

SOCIAL PROGRESS ASSESSMENT

Innovating Malaysia's Social Sector



March 2017



The primary goal is to develop a means for social progress assessment for Malaysia, which acts as an enabler of paymentby-result models of social finance.

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Malaysian Social Issues: Definition & Categories

"To understand the true cost of a particular social issue to the government, we must first consider and understand the activity chain associated with the given issue"



Linking Up the Chain



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APPENDIX

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Social innovation is seen as especially vital in addressing the increasing complexity of social issues. Strengthening the collaboration among the private sector, social sector, and government will require action through a whole-society approach.

INTRODUCTION TO SOCIAL PROGRESS ASSESSMENT (SPA)



1.1 Executive Summary

SOCIAL PROGRESS ASSESSMENT (SPA): A KEY BUILDING BLOCK TO SOCIAL INNOVATION

Since *Merdeka* in 1957, Malaysia has experienced and sustained one of the region's strongest economic growth rates. The nation and its leaders have consistently displayed resilience through tumultuous times, setting it on track to achieve *Wawasan 2020*. Now on the last leg of its journey, the focus has shifted to aspirations outlined in the Eleventh Malaysia Plan (RMKe-11): 'to attain our aspiration of an advanced nation that is inclusive and sustainable by 2020.' Making this 'People First, Performance Now' vision of 2020 a reality requires a fundamental rethink of how resources are allocated to achieve scalable and sustainable impact. This is especially true in an environment where social issues continue to become more complex, placing a strain on the government as the main provider of social service delivery.

Innovation is a game changer in RMKe-11 to sustain economic growth and improve the wellbeing of the rakyat. Broadly, innovation can be categorised into enterprise innovation and social innovation. While the former focuses on innovation at the enterprise level as pillars of the economy, social innovation is equally important to ensure the nation's growth and advancement at a societal level.

Three (3) key strategies have been stipulated in RMKe-11 to encourage the strategic thrust required for social innovation. Namely, these are: F5) Strengthening collaboration through a whole-society approach, F6) Developing a social financing model, and F7) Promoting higher order thinking skills to develop a dynamic society. Agensi Inovasi Malaysia (AIM) has led these strategic thrusts since its establishment through an Act of Parliament in December 2010. AIM has been responsible, for example, for ongoing initiatives in Strategy F7 by scaling up existing programmes such as i-Think and Genovasi, prioritising science and mathematics in education, and expanding career opportunities in science and technology.

The role of Social Progress Assessment (SPA) lies in linking Strategy F5 and Strategy F6. The primary goal is to develop a means for social progress assessment for Malaysia, which acts as an enabler of payment-by-result models of social finance. Collectively, this involves the development of two (2) primary tools: I) The Social Impact Measurement Tool (SIMT), and II) The Social Progress Assessment (SPA). The SIMT creates a uniform method for the private sector and social-purpose organisations (SPOs, including NGOs, social enterprises, and other non-profits) to outline, measure, track, and report the impact of their social initiatives. The SPA on the other hand, allows those organisations and the government to calculate and compare potential cost savings of social initiatives in a measurable and standardised manner. The combination will enable a whole-society approach to address social issues, allowing for effective and strategic interventions. The ability to measure social innovation is imperative to creating a model that will replace traditional top-down approaches to address social issues, as well as enable cost savings for both the government and society as a whole.

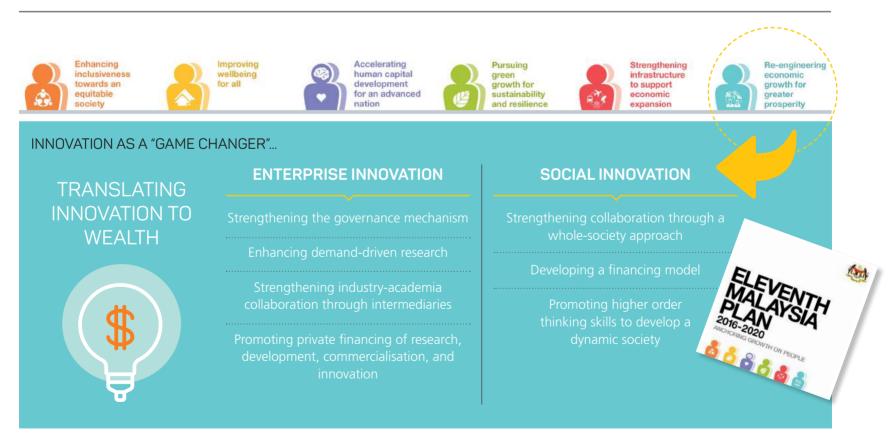
1.2 Strategic Needs Assessment

THE GROWING NEED FOR SOCIAL INNOVATION

As Malaysia continues to develop and advance as both a vibrant economy and a diverse community, social dynamics within the country are likely to become more complex as well. The combination of strong economic and population growth with rapid urban migration often leads to income disparity, a greater urban-rural divide, and socio-political diversification. While much of these are common 'growing pains' in any developing nation, they will inevitably create an increasingly complex set of social dynamics, which in turn raise a variety of social issues. Figure 1 illustrates the role of innovation as a driving force for one of the six (6) strategic thrusts in achieving Vision 2020 as outlined in RMKe-11. Social innovation is seen as especially vital in addressing the increasing complexity of social issues. Strengthening the collaboration among the private sector, social sector, and government will require action through a whole-society approach. Beyond that, developing a social financing model will help to create a new paradigm for how Malaysia, as a nation, approach and address social issues affecting the *Rakyat* today.

The intent of the government to enhance social service delivery is clear. As Prime Minister Dato' Sri Mohd Najib announced under the National Budget, the government is committed to 'ensure cohesion and economic growth, inclusive and prudent expenses as well as, the wellbeing of the *Rakyat*.'

Figure 1 INNOVATION AS A GAME CHANGER, AND THE ROLE OF SOCIAL INNOVATION



Introduction to Social Progress Assessment (SPA)

The government now shoulders much of the responsibility of social service delivery. Historically, much of the government's resources has gone into providing reactive programmes which offer remedial solutions after a particular social issue arises. Many social-purpose organisations (SPOs) have attempted to provide innovative interventions to social issues as well, but often face capacity and resource constraints. The question, then, becomes how to effectively combine the government's scale and resources with the collective action, skills, and enthusiasm of SPOs in order to promote flexibility in the delivery of social services, as well as reduce burden to the government.

1.3 The Link to Social Finance

SOCIAL FINANCE AS AN EMERGING PARADIGM AND SPA'S ROLE AS A KEY ENABLER

The current social funding model, as described in the RMKe-11 Strategy Paper, operates in three (3) ways:

- i. **Government social funding & service delivery.** The government funds NGOs through grants and also delivers social interventions directly, primarily through the Ministry of Women, Family and Community Development, and the Department of Social Welfare.
- ii. **Private or corporate social projects & CSR.** Private companies and foundations run selected social initiatives as CSR, with focus mostly given to corporate branding.

iii. Social activism: social-purpose organisations (SPOs; including NGOs, social enterprises, etc.). Social interventions powered largely by volunteers, private donors, and other grassroots initiatives.

Issues and limitations to the current model include sustainability and scalability, rising social disparity and complexity, as well as insufficient collaboration between the government and SPOs. The combination leads to an inefficient allocation of resources at a time when it is imperative to maximise resources.

The new Social Service Financing Model, as described in the Social Finance Roadmap, aims to shift the paradigm in which social funding currently exists by enabling a payment-by-results model involving the government, SPOs, and the private sector. This model is outlined in Figure 2 below. Figure 3 provides a further illustration of how to apply this model in addressing the needs of a particular social issue.



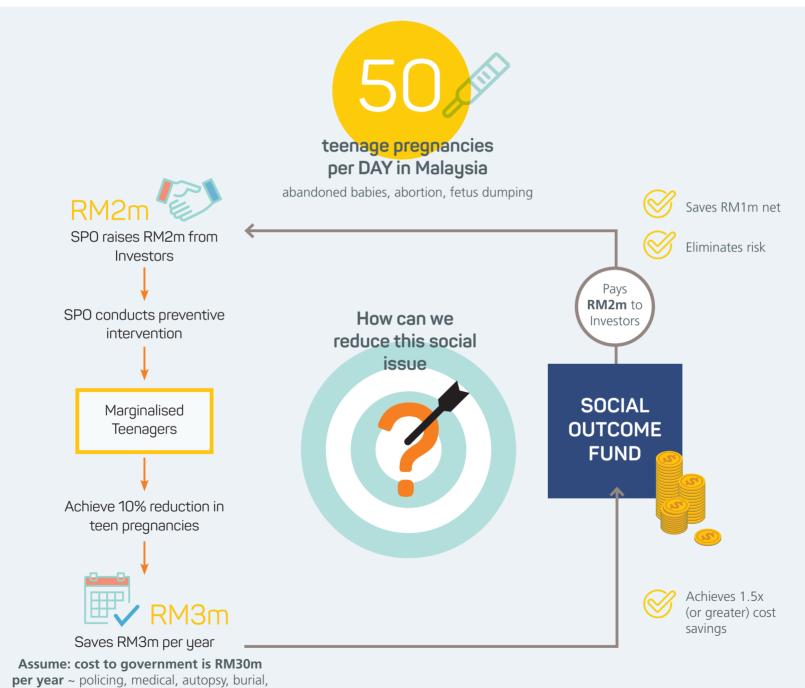


Figure 2 A NEW MODEL FOR SOCIAL FINANCE



Introduction to Social Progress Assessment (SPA)

Figure 3 A SOCIAL OUTCOME FUND - ONE OF THE POTENTIAL NEW SOCIAL FINANCE MODELS (ILLUSTRATIVE)



baby hatch, orphanage, welfare costs

This is where the SPA project comes in. Effective collaboration requires a standardised method for the government and SPOs, as well as potential private funders, to measure impact and potential cost savings in a comparable manner. Through the development of a standardised unit cost database, SPA will provide the final link in the chain in enabling a Social Finance Public-Private Partnership (SF PPP).

1.4 Context and Project Background

DEVELOPING THE FOUNDATION OF SPA

The development of the SPA tool is the current focus of the overall roadmap, as outlined in Figure 4 below. This seeks to answer two (2) primary questions that are explored throughout this report:

Figure 4 ROADMAP FOR SOCIAL INNOVATION 2014-2018

- i. What are the prevalent social issues within Malaysia, which are associated with the deep poverty, destitute, forgotten members of the society?
- ii. What are the activity chains and associated costs of social service delivery conducted by the government, for the prevalent social issues?

The process of answering these questions, along with exploring existing international examples and understanding the current works conducted locally, will allow the government to identify the true cost of social service to the rakyat and prioritise the social issues to be tackled via Social Innovation.

Social Impact Committee (SIC)	Social Finance Roadmap (SFR)	Exploratory study on National Key Social Outcomes (NKSO)	Social Impact Measurement Toolkit (SIMT)	Social Progress Assessment (SPA)	
The Social Impact Committee (SIC) was set up to advise and	Roadmap that outlines approach to build effective, inclusive, and collaborative Social Finance ecosystem in Malaysia Includes discussions & inputs from public, private, and SPO sectors	UPM and USM have presented their reports	The SIMT was created in December 2015 and will be a tool for measuring	Identification of prevalent social issue	
promote AIM's Social Innovation agenda		Findings will lead to and provide the baseline	impact	Identification of cost indicators of soc	
		for the Social Progress Assessment	Three (3) leading SPOs have piloted tool in their projects	service delivery for prevalent social issue	
			AIM is now in the process of enhancing the tool further	current focus	

Introduction to Social Progress Assessment (SPA)

The identification of prevalent social issues within Malaysia requires a clear vision as to which segments of society require the most and immediate attention. For the purposes of SPA, these have been defined as segments that face deep poverty, destitute persons, or simply forgotten members of society. The prevalent issues faced here have been organised into seven (7) main categories, as illustrated in Figure 5. Chapter 3 offers further details on the methodology of identifying target segments and categorising social issues.



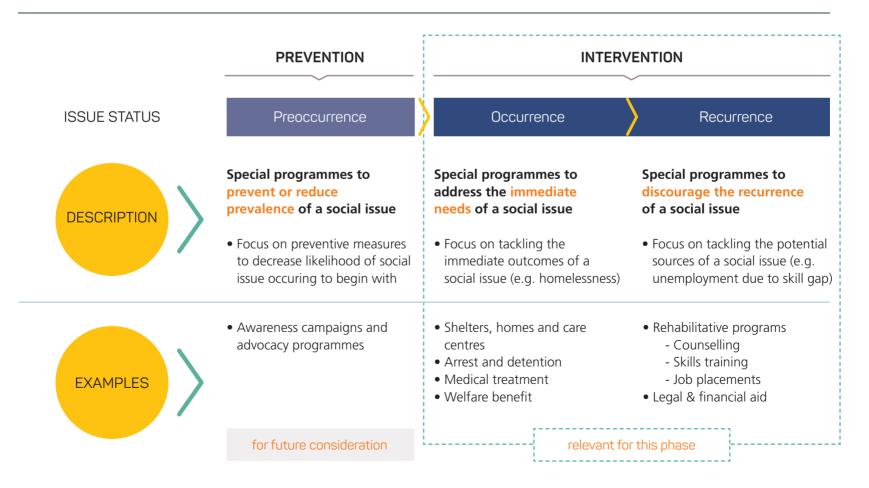
Figure 5 IDENTIFYING TARGET SEGMENTS AND CATEGORISATION OF SOCIAL ISSUES



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After identifying the initial list of prevalent social issues, SPA will consider the current cost of social service delivery required to address each issue. Here, the line is drawn between costs incurred for preventive measure before a particular issue has occurred, and reactive measures to remedy an issue after the fact. For the purposes of this phase of SPA, the focus is only on the latter. The distinction between the two is illustrated in Figure 6. Chapter 5.2 will provide further detail on the methodology behind cost identification. The data gathered by these two exercises will help develop a unit cost database. The database, a compilation of the fiscal cost of key social issues to the government, will be used as the benchmark for identifying, evaluating and monitoring the success of the social programmes carried out via the social finance model.

Figure 6 SOCIAL PROGRESS ASSESSMENT COSTS – PREVENTION VS. INTERVENTION





Introduction to Social Progress Assessment (SPA)

1.5 The Benefits for Malaysia

MUTUAL BENEFITS FOR THE GOVERNMENT, PRIVATE SECTOR, AND SOCIAL-PURPOSE ORGANISATIONS

Ultimately, the development of SPA in enabling a Social Finance Public-Private Partnership (SF PPP) model leads to mutual benefits among the government, the private sector, and SPOs – creating a 'win-win-win' situation.

The primary benefit to the government is the reduction of its resource management and budget burden as the primary provider of large-scale social service delivery. All three sectors will be able to reduce risk through the sharing of resources.

SPOs will be able to use the database to assess potential in creating proposals for social programmes, and to evaluate and compare their initiatives with best practices from other SPOs. From the government's perspective, the social service commissioner will be able to use the unit cost database in evaluating and financing social programmes proposed by SPOs, and as a basis for evaluating the amount of payouts to be made to the SPOs under the Social Outcome Fund or similar social financing models.

Furthermore, the database will allow the government to understand where the majority of costs lie in the activity chain for social issue intervention, and make corresponding changes through social innovation to increase efficiency and cost-effectiveness. Once the government can see unit costs across the entire activity chain of social programmes, it can conduct regular cost-effectiveness assessments of its allocation of funds towards social programmes. The unit costs database will also allow government to assess whether there are programmes run by SPOs that the government can fund which would bring about greater cost savings as compared to running the programmes via government channels. "The primary benefit to the government is the reduction of its resource management and budget burden as the primary provider of large-scale social service delivery"

Lastly, a unit cost database will allow private investors to suitably assess the viability of a social programme before investing. Without this database, private investors must generally rely on their own experience when assessing a social programme's risk and return trade-off. With the database, private investors could make better decisions based on quantifiable and legitimate information obtained from credible government sources and interviews. This should encourage stronger interest in the social financing model. Based on evidence from the United Kingdom, SPOs and the private sector would be keen on investing once this support system is in place.

Beyond offering a better model for resource allocation, the SF PPP will also create the opportunity to leverage civil society's collective skills, enthusiasm, and capacity for innovation, allowing for increased flexibility in the implementation of social programmes. Increased collaboration also stands to build a positive public perception of the government as an enabler of civil society and the social sector as a whole.

Figure 7 summarises the ways in which each party may stand to gain from this new way forward.

...VIA SOCIAL FINANCE PUBLIC THREE FORCES BROUGHT TOGETHER... -PRIVATE PARTNERSHIP What are the benefits What is it? to society? GOVERNMENT • Social Finance Public-Private • Reduce the burden and risks Partnership programme of social services programmes promotes investments from through sharing of resources the private sector, foundations among three sectors and individuals in developing social services • Leveraging civil society's collective skills, enthusiasm, SP0 SECTOR • SPOs conduct programme of and innovation capacity intervention in agreement with • Build positive public private investors perception of government • The funds will be reimbursed as enabler, rather than competitors or adversary of by the Governement when agreed outcomes are achieved civil society • Increase the flexibility in implementation of the programmes

Figure 7 MUTUAL BENEFITS OF WHOLE-OF-SOCIETY APPROACH THROUGH SF PPP

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SPA represents the first step for Malaysia to develop its own social financing model, which will play a catalytic role in its goal to become an advanced nation.



A GLOBAL PERSPECTIVE OF SOCIAL FINANCE

Key learnings from international best practices



2.1 Social Finance Overview

Before going into the details of the SPA project, it is necessary to take a moment to understand the global landscape of social finance. This will offer a better and more thorough understanding of not only social finance, but also the initiatives that various parties around the world, such as governments and SPOs, are taking to champion social financing's agenda. It will also help the reader appreciate the relevance of SPA to Malaysia's social financing roadmap.

This chapter will briefly introduce the concept of social finance, using the social finance structures of the United Kingdom and Australia as primary examples. The reader will also be introduced to the methodologies commonly used in measuring social impact, with a discussion of how these will apply to the implementation of the SPA project.

A recent report published by The Boston Consulting Group and The Young Foundation defined social finance or investment as raising financing for the purpose of funding initiatives that will bring about both social and financial returns. Social financing instruments available today include, but are not limited to:

- 1. Secured lending
- 2. Unsecured lending
- 3. Quasi-equity, such as Social Impact Bonds
- 4. Equity financing

Social financing differs from traditional sources of financing in the expectation of a financial return. The traditional sources of funding for SPOs usually include grants from private foundations and donations or endowments from wealthy individuals. These traditional fund providers typically do not expect a financial return on their financial outlay. Instead, their objective is usually only to accomplish a social outcome. Social financing also differs from other commercial sources of financing that typically looks only at the financial returns without evaluating the social impact. The providers of commercial funding typically assess the viability of an investment or loan based solely on the the borrower's ability to repay the loans or on the project's commercial viability.

2.2 International Landscape of Social Finance

Best practices from the global landscape of social financial including recent trends, stakeholders and successes have been reviewed to ensure the consistency of the SPA project with international perspectives. The review includes the social finance landscape in three major OECD countries – the United Kingdom (UK), Australia, and the United States of America (USA).

UNITED KINGDOM

The British government has had a long history of employing the social sector, private investors, and corporations to address the nation's social issues and to deliver social services that respond to these issues. It is not surprising, therefore, that the United Kingdom also has one of the most mature and developed markets for social finance. Years of strategic interventions by the government have created a Social Finance landscape that fosters sustainable collaboration and engagements among the government, private sector, and social sector organisations to achieve social outcomes that benefit its people.

Since the establishment in 2012 of Big Society Capital, which uses funds from dormant bank accounts in the UK to invest in social finance intermediaries, an estimated £370 million has been channelled via Big Society Capital and its co-investors into funding charities and other impact organisations in the UK.

The UK-based non-profit Social Finance has helped launch what is arguably the world's first Social Impact Bond (SIB) in the form of the Peterborough Prison Bond. The SIB was launched in collaboration with the Ministry of Justice to reduce the recurrence of offences among those leaving Peterborough Prison. The SIB managed to raise £4.9 million from private investors, and the corresponding SPO has reduced prisoner recidivism.

AUSTRALIA

The Australian Government set up the Social Enterprise Development and Investment Fund (SEDIF) in 2010 to provide initial funding for the establishment of three social investment funds that will disburse those funds for social enterprises, mostly in the form of loans. The three social investment funds are:

- 1. Social Enterprise Finance Australia
- 2. Social Ventures Australia
- 3. Foresters Community Finance (known as "Foresters")

The initial AUD20 million in funding provided by the Australian Government has since been supplemented with additional funding from private investors to create a total of AUD40 million in investment funds.

UNITED STATES

Social finance in the United States has proven to be robust, due to its long-standing tradition of private philanthropy and a market that is willing to experiment with new and innovative social financing methods.

The US government has taken the lead in supporting the Social Finance sector through initiatives such as the Community Development Financial Institutions (CDFI) fund and the Social Innovation Fund (SIF).

The CDFI Fund was set up in 1994, and focuses on providing capital to financial institutions that disburse funds to community development activities through a combination of grants, loans, guarantees and tax credits. From 1994 through 2011, the CDFI Fund has provided US\$1.3 billion in funding to these community development financial institutions and has facilitated a further US\$10 billion in private sector investments.

The Social Innovation Fund was set up in 2009 and focuses on investing in innovative and scalable social impact enterprises. The SIF has since provided US\$241 million in federal grants, with an additional US\$516 million from private funding, to social impact enterprises operating in the high-need communities across the US. Several states have also been using Social Impact Bonds as a tool to finance social services. The State of Utah, for example, has launched a Social Impact Bond for funding early childhood education. The Utah project to extend early childhood education was the first SIB to be launched in the US. New York City launched a SIB in August 2012 to fund an initiative to reduce recidivism among juvenile offenders (Shah and Costa, 2013).

2.3 Impact Measurement Philosophies

The key enabler of social financing is a consistent way of measuring impact. Commonly used methodologies for measuring impact and outcomes of social initiatives are:

- 1. Cost-Benefit Analysis
- 2. Social Return on Investments (SROI)

COST-BENEFIT ANALYSIS

The Cost-Benefit Analysis (CBA) expresses the costs and social impacts of an investment in monetary terms and assesses them according to one or more of the following measures (Rosenzweig, 2004): (1) Net present value – the aggregated value of all costs, revenues, and social impacts, discounted to reflect the same financial period (2) Benefit-cost ratio – the discounted value of revenues and positive impacts divided by the discounted value of costs and negative impacts (3) Internal rate of return – the net value of revenues plus impacts expressed as an annual percentage return on the total costs of the investment

SOCIAL RETURN ON INVESTMENTS

The Social Return on Investments (SROI) is a popular method for calculating an organisation's impact in the social service sector. It calculates the "social cash flows" for outcomes describable in monetary forms, and a net present value calculation of those to arrive at a return on investment, or ROI. The utilities of SROI lie in its ability to measure



A Global Perspective of Social Finance

outcome and impact in a quantifiable, monetary manner, and at the same time for its ability to capture the "social" element of benefits accrued.

OTHER METHODOLOGIES FOR IMPACT MEASUREMENT

Various other methods can measure impact in the social sector, but a detailed explanation of each of them is beyond the scope of this report. Those interested will find additional information in the following reports:

- 'Building the Evidence Base,' Organisation for Economic Co-operation and Development, January 2015
- 'Measuring Impact,' Social Impact Investment Taskforce, September 2014
- 'The State of Measurement Practice in the SGB Sector,' Aspen Network of Development Entrepreneurs, June 2014
- 'A Practical Guide to Measuring and Managing Impact,' European Venture Philanthropy Association, April 2013
- 'Catalog of Approaches to Impact Measurement,' Social Venture Technology Group, May 2008

2.4 Impact Measurements in Practice

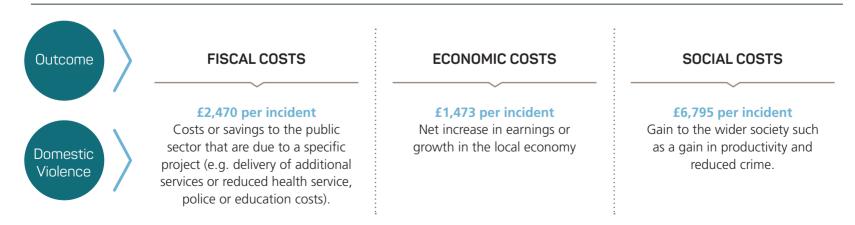
(I) IMPACT MEASUREMENT IN MANCHESTER

The City of Greater Manchester, United Kingdom, has commissioned the compilation of a cost database through its economic development agency, New Economy. This unit cost database consists of more than 600 cost indicators, covering areas such as crime, education and skills, employment and economy, fire, health, housing and social services.

The cost database provides the government, private sector, and non-profit sector with better information for developing proposals for new interventions, the redesign of public services or their evaluation. These insights enable project managers to make better predictions about the costs and benefits associated with their intervention programmes or projects, before undertaking a more detailed Cost Benefit Analysis (CBA) or even the Social Return on Investment (SROI).

New Economy reviews and updates the database on a regular basis as new research and analysis is published. The 2015 edition of the database is its fourth. Figures 8 show samples from the Manchester Unit Cost database.

Figure 8 SAMPLE UNIT COST FOR MANCHESTER UNIT COST DATABASE



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Figure 8 SAMPLE UNIT COST FOR MANCHESTER UNIT COST DATABASE (cont'd)

		Cost / Saving Detail	Unit	Fiscal Cost		Economic Cost			Social Cost			
	Outcome Detail			Estimated cost/ saving	Year	Updated cost/ saving	Estimated cost/ saving	Year	Updated cost/ saving	Estimated cost/ saving	Year	Updated cost/ saving
	Anti-Social Behaviour	Anti-social behaviour further action necessary (cost of dealing with incident)	Per incident	£500	2002/ 03	£673						
	Domestic /iolence	Domestic violence - average cost per incident (fiscal, economic and social values)	Per incident	£2,470	2008/ 09	£2,836	£1,473	2008/ 09	£1,692	£6,795	2008/ 09	£7,803
(Offending	Offender, Prison Average cost across all prisons, including central costs (costs per prisoner per annum)	Per person per year	£33,785	2013/ 14	£34,840						
	Youth Offending	Youth offender, average cost of a first time entrant (under 18) to the Criminal Justice System in the first year following the offence	Per year	£3,152	2008/ 09	£3,620						
1	Proceedings	Unit cost of court event: Violence against a person (over 18) (per person per court event)	Per event	£12,716	2008/ 09	£14,603						
I	Proceedings	Criminal proceedings: Arrest - detained	Per incident	£593	2006/ 07	£719						
	All Crime	Crime - average cost per incident of crime, across all types of crime (fiscal, economic and social values)	Per incident	£609	2010/ 11	£663	£676	2010/ 11	£736	£1,648	2010/ 11	£1,795
	Labour Costs per Hour	Police officer, Sergeant and below - cost per hour	Per hour	£38	2013/ 14	£40						



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The New Economy team built and refined the database over a threeyear period. It estimates national costs based on government reports and academic literature published by reputable sources. New Economy updates the Manchester unit costs database annually to capture any changes in costs due to inflation or additions of new expenses and intervention programmes.

(II) IMPACT MEASUREMENT IN AUSTRALIA

Impact Investing Australia published "A practical guide to understanding social costs: developing the evidence base for informed social impact investment," a report commissioned from Deloitte, in February 2016. The organisation believes that cost data is a critical building block for understanding the consequences of negative social outcomes in financial and economic terms. Understanding the cost of social issues is essential to finding room for improvement. Cost data not only shows the financial consequences of social issues, but also informs the relevant stakeholders of where those consequences fall. This will help to identify relevant parties and key stakeholders for efforts to solve those issues.

The report provides a useful and convenient tool for the government, private sector, and SPOs to plan, measure and learn about the cost of social issues and to achieve their defined social impact. It also offers insight on the costs that can be avoided through effective use of social issue interventions.

The report classifies the costs of social issues into three groups: fiscal cost, economic cost, and personal cost.

• Fiscal cost is the cost to the government of the occurrence of the social issues, and of addressing them. This can include the loss of taxation revenue as well as the cost of welfare payments to people facing social issues.

"Cost data is a critical building block for understanding the consequences of negative social outcomes in financial and economic terms."

- Economic cost is the total cost to society incurred due to the social issue, such as losses in time, money and resources (for example, lost earnings of carers who reduce their workforce participation in order to care for family members with disabilities).
- Personal cost is the cost to an individual, such as a reduction in quality of life due to schizophrenia.

The guidelines focus on the fiscal cost of social issues, but the approach can be used to measure economic and personal cost as well. The guidelines propose that Australian data serve as the first source of data. If local data sources are not available, the guidelines propose the use of international data to fill the gap, on the condition that this data come from countries with political economies most closely aligned with Australia's. Appropriate data from other sources may also serve, as long as the imperfections in data quality are acknowledged. If none of the above is applicable, the guide proposes the exclusion of that costs altogether.

Figure 9 shows a sample of the cost information from the Australian Impact Investing cost database.

For further reading, the full report from Impact Investing Australia is cited among the references listed in Chapter 9.

Figure 9 SAMPLE COST DATABASE FROM AUSTRALIAN IMPACT INVESTING

Event	Prevalence	Evidence	Validity / Limitations	Estimated Volume For 2012	
HEALTH AND WELLB	EING				
Foetal, neonatal, and perinatal deaths of teen mothers	deaths per 1000 births in Australia in 2011		Rate assumed to be relatively constant over time	451.5	
Low birth weight babies among under 20s	Babies born to younger mothers (mothers aged under 20) are more likely to be of low birthweight (8.6% are of low birthweight)	2009 data from the AIHW National Perinatal Data Collection	Rate assumed to be relatively constant over time	978	
Low birth weight babies across all ages	-		Prevalence is for all women not just women over 20 years old	NA	
Low birth weight babies linked to teen motherhood	Percentage of low birth weight babies among under 20s (8.6%) minus the percentage of low birth weight babies among over 20s (6.2%) Total: 2.4%	2009 data from the AIHW National Perinatal Data Collection	As per two rows above. Does not control for confounding factors.	273	
Perinatal depression of under 25s	13.5% of under 25 mothers experienced perinatal depression	AIHW report: Perinatal depression Data from the 2010 Australian National Infant Feeding Survey (AIHW2012)	Prevalence is for women under 25 not under 20.	NA	
Perinatal depression across all ages	On average 10% of mothers (across all age groups) experience perinatal depression	AIHW report: Perinatal depression data from AIHW (2012)	Prevalence is for all women not just women over 20 years old	NA	
Perinatal depression linked to teen motherhood	Percentage of under 20 year old mothers with perinatal depression (13.5%) minus percentage of all mothers with perinatal depression (10%). Total: 3.5%	AIHW report: Perinatal depression data from AIHW (2012)	As per two rows above. Does not control for confounding factors.	398	



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2.5 Putting it All Together: What Does This Mean for Malaysia?

The various examples of how similar programmes have been implemented around the world provides much learning value for Malaysia, as it creates its own unique model of social finance, tailored to the local landscape.

Firstly, there is benefit to be attained in creating such a social financing model. The example of Peterborough Prison in the UK, and the Social Impact Bonds to fund childhood education in Utah shows how adopting a collective whole-of-society approach can harness innovation and help alleviate social issues.

Secondly, cost is a construct of different components with varying characteristics such as ease of measurability and accessibility. As demonstrated by Australia's data collection guidelines, not all costs can be attained from local sources, while others are also unattainable from international sources. Hence, it is important to define cost early at the outset, and determine which cost components should be included in the cost database.

Lastly, while the various countries have implemented their respective social financing structures years ago, such an effort is an interative process. Costs are constantly changing and the availability of updated or new data also necessitates a continuous effort to refine and update the cost database.

Understandably, the cited countries have more comprehensive and established social financing ecosystem due to their well-developed capital markets and long-standing tradition of philanthropy. Nonetheless, SPA represents the first step for Malaysia to develop its own social financing model, which will play a catalytic role in its goal to become an advanced nation.

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The forgotten members of society represent those who have fallen through the cracks of standard social safety nets, or whom existing social service deliveries are unable to uplift from their situation, thus creating the need for social innovation.

A MALAYSIAN VIEW

Understanding the Local Landscape and Context



3.1 Malaysian Social Issues: Definition and Categories

DEFINING THE CONCEPT OF A SOCIAL ISSUE AND IDENTIFYING THEIR CATEGORIES

The concept of a 'social issue' can be thought of in a plethora of ways, with the definition differing depending on the thinker's perspective. This often leads to a degree of confusion and misalignment on what exactly constitutes a 'social issue'. Most broadly, a 'social issue' can be thought of as a problem that influences or affects a considerable number of people within a society. These must be distinguished from the standard 'personal life' issues faced by all members of society, and from the economic issues every nation faces. Without a standard definition of

what constitutes a social issue, it is important to clarify what the term means in a Malaysian context.

Malaysians, like citizens of all countries, face a variety of problems that may be labelled 'social issues'. Fortunately, the widespread social safety nets provided by the government address many of these problems to a certain degree. Given this, we have specifically defined 'social issues' in Malaysia for this phase of the project as those that affect the destitute and forgotten members of society, as well as those facing deep poverty. Essentially, these segments of society represent those who have fallen through the cracks of standard social safety nets, or whom existing social service deliveries are unable to uplift from their situation, thus creating the need for social innovation.

Figure 10 SOCIAL INNOVATION TARGETS THE MOST MARGINALISED SEGMENTS OF SOCIETY



Having identified the segments of society affected by social issues, it is important to categorise potential issues in a Malaysian context. Through extensive research of both local academic sources and global benchmarks, and a multitude of expert interviews with local SPOs and government officials, the issues prevalent in Malaysia have been grouped into seven (7) categories, illustrated in Figure 11 below. Chapter 5.2

provides further details on the methodology used to identify target segments and issue categories.

The categories of social issues cut across a wide range of conditions that affect individuals' standard of living. This complexity drives the need to call on the collective strengths of SPOs, the private sector, and government in creating innovative solutions moving forward.



