows to be also broken. The meaning here is that in a neighbourhood one would need to solve the problems at hand if not it will breed other problems. It was noted "that if a window in a building is broken and is left unrepaired, all the rest of the windows will soon be broken…one unrepaired broken window is a signal that no one cares and so breaking more windows costs nothing" (Wilson & Kelling, 1982).

Here at the flats this is manifested by vandalism, uncleanness of the neighbourhood with rubbish being disposed in an improper way. Broken lifts or badly maintained in high rise flats causing misery and suffering especially to the elderly. Some say it is the weak culture of maintenance, blaming the local committee or local government, for others it's the residents who are not taking good care of the public and common spaces in the local neighbourhood. Social and environmental conditions breed's negative perceptions and unattended situations continue to breed more issues. Furthermore, negative media reporting further creates

very negative impressions of these neighbourhoods and people tend to stereotype their residential places as well as fear the people living in them.

Community Based Solutions

Local leaders identified 10 local solutions as indicated in Appendix 3. All these ten have varying priorities at each of the neighbourhoods. Each neighbourhood were asked to identify at least three key solutions; however, some have identified less.

Of these ten, five solutions seem more popular as summarised in Table 4. Eight have identified networking with agencies in problem solving, five have been identified reporting to agencies and three others have identified awareness programs, neighbourhood assisted cleaning program and role monitoring & enforcement. All these are important for finding solutions to common neighbourhood concerns. These suggestions are not rocket science but pragmatic and local based. It is significant to note that local leaders are seeking the cooperation that is urgently needed for collective action. Part of this means joint discussions to determine local priorities.

Table 4 Local Solutions

SOLUTIONS	NEIGHBOURHOODS
Networking with agencies	8
Reporting to agencies	5

Awareness Program	3
Neighbourhood assisted cleaning	3
Monitoring & Enforcement	3

<p align="center">*For details refer to Appendix 3</p>

Assisting Agencies & Organisations

Thirteen different agencies and organisations have been identified under two categories, namely government agencies and local organisations. This is captured in Appendix 4. However, a closer look as illustrated by Table 5 notes that the four organisations most referred to by the local leaders are the community watch by the Department of National Unity and Integration which was mentioned by all neighbourhoods; followed by the police as cited by 9 neighbourhood leaders; and finally the local government and the anti-drug agency which was referred to by 7 neighbourhoods.

<p align="center">Table 5 Government Agencies</p>

ASSISTING AGENGIES	NEIGHBOURHOODS
Local security committee /community watch (JPNIN)	12
Police	9
Local Government	7
Anti-Drug Agency	7

<p align="center">*For details refer to Appendix 4</p>

One can easily recognise the need for inter-agency cooperation and involvement in solving local issues in partnership with grassroots leaders. This is not only done at the Federal government level but urgently needed at the local level. Engaging local people together with the relevant specialised agency is of utmost importance. In this contest the National Unity & Integration Departments is playing the major coordinating role in linking people and their problems at the local level towards solutions by inter agency cooperation.

However, our major challenge in Malaysia is the absence of local government elections and therefore difficult to hold local leaders and agencies accountable. Malaysia had local government elections in the early years but it was discontinued in the late 1960s. Efficiency and effectiveness could be linked with the inability of local government action in solving these concerns. Another key factor is the highly centralised Federal agencies which are outside the responsibility of local government. Of the four agencies listed in Table 4, three are under Federal agencies. Inter-agency cooperation with a recognised and accountable agency at the grassroots are major structural issues impacting grassroots democracy and in solving local issues. In so doing many of the issues identified goes unresolved, impacting negatively the quality of life of ordinary people. There is a consistent call for the reintroduction of local government elections especially with the change in the Federal government in May 2018 (Goh, 2018).

In this context we can raise the issues pertaining to representative democracy and participatory democracy. In the former it's the elected officials in local government will try an essential role in addressing local

concerns. However, it is important to recognise a participatory dimension is essential to ensure active citizenry and grassroots. This dimension is about participation is as important as being elected to office.