Figure 11 TARGET SEGMENTS AND CATEGORIES OF SOCIAL ISSUES PREVALENT IN MALAYSIA





3.2 The Role of Social-Purpose Organisations (SPOs)

THE ROLE SPOS WILL PLAY IN THE NEW PARADIGM OF SOCIAL SERVICE DELIVERY

An SPO is an organisation that operates with the primary objective of delivering social and/or environmental impact. This is a broad term that generally includes charities, non-government or non-profit organisations (NGOs/NPOs), social enterprises, and other community interest societies. Historically, SPOs have played a vital role in the development and implementation of grassroots solutions to social issues in Malaysia. These solutions, both preventive and remedial in nature, have primarily targeted sub-segments of the community who have fallen through the cracks of public social service delivery.

Typically powered by volunteers who are often former victims of the social issue they are now addressing, SPOs have the advantage of applying the skills, enthusiasm and innovative ideas of passionate individuals in solving problems. The majority of funding for SPOs typically comes from private donors first, though most will also receive grants from private organisations/foundations and the Department of Social Welfare. This allows SPOs flexibility in resource allocation, without the conditions that grants often impose. The combination of passion, being close to the problem, and flexibility creates an environment that spurs and encourages innovation in social service delivery.

The challenge, however, is that most SPOs face problems with sustainability and scalability. The nature of private donations means that while SPOs will receive some on a regular basis, many donations are ad hoc. This creates fluctuations in the funding available to SPOs for budgeting to sustain operations.

Under the new SF PPP model, SPOs will be able to gain access to new sources of funding from the private sector, which will be repaid by the government, should the investment be justified. This allows SPOs to maintain their role as the driver for innovative solutions, while addressing challenges to do with sustainability and scalability. The overall objective is to create an environment that will allow for the continuous development of innovative solutions that can be scaled up in order to address social needs on a widespread scale.

3.3 The Role of the Private Sector

THE ROLE THE PRIVATE SECTOR WILL PLAY IN THE NEW PARADIGM OF SOCIAL SERVICE DELIVERY

The private sector has traditionally participated in providing solutions to social issues through CSR initiatives, the establishment of corporate foundations or other similar efforts. While these represent an important source of funding for SPOs, many of the grants available come with strict criteria for where the funds can be spent. Private corporations are expected to maximise value and prioritise the interests of their shareholders, which limits the flexibility of the funding, given its position as a net expense. Hence, grant-based expenditures must be aligned with the interests of private stakeholders, which limits SPOs' ability to allocate their resources efficiently. Furthermore, most CSR initiatives focus on PR and branding, with superficial and reactive approaches that rarely create lasting sustainable impact for their target segments.

The new suggested SF PPP model has the potential to eliminate this factor, as the government may act as a payor in reimbursing the funds paid out to SPOs upon achieving an agreed impact. In essence, this creates an incentive to achieve tangible and measurable outcomes, rather than meeting rigid conditions. It also creates the opportunity for private funders to reap all the benefits of the previous mode (i.e. positive branding, etc.), while not incurring a net expense.

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3.4 The Role of the Government

THE ROLE THE GOVERNMENT WILL PLAY IN THE NEW PARADIGM OF SOCIAL SERVICE DELIVERY

The government is the largest provider of social service delivery in Malaysia. Government social and welfare activities can be defined as activities carried out by ministries and agencies that have a clear method of defining and measuring social impacts. As such, government funding to SPOs typically carries a requirement for deliverables, measurable outcomes, and specific KPIs. Beyond this, the government is also responsible for funding the social safety nets available to the rakyat, including everything from free public healthcare to education.

Many ministries and agencies are finding it more challenging to cope with the rising demand associated with the increasingly complex nature of social dynamics. The growing need for social services places significant amounts of upward pressure on public expenditure. Furthermore, the development of additional "service centres" (e.g. shelters, clinics, etc.) incurs not only large upfront costs, but ongoing operational costs as well. Ensuring quality of service delivery becomes an additional issue, as staffing these centres can prove challenging. Employees on a standard payroll may lack the skills, passion or enthusiasm necessary to deliver high quality social service.

The new suggested paradigm relieves the government of some of the burden of social delivery, sharing it more evenly with both the private and social sector and creating the potential for cost savings overall. It also boosts possible returns on social investment, as funds spent may yield greater impact through leveraging the expertise and enthusiasm of SPOs. Risk is also mitigated, as funds are paid out only upon the achievement of agreed-upon tangible and measurable social outcomes.

3.5 The Definition of 'Cost' for Today and the Future

DEFINING WHAT 'COST' MEANS IN THE CONTEXT OF TODAY'S SPA, AND CONSIDERATIONS FOR THE FUTURE

Assessing the cost of social issues within a country requires the consideration of many factors. These range from the tangible, such as direct monetary costs, to the conceptual (but also vital), such as the costs of lost opportunities. In a Malaysian context, and more specifically for the SPA project, a clear definition of what 'cost' includes today and in the future is vital for creating a standardised measurement tool of social progress.

When assessing the costs to society of a social issue, it is helpful to think about them based on the 'lifecycle' of a given issue – that is, to consider the different costs incurred at different stages of a social issue. These stages can be broken down into four (4) main categories:

- **Pre-occurrence.** Defined as the cost of preventive measures taken to discourage the social issue from occurring (stopping the issue before it happens), this can be further split into 'awareness cost' and 'deterrence cost'. Awareness costs are those incurred by education or commuication programmes to raise awareness and prevent the occurrence of a social issue, such as drug prevention campaigns on television. Deterrence costs are incurred in carrying out programmes that deter people from engaging in a social issue, such as policing.
- Occurrence. Defined as the cost of immediate remedial actions taken to address the immediate needs/consequences of the social issues, such as medical treatment or arrest



- **Recurrence.** Defined as the cost of ongoing remedial actions to discourage the recurrence of the social issue (rehabilitative services, counselling, etc.)
- Long-tail. Defined as the intangible and indirect costs to society incurred by social issues, such as lost opportunities and second-order damage.

The costs incurred throughout these stages fall into two broad categories:

• **Tangible costs.** Defined as costs that incur real, measurable monetary value. These include tangible direct costs associated with

the consequences of the social issues, such as the cost of medical care and rehabilitation, and tangible indirect costs, the second- and third-order (and beyond) costs incurred as a result of the social issue, such as auxiliary property damage and third party injuries.

• Intangible costs. Defined as costs that incur no current monetary value, but can have a real effect on the broader wellbeing of society, such as the cost of lost opportunities or the value of an additional year of life

Figure 12 illustrates the concept of the 'lifecycle' of a social issue and its corresponding costs.

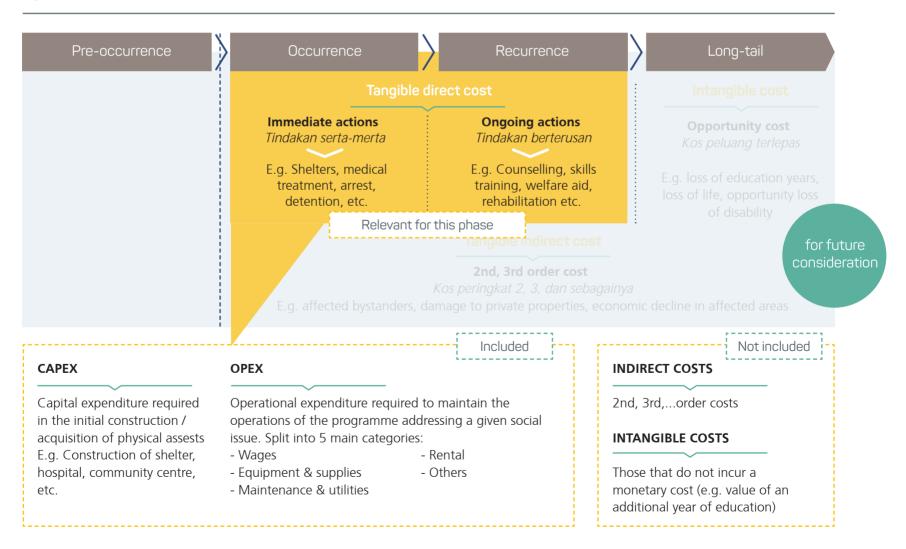
Long-tail Pre-occurrence Occurrence Recurrence Intangible cost **Immediate** actions **Ongoing actions Opportunity cost** Tindakan serta-merta Tindakan berterusan Kos peluang terlepas E.g. Shelters, medical E.g. Counselling, skills E.g. loss of education years, treatment, arrest, training, welfare aid, loss of life, opportunity loss rehabilitation etc. detention, etc. of disability Tangible indirect cost 2nd, 3rd order cost Kos peringkat 2, 3, dan sebagainya E.g. affected bystanders, damage to private properties, economic decline in affected areas

Figure 12 THE 'LIFECYCLE' OF A SOCIAL ISSUE AND ITS ASSOCIATED COSTS

As Malaysia is in its early days of development for this new model of assessing social progress, it is important to define which of these costs to account for now, and which of these to keep for future consideration. For the current phase of social progress assessment, the focus will be on the tangible direct costs incurred as a result of a social issue. The rationale behind this is that these represent a large bulk of current government cost, placing significant pressure on public expenditure. This includes both the capital expenditure (CAPEX) and operating expenditure (OPEX) associated with running programmes and initiatives in response to social issues. These costs are also the most easily measured, and results can be tracked to determine efficacy of different social programmes.

Despite this current focus of SPA, it is important to note that the indirect and intangible costs should not be ignored, and be kept for future consideration. Taking these into account moving forward will allow Malaysia to develop a more comprehensive and holistic perspective on the true potential for social progress for both the government and society at large.

Figure 13 TANGIBLE DIRECT COSTS AS THE FOCUS OF THIS PHASE OF SPA



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The total costs associated with actions related to a particular social issue reside not with one government ministry or agency, but with multiple ministries or agencies."

THE ACTIVITY CHAIN OF SOCIAL SERVICE DELIVERY

Reframing the "Cost to Government" Behind Social Service Delivery



The Activity Chain of Social Service Delivery

4.1 The Concept of an "Activity Chain" of Costs across Ministries

DEFINING HOW THE COSTS OF SOCIAL SERVICE DELIVERY EXIST ALONG AN ACTIVITY CHAIN

It is important to note that the total costs associated with actions related to a particular social issue reside not with one government ministry or agency, but with multiple ministries or agencies. This means that the need for social service delivery for a particular social issue should be thought about differently from the typical responsibilities of each ministry. Furthermore, each ministry should not think independently about providing these social services. An issue involving petty crime, for example, would incur costs of policing and arrest, which reside with the Ministry of Home Affairs. However, victims of these crimes would also likely require medical attention, a cost which falls under the purview of the Ministry of Health.

Given this, it is helpful to consider the total cost to government for providing social service delivery to address an issue along an activity chain. This is where the total cost is simply the sum of all costs of social service delivery required across all ministries involved in addressing a particular social issue. In order to develop a comprehensive picture, we must first understand the types of social service delivery currently conducted by the various ministries within Malaysia. Many social issues incur health-related consequences, and hence costs. Youth gangsterism, for example, is typically associated with gang fights and other altercations, resulting in physical injuries that require medical attention at the accident & emergency (A&E) unit. Similarly, physical injuries resulting from domestic, child, or sexual abuse will also require medical attention. Other examples include the issues of homelessness or exclusion of employment due to discrimination. Although these issues may cause no direct injuries or immediate medical requirements, they typically lead to a deterioration of health for those involved. This, coupled with their inability to pay for private healthcare, results in an increased burden to the public healthcare system – a cost which is borne by the Ministry of Health.

The primary issue here is that healthcare needs will always be essentially unlimited. People will always require better and more widespread healthcare. Providing quality healthcare to rural and remote areas, for instance, is extremely costly, due to issues with accessibility. As much as it is needed, it also affects a relatively small portion of the population. This need to balance unlimited healthcare requirements with the limits of the Ministry of Health's resources creates a requirement for social innovation.

4.2 Ministry of Health

THE ACTIVITY CHAIN OF THE MINISTRY OF HEALTH

Public healthcare is a free and available service for all Malaysians. The Ministry of Health (Kementerian Kesihatan Malaysia) is thus responsible for balancing the needs of the public with the costs associated with providing healthcare to the general population. The result is a broadly standardised minimum level of healthcare available to most Malaysians.



4.3 Ministry of Education

THE ACTIVITY CHAIN OF THE MINISTRY OF EDUCATION

Like healthcare, public education is available and free for all Malaysians. This is true all the way from pre-school to the end of secondary education. Education, however, is regarded as a basic right for every child within schooling age, rather than a solution to social ills.

Keeping in consideration the definition of 'social issues' for the purposes of this project as those that affect segments facing poverty, destitute persons, or forgotten members of society, education-related costs would also be classified as those applicable to these particular segments. These costs would include aid in the form of financial stipends, free school meals, uniforms, supplies, etc. for underprivileged students. It would also include the establishment of any special curriculums, schools, or facilities related to serving the needs of students who fall within these categories. Obstacles to quality education for rural community students are one example of these social issues. Costs along the activity chain relevant here would range from the establishment of a rural school, to the wages of teachers posted to rural areas, to the cost of developing a special program for Orang Asli students.

Points in the education-related activity chain that can benefit from social innovation range from the establishment of specialised learning centres targeting a specific segment of students to leveraging expertise in designing and conducting holistic learning programmes for troubled or 'at-risk' youths in the existing system. The possibilities here are vital to consider, as education can typically act as the first preventive barrier to the rise of other potential social issues.

4.4 Ministry of Home Affairs

THE ACTIVITY CHAIN OF THE MINISTRY OF HOME AFFAIRS

The Ministry of Home Affairs (Kementerian Dalam Negeri or "MOHA") is intertwined with many social issues, due to its role in ensuring security and public order. Law enforcement involves detection, investigation and punishment of those who commit such crimes, in order to uphold the criminal system in Malaysia, and is largely handled by the Royal Malaysia Police (Polis DiRaja Malaysia or "PDRM"). Besides law enforcement, punishment of offences is important to deter potential criminals (when they hear of others being punished), or to discourage recidivism among past criminals (after undergoing punishment).

Punishment can take the form of rehabilitation, which seeks to prevent offences by altering a person's behaviour. In the current supervision and parole periods for ex-drug addicts and ex-criminals, both National Anti-Drug Agency (Agensi Antidadah Kebangsaan or "AADK") and Malaysia Prison Department (Jabatan Penjara Malaysia or "Prison Department") provide training programmes that include counselling and life skills programmes in order to prevent further offences.

Punishment can also take the form of retribution, which seeks to prevent future crime by ensuring that those who commit a crime receive punishment sufficient to remove the desire for criminal activities, such as imprisonment. Other forms of punishment may include restitution, a common punishment across many social issues that penalises the criminal financially, or in the form of incapacitation, which prevents future crime by removing the person from society (as with a death sentence).

The Activity Chain of Social Service Delivery

PDRM's role in law enforcement cuts across many social issues, especially those involving abuse, vice and crime. The police are often involved as the first point of contact for most victims and offenders. Victims often report cases of abuse to the police. The police often refer victims to the Department of Social Welfare (Jabatan Kebajikan Masyarakat or "JKM"), especially if the case is not a criminal offence. JKM then takes charge of the investigation, and helps the victims apply for a protection order.

PDRM is also involved in the arrest, investigation and detention of suspects involved in many criminal activities including trafficking, snatch thefts or baby dumping. Arrest could be in the form of conducting roadblocks for motorcyclist gangs (aka Mat Rempits), or acting on tipoffs from the community. Criminal cases require investigation, which involves opening an investigation report, with interrogations conducted and evidence collected to ensure that the various courts involved can determine guilt and pass a sentence.

Once a sentence has been passed, the Prison Department is responsible for implementing the various punishments, confining those charged according to their sentence. The length of imprisonment can range from a few days, as in Mat Rempit offences, to as long as 20 years for being involved in gang-related activity.

Besides delivering retribution for crimes committed, the Prison Department also provides rehabilitation through its Human Development Programme, to reduce the rate of recidivism. In selected cases where the offender has served at least half the sentence, served at least a year, and has good behaviour, offenders can also apply to the Parole Board for Parole. Parole, which is also implemented by the Prison Department, allows the early release of a prisoner who carries on the subsequent period of his sentence in the community, subject to continued monitoring. The Prison Department also runs several halfway houses across Malaysia to provide shelter to ex-prisoners who are rejected by their families or have no homes. These provide an environment for newly released prisoners to readjust to the local community, with services "Cases that involve juvenile offenders require a different approach, as these individuals are often less blameworthy, and it is important to provide them a second chance."

such as counselling available to ensure more effective and continued rehabilitation and reintegration into society.

Cases that involve juvenile offenders require a different approach, as these individuals are often less blameworthy, and it is important to provide them a second chance. The Prison Department also runs the Henry Gurney School and various rehabilitation schools such as Taman Seri Puteri, aimed at providing a different rehabilitation approach to these youths.

Tackling drug abuse cuts across many agencies and departments within MOHA. PDRM is often involved in the arrest and investigation of these offenders. The court sentences offenders according to the seriousness of the violation; offenders can be sentenced to a fine and/ or imprisonment under Prison Department, or sent to rehabilitation care and/or supervision under AADK. AADK provides rehabilitation services to those who have become drug-dependent, through the operation of 28 drug rehabilitation centres across Malaysia. After a period of rehabilitation, ex-offenders must undergo a period of community care, or 'supervision', in which they report regularly to the police and AADK for random urine tests and training programmes, with the goal of preventing relapse.

All of these social intervention programmes cost money. The cost of imprisonment includes providing food and clothing and employing security personnel, while the cost of parole includes wages for the Parole Board members and wages for the officers who operate the various programmes. As many of these intervention programmes, such as imprisonment, parole and rehabilitation, involve durations of more than a year, they present a large cost to the government. For many social issues, these costs constitute the bulk of expenditures. The various Ministries report that limited resources constrain their ability to increase the supply of these facilities and programmes. This creates pressure on the government, which must enforce punishment in order to maintain order. Potentials for social innovation lie in creating new solutions to allow these facilities, while fulfilling the obligations of retribution and rehabilitation.

4.5 Ministry of Women, Family, and Community Development

THE ACTIVITY CHAIN OF THE MINISTRY OF WOMEN, FAMILY, AND COMMUNITY DEVELOPMENT

The provision of social welfare is important to ensure a satisfactory level of wellbeing and support for the people of any nation. This responsibility has traditionally fallen on the shoulders of government ministries and their respective agencies. In Malaysia, the provision of social welfare falls under the purview of the Ministry of Women, Family, and Community Development (Kementerian Pembangunan Wanita, Keluarga, dan Masyarakat or "KPWKM"). This ministry is tasked with providing social welfare for the elderly, children, women, family, the disabled, and other at-risk segments of the population. Apart from these, the ministry is also responsible for promoting gender equality. KPWKM incurs significant costs in providing social services for those affected by the social issues listed in this report. The social services provided include shelters, financial assistance, and counselling services for the occupants of various shelter homes. Many of these services are operated by JKM, a department under KPWKM. Shelters operated by JKM include Rumah Kanak-Kanak, an orphanage, and Rumah Ehsan, a shelter for the elderly. Welfare assistance also falls under the purview of JKM, including Bantuan Orang Tua, a welfare assistance scheme for the elderly, and Bantuan OKU, a welfare assistance scheme for persons with disabilities.

KPWKM also operates shelter homes for sex trafficking victims, which are usually saved from crime rings or their traffickers via police intervention. These victims will be placed in temporary housing, known as ATIP shelter homes. Sex trafficking victims remain at these shelter homes until the judiciary system resolves their cases and the court rules on a plan of action for the victims. During the victims' stay in an ATIP shelter, the ministry provides them with food, a bed, counselling services and a monthly allowance.

4.6 Ministry of Rural and Regional Development

THE ACTIVITY CHAIN OF THE MINISTRY OF RURAL AND REGIONAL DEVELOPMENT

According to the Ministry of Rural and Regional Development (Kementerian Kemajuan Luar Bandar dan Wilayah or "KKLW"), approximately 26.3% of Malaysians are living in rural areas. The people living in rural areas, especially at remote villages in the interiors of Sabah and Sarawak often find it more difficult to obtain basic amenities and social services than their urban counterparts.

KKLW has been making efforts to improve the rural population's livelihood and wellbeing. It has launched various initiatives aimed at ensuring that these rural communities have access to employment and

The Activity Chain of Social Service Delivery



basic amenities. The ministry has also been providing various social welfare programmes for the indigenous or Orang Asli communities through the Department of Orang Asli Development (Jabatan Kamajuan Orang Asli or "JAKOA").

The social services provided by KKLW are relevant to the social issues mentioned in this report. One of the social issues faced by the rural community, for example, is the lack of a consistent supply of electricity. In an effort to address this, KKLW has implemented the Rural Electrification Programme in rural villages throughout Malaysia. Through this programme, KKLW has been building infrastructure such as solar panels and connecting the rural households to existing electricity grids.

4.7 Linking up the Chain – Each Ministry's Place in the Activity Chain

ILLUSTRATING HOW THE TOTAL 'COST TO GOVERNMENT' FOR ADDRESSING SOCIAL ISSUES ADDS UP

Having defined the concept of the activity chain, as well as the roles of each of the ministries, we can begin to consider how a given social issue will often incur costs across the social service deliveries from various ministries.

To understand the true cost of a particular social issue to the government, we must first consider and understand the activity chain associated with the given issue. Many issues will start with the need for policing, and potentially, jail time for committing a particular crime. Victims may incur medical costs as a consequence of injuries inflicted during the occurrence of the issue. For certain segments of society, this often leads to ongoing cost incurred at shelters or rehabilitation centres, which address the longer-term needs of victims. This report will use the 'activity chain' method in costing out all issues identified here. Figure 14 offers an example of issues related to abuse, and the corresponding ministries involved.



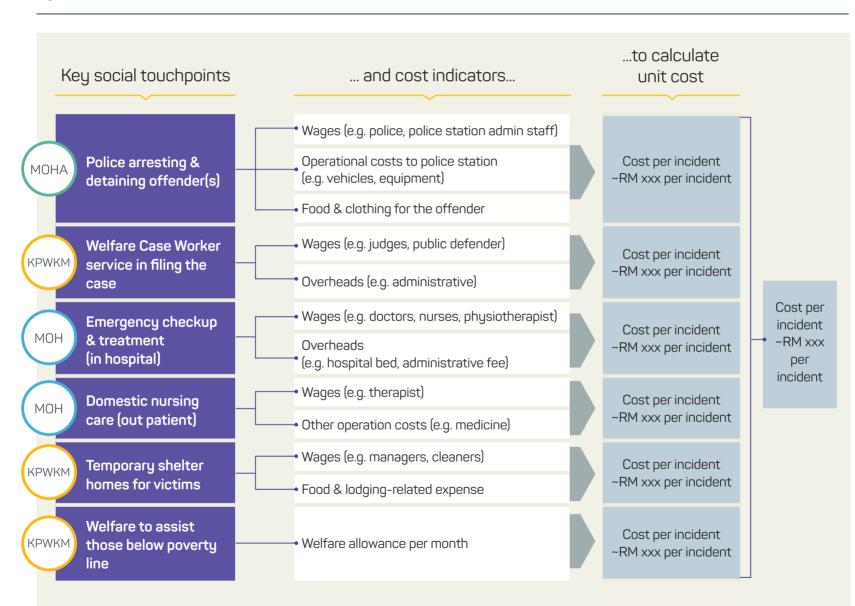


Figure 14 THE ACTIVITY CHAIN OF ISSUES ASSOCIATED WITH ABUSE OF WOMEN, CHILDREN OR ELDERLY

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Given the unlimited nature of needs across segments of society, it is important to define a preliminary list of social issues to focus on in the immediate term." KEY SOCIAL ISSUES IN MALAYSIA TODAY

Target Social Issues Identified, with Their Associated Costs



5.1 Summary of Social Issues

LIST OF INITIAL SOCIAL ISSUES AND CATEGORIES

Given the unlimited nature of needs across segments of society, it is important to define a preliminary list of social issues to focus on in the immediate term. The list can be further categorised based on the nature of the issue. For the purposes of this study, the social issues identified have been grouped into seven distinct categories:

	_
1. Falling prey to abuse	
2. Engaging in vice	
3. Comitting crime	
4. Obstacles to education	
5. Obstacles to employment	
6. Obstacles to healthcare	
7. Quality of living conditions	

Figure 15 SOCIAL ISSUES GROUPED INTO SEVEN CATEGORIES



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A preliminary list of 40 social issues within the seven categories as those that require immediate attention and focus for social innovation have been identified. Figure 16 lists these issues with their corresponding categories. The next section of this chapter will discuss the methodology used to develop this list.

Figure 16 SOCIAL ISSUES IDENTIFIED AND THEIR CORRESPONDING CATEGORIES

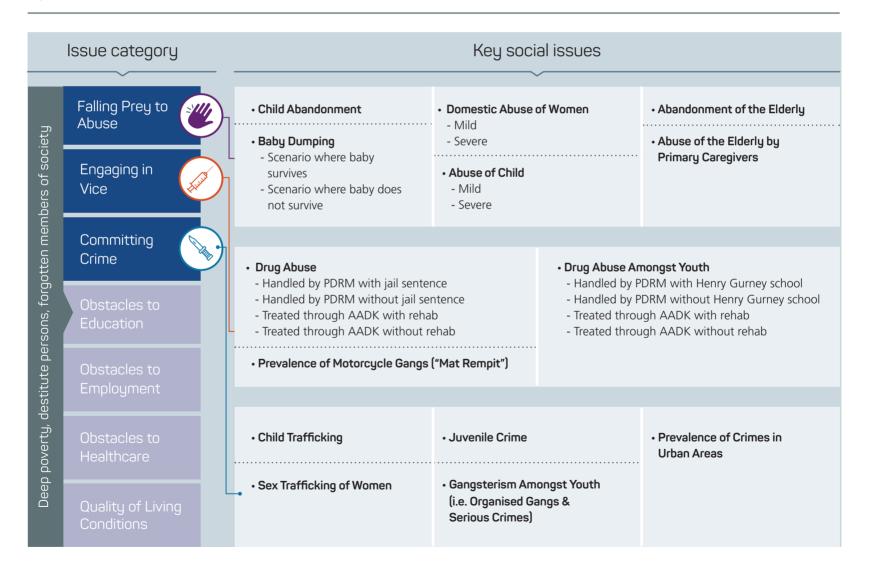
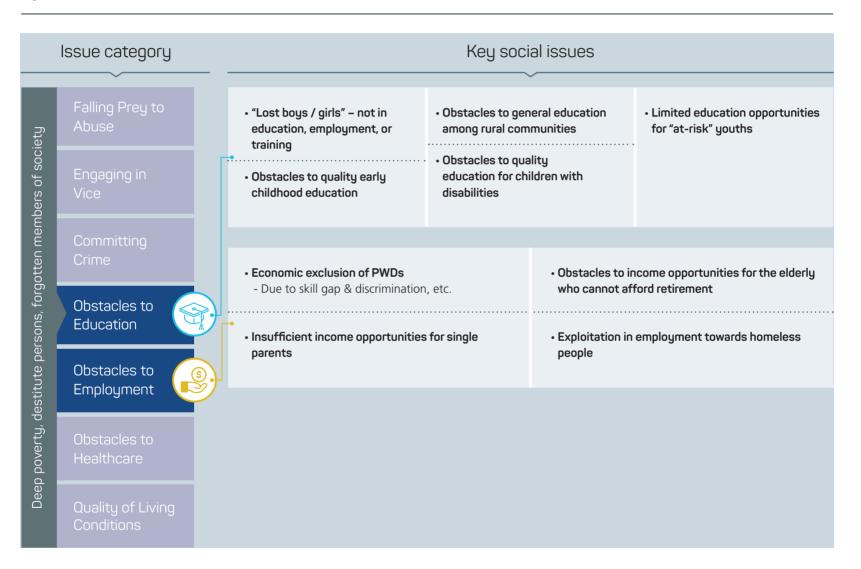




Figure 16 SOCIAL ISSUES IDENTIFIED AND THEIR CORRESPONDING CATEGORIES (CONT'D)



	Issue category		Key soci	al issues	
poverty, destitute persons, forgotten members of society	Falling Prey to Abuse	 Obstacles to palliative care of the aged and related conditions 	Obstacles to healthcare amongst		 Obstacles to healthcare among the homeless community
	Engaging in Vice	Obstacles to diagnosis and interventions for mental and			• Teenage pregnancy
	Committing Crime	physical disabilities	rural communities anitation • Obstacles to supply of electricity in rural communities		
	Obstacles to Education	Obstacles to water supply and sa facilities in rural communities			oply of electricity in rural
	Obstacles to Employment				
	Obstacles to Healthcare				
Deep	Quality of Living Conditions				

Figure 16 SOCIAL ISSUES IDENTIFIED AND THEIR CORRESPONDING CATEGORIES (CONT'D)



5.2 Metholodogy

HOW SOCIAL ISSUES, CATEGORIES AND THEIR COSTS WERE IDENTIFIED

5.2.1 Identification of Social Issues

A two-step process identified the list of social issues included and discussed in this report. Each process used a separate set of sources, conditions, and selection criteria to ensure the relevance of issues identified. The two-step process comprised of:

1) Identification of a preliminary list of social issues

2) Filtering to ascertain the list of key issues requiring immediate focus

STEP 1

An iterative process was conducted with four primary sources to derive the preliminary list of social issues. This included an extensive literary research in local academic papers, articles, reports, and citations that discussed the social issues confronting Malaysia today. Several local universities (USM, UM and others) have conducted studies on the topic of identifying social issues. Those findings were augmented with extensive expert interviews with local SPOs to gain a more comprehensive understanding of the 'real' situation and challenges they face on the ground. Those findings were compared against global studies and benchmarks, to assess the validity of claims that these are typical issues faced by countries around the world. Finally, the 1st Social Issues Lab was organised on the 18th of August 2016, with more than 40 government representatives present, to allow the project background, context and purposes to be shared with all relevant stakeholders, and share the initial findings and engage in an open discussion to receive input and suggestions. The findings were discussed and vetted with the participants, in order to create a comprehensive view from the perspectives of all parties. This process was repeated until a consensus was reached among the government stakeholders on the list of social issues.

1st Social Issues Lab - Discussion topics:

1	To test the validity and relevance of the identified social issue, and any details on its true size
2	To seek additional details (if any) on the programmes addressing the identified social issue
3	To receive inputs regarding any other programmes that we may have not identified
4	To receive suggestions on any other relevant social issues (if any)
5	To prioritise the identified list of social issues based on the current cost to government for social service delivery, and potential for whole-of-society innovation to address the issue

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STEP 2

The preliminary list of issues was passed through a filtering process to identify the key social issues included in this phase of the study. Three selection criteria were imposed:

• Target key segments

Whether the issue affects the target segments of impoverished, destitute, and forgotten members of society, as described earlier

• Magnitude

Whether the issue affects a significant portion of society

• Severity Whether the issue is dire and requires immediate attention

This step ensured that the issues presented are not only relevant, but are either large or severe enough to warrant serious attention.

Figure 17 THE PROCESS OF IDENTIFYING THE LIST OF KEY SOCIAL ISSUES RELEVANT FOR THIS PHASE



5.2.2 Compilation of Social Unit Cost Database

After identifying the key social issues, the next step was to compile the cost information relevant to each of the identified issues. Two categories of sources provided this cost information:

- **Primary sources**: information provided directly or first-hand from the government. This included official government data published and actual information derived from the government. In the computation of cost, only cost relating to interventions that the government currently operates was considered. Cost that the government incurs to fund various SPOs were not included in the computation. Official data requests and ongoing engagements with many government officials across different ministries, departments and agencies provided data throughout the SPA project timeline. A full list of engagements can be found in Chapter 8: Acknowledgements.
- Secondary sources: Where primary data was not readily available, data was collected from various SPOs running similar programmes locally, expert interviews, research reports and news articles. These sources also included government data that was not attained firsthand but through other sources such as news articles. These data can be replaced with official government data if and when this information becomes available. A full list of engagements can be found in Chapter 8: Acknowledgements.

These interviews, discussions and research fostered a deeper understanding of social issues and their related costs, allowing the cost to be computed according to their respective activity chains. As government data tends to be based on overall annual expenditures, computing the unit cost data required some calculations. In order



to attain the wage cost per incident for prison, for example, current available data is based on annual wage expenditures for an entire sample prison. To translate this into a unit cost, that figure had to be divided by the number of prisoners in that sample prison. Note, however, that current data is based on a national average that includes the average cost data for Peninsula Malaysia, Sabah and Sarawak. Furthermore, for certain costs such as those relating to healthcare, the cost varies greatly depending on the circumstances of each individual case. For the purposes of SPA, the cost is thus illustrated through the use of a sample scenario. A sample list of the various calculation methodologies is detailed in Figure 18.

The data collection process identified a total of 522 cost indicators across 40 social issues. The costs of these various social issues were presented to many government officials representing different ministries at the 2nd Social Issues Lab for discussion. The SPA project team shared its findings and engaged in an open discussion on the cost data computed. This allowed the cost data to be verified and validated in terms of their relative sizes and accuracy of cost data initially collected, and to receive corrections or more updated cost data where available.

Figure 18 SELECTED EXAMPLES OF DIFFERENT COST CALCULATIONS

Cost Indicators	Cost calculations
Wages, emoluments, and other allowances e.g. police, social welfare officer, prison, court, teachers	Average annual wage, emoluments, and allowances / Number of working hours in a year * Number of hours per case * Number of persons required per case <i>OR</i> Total annual wage, emoluments and allowances / Number of persons per prison, or per shelter
Food and beverage e.g. in prison, shelter	Average annual spend on food / Number of persons per shelter or persons applicable OR Typical budget on food per person
Food aid	Amount of aid typically reported on a per person, per student, or per case basis
Maintenance, utilities, and overheads e.g. in shelter, in schools, in prisons	Average annual spend on maintenance or utilities or overheads overall / Number of students or persons in shelter applicable
Maintenance (Rural Electrification Programme Solar Panel)	Total annual spend on maintenance / Number of households served / Size of average households
Expendable items e.g. clothing, soap, towels, slippers	Average annual spend on item / Number of persons per prison, or per shelter OR Typical budget per item per prisoner, or per shelter
Medical drugs or supplies	Average annual spend on medical drugs or supplies / Number of persons per prison, or per shelter
Financial aid / allowance e.g. for trafficked victims	Amount of aid typically reported on a per person, per student, or per case basis
Human Development Programme (Prison)	Average annual spend on programme / Number of inmates undergoing programme
Funeral	Typical cost of holding a simple, short funeral
Length of Stay (shelter for trafficked victims)	Average length of stay based on interview sources
Length of Stay (shelter for elderly)	(Life expectancy – 60) / 2
Length of Stay (shelter for children)	18 years old – typical age of child when abused <i>OR</i> (18 years old – 0 years old) / 2
Prison Term (where parole is not applicable)	(Maximum jail term + Minimum jail term) / 2
Prison Term (where parole is applicable)	(Maximum jail term + Minimum jail term) / 2 – Parole term
Parole term	[(Maximum jail term + Minimum jail term) / 2] /2
Length of Stay (Halfway house)	Average length of stay based on government sources
Programme design and / or delivery	Average cost of designing and delivering programme / Number of students applicable
Supply aid e.g. textbooks, uniforms	Amount of aid typically reported on a per person, per student, or per case basis
Training progammes e.g. teachers' training	Total cost of designing and delivering training / Number of teachers who received training] / Number of students applicable
Welfare aid	Exact amount per applicable per month or per year as reported by JKM
Transportation	Average cost of transportation per day for one person * Number of days
Medical Care	Cost of treatment provided by MOH's case mix system <i>OR</i> Cost of various treatment under Fee Schedule





2nd Social Issues Lab - Discussion topics:

1	To verify and validate the relative sizes and accuracy of cost data
Т	initially collected and presented

 $2 \ \ \, To receive corrections, or more updated cost data if and where readily available$

3 To receive contact information or guidance regarding who to reach out to in order to fill in missing data gaps

As most of the data collected pertains to the estimated costs for 2015, the SPA unit cost database must be refined and updated over time. The next section provides more information about the various social issues identified, the relevant activity chain, and their corresponding costs. The detailed calculations behind each of the social issue and the cost indicators are found in the SPA database¹.

The SPA project team shared its findings and engaged in an open discussion on the cost data computed. This allowed the cost data to be verified and validated in terms of their relative sizes and accuracy of cost data initially collected, and to receive corrections or more updated cost data where available.

Social Progress Assessment

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FALLING PREY TO ABUSE

5.3 Category; Falling Prey to Abuse

SOCIAL ISSUES RELATED TO FALLING PREY TO ABUSE, AND THEIR ASSOCIATED COSTS

Humans are social beings. Many of our essential needs depend on relationships, especially with those close to us, such as our families. Yet, falling prey to abuse to those around us continues to be a common social issue that many face, including those who are more vulnerable, such as children, women and the elderly.

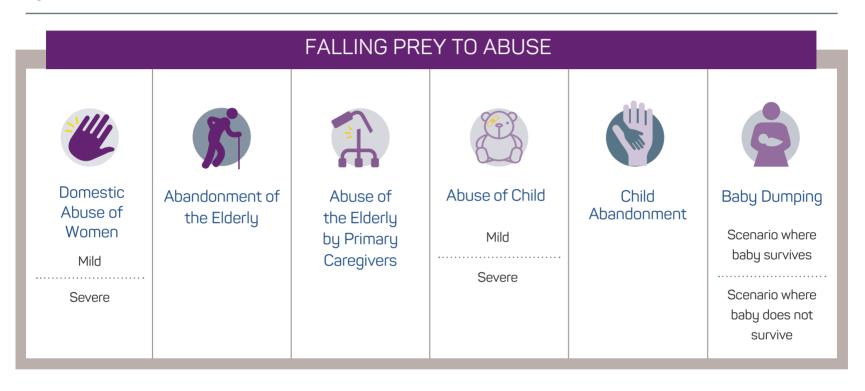
These individuals' plight arises as they are or become unable to fend for themselves. Children are too young to be aware or handle situations, or to understand the resources available to protect themselves. Women, especially homemakers, often rely on their spouses for \Box nancial support and are susceptible to \Box nancial abuse \Box rst, before more serious forms

of abuse. The elderly may be homebound or ill, and face difculty living independently, increasing their reliance on caregivers. All these factors increase the likelihood of falling prey to abuse.

Abuse cases tend to be a sensitive issue, as they involve the breakdown of relationships. Letting others be aware of one's situation encroaches on the privacy of the relationship and may often entail shame. Thus, many abuse cases go unreported, making it dif cult for lawmakers or even social-purpose organisations to help these individuals. This section discusses in further detail several issues related to abuse and abandonment, to groups of victims including women, the elderly, children and babies.



Figure 19 LIST OF ISSUES RELATED TO FALLING PREY TO ABUSE



5.3.1 Domestic Abuse of Women

The domestic abuse of women is often referred to as domestic violence. This abuse involves repeated, random or habitual acts of violence to control and dominate one's partner. This abuse can be through physical, sexual, emotional or financial means, and may cause physical and/or psychological harm to the partner.

The problem is under-reported, as the issue involves the privacy and intimacy of marital relationships. For those who have little contact with abused women, it is difficult to understand the extent and nature of the strained relationship. Many may view such a problem as a private affair between husband and wife that should be settled by the couple themselves. According to research by Women Aid Organisation Malaysia (an SPO focused on helping women), many of these abused women suffer repeated assault or psychological abuse for a number of years, and only start to reach out for help when this violence reaches an intolerable level.

Women who are abused often leave their homes, and may bring their children with them. This increases the costs of various intervention programmes. It also entails long-tail economic costs for the children, who may have schooling or other related issues due to the abuse of their mother.





CASE IN POINT

According to Women's Aid Organisation Malaysia, the common attitude towards abuse of women is that it is not a serious offence. Many believe that such affairs are sensitive, and these disputes should be worked out privately. Therefore, many victims may not seek help. A separate interview with Pertubuhan Perkhidmatan Sosial Dan Pembanguan Komuniti (PSPK), an SPO, revealed that approximately 30 percent of the women who are abused return to their families after some counselling help and mediation from a third party between husband and wife.

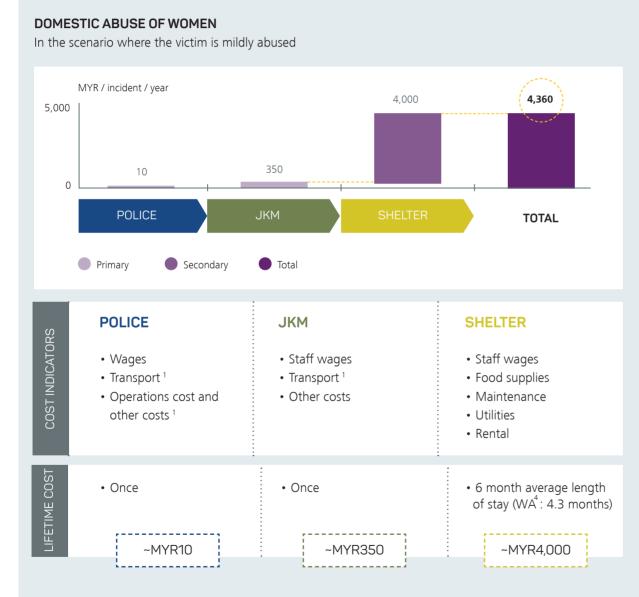
ACTIVITY CHAIN OF COSTS

For the purposes of this study, the activity chain of costs to government related to the abuse of women includes the investigation of the issue by the police or social welfare officers under JKM, providing medical care in cases of severe abuse, and the shelter cost for women and their children (if any).

FOR VICTIM	Police	Victims may go to the police station, who would investigate and refer them to JKM
	JKM	Social welfare officer would apply to Magistrates' Court for a protection order
	Medical care (for severe cases)	Medical care for injuries of women that are severely abused
	Shelter	Temporary shelter for women (and their children, if needed) providing accommodation and food



Figure 20 COSTS RELATED TO DOMESTIC ABUSE OF WOMEN - MILD CASES



ASSUMPTIONS USED

Potential annual cost to the government (sans any pending cost) is estimated to be as high as MYR 1.5 Mn

Key notes:

- Calculation is based on the ~353² estimated cases of mild abuse of women reported
- Calculations assume that 50% of cases would be handled by the police first, while another 50% of cases would go to JKM straight
- 30% of abused women would not require shelter as they would return to their family³, hence computation of per incident and lifetime cost is based on weighted average of 4.3 months
- Currently, only offenders who abuse a person with a protection order is liable to imprisonment. Hence, prison cost has been excluded here

Note: Official costs from government are obtained at the federal budget/spend level

Source: 1. Cost for these indicators are currently based on proportion of wage cost; 2. Ministry of Women, Family and Community Development, BCG Analysis (2015); 3 Expert Interview; 4. Weighted Average.

Figure 21 COSTS RELATED TO DOMESTIC ABUSE OF WOMEN – SEVERE CASES

DOMESTIC ABUSE OF WOMEN In the scenario where the victim is severely abused MYR / incident / year 5,000 4,000 5,560 1,200 350 10 0 JKM Police TOTAL Primary Secondary Total POLICE **JKM MEDICAL CARE SHELTER** COST INDICATORS • Wages • Staff wages • Treatment for • Staff wages • Transport¹ • Transport¹ • Food supplies physical injury • Operations cost • Other costs ¹ Treatment • Maintenance for chronic • Utilities and other costs ¹ depression Rental • 6 month average • Once • Once • Once length of stay $(WA^4 : 4.3 \text{ months})$ ~MYR10 ~MYR350 ~MYR1,200 ~MYR4.000

ASSUMPTIONS USED

Potential annual cost to the government (sans any pending cost) is estimated to be as high as MYR 1.4 Mn

Key notes:

- Calculation is based on the ~255² estimated cases of severe abuse of women reported
- Calculations assume that 50% of cases would be handled by the police first, while another 50% would go to JKM directly
- 30% of abused women would not require shelter as they would return to their family ³, hence computation of per incident and lifetime cost is based on weighted average of 4.3 months
- Currently, only offenders who abuse a person with a protection order is liable to imprisonment. Hence, prison cost has been excluded here
- To illustrate medical cost, we have calculated cost of physical injury that requires 3 days of hospitalization and a 2% chance of chronic depression

Note: Official costs from government are obtained at the federal budget/spend level

Source: 1. Cost for these indicators are currently based on proportion of wage cost ; 2. Ministry of Women, Family and Community Development , BCG Analysis (2015) 3. Expert Interview; 4. Weighted Average.



We have categorised costs relating to the abuse of women in two scenarios:

- In a case of mild abuse where the victim does not require medical or psychological help
- In a case of severe abuse where the victim does require medical or psychological help

SAMPLE INNOVATIVE SOLUTION



PSPK runs a training programme to assist abused victims, where skill training programmes are conducted. These programmes help empower these women and have proved to be highly beneficial, allowing the victims to gain financial independence and slowly be less dependent on aid. PSPK trains women in sewing and baking, and helps secure contracts from companies to purchase the items made, sharing the profit with these abused victims. In certain cases, these women have even gone on to start their own small businesses, allowing them to become socially active and financially independent.

5.3.2 Abandonment of the Elderly

The abandonment of the elderly is another area of concern. It occurs when the elderly are not given financial support or even a place to stay. Some of these elderly are left behind in hospitals, with their family members either untraceable or unwilling to take their parents home, taking up valuable space in hospitals that needs to be used for more critical patient cases. Some of these senior citizens could also be left wandering on the streets, with no place to stay and no relatives willing to take them in.

These elders, once neglected, may lack basic needs including food and clothing, impairing their health, and face medical risks such as dehydration or malnutrition. They are too old or too sick to work, making them helpless. In certain cases, these elderly may also have preexisting medical conditions which may lead to further complications after being abandoned. As no law currently incriminates those who abandon their elderly, the extent of the issue is often under-reported.

> According to the Malaysian Population and Family survey,

Based on the Department of Statistics, the percentage of elderly within the population is projected to increase from 9.3 percent to 14 percent by 2030, intensifying the scale of the issue.

OUICK

FACTS

Approximately one third of senior citizens do not receive financial, health or daily necessities from their children or families

Social Progress Assessment



CASE IN POINT

Several SPOs seek to help the elderly who have been abandoned. These includes Rumah Al-ikhlas, which was set up by Muji Sulaiman, a former Serdang Hospital nursing sister, with her own savings. The former nurse had initially looked after several elderly patients, abandoned by their families at hospitals, at her own home. She currently helps approximately 50 senior citizens, many of whom were brought from hospitals, with various health problems such as diabetes, stroke and kidney failure. Another SPO is Persatuan Kebajikan Ci Hang Chempaka, which runs Rumah Bakti Ci Hang, a shelter for abandoned old folks. In Rumah Bakti Ci Hang, these elders are given proper healthcare, food and shelter, with many activities organised for the elderly.

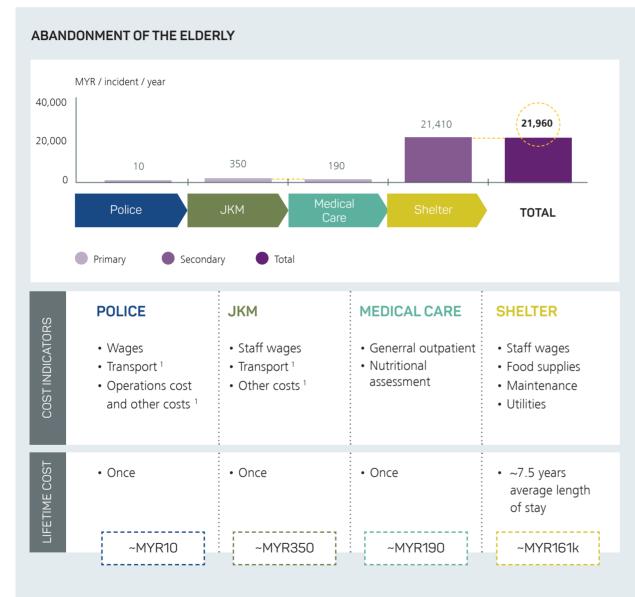
ACTIVITY CHAIN OF COSTS

For the purposes of this study, the activity chain of costs to government related to the issue of abandonment of the elderly include the cost for police, who may often receive cases of abandoned elderly. These cases are often referred to JKM, whose social welfare officers conduct investigations and connect these elderly to the appropriate home shelter. Medical care is also often required, as the elderly may be found with injuries or health risk. Lastly, shelter care is needed to provide these elderly with accommodation and food. "As no law currently incriminates those who abandon their elderly, the extent of the issue is often under-reported."

Police	Abused elderly may be referred to the police, who would refer them to JKM, or to JKM straight
JKM	Investigations would be conducted and a social welfare officer would apply to the Magistrates' Court for a protection order
Medical care (for severe cases)	Healthcare and nutrition support would be provided for the elderly found abandoned with injuries and nutritional risk
Shelter	If applicable, shelter for abused elderly without family members, providing accommodation, food and clothing (e.g. Rumah Seri Kenangan)



Figure 22 COSTS RELATED TO ABANDONMENT OF ELDERLY



ASSUMPTIONS USED

There is currently no official statistics from the government on the number of abandoned elderly

Key notes:

- Average length of stay in shelter is approximated at 7.5 years based on definition of elderly at 60 years old and life expectancy of 75 years
- To illustrate medical cost directly related to the social issue, we have assumed that each elderly would require up to 3 visits and a nutritional assessment

Note: Official costs from government are obtained at the federal budget/spend level Source: 1. Cost for these indicators are currently based on proportion of wage cost

5.3.3 Abuse of the Elderly By Primary Caregiver

Abuse of the elderly happens when an action (or lack of) by their primary caregiver causes harm to an elderly person or puts that person at risk of harm. This could be in the form of physical, sexual or emotional abuse or through negligence.

It can happen in multiple settings, including at home, in hospitals, and in nursing homes. Instead of being respected and treated with dignity, the victims may suffer physical or emotional issues, including fractures and bruises, malnourishment or dehydration. Many of these victims suffer in silence as they are homebound or ill, and thus reliant on caregivers who abuse them. They lack the ability to reach out to social workers and may not always know what resources are available to them.

CASE IN POINT

A recent news article by The Star reported that the Department of Social Welfare ordered an old folks home to close down after investigations indicated that it was unfit for providing care for the elderly. This was initiated after the home was involved in an alleged abuse of an elderly woman. Video footage that went viral on WhatsApp showed the



56-year-old caretaker of the home pushing the heads of elderly residents, while a former staff member of the home had lodged a report against the caretaker at a police station, claiming the caretaker had frequently hit the home's elderly occupants.

ACTIVITY CHAIN OF COSTS

For the purposes of this study, the activity chain of costs to government related to the issue of abuse of the elderly include handling of the case by the police, who refer cases to JKM. At JKM, the social welfare officers assist the victims in applying for a protection order and finding the victims appropriate medical care (depending on the scenario) and a shelter.

Police	Abused elderly may be referred to the police, who would refer them to JKM, or to JKM straight
JKM	Investigations would be conducted and a social welfare officer would apply to the Magistrates' Court for a protection order
Medical care (for severe cases)	Healthcare and nutrition support would be provided for the elderly found abandoned with injuries and nutritional risk
Shelter	If applicable, shelter for abused elderly without family members, providing accommodation, food and clothing (e.g. Rumah Seri Kenangan)



Figure 23 COSTS RELATED TO ABUSE OF ELDERLY BY PRIMARY CAREGIVERS

ABUSE OF THE ELDERLY BY PRIMARY CAREGIVERS MYR / incident / year 40,000 22,930 21,410 20,000 1,150 20 350 0 JKM Police TOTAL Primary Secondary Total POLICE **JKM MEDICAL CARE** SHELTER COST INDICATORS • Staff wages • Treatment for • Staff wages • Wages • Transport¹ • Transport¹ physical injury • Food supplies • Operations cost • Other costs¹ • Treatment Maintenance for chronic • Utilities and other costs¹ depression LIFETIME COST • Once • Once² • Once • ~7.5 years average length of stay ~MYR1,150 -MYR20 ~MYR350 ~MYR161k

ASSUMPTIONS USED

There is currently no official statistics from the government on the number of abused elderly

Key notes:

- Currently, only offenders who abuse a person with a protection order is liable to imprisonment. Hence, prison cost has been excluded here
- Average length of stay in shelter is approximated at 7.5 years based on definition of elderly at 60 years old and life expectancy of 75 years
- To illustrate medical cost, we have calculated cost of physical injury that requires 3 days of hospitalization and a 2% chance of chronic depression

Note: Official costs from government are obtained at the federal budget/spend level

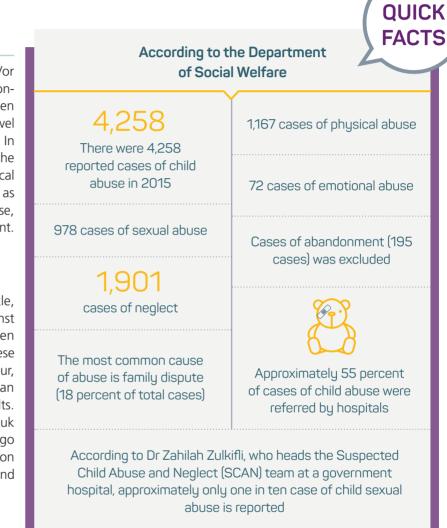
Source: 1. Cost for these indicators are currently based on proportion of wage cost; 2. Assumed hours required for JKM investigation is higher than Issue 1.2 as abuse cases would typically involve more work (e.g. liaising with hospital etc)

5.3.4 Abuse of Children

Abuse of children includes physical, emotional, sexual abuse and/or negligent treatment of children. This may take the form of causing nonaccidental physical injury to the child, which may cause bruises, broken bones or even lifelong injury. Sexual abuse of children may cause bowel problems, urinary tract infections or sexually transmitted diseases. In cases of emotional abuse, parents may shame the child, terrorizing the child through accusations, or even ignore the child, causing physical issues such as delays in development, and behavioural issues such as sleep disorders. Many possible reasons contribute to cases of child abuse, including mental disorders, substance abuse, stress and unemployment.

CASE IN POINT

One highly publicised case of child abuse was that of Richard Huckle, a British citizen who recently admitted to 71 offences of abuse against children between the ages of six months to 12 years old between 2006 and 2014. According to a report by The Guardian, many of these victims were children from poor Christian communities in Kuala Lumpur, after Huckle persuaded families that he was a respectable Christian philanthropist. Some of the charges included rape and sexual assaults. According to New Straits Times, Kuala Lumpur Police Chief DCP Datuk Mohamad Salleh also mentioned that many cases of child abuse go unreported as such cases are not brought to the authorities' attention because of the shame and embarrassment to the victim and family, and due to societal indifference.





ACTIVITY CHAIN OF COSTS

For the purposes of this study, the activity chain of costs to government related to the issue of abuse of children include the investigation of the issue by the police or social welfare officers under JKM. Besides arresting the offender, the police must also conduct an investigation, as abuse of children is a criminal offence under the Child's Act 2001. Subsequent costs relate to conducting a court session, as the offender would have to be sentenced under the Court for Children. Depending on the sentence, the offender may have to be imprisoned. If applicable, the offender may also apply for parole. Once released from prison, the offender may also chose to stay at a Halfway House operated by the government. For the victim, medical care may be required depending on the extent of injuries sustained from the abuse. As the child may no longer have a family to return to, the government also provides shelter for these children.

We have categorised costs relating to the abuse of children in two scenarios:

- In a case of mild abuse where the victim does not require medical or psychological help
- In a case of severe abuse where the victim does require medical or psychological help

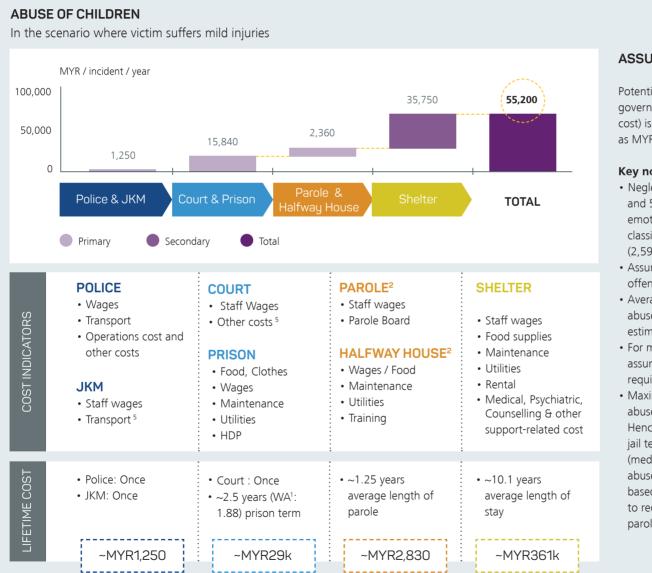
SAMPLE INNOVATIVE SOLUTION



The government does have some innovative solutions currently in place. For example, the Prison Department currently incurs raw material costs only in preparing the prisoners' meals and clothes, relying on the prisoners to provide the manpower to prepare the food and sew their clothes. The prisoners are assigned to cook various meals, and to sew clothes that are worn by fellow prisoners. The Prison Department is thus able to attain significant cost savings from the wages of staff who would otherwise have to be employed to cook this food, and to sew these clothes.

Police & JKM Investigation		 Victims may be referred to the police or to JKM directly Police arrest, detention and investigation of offender JKM to apply for protection order
FOR OFFENDER	Court & Prison	 Hearing of cases under the Court for Children to determine sentence Imprisonment of up to 10 years for abuser
	Parole & Halfway House	 If applicable, parole supervision for abusers who are sentenced to prison and halfway house to help such prisoners re-adapt back to life outside prison
FOR VICTIM	Medical care	• Medical care for injuries of children that are severely abused
	Shelter	 Shelter to provide accommodation, food and clothing to children

Figure 24 COSTS RELATED TO ABUSE OF CHILDREN – SCENARIO WHERE VICTIM IS MILDLY ABUSED



ASSUMPTIONS USED

Potential annual cost to the government (sans any pending cost) is estimated to be as high as MYR143Mn

Key notes:

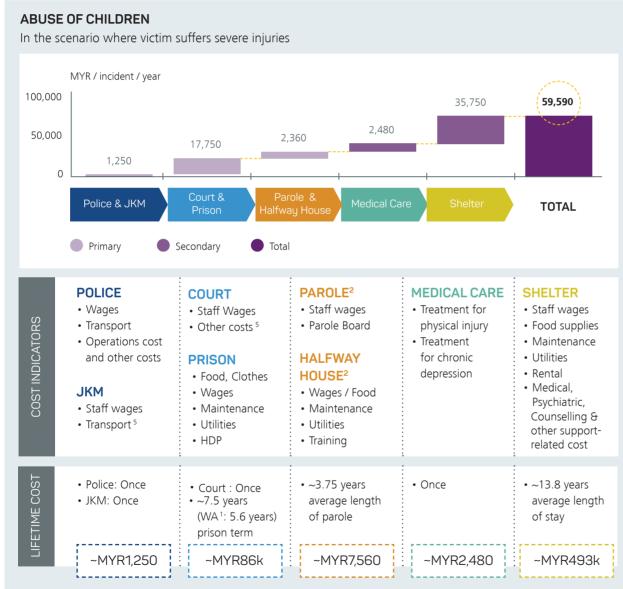
- Neglect, other forms of abuse and 50% of physical and emotion abuse would be classified under mild (2,591 cases) is assumed
- Assumption that there is 1 offender per victim
- Average age of child when abused for mild abuse is estimated to be 7.9 years old³
- For mild abuse cases, we assume that no medical care is required
- Maximum jail sentence for abuse of children is 10 years⁴. Hence, we assume the typical jail term to be 2.5 years (median of 0-5 years) for mild abuse cases. Lifetime cost based on ~1.88 years (due to reduction in jail term for parole)

Source: 1. Weighted Average; 2. Parole is the release of selected prisoners for good behaviour. Parolees would have to report to police regularly during their Parole Term. Halfway house is a transitional living place for ex-prisoners to slowly re-integrate back into society. Such costs have been adjusted downwards as not every offender would go through such intervention programmes; 3. Department of Paediatrics, Kuala Lumpur General Hospital (1994); 4. Based on Child Act, Section 31; 5. Cost for these indicators are currently based on proportion of wage cost

Note: Official costs from government are obtained at the federal budget/spend level



Figure 25 COSTS RELATED TO ABUSE OF CHILDREN – SCENARIO WHERE VICTIM IS SEVERELY ABUSED



ASSUMPTIONS USED

Potential annual cost to the government (sans any pending cost) is estimated to be as high as MYR 99 Mn

Key notes:

- Cases of sexual abuse, and 50% of physical and emotion abuse cases would be classified under severe (1,667 cases)
- Assumption that there is 1 offender per victim
- Average age of child is estimated to be 4.2 years old ³
- For severe abuse cases, we assume that medical care is required. To illustrate medical cost, we have calculated cost of physical injury that requires 8 days⁶ of hospitalization and a 2% chance of chronic depression
- Maximum jail sentence for abuse of children is 10 years ⁴. Hence, we assume the typical jail term to be 7.5 years (median of 5–10 years) for severe abuse cases. Lifetime cost based on ~5.6 years (due to reduction in jail term for parole)

Note: Official costs from government are obtained at the federal budget/spend level

Source: 1. Weighted Average; 2. Parole is the release of selected prisoners for good behaviour. Parolees would have to report to police regularly during their Parole Term. Halfway house is a transitional living place for ex-prisoners to slowly re-integrate back into society. Such costs have been adjusted downwards as not every offender would go through such intervention programmes; 3. Department of Paediatrics, Kuala Lumpur General Hospital (1994); 4. Based on Child Act, Section 31; 5. Cost for these indicators are currently based on proportion of wage cost; 6. Agency for Healthcare Research and Quality

QUICK

FACTS

5.3.5 Child Abandonment

Child abandonment occurs when a parent or guardian deserts the child without any regard for the child's health, safety or welfare and with the intention of abandoning the child. Without any income, an abandoned child would have neither shelter nor food. Children are left hungry, dirty, and without adequate clothing or shelter. With no supervision or care, the child is also in danger from physical or emotional harm from others.

Besides posing immediate health and medical issues such as malnourishment, the lack of basic physical care, affection, security and supervision can cause further implications in the longer term. These include delays in the child's growth and development.

CASE IN POINT

One of the organisations that provide shelter care to abandoned children is Persatuan Rumah Kanak-Kanak Ini Di Sayangi (Rumah KIDS). The home provides food, shelter, clothing and education to these abandoned children. Providing a peaceful and safe environment for these children to grow allows them to make new friends in a secure environment. They are engaged in a routine of study, play and rest, supervised by the shelter's staff, ensuring that these children can develop physically, emotionally and mentally in an environment similar to a typical child's.

ACTIVITY CHAIN OF COSTS

For the purposes of this study, the activity chain of costs to government related to the issue of abandonment of children includes the investigation of the issue by the police or social welfare officers under JKM. Cases are heard and sentenced in the Court for Children. Depending on the sentence, the offender may be subject to imprisonment, parole and may stay in one of the Halfway Houses offered by the government after the imprisonment term. For the victim, medical care would be required, especially in cases where the child suffers from malnourishment after abandonment. They would also be housed in government shelters, providing them with accommodation, food and clothing for the child.

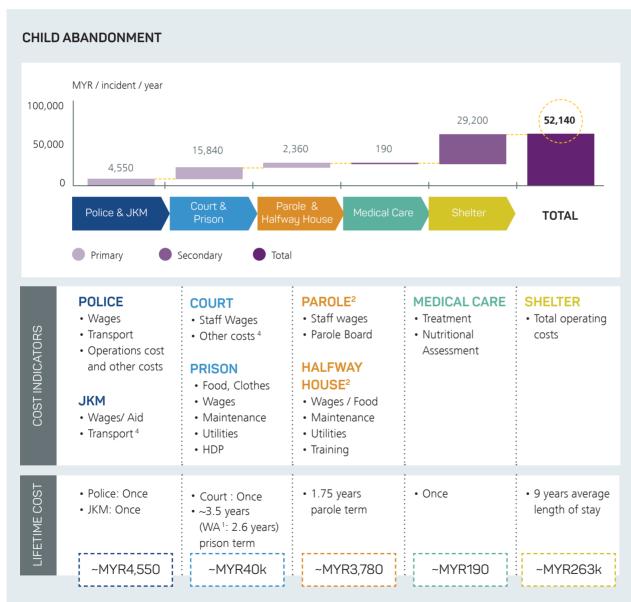


The Department of Social Welfare reported 195 cases of child abandonment in 2015.

Police & JKM Investigation		 Victims may be referred to the police or to JKM straight Police arrest, detention and investigation of offender
FOR OFFENDER	Court & Prison	 Hearing of cases under the Court for Children to determine sentence Imprisonment of up to seven years for abuser
	Parole & Halfway House	 If applicable, parole supervision for abusers who are sentenced to prison and halfway house to help such prisoners re-adapt back to life outside prison
FOR VICTIM	Medical care	• For cases where the child requires medical attention due to inadequate nutrition / care after being abandoned
	Shelter	 Shelter to provide accommodation, food and clothing to the child such as Rumah Kanak-kanak



Figure 26 COSTS RELATED TO ABANDONMENT OF CHILDREN



ASSUMPTIONS USED

Potential annual cost to the government (sans any pending cost) is estimated to be as high as MYR 10.2 Mn

Key notes:

- 195 cases of child abandonment reported in 2015, based on no. of reported cases of abandoned children according to JKM
- 1 victim per offender
- As abandonment of child under 12 years carries a jail term of up to 7 years³,assumption that jail terms are equally, and hence a median jail term of 3.5 years is reflected. Lifetime cost for jail term is computed based on ~2.6 years (due to reduction in jail term for parole)
- Average age of child abandoned is approximated at 9 years (median of 0 and 18), and child stays in shelter until 18 years old
- To illustrate medical cost directly related to the social issue, it is assumed that each child would require up to 3 visits and a nutritional assessment

Note: Official costs from government are obtained at the federal budget/spend level

Source: 1. Weighted Average; 2. Parole is the release of selected prisoners for good behaviour. Parolees would have to report to police regularly during their Parole Term. Halfway house is a transitional living place for ex-prisoners to slowly re-integrate back into society. Such costs have been adjusted downwards as not every offender would go through such intervention programmes 3. Penal Code Section 317; 4. Cost for these indicators are currently based on proportion of wage cost

QUICK FACTS

SAMPLE INNOVATIVE SOLUTION

The Prison Department also currently operates a community rehabilitation programme, in collaboration with the Armed Forces. Instead of building new prisons, some non-high risk criminals are housed in army camps under the care of military personnel, through the Community Rehabilitation Programme (CRP). The programme equips inmates with skills that give them greater job opportunities upon release, and helps them reintegrate into the community. Such inter-agency collaboration helps the government optimise resources. The programme has also proven highly successful in reducing the re-offense rate amongst ex-prisoners, and in increasing job opportunities for the inmates.

5.3.6 Baby Dumping

Baby dumping occurs when parents abandon their baby younger than 12 months with the intent of disposing them. Usually, this takes the form of leaving the babies to die at garbage disposal areas.

These cases happen frequently amongst babies born out of wedlock or from teenage pregnancies. Those parents may not want the financial obligations of having to raise a child, or to live with the stigma of unwed pregnancy.

Depending on the condition of the place where the baby is dumped and the baby's fragility, some babies survive until being discovered, while others die. 104 babies were dumped in 2015, of whom 61 were found dead and only 43 alive. Places where abandoned babies have been found include roadsides, garbage areas, ponds, beaches and toilets.