Core Principles on Stakeholder Engagement

Arising from the study of twelve neighbourhoods are seven core principle on stakeholder engagement in problem solving and in building neighbourhood cohesion and sustainability. The implication meaning active citizens groups which are self-managed with good leadership is important and they must work in close cooperation not just with the Department of Unity & Integration but all the essential agencies. The key aspect is local identification of local issues, finding solutions and solving the issues in cooperation with all the relevant agencies. The objective here is to improve the quality of life as well as improve the level of social cohesion at the neighbourhood level. The seven key principles are identified are:

Firstly, an organised neighbourhood committee:

A well organised local neighbourhood committee is key to success in terms of leadership, ethnic representation based on local demography, representative by gender adequate women representation as well as youth representation especially of those below 30 years of age. Nature of legal structure with delegation of duties and representation which is inclusive and representative of all the neighbourhood residence.

Second principle: Identification of local issues:

Ability of local leaders to be able to analyse what are the most critical local needs, concerns and issues. They

identifying this based on their local knowledge and experience, based on most frequent complaints by local people. Also matters they discuss with local government officials and matters with government official brief them with. Noting symptoms and root causes is also essential for analysis so as to know what to do in addressing the root causes for long term social transformation and change at the neighbourhood level.

Third principle: Solutions related activities:

Here we are looking at the activities which they have organised which is not one off but continuous and targeted to the analysis and focused on bringing an end or reduction to the problems identified.

Fourth principle: Participation of people (compared with local demography):

Another benchmark is based on the demography figures so see some co relations in the participation in local activities. The local reality is minorities are not very active nor participating in local neighbourhood programs. Local leaders must ensure that all neighbourhood related activities must see an increased participation of all communities. The environment for inclusive participation must be enhanced including a review of the programs and even food served must reflect community diversity. Fostering local bonding and cohesion is most essential.

Fifth principle: Agency involvement /engagement:

Agency cooperation is very necessary in addressing some of the local issues such as drugs, alcohol abuse, crime, rubbish clearance and also addressing the quality of life issues. This cooperation might be in terms of a dialogue or meeting or joint enforcement.

Sixth principle: Actual reduction or elimination of the issues:

The ultimate objective of the activities is to reduce the problems, address the needs and eliminate the issues. This assessment can be objective for example if the concern was disposal of rubbish, the post action situation must have changed. This is the long-term goal but in the mean time we can see a reduction of problems and an increase of people participation. It is important to document these findings.

Conclusion

In conclusion one can draw five key conclusions on localising SDGs for policy advocacy and delivery of services at the neighbourhood levels.

First, we note that in the SDGs, the B40 in cities and urban centres are a key target group as there is a focus on addressing inequality. Therefore SDG 10, 11 and 16 are key pointers, which lays emphasis on working in partnership with all stakeholders. B40 local communities are key partners in development in the urban space

Second, Malaysia has experienced rapid urbanisation. There is much prosperity in the cities and urban centres in Malaysia but there is another side of the city where the urban poor & B40 lives which needs urgent intervention.

Third, the local university became a partner in this process and began documenting the issues and concerns. The University partner the Institute of Ethnic Studies, National University of Malaysia (KITA-UKM) provided

research, training and consultancy work in developing intervention programs. Methodology used – community profiling, local visits, focus group discussions & capacity building programs including developing a training module and setting up a monitoring and impact assessment tool.

Fourth, the Department of National Unity and Integration which has a very strong network in all the urban locations, became the agency partner from the Federal government at the Prime Minister's Department. The department provided funds for research, capacity building and local community-based projects as well as facilities networking with other agencies in the solutions of local problems. They have the potential for playing the role as a coordinating inter-agency cooperation at the neighbourhood levels and being the bridge between government and the grassroots communities.

Fifth and most important, the partnership with local grassroots communities living in B40 neighbourhoods in the urban centres in Malaysia. They know the issues and concerns namely the local problems and also the solutions. They need the support and assistance to solve them. We found people's engagement and partnership as most urgent and critical along with inter agency cooperation as problems are multi-dimensional. People participation including the role of civil society as partners in local development, in the implementation and localization of SDGs is most urgent and essential.