CASE IN POINT

New Straits Times reported in October 2016 that a 23-year-old woman was arrested for dumping her newborn baby near a garbage bin in Sibu, Sarawak. The suspect, who is single, reportedly told the police that she was ashamed and afraid to tell her family about the pregnancy, and decided to dump the baby before returning to her hometown. A passerby found the baby alive. Separately, the Malay Mail Online reported that a woman in the midst of a divorce threw her newborn baby from her apartment in Setapak while the baby was still alive. The baby, whose umbilical cord was still attached, was found dead.



ACTIVITY CHAIN OF COSTS

For the purposes of this study, the activity chain of costs to government related to the issue of baby dumping include the investigation of the issue by the police or social welfare officers under JKM, court sentencing, and imprisonment of the offender. If applicable, parole may be granted and the offender may also apply to stay in one of the Halfway Houses operated by the government. The cost incurred for social intervention programmes to aid the victim may differ based on whether the dumped baby survives:

- Should the baby be found alive, costs are associated with medical care and providing accommodation to the child at government shelters such as Rumah Kanak-Kanak, until the child reaches the age of 18.
- Should the baby be found dead, costs involve holding a funeral, with costs differing based on the various religious customs.

Police & JKM Investigation		 Arrest, detention and investigation of the parent involved JKM would investigate the case of baby dumping
FOR OFFENDER	Court & Prison	 Hearing at the Magistrates' Court to determine sentence Imprisonment of up to 20 years for the parent if baby dies or up to 10 years if the baby survives
	Parole & Halfway House	• If applicable, parole supervision for offenders who are sentenced to prison and halfway house to help such prisoners re-adapt back to life outside prison
	Medical care	 Child will need to undergo health screening to assess condition and medical care provided if required
FOR VICTIM	Shelter or Funeral	 For babies that survive, shelter is provided to babies such as <i>Rumah Kanak-kanak</i> For babies that die, funeral is arranged for the baby

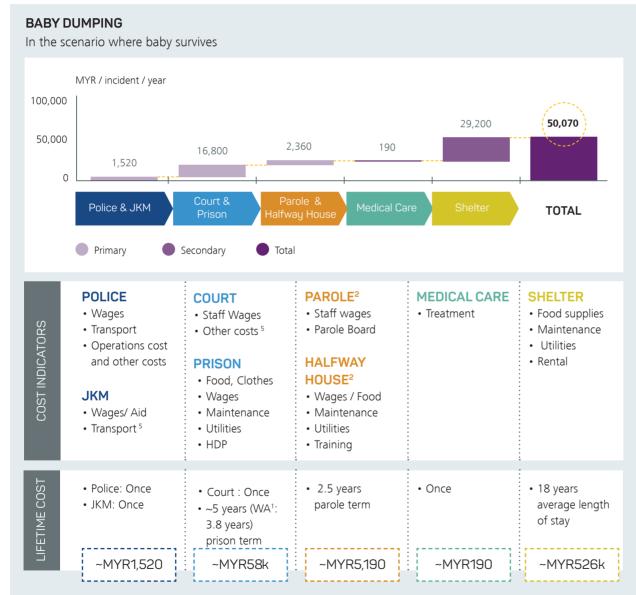


SAMPLE INNOVATIVE SOLUTION



Orphancare Foundation, a social-purpose organisation, has developed an innovative solution to address this issue. The facility allows unwed mothers to leave their baby in the facility instead of dumping them. The foundation works closely with JKM to facilitate the adoption process of these babies to potential foster parents.

Figure 27 COSTS RELATED TO BABY DUMPING - IN THE SCENARIO WHERE THE BABY SURVIVES



ASSUMPTIONS USED

Potential annual cost to the government (sans any pending cost) is estimated to be as high as MYR 2.2Mn

Key notes:

- There are 43 cases of baby dumped that survived in 2015³
- Baby dumping carries a maximum jail of 10 years if no hurt was caused⁴
- Computation is on the basis of 1 offender per victim, and that each victim goes through the entire activity chain
- The typical jail term of 5 years and computed lifetime cost based on ~3.8 years (due to reduction in jail term for parole) is assumed
- Length of stay in shelter is assumed to be from 0 years old to 18 years old
- To illustrate medical cost directly related to the social issue, it is assumed that each baby would require up to 3 visits but would thereafter receive same treatment as other babies

Note: Official costs from government are obtained at the federal budget/spend level

Source: 1. Weighted Average; 2. Parole is the release of selected prisoners for good behaviour. Parolees would have to report to police regularly during their Parole Term. Halfway house is a transitional living place for ex-prisoners to slowly re-integrate back into society. Such costs have been adjusted downwards as not every offender would go through such intervention programmes; 3. Department of Social Welfare Malaysia (2015); 4. Penal Code S307 Attempt to murder; 5. Cost for these indicators are currently based on proportion of wage cost



Figure 28 COSTS RELATED TO BABY DUMPING - IN THE SCENARIO WHERE THE BABY DOES NOT SURVIVES



ASSUMPTIONS USED

Potential annual cost to the government (sans any pending cost) is estimated to be as high as MYR 1.4 Mn

Key notes:

- There are 61 cases of baby dumping in which the baby died in 2015³
- Computation is on the basis of 1 offender per victim, and that each victim goes through the entire activity chain
- Baby dumping, which causes death, could be dealt with under Penal Code S299
 Culpable Homicide which carries a maximum jail term of 10 years if there is no intention of murder and 30 years if there is intention, or S309A
 Infanticide, which carries a jail term of 20 years⁴
- A jail term of 10 years and computed lifetime cost based on ~7.5 years (due to reduction in jail term for parole) is assumed

Source: 1. Weighted Average; 2. Parole is the release of selected prisoners for good behaviour. Parolees would have to report to police regularly during their Parole Term. Halfway house is a transitional living place for ex-prisoners to slowly re-integrate back into society. Such costs have been adjusted downwards as not every offender would go through such intervention programmes; 3. Department of Social Welfare Malaysia (2015); 4. Cost for these indicators are currently based on proportion of wage cost

Note: Official costs from government are obtained at the federal budget/spend level

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5.4 Category: Engaging in Vice

SOCIAL ISSUES RELATED TO ENGAGING IN VICE, AND THEIR ASSOCIATED COSTS

Vices are activities or behaviours that may be considered sinful, unhealthy or depraved. Society frowns upon them, and they affect both the individual and society. Vice has negative effects on an individual both physically and mentally, but more often is a detriment to the person's moral character. Social vices are prevalent amongst youth, as peer pressure plays a significant role in influencing this behaviour. Vice may lead to absenteeism or poor academic performance, causing students to drop out of school. The society also suffers, as many of these activities can cause indirect effects such as public disturbance and distress to others, or lead to crimes. The increase in urbanisation in Malaysia in recent years has exacerbated this problem. Many more individuals now have exposure and access to various social vices such as drugs, increasing the likelihood of being negatively influenced, and are more likely to engage in these vices. In this section, we discuss in further detail several issues related to vice, such as the prevalence of motorcycle gangs (also known as Mat Rempit) and drug abuse.



Figure 29 LIST OF ISSUES RELATED TO ENGAGING IN VICE

	ENGAGING IN VICE	
Prevalence of motorcycle gangs ("Mat Rempit")	Drug abuse Handled by PDRM with jail sentence	Drug abuse, amongst youth Handled by PDRM with jail sentence
	Handled by PDRM without jail sentence Treated through AADK with rehab Treated through AADK without rehab	Handled by PDRM without jail sentence Treated through AADK with rehab Treated through AADK without rehab

5.4.1 Prevalence of Motorcycle Gangs ("Mat Rempit")

Motorcycle gangs (better known as Mat Rempit) involves individuals who use their motorcycles to make public disturbances. This includes racing at high speeds, attempting stunts for fun such as lying flat on the seat, or standing on the seat on one leg. These Mat Rempits often travel in groups, and usually compete with one another for cheap thrills, or perform such acts in order to display their rebellion.

They attempt to imitate stunts seen in shows, even though many of them are neither familiar with such moves nor trained to carry out these stunts. This leads to injuries, and in some cases, death, to themselves, other road users and policemen. Their motorcycles are usually modified extensively to become speedier and noisier, which is illegal, posing greater safety issues and causing much public disturbance. Most Mat "The Mat Rempit culture is a decades-old phenomenon, and has often been linked to motorcycle theft (a crime prevalent amongst youth) and other crimes such as gambling and gang-related activities."

Rempits do not have valid motorcycle licenses, nor do they pay road taxes. They violate traffic laws and interfere with other road users. The Mat Rempit culture is a decades-old phenomenon, and has often been linked to motorcycle theft (a crime prevalent amongst youth) and other crimes such as gambling and gang-related activities.



QUIC

FACT



CASE IN POINT

The Star reported that a female police traffic officer died after being hit by a Mat Rempit during a roadblock operation in Kluang. The Mat Rempit group tried to pass through the roadblock by speeding past, when one of them hit the policewoman. The suspects detained were school dropouts, between the ages of 17 to 20, all without valid licenses. Separately, The Sun Daily reported that the police managed to foil a mass gathering of Mat Rempits in Penang in 2013. Over the course of the six-hour roadblock, the police managed to detain more than 1,500 motorcyclists, highlighting the scale of the issue. While not all were prosecuted for illegal racing, many were issued with summons for various offences including illegal modifying of motorcycles or driving without licenses.

ACTIVITY CHAIN OF COSTS

For the purposes of this study, the activity chain of costs to government related to the issue of Mat Rempit includes the cost to police of setting up and operating roadblocks, which is the most common method of arresting offenders. Medical costs are incurred as Mat Rempits get injured. Lastly, there are costs involved in having a court hearing for sentencing, and if required, imprisonment of the Mat Rempit. Prof Rozmi Ismail from Universiti Kebangsaan Malaysia estimated in 2009 that at least 200,000 persons were involved in such activities nationwide. However, it is often difficult to incriminate such offenders under Section 42 of the Road Transport Act 1987 for reckless and dangerous driving of motor vehicle due to the lack of evidence. As such, according to PDRM, only 479 Mat Rempits were arrested in 2015.

Police	 Bringing criminals to justice, including setting up of roadblocks and arrest and investigation 	
Medical care	 Medical care for motorcyclists who are injured 	
Court	 Hearing of cases under the Magistrates' Court to determine sentence 	
Prison	• Under the Road Transport Act, reckless and dangerous driving of motor vehicle (including motorcycle) can lead to a prison term of up to five years	



Figure 30 COSTS RELATED TO PREVALANCE OF MOTORCYCLE GANGS ("MAT REMPIT")

PREVALENCE OF MOTORCYCLE GANGS ("MAT REMPIT") MYR / incident / year 1,000 540 140 790 40 500 70 0 Police TOTAL Total Primary Secondarv POLICE PRISON **MEDICAL CARE** COURT COST INDICATORS • Treatment • Staff wages • Staff Wages • Wages • Operations cost² • Other costs² • Food • Other costs² • Clothing • Miscellaneous • Maintenance • Utilities • HDP • ~1 day in remand • Once • Once • Once • ~3 days in prison ~MYR540 ~MYR40 ~MYR70 ~MYR140

ASSUMPTIONS USED

Potential annual cost to the government (sans any pending cost) is estimated to be as high as MYR 380k

Key notes:

- Calculation is based on 479 Mat Rempits arrested in 2015³
- Reckless and dangerous driving of motor vehicle can bring about a jail term of up to five years¹
- Anecdotally, most Mat Rempits get a jail term of a few days or receives a fine. Only a selected few receive longer prison terms. Hence, an average of 3 days in prison is assumed
- To illustrate medical cost directly related to the social issue, it is assumed that the physical injury incurred would require 3 visits and 3 rounds of taping / bandaging / strapping

Source: 1. Road Traffic Act, Section 42(1); 2. Cost for these indicators are currently based on proportion of wage cost; 3. PDRM

Note: Official costs from government are obtained at the federal budget/spend level

QUICK

FACTS

5.4.2 Drug Abuse

Drug abuse involves the excessive use of self-damaging, habit-forming drugs or substances, which causes several problems. First, those who abuse drugs face the risk of intoxication, depending on the amount and the type of drug used. This leads to health issues such as heart damage, depression or paranoia. Second, such abusers get addicted to the drug within a short period of time. At the initial stages, they develop a tolerance for the drug, as the user's body develops tolerance, leading to higher amounts of drug abused. Next, the person becomes physically dependent, and faces withdrawal symptoms if the drug is not used. Finally, they become psychologically dependent, suffering cravings and a tendency to relapse if the drug is not used.

This brings about a range of problems. Drug users may not have the financial resources to pay for their habit, causing them to turn to crime to sustain the habit. As drugs become a significant part of a person's life, the use affects social relationships and work. Although increasingly rare, drug use also raises the risk of HIV and Hepatitis B infection, if needles are used to administer the drug.

CASE IN POINT

The Star reported that the Kuala Lumpur Police managed to bust a drug syndicate, uncovering more than MYR 7 Mn worth of drugs. Eight people were arrested and 101 kilogrammes of Ketamine was found. According to City police chief Commissioner Datuk Amar Singh, the 38 year old mastermind was a member of the notorious Gang 36. He believed the drugs were smuggled into Malaysia to be sold in entertainment outlets in Klang Valley. According to him, if each person were to take 1 gramme of the drug, the amount is sufficient for almost 101,000 drug abusers.

During 2015, 84,205 persons were arrested under Section 15(1)(a) of the Dangerous Drugs Act 1952 and 38,537 persons were arrested under Section 3(1) of the Drug Dependants Act 1983 based on figures provided by PDRM. According to AADK, out of those arrested under Section 3(1), 26,668 persons were convicted of being dependent on drugs; 6,379 of these were relapse cases.

84,205

62%

According to AADK, 62 percent of drug abusers cited the influence of friends as a reason for abuse. States with the highest number of cases are Penang (4,280 cases), followed by Perak (3.106 cases).

New Straits Times Online reported that Tan Sri Lee Lam Thye, senior vice-chairman of the Malaysia Crime Prevention Foundation, a non-profit organisation focused on crime prevention, said that drug abusers are responsible for more than 60 percent of 'crime by opportunity', which are cases such as snatch theft and home burglaries.



ACTIVITY CHAIN OF COSTS

Several activity chains are possible in relation to the issue of drug abuse. Drug abusers may be arrested by either the Police, or by AADK's law enforcement officer. Those suspected of using drugs are arrested under Section 15(1)(a) of the Dangerous Drug Act 1952, while those suspected of being addicted to drugs (characterised by behavioural and other responses including the compulsion to take drugs on a continuous or periodic basis) are arrested under Section 3(1) of the Drug Dependants Act 1983. Individuals must go through medical screening including urine tests and detoxification, if necessary.

Depending on the court sentence, different scenarios may arise:

- Scenario 1: Offender is arrested under Section 15(1)(a) Dangerous Drug Act 1952 and pays the imposed fine and ordered to supervision under Section 38B of the same act
- Scenario 2: Offender is arrested under Section 15(1)(a) Dangerous Drug Act 1952, and is sent to prison or does not pay the fine and ordered to supervision under Section 38B of the same act
- Scenario 3: Offender is arrested under Section 3(1) Drug Dependants Act (Treatment and Rehabilitation) 1983, and ordered to rehabilitation care under Section 6(1)(a) of the same act
- Scenario 4: Offender is arrested under Section 3(1) Drug Dependants Act (Treatment and Rehabilitation) 1983, and ordered to supervision under Section 6(1)(b) of the same act

During the supervision period, the offender must visit AADK and the police station regularly for checks and training programmes or counselling for continued rehabilitation. Where applicable, offenders may also stay at Halfway Houses operated by AADK or the Prison Department to re-integrate into society. Scenario 1: Arrested by Police, offender pays a fine



Scenario 2: Arrested by Police, offender is sentenced to jail / unable to pay fine



Scenario 3: Arrested by Police or AADK, offender is sentenced to rehabilitation



Scenario 4: Arrested by Police or AADK, offender is sentenced to supervision



Figure 31 COSTS RELATED TO DRUG ABUSE – SCENARIO 1

DRUG ABUSE

Scenario 1: Offender is arrested under Section 15(1)(a) Dangerous Drug Act 1952, and pays the imposed fine and ordered to supervision under Section 38(B) of the same act



ASSUMPTIONS USED

The number of drug abusers under Scenario 1 is currently unavailable

Key notes:

• Cost estimated based on an offender being arrested by Police under the Dangerous Drugs Act Section 15, being sentenced by court to a fine and where the offender pays the fine

Note: Official costs from government are obtained at the federal budget/spend level

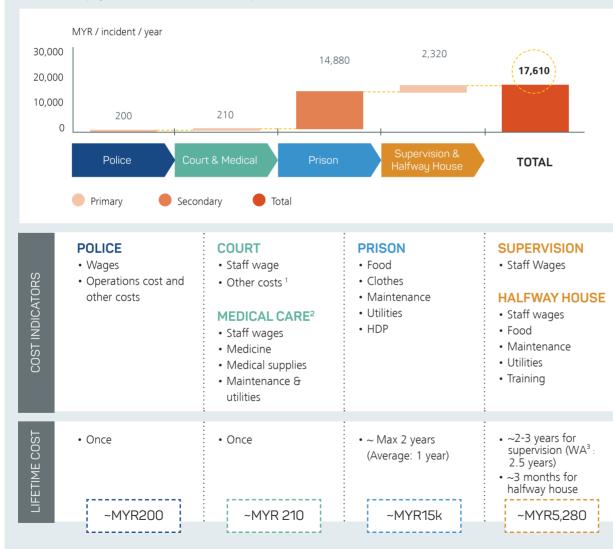
1. Cost for these indicators are currently based on proportion of wage cost; 2. Medical treatment for drug abuse can vary greatly depending on circumstances. As there is no data available on the severity of each case, a base case cost scenario has been calculated. Should a full treatment be required, an extra MYR 8,500 is required in addition to the above costs; 3. Weighted Average.



Figure 32 COSTS RELATED TO DRUG ABUSE - SCENARIO 2

DRUG ABUSE

Scenario 2: Offender is arrested under Section 15(1)(a) Dangerous Drug Act 1952, and is sent to prison or does not pay the fine and ordered to supervision under Section 38B of the same act



ASSUMPTIONS USED

The number of drug abusers under Scenario 2 is currently unavailable

Key notes:

- Cost estimated based on an offender being arrested by Police under the Dangerous Drugs Act Section 15, being sentenced by court to either (1) imprisonment OR (2) a fine, in which the offender fails to pay the fine OR is sentenced to prison
- Prison term is calculated using a median jail term of 1 year, based on the imprisonment term under Dangerous Drug Act Section 15 (maximum of 2 years)
- Computation of cost for Halfway House has been adjusted lower as not every offender would enter the Halfway House

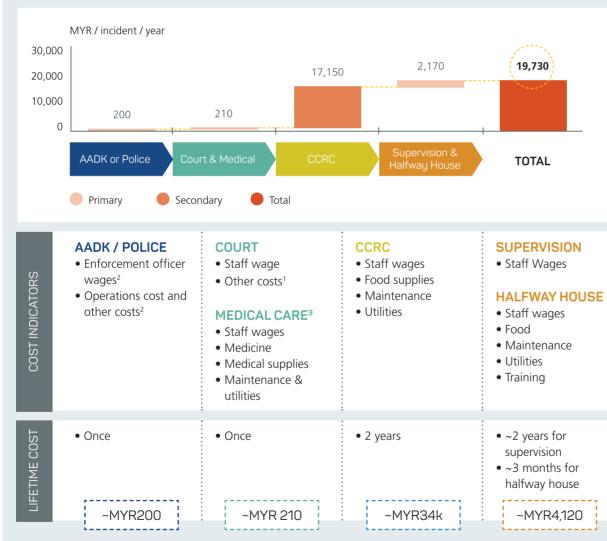
Note: Official costs from government are obtained at the federal budget/spend level

1. Cost for these indicators are currently based on proportion of wage cost; 2. Medical treatment for drug abuse can vary greatly depending on circumstances. As there is no data available on the severity of each case, a base case cost scenario has been calculated. Should a full treatment be required, an extra MYR 8,500 is required in addition to the above costs; 3. Weighted Average.

Figure 33 COSTS RELATED TO DRUG ABUSE - SCENARIO 3

DRUG ABUSE

Scenario 3: Offender is arrested under Section 3(1) Drug Dependants Act (Treatment and Rehabilitation) 1983 and ordered to rehabilitation care under Section 6(1)(a) of the same act



ASSUMPTIONS USED

The number of drug abusers under Scenario 3 is currently unavailable

Key notes:

- Cost estimated based on an offence under the Drug Dependants Act Section 6(1) A in which the offender is sentenced to 2 year of rehabilitation care and 2 year of supervision
- Computation of cost for Halfway House has been adjusted lower as not every offender would enter the Halfway House

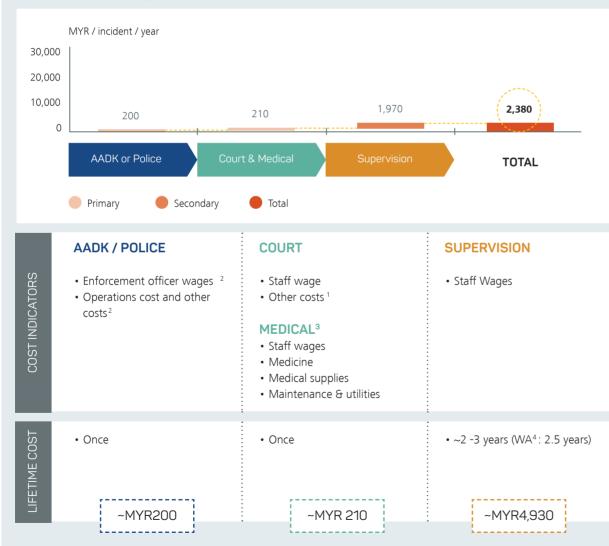
Note: Official costs from government are obtained at the federal budget/spend level. 1. Cost for these indicators are currently based on proportion of wage cost; 2. Cost is currently estimated based on cost for police; 3. Medical treatment for drug abuse can vary greatly depending on circumstances. As there is no data available on the severity of each case, a base case cost scenario has been calculated. Should a full treatment be required, an extra MYR 8,500 is required in addition to the above costs.



Figure 34 COSTS RELATED TO DRUG ABUSE - SCENARIO 4

DRUG ABUSE

Scenario 4: Offender is arrested under Section 3(1) Drug Dependants Act (Treatment and Rehabilitation) 1983 and ordered to supervision under Section 6(1)(b) of the same act



ASSUMPTIONS USED

The number of drug abusers under Scenario 4 is currently unavailable

Key notes:

 Cost estimated based on an offence under Drug Dependants Act Section 6(1)
 (b) in which the offender is sentenced to 2- 3 year of supervision

Note: Official costs from government are obtained at the federal budget/spend level. 1. Cost for these indicators are currently based on proportion of wage cost; 2. Cost is currently estimated based on cost for police; 3. Medical treatment for drug abuse can vary greatly depending on circumstances. As there is no data available on the severity of each case, a base case cost scenario has been calculated. Should a full treatment be required, an extra MYR 8,500 is required in addition to the above costs; 4. Weighted Average.

QUICK FACTS

SAMPLE INNOVATIVE SOLUTION

Persatuan Pengasih Malaysia is an SPO that operates a private rehabilitation care facility, focused on a 'peer support and recovery community care approach'. Pengasih highlighted the need to solve the root problem of drug use in order to curb the issue and prevent relapses amongst ex-offenders. Being ex-offenders themselves, they find that drug use is often an avenue for a deeper issue. Hence, as part of their rehabilitation programme, they train offenders in learning how to deal with these issues. Modules included in their training programme include how to reject others (e.g. say no to drugs), and on other skills such as money management and emotions management. Believing that the families of these offenders also play a critical role, Pengasih also goes a step further to train family members on how to manage recovering users, to ensure a successful rehabilitation.

5.4.3 Drug Abuse Amongst Youth

Drug abuse is an increasing problem amongst youth, where it is already prevalent. AADK reports an upward trend of cases recorded since 2013, even involving students in secondary school. Often cited reasons for drug abuse include peer pressure and exposure, and the lack of parental guidance.

Compared to adults, youths are more susceptible to the medical and mental effects of drug abuse as their bodies are still in their formative age. Drug abuse also presents a greater threat to a youth's future, as abusers find it difficult to perform and concentrate in school. Poor grades, absenteeism, and possibly dropping out of school are often

1,420

AADK is currently treating 1,420 cases of drug abuse amongst youth aged 20 years old and below. AADK reports that the number of abuse cases amongst those aged 20 years old and below has increased by 18 percent from 2014.

linked to drug abuse. In order to purchase these drugs, youths who are not yet financially independent may also resort to crime. Brushes with the judicial system will affect their future employability.

CASE IN POINT

Through discussions with Persatuan Pengasih Malaysia, it was revealed that an increasing number of abusers are likely to face mental side effects from drug use, as an increasing proportion of drug abusers are using synthetic drugs. As youths are still in their formative ages of development, any damage to the abuser's cognitive development is likely to be even more severe and permanent.

ACTIVITY CHAIN OF COSTS

As with the issue of drug abuse, several activity chains are possible in relation to the issue of drug abuse amongst youth. Once the offender has been arrested (by either Police or AADK), undergone medical screening and detoxification, and gone through court sentence, four possible scenarios may apply:



Depending on the court sentence, there are 4 possible scenarios:

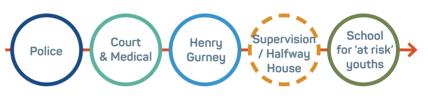
- **Scenario 1**: Offender is arrested under Section 15(1)(a) Dangerous Drug Act 1952, and pays the imposed fine and ordered to supervision under Section 38B of the same act
- Scenario 2: Offender is arrested under Section 15(1)(a) Dangerous Drug Act 1952, and is sent to Henry Gurney or does not pay the fine and ordered to supervision under Section 38B of the same act
- Scenario 3: Offender is arrested under Section 3(1) Drug Dependants Act (Treatment and Rehabilitation) 1983, and ordered to rehabilitation care under Section 6(1)(a) of the same act
- Scenario 4: Offender is arrested under Section 3(1) Drug Dependants Act (Treatment and Rehabilitation) 1983, and ordered to supervision under Section 6(1)(b) of the same act

The difference between drug abuse amongst youth, and that of adults, is that education stands as an additional intervention for youths. The government provides schools for 'at-risk' youths, which help provide an education environment conducive for ex-offenders, to allow enhanced rehabilitation and better re-integration into society.

Scenario 1: Arrested by Police, offender pays a fine



Scenario 2: Arrested by Police, offender is sentenced to jail / unable to pay fine



Scenario 3: Arrested by Police or AADK, offender is sentenced to rehabilitation





Scenario 4: Arrested by Police or AADK, offender is sentenced to supervision



1. Cure and Care Rehabilitation Center

Figure 35 COSTS RELATED TO DRUG ABUSE AMONGST YOUTHS - SCENARIO 1

DRUG ABUSE, AMONGST YOUTH

Scenario 1: Offender is arrested under Section 15(1)(a) Dangerous Drug Act 1952, and pays the imposed fine and ordered to supervision under Section 38B of the same act MYR / incident / year 30,000 20,000 3,390 5,770 10,000 1,970 210 200 0 Police TOTAL Primary Secondary Total POLICE COURT **SUPERVISION EDUCATION** • Staff wage • Wages Staff Wages • Staff wages COST INDICATORS • Ops cost Books • Other costs ¹ Other costs Maintenance Utilities MEDICAL CARE² • Staff wages • Medicine Medical supplies • Maintenance & utilities • Once • Once • ~2 -3 years for • Once LIFETIME COST supervision $(WA^3 : 2.5 \text{ years})$ ~MYR4,930 ~MYR200 ~MYR 210 ~MYR 3.390

ASSUMPTIONS USED

The number of drug abusers under Scenario 1 is currently unavailable

Key notes:

• Cost estimated based on an offender being arrested by Police under Dangerous Drugs Act Section 15, being sentenced by court to a fine and where the offender pays the fine

Note: Official costs from government are obtained at the federal budget/spend level

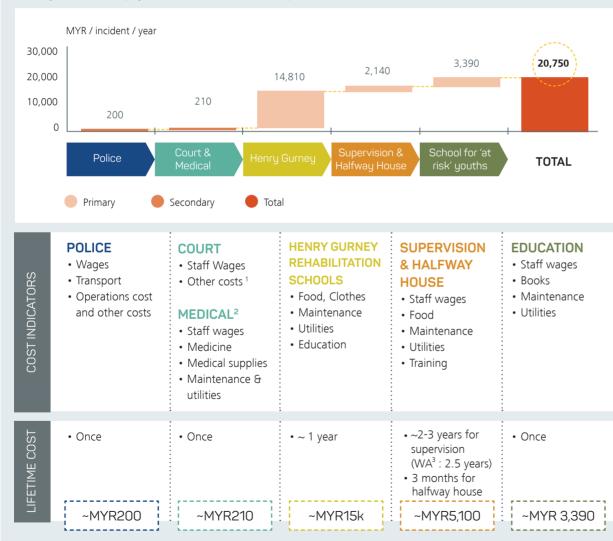
1. Cost for these indicators are currently based on proportion of wage cost; 2. Medical treatment for drug abuse can vary greatly depending on circumstances. As there is no data available on the severity of each case, a base case cost scenario has been calculated. Should a full treatment be required, an extra MYR 8,500 is required in addition to the above costs. 3. Weighted Average



Figure 36 COSTS RELATED TO DRUG ABUSE AMONGST YOUTHS - SCENARIO 2

DRUG ABUSE, AMONGST YOUTH

Scenario 2: Offender is arrested under Section 15(1)(a) Dangerous Drug Act 1952, and sent to Henry Gurney or does not pay the fine and ordered to supervision under Section 38B of the same act



ASSUMPTIONS USED

The number of drug abusers under Scenario 2 is currently unavailable

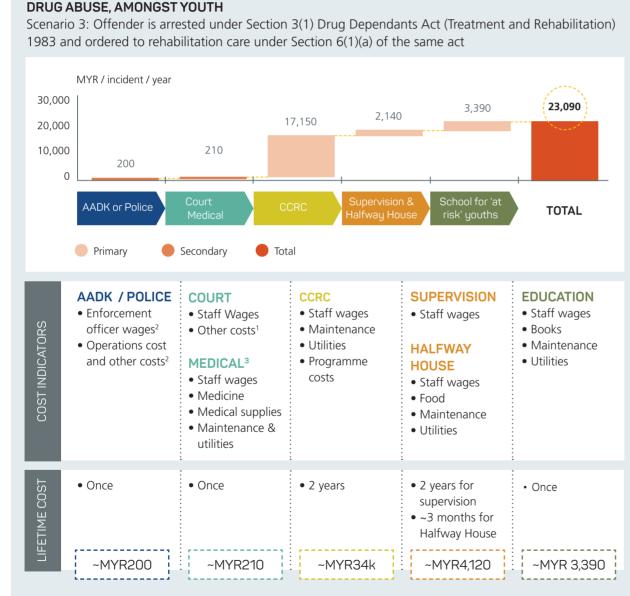
Key notes:

- Cost estimated based on an offender being arrested by Police under Dangerous Drugs Act Section 15, being sentenced by court to either (1) imprisonment OR (2) a fine, in which the offender fails to pay the fine
- Prison term is calculated using a median jail term of 1 year, based on the imprisonment term of 0 – 2 years under Dangerous Drug Act Section 15
- Computation of cost for Halfway House has been adjusted lower as not every offender would enter the Halfway House

Note: Official costs from government are obtained at the federal budget/spend level

1. Cost for these indicators are currently based on proportion of wage cost; 2. Medical treatment for drug abuse can vary greatly depending on circumstances. As there is no data available on the severity of each case, a base case cost scenario has been calculated. Should a full treatment be required, an extra MYR 8,500 is required in addition to the above costs. 3. Weighted Average.

Figure 37 COSTS RELATED TO DRUG ABUSE AMONGST YOUTHS - SCENARIO 3



ASSUMPTIONS USED

The number of drug abusers under Scenario 3 is currently unavailable

Key notes:

- Cost estimated based on an offence under Drug Dependants Act Section 6(1)A in which offender is sentenced to 2 year of rehabilitation care and 2 year of supervision
- Computation of cost for Halfway House has been adjusted lower as not every offender would enter the Halfway House

Note: Official costs from government are obtained at the federal budget/spend level. 1. Cost for these indicators are currently based on proportion of wage cost; 2. Cost is currently estimated based on cost for police; 3. Medical treatment for drug abuse can vary greatly depending on circumstances. As there is no data available on the severity of each case, a base case cost scenario has been calculated. Should a full treatment be required, an extra MYR 8,500 is required in addition to the above costs.



Figure 38 COSTS RELATED TO DRUG ABUSE AMONGST YOUTHS - SCENARIO 4

DRUG ABUSE, AMONGST YOUTH

Scenario 4: Offender is arrested under Section 3(1) Drug Dependants Act (Treatment and Rehabilitation) 1983, and ordered to supervision under Section 6(1)(b) of the same act



Note: Official costs from government are obtained at the federal budget/spend level. 1. Cost for these indicators are currently based on proportion of wage cost; 2. Cost is currently estimated based on cost for police; 3. Medical treatment for drug abuse can vary greatly depending on circumstances. As there is no data available on the severity of each case, a base case cost scenario has been calculated. Should a full treatment be required, an extra MYR 8,500 is required in addition to the above costs. 3. Weighted Average.

ASSUMPTIONS USED

The number of drug abusers under Scenario 4 is currently unavailable

Key notes:

 Cost estimated based on an offence under Drug Dependants Act Section 6(1)B in which offender is sentenced to 2-3 year of supervision

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COMMITTING **CRIME**

5.5 Category: Committing Crime

SOCIAL ISSUES RELATED TO COMMITTING CRIME, AND THEIR ASSOCIATED COSTS

Crime is another pervasive social issue that affects many in society. Besides the immediate impact on human welfare from loss of property or the physical harm to individuals, crime can also have negative consequences to the society as a whole in the longer term. This manifests itself through a greater sense of insecurity in the community, and even social tension between higher-income and lower-income groups. No country is immune to crime, and it is bound to be an increasing problem for Malaysia. With increasing urbanisation, more individuals will encounter vices such as drugs and face greater strains in making ends meet, forcing many to crime. This section discusses several social issues related to crime, including child trafficking, sex trafficking, juvenile crimes, gangsterism, and other crimes that frequently occur in urban areas.



Figure 39 LIST OF ISSUES RELATED TO COMMITTING CRIME



5.5.1 Child Trafficking

Trafficking is a social issue as it disintegrates the social fabric by separating victims from their families. Child trafficking occurs when children are recruited or transported to be exploited for work, or sold. These children may be used as forced labour in sweatshops and construction sites, or for sexual exploitation. As groups that organise trafficking are often involved in other vices such as drug trafficking, these children may also be used to conduct criminal activities, such as begging on the streets, transporting drugs or pickpocketing.

Children often face a greater risk of being trafficked, as they are more easily deceived. They are often used as drug couriers as they are less informed about the consequences. At times, they may even be fed drugs in order to entrap them into working for the traffickers. In order to attain these children, traffickers may persuade parents to let their children go, charging them a fee for a 'service' such as sorting documentation or organising transportation, with the promise of a better education or future for their children. In some instances, traffickers may even resort to kidnapping.

While being trafficked, these children may face great physical and emotional abuse. They are usually housed in crowded shelters and poorly fed. This may cause future issues to the child such as developmental delays, permanent psychological damage, loss of confidence and various health issues. If used for prostitution purposes, these children may also be vulnerable to sexually transmitted diseases.

QUICK FACTS

CASE IN POINT

On 22 February 2013, the Malaysian police managed to break up a child trafficking syndicate that involved 21 children and babies. The trafficking syndicate offered women from poor families \$1,500 for their children. According to reports, these children could be sold for as high as \$6,000. Separately, The Sun Daily quoted Tenaganita, a social-purpose organisation that provides shelter to trafficked victims, on the existence of an underground child sex industry, where young children from other countries aged between 8 and 17 are sold to foreigners in Malaysia for marriage. The report also mentioned that almost all the children were raped on their journey to Malaysia.

ACTIVITY CHAIN OF COSTS

For the purposes of this study, the activity chain of costs to government related to the issue of child trafficking includes intervention programmes for both the offender and the victim. For the offender, arrest and investigation is required, followed by a hearing of the offence and sentence by the Magistrate Court, and if applicable, imprisonment of the offender. After imprisonment, parole may be granted to the offender and once released, the offender may choose to go to a Halfway House managed by the government. Intervention programmes for the victim differ depending on the victim's nationality. For the purposes of SPA, the focus is on cases where the trafficked victims are locals. These cases may require medical care depending on the extent of abuse received while being trafficked. The victim would also be housed in a JKM shelter for up to three months, and transferred to an orphanage/children shelter if they do not have a home or family to return to. (In cases where the victim is a foreigner, the victim would be deported to their home country.) International reports list Malaysia as a destination and (to a much lesser extent) transit and source for child trafficking. Malaysia currently is on the Tier 2 watchlist.

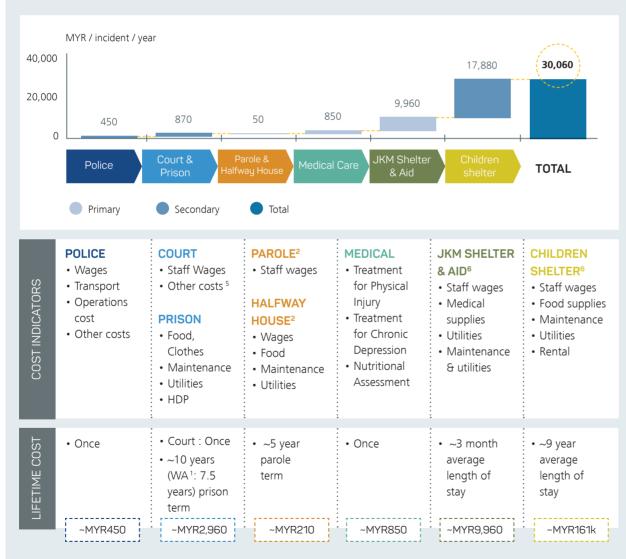
Police		 Arrest, detention and investigation of the criminal involved. This includes patrolling, arrest, prosecution and incarceration of the offenders
DER	Court & Prison	 Hearing of case under Sessions Court Imprisonment of up to 20 years
FOR OFFENDER	Parole & Halfway House	 If applicable, parole supervision for offenders who are sentenced to prison and halfway house to help such prisoners re-adapt back to life outside prison
FOR VICTIM	Medical care	 Child will need to undergo health screening to assess condition and medical care provided if required
	JKM Shelter	 For local victims, shelter for victims of trafficking providing accommodation, clothing and food
	Children Shelter	• For local victims, shelter for children who no longer have a home to go to, providing accommodation, clothing and food



Figure 40 COSTS RELATED TO CHILD TRAFFICKING - FOR CASES WHERE VICTIM IS A LOCAL

CHILD TRAFFICKING

In the scenario where the trafficked victim is local



ASSUMPTIONS USED

Official information on the number of victims of child trafficking that are locals is currently unavailable

Key notes:

- Child trafficking carries a jail term of up to 20 years ³
- The typical jail term of 10 years and computed lifetime cost based on ~7.5 years (due to reduction in jail term for parole) is assumed
- Assumption used here is that 50% of trafficked victim would go to a shelter as their families might not be traceable, while 50% will go back to their families is assumed ⁴
- We have assumed that the average age of the victim is the median of 0 and 18 years (i.e. 9 years old) and would stay in the shelter until 18 years old
- To illustrate medical cost, we have calculated cost of physical injury that requires 3 days ⁶ of hospitalization, nutritional assessment and a 2% chance of chronic depression

Note: Official costs from government are obtained at the federal budget/spend level

Source: 1. Weighted Average; 2. Parole is the release of selected prisoners for good behaviour. Halfway house is a transitional living place for ex-prisoners to slowly re-integrate back into society. Such costs have been adjusted downwards as not every offender would go through such intervention programmes; 3. Anti-trafficking in Persons Act Section 14. 4. Assumptions vetted at Social Issues Lab; 5. Cost for these indicators are currently based on proportion of wage cost; 6. Cost for JKM shelter and children shelter is only applicable if victim is local, which is the focus of SPA

QUICK FACTS

5.5.2 Sex Trafficking of Women

Sex trafficking involves the involuntary sexual exploitation of women, and happens both within and across national borders. Many of these women are drawn to trafficking syndicates with the promise of bright job prospects, only to realise that they will be forced into prostitution. Many times, these victims are also told that in order to cover the 'cost' incurred to settle their work permits or travel arrangements; they must either pay the offenders in cash (which they do not have) or service a certain number of customers.

The experience faced by these victims of sex trafficking is traumatising. It inflicts lasting repercussions on the offender, victim and society. Victims may be deprived of food, have their movements restricted and may be subjected to torture. The fact that these individuals are in a foreign country adds additional psychological stress. At times, the victims may also be raped by the traffickers themselves, or drugged.

These victims are highly vulnerable to serious health risks such as sexually transmitted diseases. Furthermore, as the victims undergo much trauma, trafficking may often lead to psychological issues such as cognitive impairment, depression or suicidal thoughts. Should these victims become pregnant, they are often forced to undergo unsafe abortion methods.



Malaysian Digest estimates 150,000 sex workers are in Malaysia and about 20,000 in Klang Valley, some of whom are trafficked victims.



305

The Trafficking in Persons Report 2016 found 305 trafficking victims confirmed in Malaysia in 2015, mainly Vietnamese and Indonesians.

CASE IN POINT

Tenaganita is a non-profit organisation founded to champion human rights, and assist in building, advocating and protecting migrants, refugees, women and children for exploitation, abuse and trafficking. Tenaganita operates a shelter for trafficked victims, where victims typically receive counselling, skills training, food and medical care. While most victims who receive help from Tenaganita are foreigners, victims include locals as well. At their shelter, activities such as cooking classes, handicraft making and English classes are organised. These activities are designed to develop skills that the victims can use outside the shelter, in order to be self-sustainable.



SAMPLE INNOVATIVE SOLUTION



Tenaganita, an SPO that provides shelter for trafficked victims (among other services), has formed partnerships with various SPOs and government to monitor the movements of the sex trafficking industry, so that they can better identify and rescue the victims of the industry. Tenaganita provides shelter for the victims, once rescued, to stay until they obtain a permanent and safe residence. They work closely with law enforcement officers such as the police in the rescue process, and also provide shelter to victims rescued by the Government, in situations when the government-run shelter for trafficked victims (Rumah Perlindungan ATIP) is full.

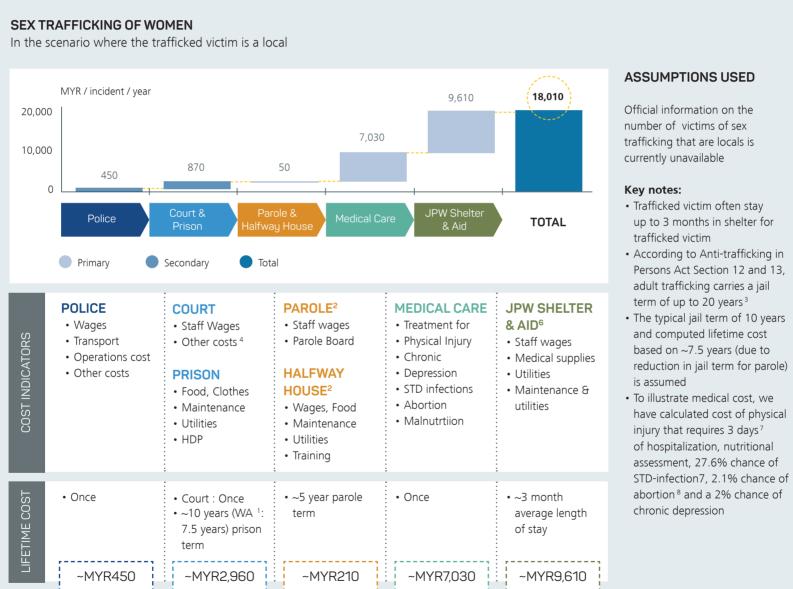
ACTIVITY CHAIN OF COSTS

For the purposes of this study, the activity chain of costs to the government related to the issue of sex trafficking includes intervention programmes for both the offender and the victim. For the offender, arrest and investigation is required, followed by a court hearing and sentencing by the Magistrate Court. Convicted offenders are imprisoned. Parole may be offered to applicable prisoners, and Halfway Houses are also applicable once the offender has completed the jail sentence. For the victim, social intervention programmes would differ depending on the nationality of the victim. For the purposes of SPA, the focus is on cases where the trafficked victim is a local. These victims may need medical care depending on the extent of abuse received while being trafficked. The victim would also be housed in a shelter operated by the Department for Women's Development (Jabatan Pembangunan Wanita or "JPW") for up to three months. (In cases where the victim is a foreigner, the victim would be deported to their home country).



Police		• Arrest, detention and investigation of the criminal involved. This includes patrolling, arrest, prosecution and incarceration of the offenders
FOR OFFENDER	Court & Prison	 Hearing of case under the Sessions Court Imprisonment of up to 15 years or 20 years if force was used
	Parole & Halfway House	 If applicable, parole supervision for offenders who are sentenced to prison and halfway house to help such prisoners re-adapt back to life outside prison
FOR VICTIM	Medical care	• Medical care for the victims of sex trafficking who may have sustained injuries or even pregnancies
	JPW Shelter	 For local victims, shelter for victims of trafficking providing accommodation, clothing and food

Figure 41 COSTS RELATED TO SEX TRAFFICKING – FOR CASES WHERE VICTIM IS A LOCAL



Note: Official costs from government are obtained at the federal budget/spend level

Source: 1. Weighted Average; 2. Parole is the release of selected prisoners for good behaviour. Halfway house is a transitional living place for ex-prisoners to slowly re-integrate back into society. Such costs have been adjusted downwards as not every offender would go through such intervention programmes; 3. Anti-trafficking in Persons Act Section 14. 4. Assumptions vetted at Social Issues Lab; 5. Cost for these indicators are currently based on proportion of wage cost; 6. Cost for JPW shelter is only applicable if victim is local, which is the focus of SPA; 7. Proxied based on research in other country Findings of a National Bio-Behavioural Survey 2010; 8. Malaysia Women's Rights and Health Advocacy Group



5.5.3 Juvenile Crime

Juvenile crime is the participation in illegal activities by those below the age of 18. Many of these juveniles are at the age where they seek attention, and hope to explore and test their role in society. This often starts as violation of school regulations — smoking, bullying or truancy — and slowly evolves into more serious crimes such as theft, rape or murder. In Malaysia, the most common form of crime amongst youth is property-related crimes such as motorcycle theft.

The rise in juvenile delinquency cannot be neglected, as these youths represent the future generation of the country. Considerable research has found that juveniles often grow out of crime to become law-abiding adults, underscoring the importance of intervention programmes that deter juveniles from crime.

CASE IN POINT

Teenage crime has been on the rise in multiple states. The Star reported in 2014 that Selangor saw a 10 percent jump in youth crime, mirrored across the country. Amongst those arrested in Selangor, approximately half were charged with violent crimes including blackmail, gang-related crimes and drugs, while another half had committed minor offences including motorcycle theft. Motorcycle thefts accounted for 40 percent of total crimes, and the majority of motorcycle thefts (approximately 70 percent) were linked to juveniles. The same article cited Bukit Aman Crime Prevention and Eradication Department's Datuk Wira Ayub Yaakob, who said that 2014 saw a 47 percent rise in violence crime among minors, with some even involved in murder and rape. A separate article in The Star in 2015 also mentioned a rise in youth crime in Penang, underscoring the increasing importance of preventing juvenile crime across Malaysia.

ACTIVITY CHAIN OF COSTS

For the purposes of this study, the activity chain of costs to government related to the issue of juvenile delinquency includes the arrest and investigation by the police, provision of welfare services by JKM to help

4,669 crimes relating to youths (aged 10 to 21) occurred in 2015

75 percent of juvenile crimes in 2015 were committed by those aged 16 to 17 years old

age 16-17

36 percent of these crimes relate to property-related crime, which often involve motorcycle theft. The next most common crime amongst youth is drug use, at 30 percent

QUICK

FACTS

the juvenile affected, and court hearing and sentencing. Should the youth be convicted, the youth may be sentenced to Henry Gurney School or other rehabilitation schools (for example, *Taman Seri Puteri*).

Police	 Arresting those involved in crime Detention and investigation into the offence
JKM	 Probation officer to help in proceedings from point of arrest to ensure juvenile's rights are respected
Court	 Hearing of case under the Magistrate Court or Court of Children, depending on the child's age
Henry Gurney School or Rehabilitation schools	 Depending on the case, youth may by sentenced to Henry Gurney School or other rehabilitation schools such as Taman Seri Puteri

Figure 42 COSTS RELATED TO JUVENILE CRIME



ASSUMPTIONS USED

Potential annual cost to the government (sans any pending cost) is estimated to be as high as MYR 71 Mn

Key notes:

- Computation is based on 4,669² juvenile crime reported
- One offender per crime reported, and that each offender would go through the entire activity chain is assumed
- As most common type of crime by youth that are reported are property-related crime such as theft of motorcycles², we have assumed the average jail term to be four years. (According to Penal Code³, such offences carry a minimum jail term of 1 year, and maximum jail term of 7 years)

Note: Official costs from government are obtained at the federal budget/spend level

Source: 1. Cost may often be much higher if the crime was committed in Sabah or Sarawak due to transportation of victim to Peninsula Malaysia; 2. Department of Social Welfare (2015); 3. Penal Code Section 379A; 4. Cost for these indicators are currently based on proportion of wage cost



5.5.4 Gangsterism, Amongst Youth

Gangsterism is using organised violence or intimidation to achieve something. Such violence could include both physical and mental assault. Gangs often recruit young people who are attracted for many reasons, including negative peer networks, the 'inclusiveness' spirit when joining a gang, or even financial reasons.

As the collective spirit within gangs is high, this may compel members to act violently, often against rival gangs. Innocent individuals may also be harmed in the process, putting a strain on the country's healthcare resources. Gangs are also linked to other unlawful activities such as burglary, drug trafficking, extortion and even murder.

Youths who participate in such gangs are affected, as they often drop out of school, succumb to peer-influenced drug abuse, and are associated with multiple gang-related crimes, compromising their future employability.

CASE IN POINT

In July 2016, two gunmen opened fire on a car near Setapak Central, leaving the occupant, a 43-year-old man, dead. The murder was believed to be related to underworld activities. In a separate incident reported by Free Malaysia Today in February 2015, a member believed to be part of Gang 36 was shot outside his house in Klang. The murder was believed to be linked to a murder by a rival-gang member, which had occurred just a week earlier. These bouts of violence were suspected to be due to a dispute between rival gangs, fighting over territory.

ACTIVITY CHAIN OF COSTS

For the purposes of this study, the activity chain of costs to the government related to the issue of gangsterism includes police arrest and investigation. As these offenders are often involved in violent crime, medical care is often needed for the injuries sustained. Once the

633

Astro Awani reported that 542 students were reportedly involved in violent crimes and gangsterism, a rise of 47 percent from 2012. MOHA released a list of 23 secret societies in Malaysia, many of which were found to be carrying out activities prejudicial to public order. Activities included drug trafficking, prostitution, gambling and violence.

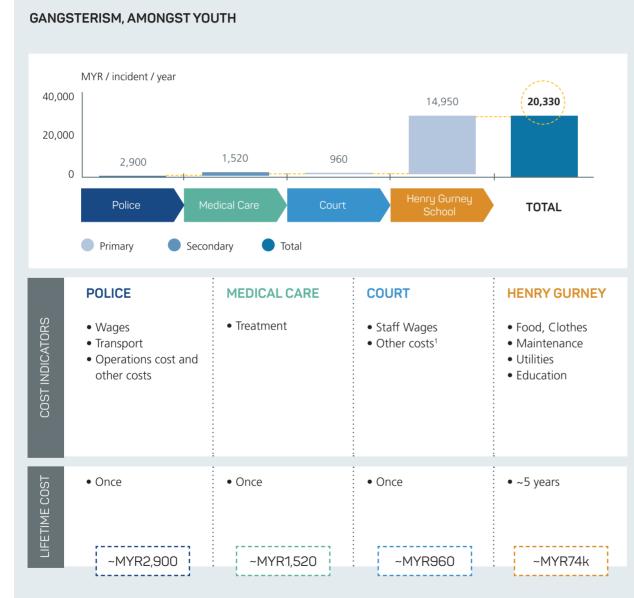
QUICK

FACTS

court has heard and sentenced the criminal under the Sessions Court, additional costs are associated with imprisonment (or the Henry Gurney School, depending on the offender's age), and if applicable, parole and Halfway Houses.

Police	 Person suspected of committing offence may be arrested by police, and would undergo investigation and detention
Medical care	• Depending on the nature of the case, medical care for injured victims of gang- induced crime may be required
Prison	Hearing of case under Court of Children to determine sentence
Henry Gurney School	 Depending on case, offender may be sentenced to Henry Gurney School

Figure 43 COSTS RELATED TO GANGSTERISM, AMONGST YOUTH



ASSUMPTIONS USED

Official information on the number of gang members or gang-related activity is currently unavailable

Key notes:

- For the purpose of this study, we are focusing on youths, aged under 18 years old
- Under Penal Code Section 130V(1), members of organised criminal group will be punished for a minimum jail term of 5 years and maximum jail term of 20 years¹
- As the focus is on youths, the typical sentence of 5 years is assumed
- To illustrate medical cost, we have calculated cost of physical injury that requires 5 days of hospitalisation

Note: Official costs from government are obtained at the federal budget/spend level Source: 1. Cost for these indicators are currently based on proportion of wage cost



100

5.5.5 Crime in Urban Areas

Typical crimes in urban areas include assaults, robberies, automobile theft, home burglaries, snatch thefts and pickpocketing. Whilst many of these crimes are non-violent in nature, some cases have involved victims who were severely injured or even killed in the commission of the crime. Victims of more violent crimes, such as robbery, may suffer injury from weapons. Frequent targets are women walking alone, or with small children.

Incidences of crime do have a negative impact on the community. Besides physical harm and the loss of possessions, victims of crime suffer emotional and psychological effects. Crime also creates fear and distrust within a community, making it difficult for individuals to live, work or play without concern for their own safety.

CASE IN POINT

The Star reported in April 2014 that a 36-year old man was sentenced to jail for causing the death of a 60-year old woman during a snatch theft in 2012. The victim was walking alone when the offender came from behind on a motorcycle and snatched her handbag, causing her to fall and knock the back of her head on the road. As it took six minutes for someone to come to the victim's aid, the victim suffered from internal bleeding and died on the same day.

QUICK FACTS

According to the Malaysia 2016 Crime & Safety Report, snatch theft, residential burglaries and pickpocketing are the most common petty crimes committed. New Straits Times estimated 19,300 cases of street crimes nationwide were reported in 2014, with Selangor, Kuala Lumpur, Johor and Perak having the highest number of reported cases.

ACTIVITY CHAIN OF COSTS

For the purposes of this study, the activity chain of costs to government related to the issue of urban crime includes arrest and investigation by police, court sentencing, imprisonment, and if applicable, parole and Halfway House costs.

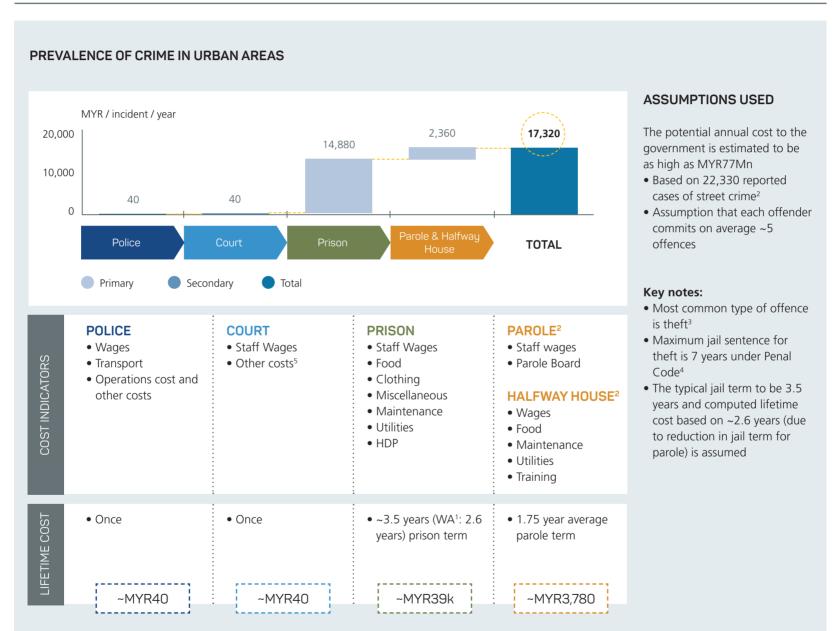
Police	 Person suspected of committing offence may be arrested by police, and would undergo investigation and detention
Court	• Hearing of cases under the Magistrate Court to determine sentence
Prison	 Depending on case, offender may be sentenced to prison with varying jail term depending on the crime
Parole & Halfway House	 If applicable, parole supervision for criminals who are sentenced to prison and halfway house to help such prisoners re-adapt back to life outside prison

SAMPLE INNOVATIVE SOLUTION



Several programmes seek to reduce urban crime, including Community Policing and the Amanita Programme. Under one of the Community Policing initiatives in Taman Sungai Besi, residents help patrol the neighbourhood at least three times a week, with 15–20 members taking part each time. From being plagued with robberies, snatch thefts, burglaries and other crime before the patrols began in 2010, the frequency of crime in the area has fallen. Similarly, the Amanita Programme is aimed at enhancing collaboration between the police and the local community. In the programme, housewives serve as 'eyes and ears' for the police, helping them in the prevention of crime. Deputy Commissioner Police Datuk Abdul Jalil Hassan reports that the programme has started to yield results, with a drastic decrease in crimes in several residential areas in the Klang Valley.

Figure 44 COSTS RELATED TO THE PREVALENCE OF CRIME IN URBAN AREAS



Note: Official costs from government are obtained at the federal budget/spend level

Source: 1. Weighted Average; 2. Parole is the release of selected prisoners for good behaviour. Parolees would have to report to police regularly during their Parole Term. Halfway house is a transitional living place for ex-prisoners to slowly re-integrate back into society. Such costs have been adjusted downwards as not every offender would go through such intervention programmes ; 3. Universiti Kebansaan Malaysia, BCG analysis; 4. Penal Code Section 379; 5. Cost for these indicators are currently based on proportion of wage cost;





OBSTACLES TO EDUCATION

5.6 Category: Obstacles to Education

SOCIAL ISSUES RELATED TO OBSTACLES TO EDUCATION, AND THEIR ASSOCIATED COSTS

Malaysia funds education up to secondary level, making it free and available to all. This commitment is rooted in the idea that education is a basic right for every school-aged child. The government has invested heavily in the provision of schools, teachers, materials, and more to achieve this vision of universal education and elevate its level. Despite the best efforts of the Ministry of Education (MOE), challenges continuously arise due to widespread and changing needs in this area. Ensuring that special needs students, rural students, and 'at-risk' youths receive the education they require, given their circumstances, presents increasingly complex challenges

This section of the report discusses in further detail the preliminary list of issues identified related to obstacles to education, and the associated costs to government of providing remedial actions. Figure 45 LIST OF ISSUES RELATED TO OBSTACLES TO EDUCATION



5.6.1 'Lost Boys / Girls' – Not In Education, Employment or Training

A primary focus of the Malaysia Education Blueprint is to maximise enrolment in formal education across all levels, while minimising dropout rates. According to the Blueprint, Malaysia has achieved near universal enrolment (94 percent) at the primary school level. Enrolment dips to 87 percent at the lower-secondary level, and a further decrease (78 percent) at upper-secondary. While these numbers outperform most developing countries, and are catching up to those of developed nations, it is important to consider the broader implications of this discrepancy in enrolment rates. The phenomenon of 'lost boys/girls' who are not in education, employment or training refers to the segment of the school-age population that leaves formal education, and their actions beyond that are difficult to account for. For the purposes of this study, MOE's provision of vocational schools will be considered as a form of alternative education for students who might otherwise drop out. In reality, many students enrolled in vocational schools would not otherwise be 'lost boys/girls', so the enrolment figure is used only as an approximation.

While the government incurs costs for providing alternative education to try to keep students in school, the long-term economic costs to society of potentially lost opportunities and the increased likelihood of involvement in negative activities must also be taken into consideration.



CASE IN POINT

Experts from Soroptimist Malaysia revealed that school dropout often becomes a bigger problem in low-income areas as students cannot see how education may improve their current circumstances. Students' major concerns, and thus the focus of their activities, relate to the immediate need for income for survival or basic living standards. The disconnect occurs because the benefits of standard education accrue over the long term. Rural & indigenous students experience a similar challenge. In response, the government provides alternative forms of education (specifically, vocational schools) that seem more directly linked to sources of income. SPOs such as Soroptimist Malaysia also play their part in raising awareness amongst these communities about the importance and potential benefits of education, and how it can improve their lives.

ACTIVITY CHAIN OF COSTS

For the purposes of this study, the activity chain of costs to the government related to the issue of school dropout rate includes the provision of vocational schools, special curriculums and programmes, and relevant welfare assistance.

"The phenomenon of 'lost boys/girls' refers to the segment of the school-age population that leaves formal education, and their actions beyond that are difficult to account for."

17,000

On average, approximately 17,000 students per year do not complete secondary school

85 percent of these dropouts come from low-income households.

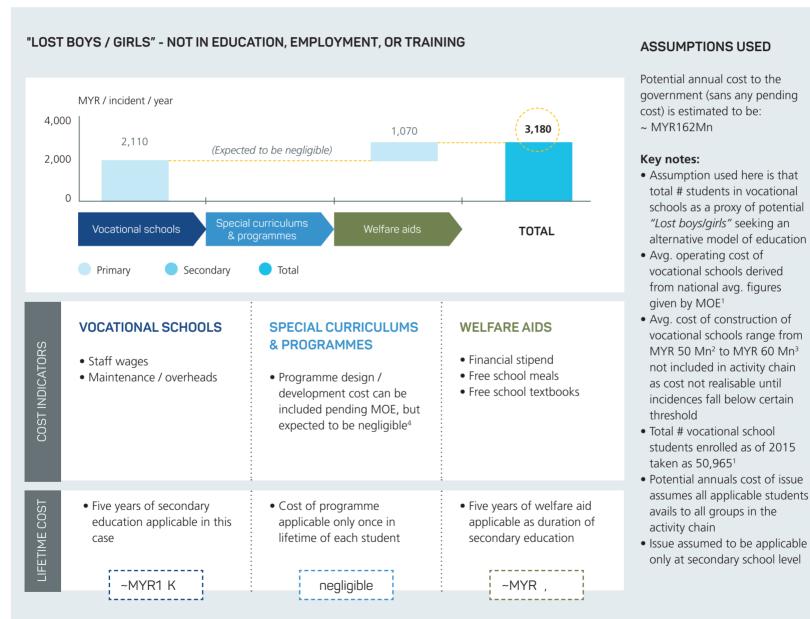
OUICK

FACTS

Dropout rates are particularly high for Orang Asli students; only 30 percent complete secondary school.

Vocat schoo		• Free publically funded vocational schools provided as alternative education option to students who are not as academically inclined to learn other technical skills (e.g. carpentry, plumbing, etc.)
	al curriculums grammes	 Special programmes and curriculums designed to encourage continued participation in formal education system e.g. Special education for orang asli students based on language/cultural context
Welfa	re aids	 Aid given in the form of food, financial stipends, and supplies to underprivileged students to encourage attendance e.g. Kumpulan Wang Amanah Pelajar Miskin (KWAPM)

Figure 46 COSTS RELATED 'LOST BOYS/GIRLS' - NOT IN EDUCATION, EMPLOYMENT, OR TRAINING



Note: Official costs from government are obtained at the federal budget/spend level

Source: 1. MOE data, 2. MOE data for Peninsula Malaysia 3. MOE data for Sabah & Sarawak, 4. Not expected to affect per incident per year cost as once-off cost of design/development will be spread across a large number of students, BCG analysis



5.6.2 Obstacles to Quality Early Childhood Education

The increased availability of preschools and rise in preschool enrolment are key levers in the Malaysia Education Blueprint. Although 77 percent of preschool-aged students are now enrolled, only 48 percent of them are part of the public school system. While many quality private providers offer early childhood education, the lack of a systematic and standardised syllabus to ensure quality may be a cause for concern. Furthermore, preschool enrolment is under-indexed in low-income areas. The combination of these factors probably creates discrepancies in the competency level of beginning primary school students, and may further widen the gap between low-income communities and the rest of the population, resulting in a long tail of potential issues.

The Ministry of Education has made significant efforts, and done much to expand and improve early childhood education. The needs, however, are large and growing rapidly. Given the early stage at which preschool education affects a child's life and future potential, it is also important to consider its long-term effects on society as a whole.

Not all students enrolled in government preschools fall into the category of those affected by this social issue. For the purposes of this study, only government preschool students who fall within the low-income segment are used as sample population.

CASE IN POINT

Many parents have noted that the quality of private preschool education is highly varied, with good, reputable institutions charging high rates, while other affordable options within the neighbourhood are not much more than simple daycare centres. The issue lies in a lack of standardisation of a preschool syllabus for private centres, and insufficient vetting of teachers. Although early childhood education is technically free, other issues such as proximity and travel time from home may discourage enrolment. Hope Worldwide Malaysia provides quality early childhood classes and activities in selected low-income areas, but much more can be done to meet this area's needs. According to the Malaysia Education Blueprint:



48 percent of children are enrolled in public system preschools 73%

OUICK

FACTS

73 percent of under-enrolled schools are located in distant rural areas

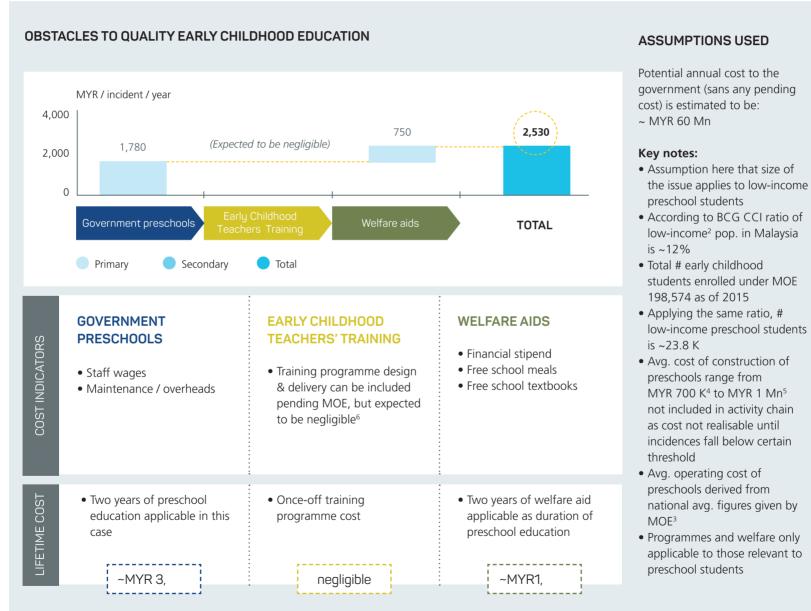
Many private institutes of early childhood education are unregistered and do not have an approved curriculum.

ACTIVITY CHAIN OF COSTS

For the purposes of this study, the activity chain of costs to government related to the issue of early childhood education includes the provision of government preschools, training required for early childhood teachers, and relevant welfare assistance to encourage school attendance.