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Appendix

Appendix 1: Neighbourhoods

LOCATION CODE	MALAYS		CHINESE		INDIAN		FOREIGNERS		TOTALS	
	Number of Houses	Population	Number of Houses	Population	Number of Houses	Population	Number of Houses	Population	Number of Houses	Population
NP1	670	2784	50	160	60	160	20	96	**800**	3200
Flat Pendamar Indah 2, Pelabuhan Kelang	84%	87%	7%	5%	7.50%	5%	2.00%	3%	100%	100%
NP2	1000	5200	20	100	40	200	100	500	**1160**	6000
Flat Baiduri Fasa 6, Taman Tasik Kesuma	86%	86.80%	2%	1.60%	4%	3.30%	8.60%	8.30%	100%	100%
NP3	480	2400	22	88	73	292	12	84	**587**	2864
Apartment Taman Setia Rawang, Gombak	82%	84%	3%	3.08%	12%	10.20%	2.05%	2.94%	100%	100%
NP4	828	3864	414	276	138	1104	0	276	**1380**	5520
Gabungan KRT Pangsapuri Enggang	60%	70%	30.00%	5%	10%	20%	0.00%	5%	0%	100%
NP5	756	3780	108	540	54	270	152	810	**1070**	5400
Pangsapuri PKNS. Seri Kembangan	70%	70%	10%	10%	5%	5%	15%	15%	100%	100%
NP6	210	1050	0	0	10	50	0	0	**220**	1100
Apartmnent Blok M&N, Taman Petaling Perdana	95%	95%	0%	0%	5%	5%	0%	0%	100%	100%
NP7	256	1500	0	0	0	0	0	0	**256**	1500
Pangsapuri 17 Tingkat, Kampung Baru	100%	100%	0%	0%	0%	0%	0%	0%	100%	100%
NP8	669	2840	15	190	14	810	0	0	**698**	3840
Bukit Bangsar/Sri Pahang	87%	73.95%	2%	4.96%	11.00%	21.09%	0	0	100%	100%
NP9	117	435	216	580	169	595	281	375	**783**	1985
Rumah Pangsa Jalan Hang Tuah	15%	23%	28%	28%	22%	30%	35%	19%	100%	100%
NP10	312	1092	0	0	4	12	0	0	**316**	1104
PPR Hiliran Ampang, Blok A	98.72%	98.72%	0%	0	1.28%	1.09%	0%	0%	100%	100%
NP11	670	3150	50	585	60	815	20	0	**800**	4550
PPR Gombak Setia	84%	69%	7%	13%	8%	18%	2%	0%	100%	100%
NP12	1055	4234	240	948	285	1138	0	0	**1580**	6320
PPR Seri Semarak, Setapak	66.77%	67%	15%	15%	18%	18%	0%	0	100%	100%
TOTALS	**7023**	**32329**	**1135**	**3467**	**907**	**5446**	**585**	**2141**	**9650**	**43383**
	73%	75%	12%	8%	9%	13%	6%	5%	100%	100%

Appendix 2: Neighbourhood social issues and problems

ISSUES AND PROBLEMS	NP 1	NP 2	NP 3	NP 4	NP 5	NP 6	NP 7	NP 8	NP 9	NP 10	NP 11	NP 12	TOTAL
Social Ills													
Drugs	√	√			√	√	√	√	√	√	√	√	10
Loitering (lepak)		√							√	√		√	4
Vandalism	√				√			√		√	√		5
Truancy			√										1
Illegal Motorbike racing		√			√								2
Sexual Related						√							1
Crimes													
House break ins		√			√								2
Motorcycle theft		√	√	√	√				√				5
Gangsterism							√	√					2
Criminal Activity								√					1
Infrastructure & Cleanliness													
Building Maintenance Issues		√					√				√		3
Broken lift				√				√	√	√			4
Lack of parking spots				√		√			√				3
Cleanliness	√	√		√		√	√						5
Urban Poverty													
Low income		√									√		2
Total	3	8	2	4	5	4	4	5	5	4	4	2	50

Appendix 3: Community based solutions

SOLUTIONS	NP 1	NP 2	NP 3	NP 4	NP 5	NP 6	NP 7	NP 8	NP 9	NP 10	NP 11	NP 12	TOTAL
Networking with agencies	√	√	√	√	√	√		√	√				8
Awareness program	√								√		√		3
Neighbourhood assisted cleaning	√			√			√						3
Dialogue and discussions			√						√				2
Free Parking Stickers			√										1
Monitoring & Enforcement							√	√			√		3
Voluntary Security Patrol									√	√			2
Reporting to Agencies					√		√	√		√	√		5
Motivational seminar											√	√	2
Youth related activities												√	1
TOTAL	3	1	3	2	2	1	3	3	4	2	4	2	30