Govt. preschools	• Free publically funded pre-schools operated either independently, or within the same building as existing primary schools, with teachers, syllabus etc. vetted by the Ministry of Education
Early childhood teachers' training	 Government run programme ensuring teachers are appropriately trained and qualified to cater to the needs of early childhood education / pre-school
Welfare aids	 Aid given in the form of food, financial stipends, and supplies to underprivileged students to encourage attendance - e.g. Bantuan Makanan Pra Sekolah (BMP)

Figure 47 COSTS RELATED TO OBSTACLES TO QUALITY EARLY CHILDHOOD EDUCATION



Note: Official costs from government are obtained at the federal budget/spend level

Source: 1. BCG Centre for Consumer Insights MAC model (2015) 2. Defined as those with household income below MYR2k per month, 3. MOE data, 4. MOE data for Peninsula Malaysia, 5. MOE data for Sabah & Sarawak, 6. Not expected to affect per incident per year cost as once-off cost of design/ development will be spread across a large number of students



5.6.3 Obstacles to General Education Amongst Rural Communities

Providing education to rural communities in remote areas has historically been a challenge due to issues with physical accessibility. The Ministry of Education has rolled out numerous initiatives that seek to address these needs, raise education standards for rural, and encourage participation and enrolment in formal education. Many of these initiatives, however, are costly and capital-intensive, placing a disproportionately high cost burden on government in proportion to the number of people they may reach. This high proportional cost is the primary driver for the need for social innovation in this area. Ensuring the availability of educational facilities and human resources in certain remote areas of Sabah & Sarawak, for example, may be extremely challenging or costly.

CASE IN POINT

Aside from the more obvious challenges associated with the higher costs of building teaching and learning facilities in rural or remote areas, another major obstacle is getting quality teachers out to these areas to reach the students. Many teachers prefer not to be posted to remote areas, as this would inconvenience them considerably. The shortage of teachers (especially experienced or high-quality teachers) is an even more pertinent problem, because even the best facilities and materials cannot compensate for the lack of a genuine and passionate teacher. SPOs such as Teach for Malaysia play their part in bridging this gap by offering skilled and passionate individuals the opportunity to empower students through education, often posting them to remote areas that face a shortage of educators.

ACTIVITY CHAIN OF COSTS

For the purposes of this study, the activity chain of costs to the government related to the issue of early childhood education includes the provision of rural schools with full boarding facilities, special curriculums, and relevant welfare assistance. For adults, adult literacy programmes are also provided.

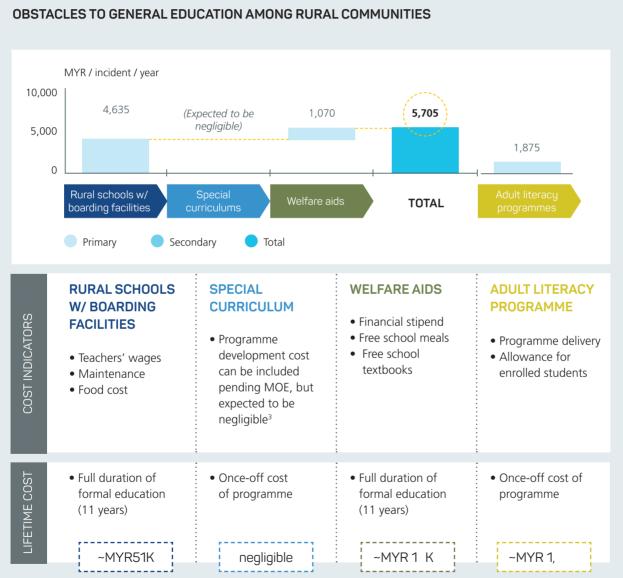
According to the Malaysia Education Blueprint:



Rural schools in Malaysia experience higher dropout rates and poorer academic results overall.

FOR SCHOOLING-AGE STUDENTS	Rural schools w/ boarding facilities	 Publically funded and government run schools in rural areas under the purview of the Ministry of Education providing formal education in remote areas Boarding facilities available to overcome barriers of access
	Special curriculums	 Special programmes and curriculums designed to encourage continued participation in formal education system e.g. Special education for orang asli students based on language/ cultural context
	Welfare aids	• Aid given in the form of food, financial stipends, and supplies to underprivileged students to encourage attendance
FOR ADULTS	Adult literacy programmes	 Special programmes designed and conducted by the Ministry of Education to improve adult literacy rates amongst orang asli adults e.g Kelas Dewasa Ibu Bapa Orang Asli Dan Penan

Figure 48 COSTS RELATED TO OBSTACLES TO GENERAL EDUCATION AMONGST RURAL COMMUNITIES



Note: Official costs from government are obtained at the federal budget/spend level

Source: 1. MOE data, 2. MOE data regarding KEDAP programme, 3. Not expected to affect per incident per year cost as once-off cost of design/ development will be spread across a large number of students, BCG analysis

ASSUMPTIONS USED

Total cost to government depends on applicable number of students availing to each part of the activity chain (i.e. # students in rural boarding schools, # students availing to relevant welfare ads, # students in adult literacy programmes)

Key notes:

- Avg. cost of construction and operation of boarding schools in Sabah and Sarawak used as approximation for cost of rural schools with boarding facilities
- Data on wages of teachers in and maintenance of rural schools estimated based on data from MOE¹
- Special curriculum represents cost of *orang asli* curriculums
- Welfare aid taken as those specifically made available to rural students
- Adult literacy programme based on cost of KEDAP programme², reported as separate from the main activity chain as participants will be adults, not schooling-aged children



5.6.4 Obstacles to Quality Education for Children with Disabilities

Students with physical or mental disabilities face challenges and difficulties in most aspects of life that fully-abled individuals may take for granted. Attaining a quality education can be one such challenge. The MOE has channelled considerable resources into ensuring that formal education does not exclude children with disabilities. This represents the vital first step in ensuring that these children will have fair opportunities for productive adult lives.

Many basic needs are covered, from providing special needs schools, to learning aids and special training for teachers. These initiatives, however, are often costly and cannot always meet all of the complex needs of the full range of disability present amongst students across the country. Innovation is vital in ensuring that despite their disability, these individuals can realise their full potential in becoming productive members of society.

CASE IN POINT

Issues regarding special needs students are highly complex for various reasons. On one hand, enrolling them in regular mainstream schools may not be desirable because they might not be able to keep up with their peers, and might be ostracised. On the other hand, full education in special needs schools, although potentially necessary, makes it challenging for these students to reintegrate into mainstream society. In this sense, mainstream schools with inclusion programmes may be the ideal middle ground. However, the design, development, and effective delivery of these programmes are complex and require specific expertise. It is also important to consider the wide spectrum of varied needs across different types of disabilities. Here, both the government and social sector may start to consider refocusing resources into finding and/or training the right people to address these needs.

ACTIVITY CHAIN OF COSTS

For the purposes of this study, the activity chain of costs to the government related to the issue of education for special needs children includes the provision of special needs schools, special needs

According to the MOE, there are approximately 2,000 students enrolled in MOE special needs schools, 13,000 students with special needs enrolled in mainstream schools with special inclusion programmes, and 59,000 students enrolled in schools with integrated programmes currently.

The Malaysia Education Blueprint stressed the need for equal access for quality public education, but issues such as a shortage of disabled-friendly assisted facilities remain.

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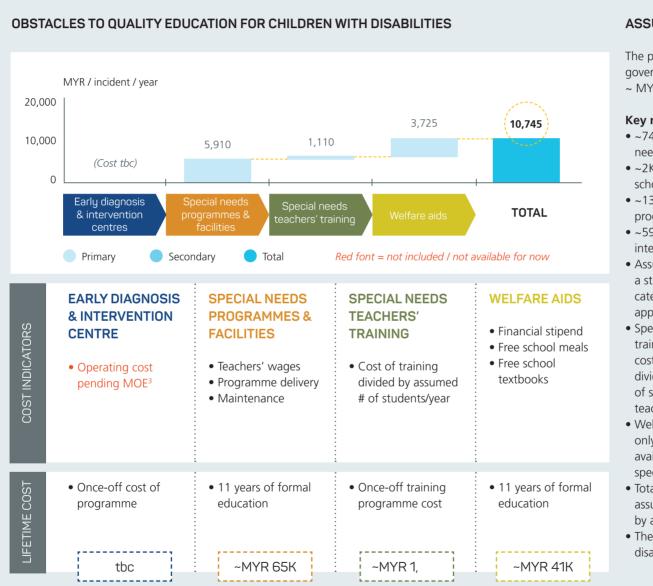
FACTS



programmes, accessibility aids, training for special needs teachers, and relevant welfare assistance.

Early diagnosis & intervention centres	 Facilities provided for early diagnosis and intervention of disabilities in children - e.g. Pusat Perkhidmatan Pendidikan Khas
Special needs programmes & facilities	 Includes the provision of all 3 types of education programmes & facilities made available by MOE, i.e.: Special education school, schools with inclusion programmes, and schools with integrated programmes
Special needs teachers' training	• Government run programme ensuring teachers are appropriately trained and qualified to cater to the needs of special needs students or students with disabilities
Welfare aids	 Aid given in the form of food, financial stipends, and supplies to underprivileged students to encourage attendance e.g. Elaun Murid Berkeperluan Khas (EMK)

Figure 49 COSTS RELATED TO OBSTACLES TO QUALITY EDUCATION FOR CHILDREN WITH DISABILITIES



ASSUMPTIONS USED

The potential annual cost to the government is estimated to be: ~ MYR795Mn

Key notes:

- ~74 K students with special needs enrolled under MOE¹:
- ~2K in special education schools
- ~13K in schools with inclusive programmes
- ~59K in schools with integrated programmes
- Assume cost of serving a student in each of the categories above are approximately equal²
- Special needs teachers' training calculated as average cost of course per teacher¹ divided by the average number of students a special needs teacher may teach in a year²
- Welfare aids here refers to only those specifically made available to students with special needs
- Total potential cost to Gov't assumes welfare aid availed to by all 74K students
- There are 105K children with disabilities⁴

Note: Official costs from government are obtained at the federal budget/spend level; cost of early diagnosis and intervention centres are unavailable and shall be updated in the future

Source: 1. MOE data, 2. Expert interviews with MOE officials, 3. Pending actual operating cost from MOE, but unlikely to change overall cost much as service is still relatively sparsely available (13 centres nationwide), 4. JKM statistics, BCG analysis



5.6.5 Limited Education Opportunities For 'At-Risk' Youths

Students from low-income families face many challenges, but a segment of students classified as "at-risk" youths faces an additional spectrum of threats and obstacles. These are typically students from troubled family backgrounds, and are often children of abusive parents, drug addicts, prostitutes, and the like. Many of these students are not able to enter the conventional formal education system, even if given the opportunity, because of low literacy due to years of exclusion from education.

Beyond the usual welfare assistance to underprivileged children, students and children within this segment may need a different model of education. The government has introduced some innovative solutions, such as Sekolah Bimbingan Jalinan Kasih, to supplement conventional remedial actions such as welfare assistance and shelters, but room remains for innovation and scaling up.

Education is particularly important here as it can help these children and students break the cycle that created their circumstances in the first place. This may not only prevent a long tail of costs, but may also reward society with an increase in productive members of society.

CASE IN POINT

'At-risk' youths often face harsh environments in their personal lives. Whether from troubled families or communities, they are often susceptible to the negative influences of the surroundings and situations that created their circumstances in the first place. When placed in an environment that cultivates and projects genuine care for both their current and future wellbeing, however, the effects can be significant. A visit to the Sekolah Bimbingan Jalinan Kasih revealed that many of its students are children of abusive parents, or are themselves involved with gangs outside of school. However, the disciplinary record within the school itself is remarkably good, with incidences of violence or vandalism in school close to zero. The senior teachers and counselors at the school attribute this to the care and attention given each student's education and potential, creating a "safe haven" from the harshness of the outside world. Although the school has operated only since 2013, Studies cite an increased likelihood of involvement in gangs, prostitution, or drug abuse for 'at-risk' youths who are excluded from formal education.

Only one governmentoperated school, Sekolah Bimbingan Jalinan Kasih (SBJK) is specifically targeted to 'at-risk' youths

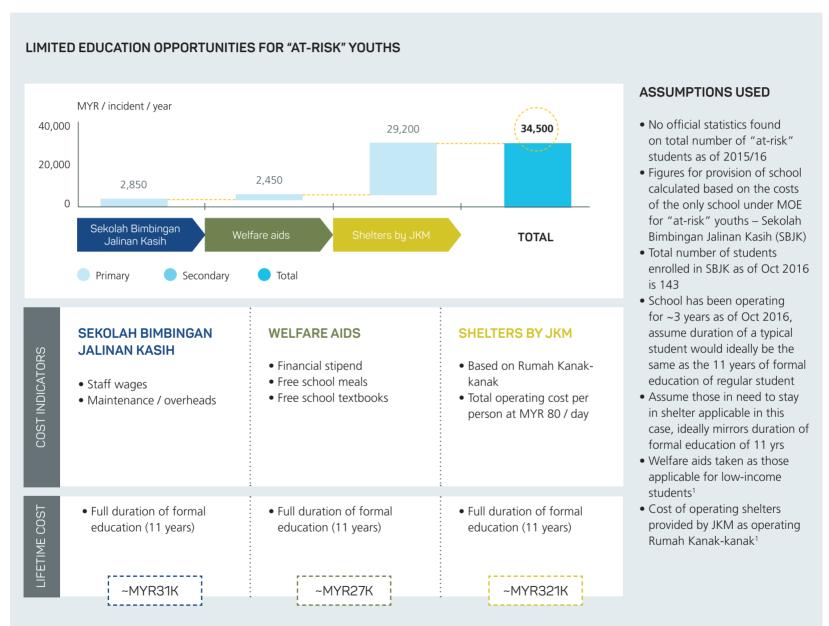
the school adiministrative team believes that this is key to breaking the cycle and giving these students the best chance at a fulfilling and productive adult life.

ACTIVITY CHAIN OF COSTS

For the purposes of this study, the activity chain of costs to the government related to the issue of education for 'at-risk' youths includes the provision of special needs schools and programmes. Welfare aid and shelter may also be provided by JKM to underpriviledged children or those without homes.

Sekolah Bimbingan Jalinan Kasih	 Special school established by the Ministry of Education specifically catering to the needs of "at-risk" youths from troubled backgrounds. Includes the usage of special modular learning programmes vetted by the Ministry of Education
Welfare aids	 Aid given in the form of food, financial stipends, and supplies to underprivileged students to encourage attendance e.g. Kumpulan Wang Amanah Pelajar Miskin (KWAPM)
Shelters by JKM	 Shelter that provides housing and food for children who might have been separated from their families - e.g. Rumah Kanak-Kanak

Figure 50 COSTS RELATED TO LIMITED EDUCATION OPPORTUNITIES FOR 'AT-RISK' YOUTHS



Note: Official costs from government are obtained at the federal budget/spend level Source: 1. JKM, BCG analysis





5.7 Category: Obstacles to Employment

SOCIAL ISSUES RELATED TO OBSTACLES TO EMPLOYMENT, AND THEIR ASSOCIATED COSTS

The employment rate has long been considered a key indicator of the stability and prosperity of a nation's economy. The Economist Intelligence Unit and the Malaysian Department of Statistics report that Malaysia kept unemployment relatively low and stable, between 2.5 percent and 3.5 percent over the last five years. The Eleventh Malaysia Plan stipulated specific strategic initiatives, many focused on improving productivity, and the Economic Planning Unit is overseeing their implementation. These initiatives will continue to drive employment, ensuring that the rakyat have sufficient opportunities for income, whether through a salaried job or by establishing businesses.

Despite the best efforts to stimulate employment on a national level, some segments of the population will always face unique circumstances and obstacles. People with disabilities, for example, deal with a wide range of complex conditions that may present obstacles to employment. Single parents face difficulties in juggling the time needed for both full time employment and child care. An ageing society means an increased demand for jobs that may suit the elderly. Furthermore, reintegrating homeless individuals into the workforce to break the cycle of poverty is as challenging as ever.

While the government is already working to address the needs of these segments through multiple initiatives, the space is ripe for innovation from the social sector. This is particularly important because of the many potential consequences of prolonged unemployment, such as the need for shelter homes, welfare assistance, and free healthcare.

This section of the report discusses in further detail the preliminary list of issues identified related to obstacles to employment, and the associated costs of related remedial actions to the government.

Figure 51 LIST OF ISSUES RELATED TO OBSTACLES TO EMPLOYMENT



5.7.1 Economic Exclusion of People with Disabilities (PWDs)

People with disabilities (PWDs) in Malaysia have traditionally had many welfare assistance options available to help them with their daily needs. Although this may improve their basic standard of living, it does not encourage true social cohesion, nor does it represent a sustainable cost burden to the government.

The emphasis on social inclusion in RMKe-11 should lay the groundwork for redirecting the current approach to providing aid and support to PWDs. While shelters and welfare assistance are available, the focus needs to shift to initiatives that further enable PWDs to become more independent and self-sustaining. Increasing opportunities for gainful employment will also empower them to make further changes and add more value to society. A step away from the conventional welfare system towards empowerment and enablement of gainful employment across all industries will boost value creation and social cohesion. Hence, innovation will play an important role in both providing employment opportunities, and equipping PWDs with the skills necessary to be successful.

The emphasis on social inclusion in RMKe-11 should lay the groundwork for redirecting the current approach to providing aid and support to PWDs



116

QUICK FACTS

150,000

Government data sources estimate approximately 150,000 PWDs in Malaysia.

CASE IN POINT

As the focus continues to shift from providing handouts and aid to PWDs towards social and economic inclusion and integration, various organisations are developing innovative solutions. Dialogue in the Dark (DID), for example, not only provides a platform for the blind and visually impaired to learn and experience important job skills, but is also an important avenue for individuals from mainstream society to learn about life wih a visual impairment. DID does this by providing a "tour" of a simulated park, market, or other regular daily situations and places — but in total darkness. A blind or visually impaired guide facilitates and narrates the tour, and participants have the chance to learn more about a day in the life of the blind. Many blind people in Malaysia have been funnelled into a select few job options that have been conventionally believed to be suitable for the visually impaired. Through such an innovation, DID offers a way to better understand the potential of the blind community, and the possible opportunities for them to go far beyond their status quo, taking up a wider variety of jobs.

Close to 50,000 PWDs

are deemed unable to or significantly hindered from

work, and currently receive ongoing welfare assistance

from the government.

ACTIVITY CHAIN OF COSTS

For the purposes of this study, the activity chain of costs to the government related to the issue of employment for PWDs includes the job training and placement for PWDs, provision of PWD shelters and relevant welfare assistance.

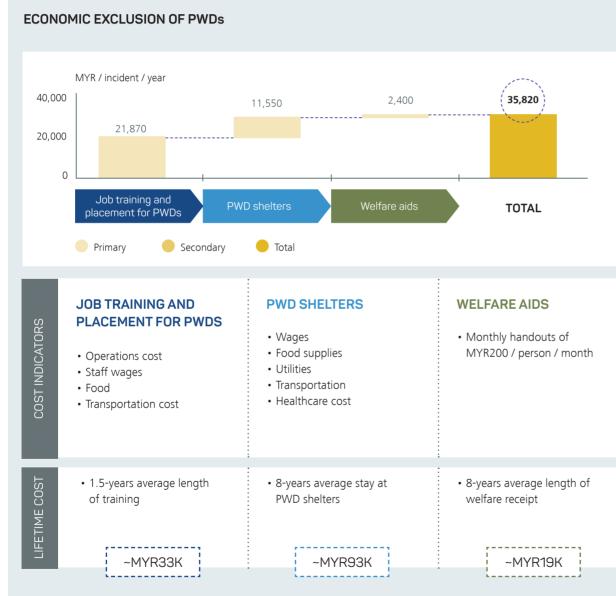
Job training and placement for PWDs	• Job training and placement programme for PWDs at <i>Pusat Latihan Perindustrian</i> <i>dan Pemulihan Orang Kurang Upaya</i> (PLPP)
PWD shelters	 Shelters provided for PWDs who are unable to find employment or require assistance for some time. Services include: Boarding / accommodation Food Counselling / skills training
Welfare aids	 Monthly financial assistance given to the disabled to help with their living expenses - e.g. Bantuan OKU Tidak Berupaya Kerja

SAMPLE INNOVATIVE SOLUTION



Dialogue in the Dark has, in partnership with Digi, launched a telemarketing centre run by people with visual impairments. This initiative offers income opportunities for many blind people who would otherwise face difficulty earning enough from a legitimate job because of their disability. The programme instils a greater sense of self-worth and self-reliance among its blind participants.

Figure 52 COSTS RELATED TO THE ECONOMIC EXCLUSION OF PWDs



Note: Official costs from government are obtained at the federal budget/spend level Source: BCG analysis

ASSUMPTIONS USED

The potential annual cost to the government (sans any pending costs) is estimated to be: MYR360Mn

Key notes:

- There are 48K PWDs incapable of work in Malaysia who are receiving welfare support from the Malaysian government, costing MYR115Mn annually, based on handouts of MYR200 per month
- There are 21K PWDs in PDK shelters, costing MYR243Mn annually, based on MYR11,600 per resident annually
- Shelter costs currently based on NGO operating costs, with numbers to be updated once official data received from JKM
- Job training programs currently provided by JKM for 100 people at MYR 2Mn annually
- Average length of stay at shelters, and duration of welfare receipt based on international reported standard



5.7.2 Insufficient Income Opportunities For Single Parents

Single parents face many challenges and obstacles in providing for their children. This is especially true for individuals from low-income backgrounds, as they will quickly run into problems sustaining themselves and their children without a constant source of income.

In many cases, when people become single parents in more conservative or rural communities, they are ostracised by their families and/or communities. This further burdens the parent, as they cannot get help in caring for their children while they seek income. The government has set up a few remedial options to help, in the form of aid and shelters, but other programmes, such as teaching single parents how to run a business from home, will require further innovation.

While the focus today is on how this issue affects single mothers, where the challenges are currently more prevalent, considerations should be expanded in the future to include single fathers, who will face similar obstacles.

CASE IN POINT

Various SPOs have cited teen pregnancy (also discussed in Chapter 5.8.7) as an issue in Malaysia. In many cases, especially in relatively rural and conservative communities, teen pregnancy creates intense pressure for the young couple to get married despite their less-thanideal circumstances. Although official numbers on this are scarce, it has been widely suggested that many of these marriages do not last, given the nature of the relationship. The result is a group of young adults who are now parents, but have yet to receive the education or training necessary to provide for themselves and their children. SPOs are trying to provide options for education and a safe learning space, as well as training and job placement for single mothers. Soroptimist Malaysia, for example, runs programmes in low-income communities to try to give single mothers the skills necessary to operate a small business, with the flexibility of caring for their children at the same time. The Ministry of Women, Family, and Community Development estimates that there are approximately 800,000 single parents in Malaysia.

While not all are in need of financial aid, fewer than eight percent are registered for government aid.

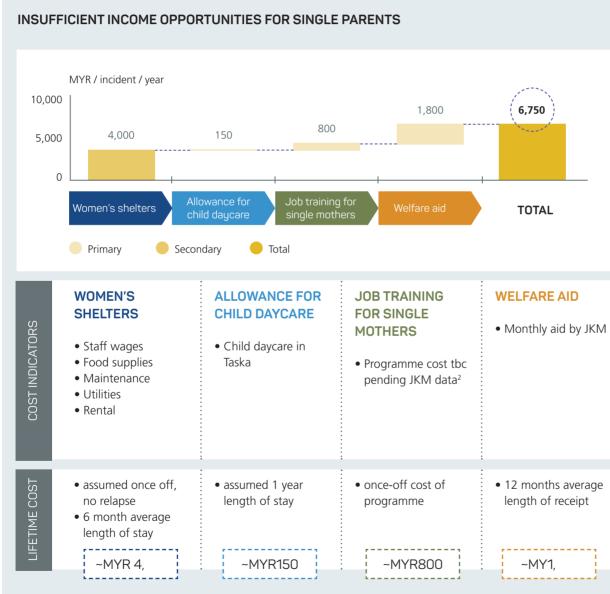
The Asian Development Bank reports that single mothers from rural areas have an average of five children, increasing pressure and the need for a steady source of income.

ACTIVITY CHAIN OF COSTS

For the purposes of this study, the activity chain of costs to the government related to the issue of income opportunities for single parents includes the provision of shelters, government subsidy on childcare facilities, and job training for single mothers. While not directly related to the issue of single parenthood, single parents may also receive welfare aid under JKM's scheme for poor families with schooling children.

Women's shelters	 Shelters provided for women who are unable to find employment or require assistance for some time. Services include: Food & board Counselling / skills training
Allowance for child daycare	 Allowances provided by government to provide for child daycare services - e.g. TASKA
Job training for single mothers	 Job training programmes for low income single mothers to help increase their chances at gainful employment
Welfare aids	• Aid given by the government to support single mother with daily living expenses - e.g. JKM welfare aid

Figure 53 COSTS RELATED TO INSUFFICIENT INCOME OPPORTUNITIES FOR SINGLE PARENTS



ASSUMPTIONS USED

Total estimated potential cost of the issue to the government estimated as sum cost of single mothers in women shelters, allowance paid for sending children to daycare, and total spend on job training programmes for single mothers

Key notes:

- Shelter costs currently based off NGO costs¹
- Maximum cost to govt. for shelters, allowances and job training programmes only relevant for those targeting single mothers

Note: Official costs from government are obtained at the federal budget/spend level

Source: 1. Association of Social Services and Community Development, 2. Pending actual cost from JKM, but not expected to affect overall cost much as figures will be relatively small compared to cost of shelters, expert interviews, BCG analysis



5.7.3 Obstacles to Income Opportunities for the Elderly Who Cannot Afford Retirement

In Malaysia, the responsibility to care for the elderly generally falls to their children, family, or next-of-kin. Society expects these parties to care for their elders' needs as they reach retirement and are no longer able to provide for themselves. While the majority of elderly people may have accumulated savings sufficient to pay for retirement, or been provided financial support by their primary caregivers, some may not have that privilege. This becomes a significant problem if the people in charge of taking care of the elderly are struggling to make ends meet on their own, let alone provide support.

The combination of an ageing population and the rising cost of living places more pressure on the elderly, as their primary caregivers find it difficult to provide for them. This creates a need for income opportunities that are suitable for the aged. Anecdotal evidence suggests that the aged are working more often under difficult conditions these days, demanding action to improve the lives of Malaysia's 'golden citizens'.

CASE IN POINT

The elderly seeking employment or income opportunities face significant challenges in an increasingly technology-driven world. Today's workforce requirements often include the ability to use computers, software, and different applications, an obstacle that may be particularly daunting to the elderly. Even simple clerical or administrative roles now require the use of such tools. Many seniors therefore resign themselves to physically laborious tasks, as the need for income grows desperate. Organisations such as Hope Worldwide Malaysia run courses specifically to train the aged in information and communication technologies in order to improve their prospects.



The Malaysian Department of Statistics reports that nine percent of the population of Malaysia is currently over the age of 60. This figure is projected to rise to fourteen percent by 2030 as Malaysian society continues to age.

ACTIVITY CHAIN OF COSTS

For the purposes of this study, the activity chain of costs to the government related to the issue of income opportunities for the elderly who cannot afford retirement includes the provision of shelters, and relevant welfare assistance.

Elderly shelters	 Shelters provided for the elderly who require a home or care. Services include: Boarding / accommodation Food Counselling & rehabilitation
Welfare aids	• Monthly financial assistance given to the elderly to help with their living expenses - e.g. Bantuan Orang Tua (BOT)

QUICK FACTS



The Economic Planning Unit

estimates that approximately

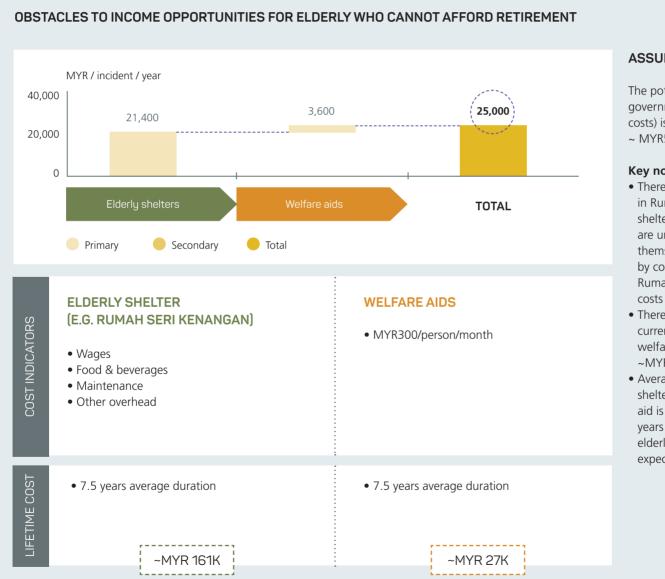
five percent of Malaysians

over 65 come from poor and

'hardcore poor' households,

with insufficient income to

Figure 54 COSTS RELATED TO OBSTACLES TO INCOME OPPORTUNITIES FOR THE ELDERLY WHO CANNOT AFFORD RETIREMENT



ASSUMPTIONS USED

The potential annual cost to the government (sans any pending costs) is estimated to be:

~ MYR507Mn

Key notes:

- There are 217¹ elderly people in Rumah Ehsan, which is a shelter for the elderly who are unable to take care of themselves, multiplying this by cost incurred for operating Rumah Seri Kenangan, this costs ~MYR4.6Mn annually
- There are 141K² elderly currently under the JKM's welfare recipient list, costing ~MYR502Mn annually
- Average length of stay in shelter and receipt of welfare aid is approximated at 7.5 years based on definition of elderly at 60 years old and life expectancy of 75 years³

Note: Official costs from government are obtained at the federal budget/spend level

Source: 1. JKM's Annual Report (2015), 2. Persatuan Kebajikan Ci Hang, 3. Average expected duration calculated as [(75-60)/2], BCG analysis



5.7.4 Exploitation in Employment Towards Homeless People

Homelessness, once it occurs, often exists as a vicious cycle. The nomadic life of homeless individuals, moving from place to place to find shelter or food, often without documentation, makes finding legitimate options for employment even more difficult. The inability to earn a stable income further perpetuates the issue.

Reports suggest that unscrupulous employers take advantage of homeless individuals' desperation and vulnerability. Because the homeless do not have bank accounts, they are often paid in cash, off the records, which allows employers to underpay workers. Workplace health and safety regulations are also often neglected, as it is difficult to tie them back to any accidents that may occur.

The government provides remedial support for homeless individuals in the form of shelters and welfare assistance, but more could be done to improve their circumstances early in the lifecycle, or to help them find legitimate sources of employment and income on their own. This is a potential area for the private and social sectors to foster greater social innovation.

CASE IN POINT

Homeless people often carry many social stigmas and stereotypes, from being drug addicts to presumptions of laziness. Regardless of the reasons for an individual's homelessness, these negative assumptions do nothing but perpetuate an already dire problem. Many SPOs work alongside the government to provide aid in the form of shelters, soup kitchens, and the like, but the focus must shift towards awareness and an opportunity for fair and gainful appointment. An Australian organisation called The Big Issue, for example, allows homeless people to earn income through selling magazines. The organisation writes, edits, and prints magazines covering current affairs. They allow homeless people to register with them, provide a round of formal training, and assign them a case worker.

1,400

Approximately 1,400 homeless are estimated to live in the Klang Valley Multiple reports from Bank Negara and the local press cite exploitation of homeless individuals at the workplace, including pay below minimum wage, unsafe working environments, and poor workplace health standards.

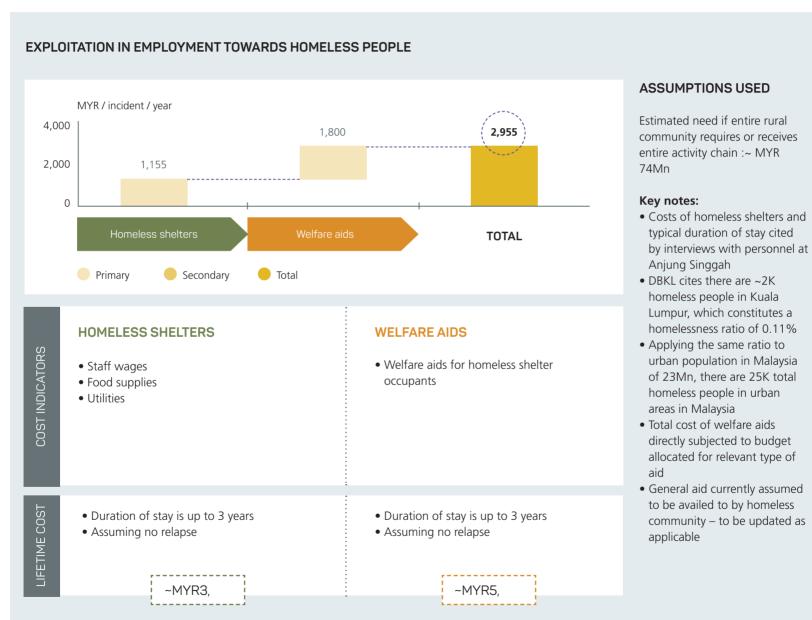
A new participant receives his or her first stack of magazines for free. Within basic guidelines, it is up to them to decide where and how to sell these. After the first time, participants may purchase more magazines at cost price, selling them for a profit at a standard price set by the organisation. This not only provides the opportunity to earn a continuing income, but also teaches participants how to become enterprising and productive members of society, dispelling many negative preconceived notions.

ACTIVITY CHAIN OF COSTS

For the purposes of this study, the activity chain of costs to the government related to the issue of employment of homeless people includes homeless shelters and welfare aids.

Homeless shelters	 Shelters provided for the homeless who require a home or care. Services include: Boarding / accommodation Food Counselling & rehabilitation
Welfare aids	 Monthly financial assistance given to low income individuals to help with their living expenses

Figure 55 COSTS RELATED TO EXPLOITATION IN EMPLOYMENT TOWARDS HOMELESS PEOPLE



Note: Official costs from government are obtained at the federal budget/spend level Source: KM data, expert interview, BCG analysis





5.8 Category: Obstacles to Healthcare

SOCIAL ISSUES RELATED TO OBSTACLES TO HEALTHCARE, AND THEIR ASSOCIATED COSTS

Malaysia's healthcare system comprises of both public and private elements. Public healthcare delivery falls under the purview of the Ministry of Health, and its delivery is based upon the model of universal healthcare. Under this model, healthcare services are made available to the rakyat at highly affordable prices.

The public healthcare infrastructure and facilities in Malaysia consist of public hospitals in the main cities and urban areas, clinics in smaller towns, and even mobile clinics in rural villages. Through this comprehensive delivery system, the nation has made great strides in providing affordable public healthcare to the rakyat. Nevertheless, despite best efforts and a generous federal budget, the demand for healthcare has been increasing. This has strained the capacity of government-provided healthcare services, raising the issue of obstacles faced by some segments of the rakyat in obtaining basic healthcare.

This section discusses in further detail the preliminary list of issues identified related to obstacles to healthcare, and the associated governmental costs of providing related remedial actions.

Figure 56 LIST OF ISSUES RELATED TO HEALTHCARE



5.8.1 Obstacles to Palliative Care of the Aged and Related Conditions

As previously noted, Malaysia's population is ageing. The nation's greater life expectancy coupled with a decline in fertility rates has led to an increase in the percentage of elderly citizens. Elderly citizens pose a unique set of challenge to the healthcare system, as they need a different set of healthcare services. Age-related diseases such as dementia and arthritis, for example, are less common among the younger population.

Elderly patients near the end of their lives due to natural age or other age-related diseases (dementia, Parkinson's disease, and stroke) often need palliative care. Palliative care improves elderly patients' quality of life through pain control and other social, psychological and spiritual comfort. The elderly typically receive care from geriatric doctors and their teams in public hospitals. The availability of such services in public hospitals is limited, however, and elderly patients may not be able to obtain the care they need. If they can, many resort to the private healthcare system for those services. This is not an option for the elderly from low-income households.

The government has created various social programmes to serve the needs of elderly patients whom require special palliative or geriatric care: shelter homes such as *Rumah Ehsan* and *Rumah Seri Kenangan*, and geriatric care in public hospitals. The government also provides financial assistance to the elderly through the monthly stipend known as *Bantuan Orang Tua*.



QUICK FACTS

According to Alzheimer's Disease International, 123,000 Malaysians suffer from the disease. According to Hospis Malaysia, an SPO that provides palliative care, approximately 56,000 patients require palliative care in Malaysia each year.

CASE IN POINT

In its recent National Palliative Care Needs Assessment survey report, Hospis Malaysia found that up to 90 percent of the Malaysian population had not heard of palliative care. Once they learn about palliative care, nearly every Malaysian believes it should be made available to everyone who needs it. Dr. Ednin Hamzah of Hospis Malaysia noted in a Malaymail Online article on April 22, 2016, that 'the people deserve to be assured that their pain and suffering will be relieved, when they are affected by a life-threatening illness. They need to be assured that their psychological, social and spiritual needs are addressed, and that help is at hand wherever they may be.'

ACTIVITY CHAIN OF COSTS

For the purposes of this study, the activity chain of costs to the government related to the issue of obstacles to palliative care of the aged and related conditions includes the provision of shelter homes and healthcare facility.

Elderly shelter	• Temporary shelter that provides bed, food, and palliative care for the elderly - e.g. Rumah Ehsan
Healthcare facility	 Medical costs incurred for cases involving palliative and geriatric services at public hospitals; - e.g. Hospital Umum Kuala Lumpur

Figure 57 COSTS RELATED TO OBSTACLES TO PALLIATIVE CARE OF THE AGED AND RELATED CONDITIONS



Note: Official costs from government are obtained at the federal budget/spend level

Source: 1. Kelly et. al, Journal of the American Geriatrics Society (2012); 2. Jabatan Kebajikan Masyarakat, Ministry of Women, Faily and Community Development (2015); 3. Hospis Malaysia (2016); 4. BCG Analysis (2015)



5.8.2 Obstacles to Diagnosis and Interventions for Mental and Physical Disabilities

Mental disabilities refer to the condition whereby a person is not able to think or feel normally, which may affect the person's ability to relate to others and function normally on a daily basis. Examples of mental disabilities include autism, schizophrenia, and anxiety disorder.

Physical disabilities, on the other hand, are conditions that limit the person's physical functioning, mobility, dexterity, stamina, or other impairments (such as blindness) that affect quality of life. Physical disabilities may range from an amputated limb to muscular dystrophy to speech impairment. Physical disabilities often have no effect on a person's abilities to reason, although some individuals suffer from both physical and mental disabilities.

Malaysia suffers from a general lack of awareness regarding the diagnosis of disabilities and early intervention. Many preventable disabilities go untreated and became lifelong, debilitating problems. Glaucoma, for example, can lead to permanent blindness if not corrected in a timely manner. Failure to recognise and intervene in processes that cause disability can cause a lifetime of lost opportunity not only to the individual, but to the economy as well.

The government provides a variety of social services to remediate the effects of physical and mental disabilities and improve the quality of life of people living with disabilities. These include shelter homes for the disabled, such as Taman Sinar Harapan, a shelter home for those with learning disabilities. The government also provides free healthcare services for the people with disabilities in all public healthcare facilities.

Government's direct costs of providing these social services may not accurately reflect the true cost of disabilities, as they do not take into account the long-tail cost of disabilities in terms of lost opportunities, reduced wellbeing, and lower quality of life.

CASE IN POINT

Malaysians are generally unaware of how to prevent and rehabilitate disabilities. One of the most common forms of preventable disability is blindness caused by cataracts. A recent article titled Going blind

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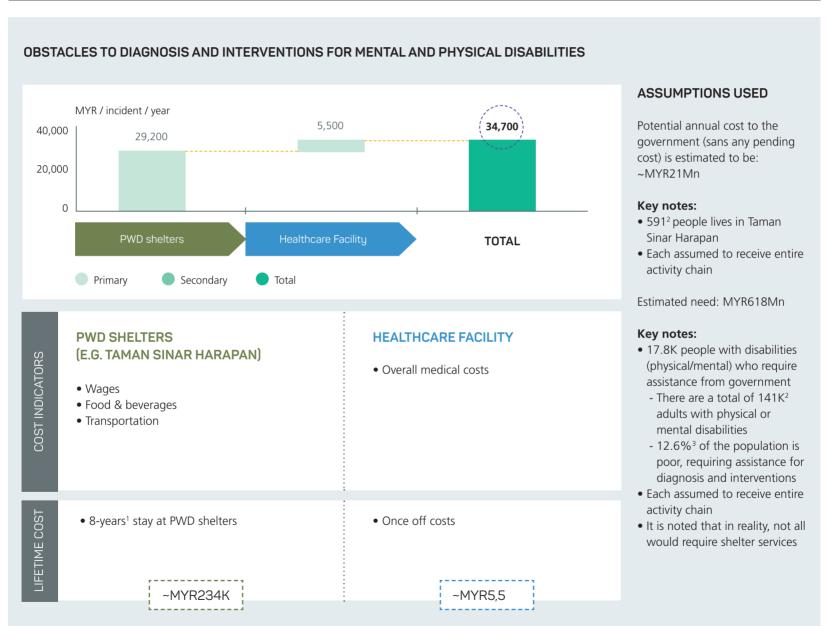
unnecessarily in The Star reported that cataracts contribute to approximately 39 percent of blindness cases in Malaysia. The article explained that many people, especially the elderly, prefer to ignore their cataracts, believing the myth that they should wait for the cataract to 'ripen' or mature before treating it. This creates unnecessary complications during the operation to remove the cataracts, and could lead to preventable blindness.

ACTIVITY CHAIN OF COSTS

For the purposes of this study, the activity chain of costs to the government related to the issue of obstacles to diagnosis and interventions for mental and physical disabilities includes the provision of shelter homes and healthcare facilities.

PWD shelters	 Shelter that provides housing and rehabilitation services for the people with disabilities - e.g. Taman Sinar Harapan
Healthcare facility	 Medical costs incurred for cases of people with mental and physical disabilities - e.g. nervous system disorder

Figure 58 COSTS RELATED TO OBSTACLES TO DIAGNOSIS AND INTERVENTIONS FOR MENTAL AND PHYSICAL DISABILITIES



* welfare aids from JKM are not provided for those living in Taman Sinar Harapan

Note: Official costs from government are obtained at the federal budget/spend level

Source: 1. Disabled World (2016); 2. Jabatan Kebajikan Masyarakat, Ministry of Women, Family and Community Development (2015); 3. BCG Analysis (2015)



5.8.3 Quality of Palliative and Rehabilitative Care for Children with Disabilities in Low-Income & Rural Areas

Children with disabilities (physical and mental) require healthcare services such as physiotherapy, cognitive therapy, and others. The demand for paediatric care for disabled children is increasing as the population grows, which will strain public hospitals' already limited capacity. Children will either have to go to private hospitals or wait for a long time for an appointment with the specialists. Private hospitals often charge high fees beyond the reach of the families from lower income groups. Children living in rural areas also often have a limited access to healthcare facilities that provide the rehabilitative services they require.

Without sufficient rehabilitative care, these children experience a lower quality of life than they deserve. Without rehabilitative services, these children may never be able to function normally.

CASE IN POINT

Dr. Sylvia McCarthy of Hospis Malaysia has called for palliative care for children, rather than limiting the service to the elderly. Needs for these services are great among children who suffer from congenital anomalies, hereditary disorders and neonatal conditions. Additionally, The National Early Childhood Intervention Council reports that public healthcare services face a shortage of skilled healthcare providers who are trained to work with children with disabilities. These include physiotherapists, occupational therapists, clinical psychologists and psychiatrists. Community Based Rehabilitation Centres, where parents would usually send their children with disabilities for screening, intervention and rehabilitation services, also struggle with limited manpower and resources.

105,000

QUICK

FACTS

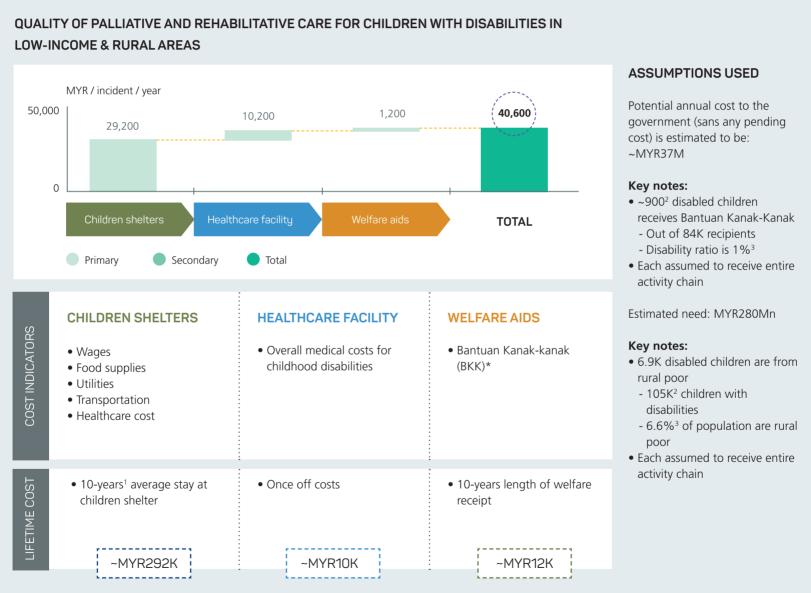
According to the Department of Social Welfare, 105,000 children under the age of 18 live with disabilities.

ACTIVITY CHAIN OF COSTS

For the purposes of this study, the activity chain of costs to the government related to the issue of quality of palliative and rehabilitative care for children with disabilities in low-income & rural areas includes the provision of shelter homes, healthcare facilities, and welfare assistance.

Children shelters	 Shelter that provides housing and food for children e.g. Rumah Kanak-Kanak; Taman Sinar Harapan
Healthcare facility	 Medical costs incurred for cases of children with mental and physical disabilities at hospitals <i>e.g. spinal disorder</i>
Welfare aids	 Monthly financial assistance given to the children to help with their living expenses - e.g. Bantuan Kanak-kanak

Figure 59 COSTS RELATED TO QUALITY OF PALLIATIVE AND REHABILITATIVE CARE FOR CHILDREN WITH DISABILITIES IN LOW-INCOME & RURAL AREAS



*children living in Rumak Kanak-kanak will receive pocket money in-lieu of BKK

Note: Official costs from government are obtained at the federal budget/spend level

Source: 1. Expert interviews; 2. Jabatan Kebajikan Masyarakat, Ministry of Women, Family and Comuunity Development (2015); BCG Analysis (2016)



5.8.4 Obstacles to Healthcare Amongst Rural Communities

The government offers healthcare services through public hospitals and community clinics. The services provided at these facilities include basic consultation, medicine prescription, and surgery. Services are provided free of charge or at minimal cost, with the Malaysian government subsidising the bulk of the costs.

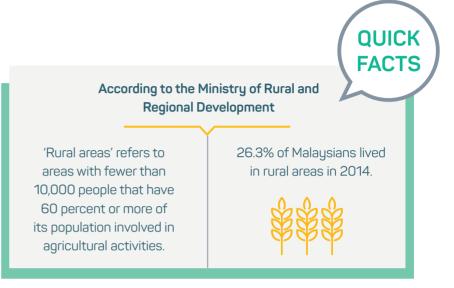
People in rural communities, however, face obstacles to obtaining these free healthcare services. They often live in remote villages (especially in rural Sabah and Sarawak) that do not have basic healthcare infrastructures because of their geographic location and rugged terrain. Villagers may walk up to 25 km to the nearest clinic for healthcare services. These remote locations are unattractive to doctors, who are reluctant to move from the cities.

These disadvantages lead to higher morbidity and mortality rates than in urban communities. The difficulty of access to healthcare may further impair outcomes by increasing the person's physical and emotional stress. It may also reduce the likelihood that the person will seek followup care, and limits the ability for his or her family members to provide direct support.

SAMPLE INNOVATIVE SOLUTION



The government operates a Flying Doctors Service for the rural communities of Sabah and Sarawak. The doctors are flown to remote villages that do not have access to basic healthcare, and provide free consultation to the villagers. SPOs such as Hope Worldwide Malaysia organise mobile medical services, such as a van-based mobile clinic that offers free consultation to indigenous villages in Malaysia.



CASE IN POINT

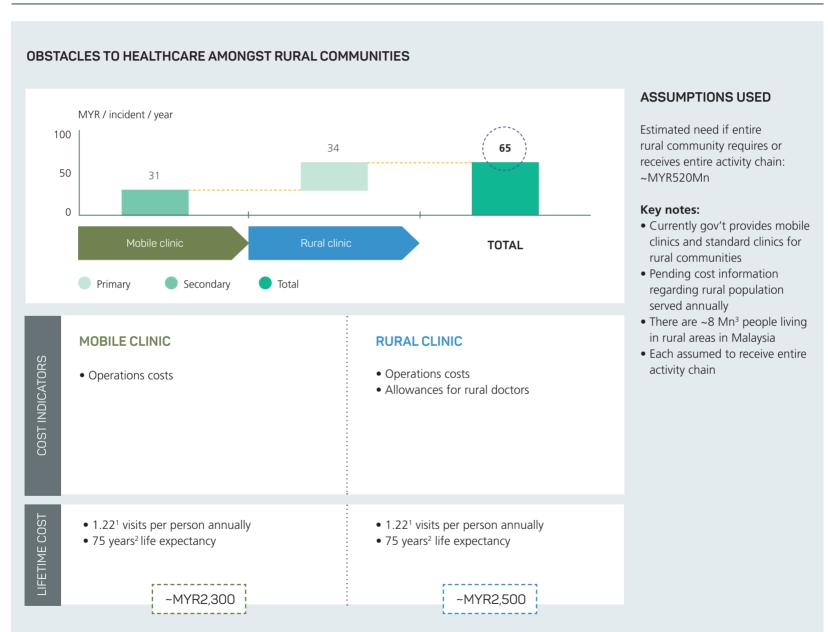
A 2015 article in The Star described an Orang Asli who travelled as far as 400 km to obtain healthcare services. The Centre for Orang Asli Concerns also noted that many indigenous people in rural villages cannot afford the cost of transportation to healthcare facilities. A shortage of well-qualified medical professionals makes the provision of healthcare in rural areas even more challenging. The Malaysian Medical Association has highlighted the problem, noting that many specialist medical professionals are unwilling to work in rural areas due to inaccessibility of education facilities for their children.

ACTIVITY CHAIN OF COSTS

For the purposes of this study, the activity chain of costs to the government related to the issue of obstacles to healthcare amongst rural communities includes the provision of mobile clinics and rural clinics.

Mobile clinics	 Mobile clinics (boat, helicopters, etc) are employed to provide basic healthcare for people in remote villages
Rural clinics	 Government-run rural clinics to provide healthcare service

Figure 60 COSTS RELATED TO OBSTACLES TO HEALTHCARE AMONGST RURAL COMMUNITIES



Note: Official costs from government are obtained at the federal budget/spend level

Source: 1. National Health and Morbidity Survey, Ministry of Health (2015); 2. Ministry of Health (2013); 3. Ministry of Rural and Regional Development (2015)



5.8.5 Obstacles to Healthcare Among the Homeless Community

Homelessness is defined as the lack of a fixed, regular and adequate nighttime residence. Many reasons can lead to a person becoming homeless, with poverty, loss of stable employment, family disputes, and substance abuse among the most common reasons.

Anjung Singgah, the government-run shelter for the homeless, classifies the homeless into two types: 'transit homeless' and 'hardcore homeless'. Transit homeless are people who became temporarily homeless (usually for one to two weeks) for short-term reasons such as the loss of employment and/or family disputes. Hardcore homeless are people who have been or will be homeless for an extended period of time.

SAMPLE INNOVATIVE SOLUTION



Kechara Soup Kitchen has been conducting regular food distribution sessions among the areas of Kuala Lumpur that see high numbers of homeless people. Apart from providing food supplies, the Kechara volunteers also look out for any signs of health issues among the homeless people who turn up for food. They are thus able to spot any signs of health issues that may need interventions. The volunteers and staff will refer and send the homeless person who is ill to the nearest government clinic or hospital for medical care.

Another innovative solution is the Nasi Lemak project, which seeks to eradicate poverty among the underprivileged, including homeless people, through teaching basic skills in preparing and serving Nasi Lemak dishes. The organisation teaches the underprivileged cooking skills so they can earn enough to be self-sufficient. Nasi Lemak project is an example of projects initiated under the government-sponsored SF PPP project competition in early 2016. 2,000

QUICK FACTS

Malaysian Digest recently estimated that 2,000 homeless people live in Kuala Lumpur.

CASE IN POINT

Interviews with experts from the Kechara Soup Kitchen, an SPO that provides food for the homeless community in Kuala Lumpur, revealed that the chief obstacles to healthcare for homeless people are commuting distance and a lack of awareness. The commuting distance to public healthcare facilities may not be much of a challenge for the majority of the population who are mobile, but it can be overwhelming for the homeless who may not have the financial means to take a bus or taxi to the nearest clinic. Beyond that, many homeless people do not understand the importance of seeking medical care when they fall ill, and put it off until their illness becomes more serious and difficult to treat.

ACTIVITY CHAIN OF COSTS

For the purposes of this study, the activity chain of costs to the government related to the issue of obstacles to healthcare among the homeless community includes the provision of shelter homes and healthcare facilities.

Homeless shelter	 Temporary shelter that provides housing and food for a period between 2 weeks to 2 months - e.g. Anjung Singgah
Healthcare facility	 Free and subsidised public healthcare provided for the homeless people at public clinics and hospitals - e.g. Klinik 1Malaysia

Figure 61 COSTS RELATED TO OBSTACLES TO HEALTHCARE AMONG THE HOMELESS COMMUNITY



Note: Official costs from government are obtained at the federal budget/spend level

Source: 1. Anjung Singgah (2016); 2. Jabatan Kebajikan Masyarakat, Ministry of Women, Family and Community Development (2016); 3. Ministry of Rural and Regional Development (2015); 4. BCG analysis



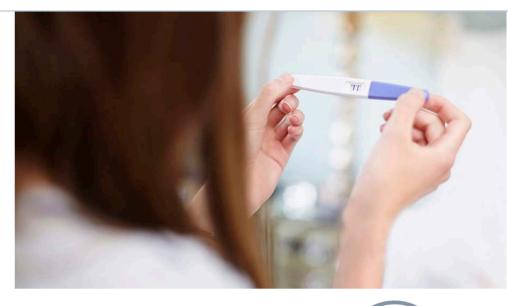
5.8.6 Teenage Pregnancy

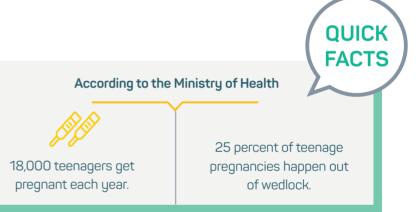
Teenage pregnancy happens when adolescent girls aged 19 years or younger conceive a child. Teenage pregnancy can affect the mother's health and pose risks to the baby, including premature death. Teenage pregnancy causes multiple issues beyond health, including social or familial rejection, an abrupt end to education, lost job opportunities, and the financial strain of an additional mouth to feed. If the pregnancy occurs out of wedlock, it increases the likelihood of the mother resorting to unsafe abortion or baby dumping due to associated stigma and shame.

The actual cost of teenage pregnancies goes beyond that of the pregnancy itself, to include the wider economic and social costs of lost years of education for the mother, and heightened health risk to the infant.

CASE IN POINT

The Sun Daily reported that teenage pregnancies were a contributing factor to many other social issues, including baby dumping. The pregnant mother often faces social stigma at school, and may drop out of formal education as a result. This leads in turn to other social issues such as reduced employment opportunities due to the absence of academic qualifications. The pregnant teen often faces alienation and is made to feel inadequate by society and even by family members. This makes the pregnant teen feel isolated at a time when they need the greatest support from family and society.



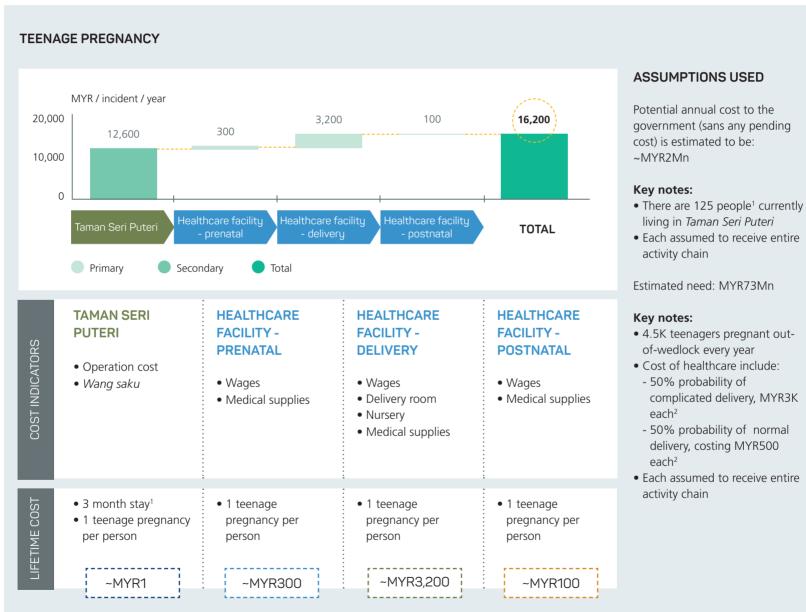


ACTIVITY CHAIN OF COSTS

For the purposes of this study, the activity chain of costs to government related to the issue of teenage pregnancy includes the provision of shelter homes for teenage mothers, healthcare facilities, and special needs education.

Taman Seri Puteri	 Government-run temporary shelter provided for teenagers whom are pregnant out-of-wedlock
Healthcare facility	 Prenatal, delivery, and postnatal care for pregnant teens at public hospitals

Figure 62 COSTS RELATED TO TEENAGE PREGNANCY



Note: Official costs from government are obtained at the federal budget/spend level

Source: 1. Jabatan Kebajikan Masyarakat, Ministry of Women, Family and Community Development (2016); 2. Expert interviews





5.9 Category: Quality of Living Conditions

SOCIAL ISSUES RELATED TO OBSTACLES TO QUALITY LIVING CONDITIONS AND THEIR ASSOCIATED COSTS

Basic infrastructure and facilities such as electricity and potable water are essential for a good standard of living among the rakyat. These infrastructures are necessary for the rakyat to go about daily social and economic activities such as working, cooking, and washing.

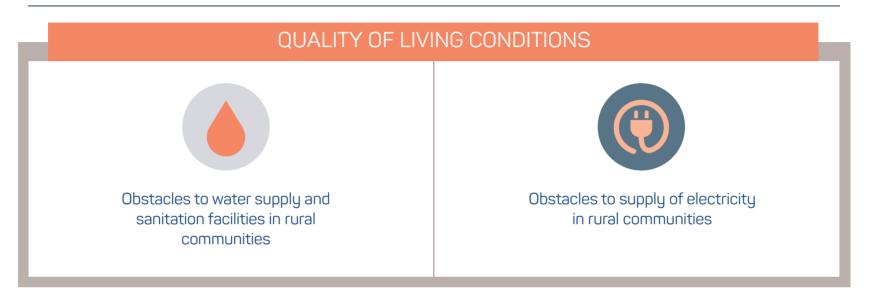
The Malaysian government, through various National Development Plans, has managed to provide these basic infrastructures to a majority of the rakyat. During the Tenth Malaysia Plan, the government expanded roads in rural areas by 11.7 percent, from 45,905 kilometres in 2009 to 51,262 kilometres in 2014. Furthermore, Strategy Paper 4 of the Eleventh Malaysia Plan reported that the government had achieved a rural household electricity and water supply coverage of 97.6 percent and 93.8 percent, respectively, by the end of the Tenth Malaysia Plan.

Despite the progress in bringing these infrastructures to rural areas, room for improvement remains. Some households in remote areas of Malaysia still have no access to water or electricity. Strategy Paper 4 of

the Eleventh Malaysia Plan reported that only 80.6 percent and 81.7 percent of rural households in Sabah and Sarawak, respectively, had access to water supply in 2014. These figures were significantly lower than the coverage in rural areas in Peninsular Malaysia, which stood at 98.8 percent in 2014.

Thus, some rural communities still face obstacles in obtaining supplies of water and electricity. Without adequate access to these basic facilities, the villagers experience additional difficulties in carrying out basic day-to-day activities and have a lower quality of life.

This section of the report discusses in further detail the preliminary list of social issues identified that are related to living conditions, and the associated costs to government of providing remedial actions. Figure 63 LIST OF ISSUES RELATED TO LIVING CONDITIONS



5.9.1 Obstacles to Water Supply and Sanitation Facilities in Rural Communities

Access to clean, potable water and sanitation has improved many Malaysians' quality of life since independence. Economic and infrastructure progress, however, has not yet reached all segments of the population, as the remote geographic location of their villages makes the construction of sanitation infrastructure costly and inconvenient. RMKe-11 estimated that less than 80 percent of the rural villages in Kelantan, Sabah and Sarawak have access to a clean water supply. In these places, the villagers often resort to using unclean natural sources of water, such as from rivers and wells.

The use of non-sanitised water poses health issues to the villages, with diarrhoea-related diseases being the most common. The villager who becomes ill after drinking the non-sanitised water incurs costs to the

government in the form of clinic visits and hospitalisation. He or she would not be able to work, resulting in an additional loss of productivity for the nation.

Despite the progress in bringing these infrastructures to rural areas, room for improvement remains.

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QUICK FACTS



26.3%

According to the Ministry of Rural and Regional Development, 26.3 percent of Malaysians lived in rural areas in Malaysia in 2014.

CASE IN POINT

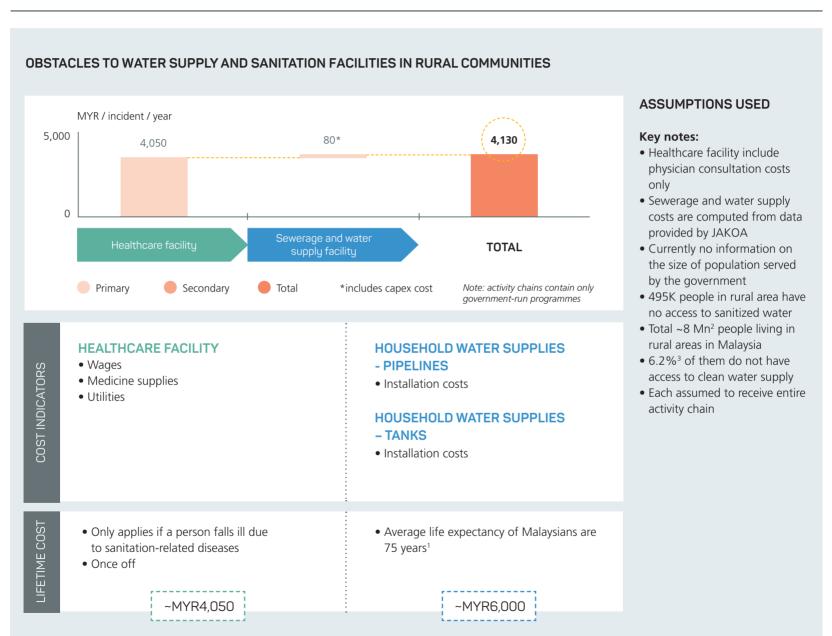
Raleigh Borneo, a Malaysian chapter of Raleigh International, has been working in Sabah for the last 15 years to improve access to safe drinking water and sanitation. They believe that reducing the incidence of diarrhoea and other sanitation-caused illnesses will help the rural communities in Sabah to be more productive in generating capital and lifting themselves out of poverty. Through their volunteers, they have built and restored more than 50 gravity-fed water systems and erected sanitation units throughout the villages in Sabah.

ACTIVITY CHAIN OF COSTS

For the purposes of this study, the activity chain of costs to the government related to the issue of obstacles to water supply and sanitation facilities in rural communities includes health care, sewerage and sanitation facilities.

Healthcare facility	 Medical costs incurred due to illnesses caused by lack of sanitation in rural villages - e.g. parasitic infection
Sewerage and sanitation facility	 Construction of sewerage and sanitation facilities in rural areas

Figure 64 COSTS RELATED TO OBSTACLES TO WATER SUPPLY AND SANITATION FACILITIES IN RURAL COMMUNITIES



Note: Official costs from government are obtained at the federal budget/spend level

Source: 1. Ministry of Health (2013); 2. Ministry of Rural and Regional Development (2015); 3. Strategy Paper 4, 11th Malaysia Plan (2016)



Key Social Issues in Malaysia Today

5.9.2 Obstacles to Supply of Electricity in Rural Communities

Electricity is a key resource in today's modern society, essential to activities such as lighting, cooking, and powering household electrical appliances. The importance of electricity as a key enabler of human productivity and wellbeing cannot be understated.

People living in the rural areas of Malaysia, especially the rural areas of Sabah and Sarawak, often face obstacles in obtaining a consistent supply of electricity. This is due to the remote location of the villages and their small population, which prevents economies of scale and discourages the extension of the electricity grid to these villages.

Without any electricity supply, rural communities resort to alternatives such as wood and diesel for electricity generation. This may pose health risks to the villagers and reduce their productivity. The government recognises this issue and has taken steps to address it. Among them is the Rural Electrification Programme (REP), which seeks to deliver electricity to rural areas.

CASE IN POINT

The villagers in the small village of Pakan, Sarikei, in the state of Sarawak, lack access to a consistent source of electricity. They often face disruptions in their electricity supply; at least three times a week, according to a local villager. Several SPOs are implementing projects to improve rural communities' access to electricity. Barefoot Mercy, for example, helped to install micro-hydro systems in the village of Long Kerabangan and Long Tanid. In doing so, they have managed to bring electricity to villagers who previously had to rely on kerosene lamps for lighting.

According to a news report in Malaysian Digest



25.7 percent of Malaysians live in rural areas; the rate is 42.9 percent in Sarawak, and 42.1 percent in Sabah. 94.1 percent of households in Sabah and 91 percent in Sarawak have access to electricity, lower than the 99.8 percent who have electricity in Peninsular Malaysia.

QUICK

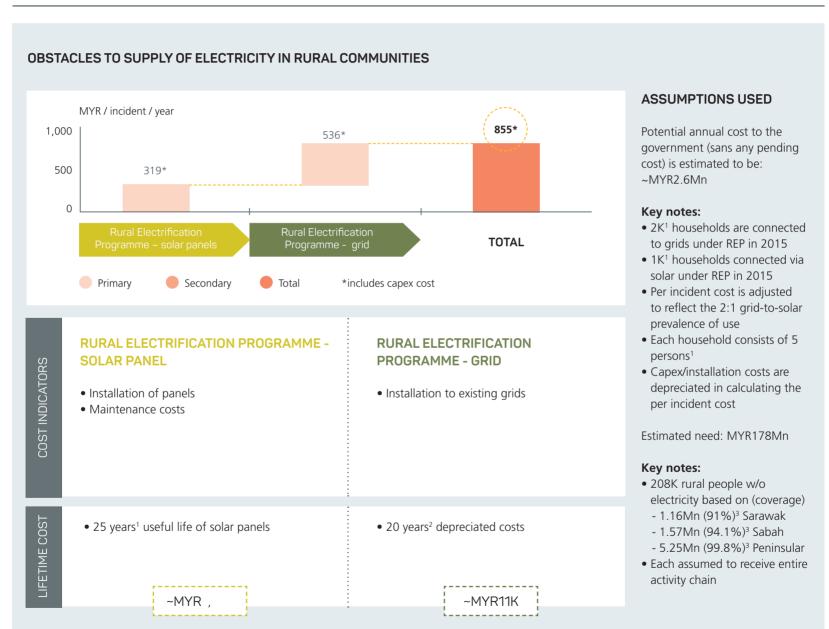
FACT

ACTIVITY CHAIN OF COSTS

For the purposes of this study, the activity chain of costs to the government related to the issue of obstacles to supply of electricity in rural communities includes the Rural Electrification Programme, to install electricity through construction and maintenance of solar panels, or to connect these villages to existing grids.