Appendix 4: Assisting agencies & organisations

	NP 1	NP 2	NP 3	NP 4	KN 5	NP 6	NP 7	NP 8	NP 9	NP 10	NP 11	NP 12	TOTAL
Government Agencies													
Local Security Committee	√	□	√	√	□	/	√	/	√	√	/	√	12
Local Government	√				√	√	√	√	√	√			7
Police	√	√	√		√	√	√	√	√		√		9
Anti-Drug Agency	√	√					√	√	√		√	√	7
Micro-Loan (TEKUN)											√		1
Welfare Department											√		1
Local Organisations													
Local Ngo	√										√		2
Parent Teacher Association			√										1
Local Safety Team			√							√			2
Local Management Committee				√			√						2
Volunteer Enforcement Team RELA)						√							1
Local Residence Committee									√	√			2
Local Mosque Committee										√			1
TOTAL	5	2	4	2	2	2	5	3	5	5	5	2	43

Appendix 5: Photos

Figure 1 - Denison and James together with JPNIN DG and staff.

Figure 2 - Dr. Denison together with JPNIN officers.

Figure 3 - NP1 Pendamar Indah 1

Figure 4 - NP1 Pendamar Indah 2

Figure 5 - NP2 Kesuma 1

Figure 6 - NP2 Kesuma 2

Figure 7 - NP3 Setia Rawang 1

Figure 8 - NP3 Setia Rawang 2

Figure 9 - NP4 Enggang 1

Figure 10 - NP4 Enggang 2

Figure 11 - NP5 Seri Kembangan 1

Figure 12 - NP5 Sri Kembangan 2

Figure 13 - NP6 M & N Petaling 1

Figure 14 - NP6 M & N Petaling 2

Figure 15 - NP7 Kampong Baru 1

Figure 16 - NP7 Kampong Baru 2

Figure 17 - NP8 Sri Pahang 1

Figure 18 - NP8 Sri Pahang 2

Figure 19 - NP 10 Ampang Hiliran 1

Figure 20 - NP10 Ampang Hiliran 2

Figure 21 - NP9 Hang Tuah 1

Figure 22 - NP9 Hang Tuah 2

Figure 23 - NP11 Gombak Setia 1

Figure 24 - NP11 Gombak Setia 2

Figure 25 - NP12 Sri Semarak 1

Figure 26 - NP12 Sri Semarak 2

About the Author

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About KITA

The Institute of Ethnic Studies (KITA) was officially established on 8 October 2007 by Universiti Kebangsaan Malaysia (UKM) to undertake academic research on subjects pertaining to ethnic studies in Malaysia. This research institute is 'only one of its kind' in Malaysia, focusing specifically on 'ethnic studies' with thematic studies orientation. The Institute emerged out of the need to maintain at home the present peaceful inter- and intra-ethnic existence against worldwide problematic, and sometimes violent ethnic situations.

Organisationally, KITA has six research clusters, each being led by a prominent scholar or a highly experienced professional person. The six research clusters are: Social Theory and Ethnic Studies; Ethnicity and Religion; Ethnicity at Workplace; Ethnicity and Consumerism; The Arts and Social Integration; Ethnicity and Food. KITA's postgraduate programme (PhD and Masters) was launched in December 2009.

Mengenai KITA

Institut Kajian Etnik (KITA) ditubuhkan secara rasmi oleh Universiti Kebangsaan Malaysia pada 8 Oktober 2007. KITA merupakan satu-satunya institut penyelidikan di Malaysia yang memberi tumpuan sepenuhnya kepada segala kajian berkaitan dengan 'etnik' dan 'etnisiti'.

Dari segi organisasi, KITA mempunyai enam rumpun penyelidikan. Setiap satu rumpun diketuai oleh seorang sarjana atau ahli profesional yang mempunyai rekod prestasi cemerlang. Enam rumpun penyelidikan berkenaan adalah: Teori Sosial dan Kajian Etnik; Etnisiti dan Agama; Etnisiti di Tempat Kerja; Etnisiti dan Konsumerisme; Kesenian dan Integrasi Sosial; Etnisiti dan Makanan. Mulai Disember 2009, KITA menawarkan program siswazah (PhD dan Sarjana).