Rural Electrification Programme – solar panels	 A multi-year programme to supply rural villages with electricity through the construction and mantenance of solar panels for rural households
Rural Electrification Programme – grid	• A multi-year programme to supply rural villages with electricity through the connection to existing grids

Figure 65 COSTS RELATED TO OBSTACLES TO SUPPLY OF ELECTRICITY IN RURAL COMMUNITIES



Note: Official costs from government are obtained at the federal budget/spend level

Source: 1. Ministry of Rural and Regional Development (2016); 2. Tenaga Nasional Bhd (2015); 3. Strategy Paper 4, 11th Malaysia Plan (2016)

By looking at the annual cost of the specific social issue to the government or the size of the population affected by each social issue, organisations can assess or compare their programmes.

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FINDINGS AND APPLICATION OF SOCIAL PROGRESS ASSESSMENT

Findings and Application of Social Progress Assessment

6.1 Key Findings

The various activity chains of intervention programmes detailed in Chapter 5 and their respective costs have been compiled into the SPA database. The database provides a systematic way to assess and evaluate social service programmes, covering direct and tangible costs to the government for social programmes related to the impoverished, destitute and/or marginalised members of society. While the cost database must be continuously refined and updated, several key findings and insights have been found.

ANALYSIS OF COST COMPONENTS IN THE PROVISION OF SOCIAL SERVICE

The largest cost group for each social issue tend to vary depending on the category of the social issue. For the abuse, vice and crime categories, rehabilitation care, shelter and prison tend to be the largest cost groups due to the time spent in these facilities. Additionally, the provision of public funded government schools tend to be largest cost group for the education, while shelter is the largest cost group for the healthcare and employment categories. Lastly, due to the large cost relating to construction, building of infrastructure such as electricity supply and the ongoing maintenance of such facilities are the largest cost group for the living conditions category. These costs are heavily dependent on the length of time spent, which would magnify the lifetime cost of the social issue involved. For example, an imprisonment term of 10 years, would greatly increase the lifetime cost of a particular social issue due to the provision of such a facility over a long period of time. Having identified the largest cost group of the various social issues, social innovation can thus be focused on these cost groups in order to allow such social issues to be tackled more cost-effectively.

In many of these cost groups, wages often form the largest cost component. For example, wage cost for shelter is approximately 50% of the total cost to operate the shelter for an elderly. Furthermore, this can be seen through interviews with various SPOs that operate shelters, where they have shared that the cost of operating a shelter catered to abused victims is higher compared to a typical shelter that provides basic needs. This is because of the higher wage cost relating to the need to hire extra professional staff such as counsellors and psychiatrists for the victims.

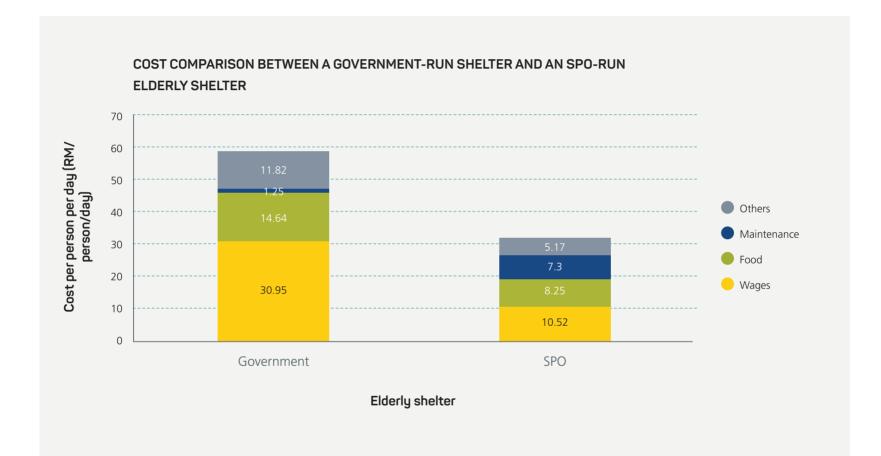
COST COMPARISON OF PUBLIC SOCIAL SERVICE DELIVERY VERSUS PRIVATE

The findings also compared the costs of government-run social programmes with those of SPO-led social programmes. Two comparisons are made between government- and SPO-led social programmes, namely home shelters for the elderly, and medical clinics.

In the case of shelter homes, for example, government typically incurs higher costs than SPOs. This is because the government incurs larger costs in employing full-time workers to run the shelters. SPOs, on the other hand, leverage the collective spirit of volunteerism amongst the rakyat in obtaining the required manpower to run their shelters. The diagram below compares the costs of running an elderly shelter by the government and an SPO. The cost of wages at an SPO shelter is 65 percent lower than that of a government-run shelter. This shows that the whole-of-society approach can not only instil innovation in social services delivery, but it is also capable of lowering the cost by engaging volunteers old and young to carry out the programmes.

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Figure 66 COMPARISON OF ESTIMATED COSTS BETWEEN GOVERNMENT-RUN AND SPO-RUN SHELTERS FOR THE ELDERLY



Findings and Application of Social Progress Assessment

For government-run clinics, the typical cost per physician consultation is RM40 per visit (based on the recommended fee schedule as published in the Federal Government Gazette). In comparison, the cost of a free clinic ran by the Hope Worldwide Kuala Lumpur is approximately RM50 per person. The costs consist of medicines, rental, utilities, nurse salary, and doctors' honorarium. The doctors at the clinic are paid a token of appreciation in the form of honorarium and not market salaries. As such, the cost is not reflective of the actual cost that would be incurred in a private for-profit clinic. The government-ran clinic has a lower per consultation cost, which is driven by the larger traffic or number of patients at government clinics, thus driving down the average fixed costs (example doctors' wages and maintenance costs) per patient. The SPOrun clinic, which is the free clinic run by Hope Worldwide, only operates twice weekly (Tuesday and Thursday) and every alternate Saturdays. Furthermore, government clinics have more cost-effective distribution channels for medicines and equipments and this may further drive down the cost of consultation at government-ran clinics.

COST MAY NOT BE REPRESENTATIVE OF TRUE COST TO SOCIETY

A point to note is that the cost highlighted may appear deceptively small due to three reasons. Firstly, the government may not always be providing the full coverage of the social service needed. There are a limited supply of geriatric care and palliative care in public hospitals, while the cost of providing welfare aid directly, is subject to the allocated budget set by the government each year. These mean that the scale of the impact is often limited, and that current costs to the government do not reflect the full cost of each of these issues. In these scenarios, the government can consider helping SPOs scale up their operations to increase the coverage of social services to these individuals costeffectively. Secondly, the cost currently highlighted in SPA excludes the economic or social cost which should also be considered. While the government does incur tangible cost of providing aid and shelter to those unemployed, the country and society incurs a wider cost of lost opportunity from the reduction of productive members in society. The same applies to the issue of healthcare provision in rural communities where a less healthy workforce may translate to lower productivity. In cases of women, elderly or child abuse, the psychological trauma and the associated side effects also places a cost on society. As such, it is important that the SPA database is continually refined in order to include such indirect and intangible cost in order to further social financing efforts.

Thirdly, the cost per incident may be under-represented as crimes are often inter-connected. For example, those involved in mat rempit activities may also be linked to juvenile delinquency, where the majority of the crimes committed are motorcycle thefts. Separately, those involved in drug abuse may also be involved in urban crime, which is used as a means to attain the money required to purchase drugs. As such, social innovation should consider developing preventive programmes aimed at preventing social issues that are highly interlinked.

PREVENTION IS BETTER THAN REACTION

An analysis of the various programmes also show that the cost of preventive programmes are typically lower than reactive programmes. The cost to train women, involved in abuse cases, in basic skills cost slightly over half of the cost required to provide shelter to these abused victims. Hence, if such skills such as sewing are able to allow these women to become financially independent, it would reduce the probability of abuse as they are now no longer dependent on their husbands for survival. This would mean that such a measure would be more cost-effective than providing the remedial actions to help these individuals once they have been abused. Additionally, education is also an important prevention means to various potential social issues. For example, the provision of quality education to 'at-risk' youths at Sekolah Bimbingan Jalinan Kasih have shown to be successful in reducing the occurrence of longer term and more costly social issues such as crime and drug abuse, which underscores the importance of education-based solutions to solving social issues.

OTHER KEY OBSERVATIONS

There are also many good practices already being practiced in the current social services delivered by the government. For example, methadone is required by various agencies in helping drug abusers through rehabilitation care. This includes AADK for its rehabilitation centre, MOH for their inpatients and the Prison Department for their jail inmates. Hence, methadone is centrally procured by MOH to reduce cost. Separately, the Prison Department also has a gift shop selling items such as slippers, which is purchased frequently by family members and friends for the inmates, establishing a revenue stream for the Prison Department and helping defray their cost of providing new items to the inmates. The Prison Department also utilises inmates to sew clothes and cook food required for the operations of the prison facility, allowing them to reduce the wage cost otherwise required to employ more staff such as chefs. Such practices are commendable, and thus highlights a potential for the government to consider a forum to systematically share such best practices across Ministries.

6.2 Prioritisation of Social Issues

The SPA findings show that the government has delivered and continues to deliver a wide range of social services and social safety nets for the benefit of the rakyat. Despite large public expenditures on these social safety nets, however, social issues persist and may intensify, given the increasing population. With finite resources, this inevitably poses the difficult choice of having to prioritise some social issues over others, a complex task in itself. Assessing the cost of various social issues through an activity chain of intervention programmes, rather than looking at costs at the individual ministry or agency level, allows the government to prioritise these issues in a holistic manner. There are four possible methods of prioritising these issues:

- 1 from the annual fiscal cost to the government
- 2 from the incident cost
- 3 from the size of the population impacted
- 4 from lifetime cost per incident



Findings and Application of Social Progress Assessment

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Figure 67 SUMMARY OF VARIOUS SOCIAL ISSUES AND PRELIMINARY ESTIMATES OF FISCAL AND LIFETIME COSTS ON THE GOVERNMENT

No	lssue	Incident Cost (RM/ incident/yr)	Population affected	Population served	Annual Fiscal Cost (RM/yr)	Length of incident (yrs)	Estimated Lifetime Cost (RM/incident)	Estimated lifetime Cost to Gov't (RM)
1.1a	Domestic abuse of women – mild	4,360	353	353	1,539,000	Less than a year	4,360	1,539,000
1.1b	Domestic abuse of women – severe	5,560	255	255	1,401,000	Less than a year	5,560	1,401,000
1.2	Abandonment of the elderly	21,960	tbc	tbc	tbc	Up to 8 years	161,550	tbc
1.3	Abuse of the elderly by primary caregivers	22,930	tbc	tbc	tbc	Up to 8 years	162,520	tbc
1.4a	Abuse of children – mild	55,200	25,910	2591	143,000,000	Up to 10 years	393,980	1,020,802,180
1.4b	Abuse of children – severe	59,590	16,670	1667	99,000,000	Up to 14 years	589,590	982,846,530
1.5	Child abandonment	52,140	195	195	10,200,000	Up to 9 years	311,520	60,746,400
1.6a	Baby dumping – baby survives	50,070	43	43	2,200,000	Up to 18 years	590,400	25,387,200
1.6b	Baby dumping – baby does not survive	22,950	61	61	1,400,000	Up to 8 years	126,690	7,728,090
2.1	Prevalence of motorcycle gangs ("Mat Rempit")	790	240,000 (est)	479+	380,000	Less than a year	790	380,000
2.2c	Drug abuse (Offender sentenced to rehabilitation care)*	19,730	116,200	28,400+	561,000,000	Up to 2 years	38,120	1,082,608,000
2.3c	Drug abuse amongst youth (Offender is sentenced to rehabilitation care)*	23,090	6,500	1,700+	39,000,000	Up to 2 years	41,920	71,264,000
3.1	Child trafficking	30,060	tbc	tbc	tbc	Up to 9 years	175,510	tbc
3.2	Sex trafficking of women	18,010	tbc	Tbc	tbc	Up to 8 years	20,260	tbc
3.3	Juvenile crime	15,310	4,669	4,669	71,000,000	Up to 4 years	59,730	278,879,370
3.4	Gangsterism, amongst youth	20,330	tbc	tbc	tbc	Up to 5 years	79,380	tbc
3.5	Prevalence of crime in urban areas	17,320	22,330	4,400+	77,000,000	Up to 3 years	42,860	188,584,000
4.1	<i>"Lost boys/girls</i> " – Not in education, employment or training	3,180	50,965	50,965	162,000,000	Up to 5 years	16,000	815,440,000
4.2	Obstacles to quality early childhood education	2,530	23,800	23,800	60,000,000	Up to 2 years	5,100	121,380,000

No	Issue	Incident Cost (RM/ incident/yr)	Population affected	Population served	Annual Fiscal Cost (RM/yr)	Length of incident (yrs)	Estimated Lifetime Cost (RM/incident)	Estimated lifetime Cost to Gov't (RM)
4.3	Obstacles to general education among rural communities	5,705	tbc	tbc	tbc	Up to 11 years	62,800	tbc
4.4	Obstacles to quality education for children with disabilities	10,745	105,000	74,000+	795,000,000	Up to 11 years	107,100	7,925,400,000
4.5	Limited education opportunities for "at-risk" youths	34,500	tbc	tbc	tbc	Up to 11 years	379,400	tbc
5.1	Economic exclusion of PWDs	35,820	tbc	tbc	tbc	Up to 8 years	144,000	tbc
5.2	Insufficient income opportunities for single parents	6,750	tbc	tbc	tbc	Less than a year	6,750	tbc
5.3	Obstacles to income opportunities for elderly who cannot afford retirement	25,000	tbc	tbc	tbc	Up to 8 years	188,000	tbc
5.4	Exploitation in employment towards homeless people	2,955	tbc	tbc	tbc	Less than a year	8,900	tbc
6.1	Obstacles to palliative care of the aged and related conditions +	36,300	7,100	220+	8,000,000	Up to 2 years	41,800	9,196,000
6.2	Obstacles to diagnosis and interventions for mental and physical disabilities	34,700	17,800	600+	21,000,000	Up to 8 years	239,500	143,700,000
6.3	Quality of palliative and rehabilitative care for children with disabilities in low-income & rural areas	40,600	6,900	900+	37,000,000	Up to 10 years	314,200	282,780,000
6.4	Obstacles to healthcare amongst rural communities	65	tbc	tbc	tbc	Up to 75 years	4,800	tbc
6.5	Obstacles to healthcare among the homeless community	1,200	25,000	1,000+	1,200,000	Up to 75 years	4,900	4,900,000
6.6	Teenage pregnancy +	16,200	18,000	125+	2,000,000	Less than a year	16,200	2,000,000
7.1	Obstacles to water supply and sanitation facilities in rural communities	4,130	tbc	tbc	tbc	Up to 75 years	10,050	tbc
7.2	Obstacles to supply of electricity in rural communities	855	208,000	3,000+	2,600,000	Up to 25 years	19,000	57,000,000

Findings and Application of Social Progress Assessment

6.2.1 Perspective of the Annual Fiscal Cost to Government

Using such a perspective allows the government to understand which social issue currently presents the highest cost burden. These issues typically involve both a large affected population of rakyat and the need for services over a long period of time, such as education or prison. This unique combination also causes such social issues to be highlighted in the news.

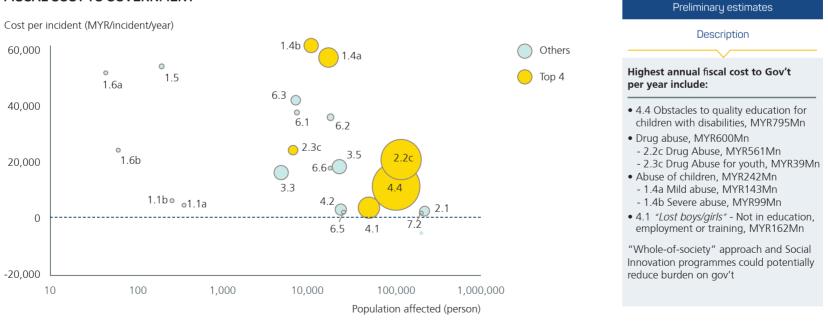
Using the SPA cost assessment, the prioritsed social issues include education for special needs students, drug abuse, abuse of children and 'lost boys/girls' who are not in education, employment or training.

Given the considerable size of government spending, prioritising these social issues can have the greatest impact on government spending and

free up resources to address other issues. The government should focus on finding SPO partners that would be interested in working with the government to find innovative solutions for the aforementioned issues. Using the issue of drug abuse as an example, the government, through AADK, could collaborate with various SPOs that provide drug rehabilitation programmes for drug addicts. SPOs such as Pengasih have also been effective at providing counselling and coaching skills that would allow ex-offenders to regain a normal and productive life after leaving the rehabilitation centre. Through this, the government could share its expertise and facilities to the SPOs, whilst leveraging on the SPOs' volunteer base and their own rehabilitation programmes to reduce the financial burden of having to manage the entire end-to-end social service delivery, and increasing the effectiveness of helping the individuals affected.

Figure 68 GRAPICAL ILLUSTRATION OF THE ANNUAL FISCAL COST TO THE GOVERNMENT OF VARIOUS SOCIAL ISSUES

ISSUES RELATED TO PROVIDING EDUCATION OPPORTUNITIES FOR THE DISABLED, DRUG AND CHILD ABUSE ARE THE HIGHEST FISCAL COST TO GOVERNMENT



Note: 1. In lieu of the exact number of persons availing to each government service provided addressing a particular issue, the potential cost to government assumes the scenario where population affected avails to every government service (i.e. each link in the activity chain) provided. 2. Population affected due to drug abuse is based on number of persons caught by PDRM under Section 15(1)(a) and Section 3(1). Number has been apportioned to 2.2c Drug Abuse and 2.3c Drug abuse amongst youth based on the percentage of those aged under 20 years old currently undergoing treatment with AADK. 3. Population affected (x-axis) refers to the total size or total need of the issue present in Malaysia, to be distinguished from the population currently served by the government. 4. Numbers "1.1", "2.1", "3.1" etc represent social issues, details of which are in breakout session pages. 5. The costs here are not inclusive of long-tail, indirect and intangible costs.

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6.2.2 Perspective of the Incident Cost to Government

Apart from the annual fiscual cost to the government, another possible perspective considers the incident cost to the government. These issues are generally related to crime, and have complex intervention programmes that cut through various ministries. They incur the highest cost per incident because multiple parties are involved in the activity chain (intervention programmes for incarcerating the offender, programmes to help the affected victim, and so on), and each activity chain involves multiple functions (police investigation, holding a court hearing, imprisoning the offender).

Through SPA, the preliminary calculations indicate that social issues relating to abuse of children, baby dumping (in which the baby survives), and child abandonment present the highest incident cost to the government.

As several of these key social issues deal with crime, SPOs may not always be able to help with the social service provisions due to the risky or confidential nature of the work (during investigations, court and imprisonment periods). However, social innovations and "whole-ofsociety" approach remain relevant in these scenarios. Social innovations can allow current intervention programmes to be redesigned, either by the government themselves or with the help of SPOs. Innovations can reduce the complexity of service, or redesign current programmes to enhance cost-effectiveness. As these issues have a high 'per incident' cost, the ability to prevent the occurrence of a single incident can lead to large cost savings.

As an example, close collaboration between public hospitals and children shelters are helpful to minimise the harm to abused victims brought forth by their abusers. This is because hospitals are usually the first to be notified when a child sustains an injury due to abuse, making doctors and nurses the first group of people to receive information on a suspected case of child abuse. Once notifying the relevant authorities, the hospital will then arrange to have the victim placed under the care of a government or SPO-managed shelter.

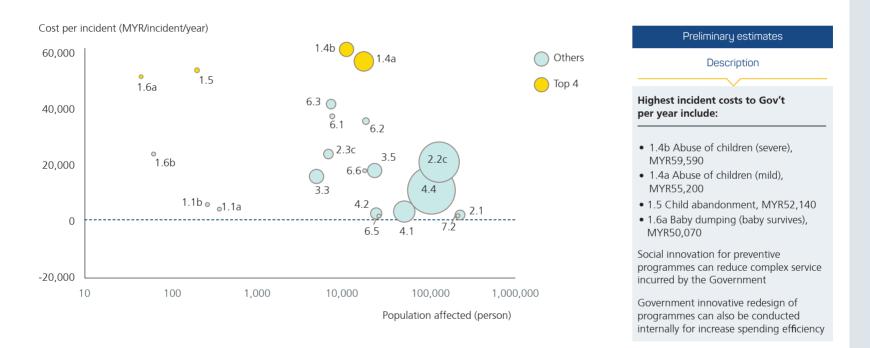


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Figure 69 GRAPICAL ILLUSTRATION OF THE COST PER INCIDENT OF VARIOUS SOCIAL ISSUES

CHILD ABUSE ISSUES WITH COMPLEX ACTIVITY CHAIN TEND TO HAVE HIGHEST INCIDENT COSTS



Note: 1. In lieu of the exact number of persons availing to each government service provided addressing a particular issue, the potential cost to government assumes the scenario where population affected avails to every government service (i.e. each link in the activity chain) provided. 2. Population affected due to drug abuse is based on number of persons caught by PDRM under Section 15(1)(a) and Section 3(1). Number has been apportioned to 2.2c Drug Abuse and 2.3c Drug abuse amongst youth based on the percentage of those aged under 20 years old currently undergoing treatment with AADK. 3. Population affected (x-axis) refers to the total size or total need of the issue present in Malaysia, to be distinguished from the population currently served by the government. 4. Numbers "1.1", "2.1", "3.1" etc represent social issues, details of which are in breakout session pages. 5. The costs here are not inclusive of long-tail, indirect and intangible costs.

6.2.3 Perspective of the Size of the Affected Population

The third possible angle is to view social issues by the number of individuals affected by the issue. These social issues are generally common but may often be overlooked in terms of importance, as the cost per incident for some of these issues may seem small. They are nevertheless important.

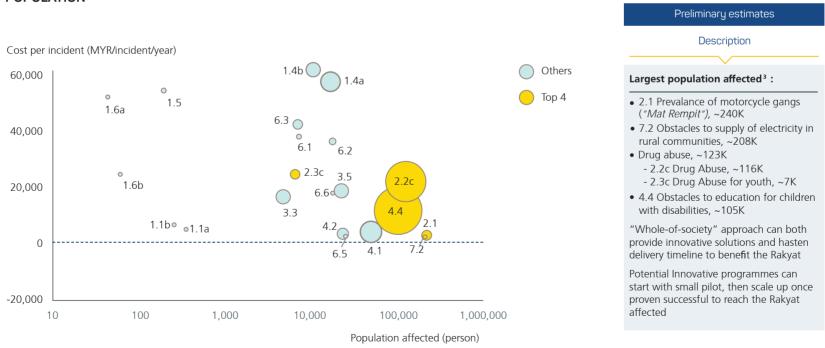
Social issues in this category include the prevalance of motorcycle gangs (*"Mat Rempit"*), obstacles to supply of electricity in rural communities, drug abuse, drug abuse amongst youth and obstacles to education for children with disabilities.

The prevention or reduction of occurrence of these issues can affect the well-being of the highest number of rakyat and may be seen as 'low-hanging fruits', where innovative solutions may affect a great number of individuals. Given the large population that needs the social service, however, potential innovative solutions may need to be customised further, as a one-size-fits-all solution would not be ideal.

For example, many rural villages in Sabah and Sarawak are located in remote areas with rugged terrains. As such, it is difficult to supply electricity to the villages through the conventional electricity grids. The government, through KKLW, has implemented programmes to install solar panels to these remote villages to provide electricity to these affected individuals.

Figure 70 GRAPICAL ILLUSTRATION OF THE SIZE OF POPULATION AFFECTED OF VARIOUS SOCIAL ISSUES

RURAL SUPPLY OF ELECTRICITY, DRUG ABUSE, AND EDUCATION FOR CHILDREN WITH DISABILITIES AFFECTS THE LARGEST POPULATION



Note: 1. In lieu of the exact number of persons availing to each government service provided addressing a particular issue, the potential cost to government assumes the scenario where population affected avails to every government service (i.e. each link in the activity chain) provided. 2. Population affected due to drug abuse is based on number of persons caught by PDRM under Section 15(1)(a) and Section 3(1). Number has been apportioned to 2.2c Drug Abuse and 2.3c Drug abuse amongst youth based on the percentage of those aged under 20 years old currently undergoing treatment with AADK. 3. Population affected (x-axis) refers to the total size or total need of the issue present in Malaysia, to be distinguished from the population currently served by the government. 4. Numbers "1.1", "2.1", "3.1" etc represent social issues, details of which are in breakout session pages. 5. The costs here are not inclusive of long-tail, indirect and intangible costs.



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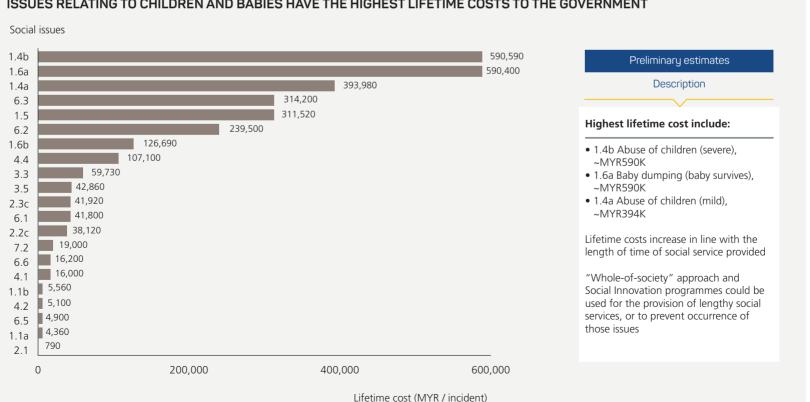
6.2.4 Perspective of the Lifetime Cost Per Incident Incurred

The last possible perspective is viewing the cost of such incidents from a lifetime basis for each incident. While Section 6.2.2 considers cost on a per year basis, this perspective considers the entire time period spanning each issue. Different issues demand intervention programmes of differing length. For example, the cost of prison for a child abuser would differ from that of a petty criminal, as the imprisonment duration would differ.

The computation shows that the issues that have the highest lifetime cost would be the abuse of children and baby dumping (in the scenario where the baby survives). For both issues, the lifetime cost is high due to the complexity of the activity chain (as it involves both an offender and a victim) and the length of such intervention programmes, due to the long imprisonment penalty and stay at the relevant orphanages.

In these cases, a 'whole-of-society' approach to prevent these incidents at the outset could save much government resources in the long run, which could be used to help more individuals. For example, awareness of safe sex and abstinence taught at school levels would help to reduce unwanted pregnancies and the incidence of baby dumping. This would have cost savings to the government, as the victim of a baby dumping case would typically require lengthy and costly social services by the government.

Figure 71 GRAPHICAL ILLUSTRATION OF LIFETIME COST PER INCIDENT OF VARIOUS SOCIAL ISSUES



ISSUES RELATING TO CHILDREN AND BABIES HAVE THE HIGHEST LIFETIME COSTS TO THE GOVERNMENT

6.3 Applications of Social Progress Assessment

The next consideration is how the Social Progress Assessment (SPA) database can be used. The database details costs at two levels. The cost group level, as seen in the various figures throughout Chapter 5, estimates the cost of each social intervention programme currently operated by the government — the cost related to police investigation, for example, or the cost of welfare assistances, or the cost of constructing sewage and sanitation facilities in rural areas. Appendix I provides details of cost at the cost indicator level, listing the various cost indicators in each social intervention programme: the cost of wages in a shelter, the cost of food in a shelter, or the cost of maintenance of a shelter.

The database was designed to let users see different levels of cost, allowing greater flexibility in its application. By providing users with an understanding of the different intervention programmes and their related cost, the database can be used by Government, SPOs, and private sector organisations in three ways: to create proposals for intervention programmes; to redesign existing social service delivery; and to create feasibility studies and evaluations as part of the Social Outcome Fund.

6.3.1 Assessing Social Issues for Proposal for Interventions

Through interactions with various SPOs, it was found that many of these organisations are interested in knowing the cost behind their own programmes, with the goal of understanding how they can improve their services. Therein lies the potential for SPOs and the private sector to utilise the SPA database in designing or enhancing their intervention programmes. By looking at the annual cost of the specific social issue to the government or the size of the population affected by each social issue, organisations can assess or compare their programmes. It also provides users with an overview of the scale of various social issues, which indicates the potential of what can be done to help more individuals, furthering their efforts to help society.

This comparison of costs of social service delivery across social issues is also useful for the government. It provides the various Ministries and agencies a perspective on the complexities of social issues, and allows them to understand each social issue from the viewpoint of an entire activity chain of intervention programmes rather than from the viewpoint of a single Ministry. This promotes cross-ministry alignment, increases awareness of different social service delivery efforts, and encourages input into the social service delivery mechanism.

While using the SPA tool, it is important to remember that the current cost data covers only tangible, direct cost to the government. While this provides an initial basis for comparison and assessment of opportunities, it is important to consider the social and economic cost incurred in the various social issues.

6.3.2 Assessing Activity Chain Components for Proposals for Social Delivery Redesign

The database can also be used to assess the current delivery of social services and to encourage new ideas to improve the cost-effectiveness of various programmes. Through SPA, it provides an understanding of the social intervention programme that incurs the largest cost for each social issue (for example, prison costs make up 76 percent of the cost relating to the issue of gangsterism), and the largest cost indicator within each intervention programme (for example, wages comprise 50 percent of prison costs). This allows comparison of similar intervention programmes, providing a means to benchmark and share best practices, thereby spurring innovation to create an impact on society.

This methodology is highly applicable to government members, as the assessment can be conducted at individual department or agency level, in search of opportunities to redesign existing services. Such opportunities can increase impact or reduce cost, allowing more individuals to benefit from existing resources. It is encouraged that this assessment is to be conducted every two to three years, to promote innovative thinking about cost and innovative solutions.

6.3.3 Social Impact Measurement Toolkit (SIMT)

SPA could also be used in conjunction with the Social Impact Measurement Toolkit (SIMT), developed by AIM as a tool for reporting and monitoring. AIM created this tool in early 2015, to introduce SPOs to Social Finance and act as a guide in creating business plans for social programmes. The tool has been updated during the SPA Project with an

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additional component to evaluate the impact of various programmes in terms of cost savings and impact to the government, critical as an enabler of payment-by-results model of social finance. The tool is designed to be used in collaboration with the SPA report.

After designing their intervention programmes, SPOs and private organisations would fill in the cost indicators relevant to their targeted social issue in the SPA component of SIMT, depending on the cost to the government that would have otherwise been incurred. These cost indicators have been designed to be used in a flexible manner, so that individual costs can be adjusted, added or subtracted as required, allowing different components of cost to be used depending on the stage, size and complexity of the intervention programme. Once the SPOs and their stakeholders have set and agreed upon a baseline, the tool will be able to calculate the cost savings to the government achieved by the SPO's programme.

The template thus works as a report card to highlight the effectiveness of various programmes, spurring and encouraging greater innovative projects, and shows the progress of rakyat helped over time, in comparison to the total cost of the programme. With such a tool, SPA and SIMT should be able to drive change in the social space.

To use or view the SIMT Toolkit, please follow this link:

www.innovation.my



Figure 72 Example of SPA's Database Required in SIMT Toolkit

Cost Buckets Associated with Programme / Project

Please identify cost buckets associated with the social issue targeted by your programme and associated cost for that bucket (e.g. if your programme aims to reduce abandoned children, the cost indicators would include food, clothing, utilities related to shelter cost. You will need to identify the associated cost for these indicators (e.g. RM8 / day for food) from the SPA cost database and fill it here.

Social Issue(s) addressed:	Cost indicator(s) addressed:	Associated cost per incident per year	Comments
Drug abuse	Police Arrest - Wages	200	
Drug abuse	Police Arrest - Ops Cost	10	
Drug abuse	Police Arrest - Other Cost	40	
Drug abuse	Police Invg - Wages	538	
Drug abuse	Police Invg - Ops cost	61	
Drug abuse	Police Invg - Other cost	4	
Drug abuse	Court - Wages	33	
Drug abuse	Court - Other costs	7	
Drug abuse	Medical - Wages	64	
Drug abuse	Medical - Medicine	10	
Drug abuse	Medical - Supplies	6	
Drug abuse	Medical - Utilities	6	
Drug abuse	Medical - Bed	33	

SPA could also be used in conjunction with the Social Impact Measurement Toolkit (SIMT), developed by AIM as a tool for reporting and monitoring

6.3.4 Social Progress Assessment 2

The continuation of the SPA project, known as the Social Progress Assessment 2 (SPA 2), will be carried out in year 2017 to look more deeply into a few selected social issues to be tackled and solved via the Social Outcome Fund and the social financing model. SPA 2 will focus on a more detailed understanding of the following information with regard to the selected social issues:

1. Detailed cost of social services delivery

• Efforts will be made to understand, in granular detail, the cost of undertaking social services programmes for a particular social issue. The scope of the costs may also be expanded to include intangible and indirect costs.

2. Mechanism of outcome measurement

• To fine-tune the framework used to measure the success or outcomes of SPO-led social programmes meant to prevent the occurrence of the social issues, including but not limited to understanding the confounding factors, the timeframe for measurement, the key sources of data, the independent assessor party, and the repayment schedule for investors' funds.

3. Establishing the Social Outcome Fund

• To design, set up, and run the Social Outcome Fund with an initial matching grant provided by the government for funding social programmes led by SPOs to prevent occurrences of the selected social issue(s).

4. Identifying key stakeholders involved in ensuring sustainability of the Social Outcome Fund

 To identify and establish key stakeholders responsible for ensuring the proper running of the Social Outcome Fund, which includes assessing proposals for funding from SPOs, funding SPO programmes, measuring outcomes of social programmes, and payments. "

The total costs associated with actions related to a particular social issue reside not with one government ministry or agency, but with multiple ministries or agencies."



SUMMARY AND THE WAY FORWARD

A Recap of Findings, Their Implications, and Other Considerations for the Future



Summary and the Way Forward

The importance of innovation will continue to grow as the needs of our society, economy, and nation as a whole become more complex. While the commercial sector has consistently striven towards increased innovation and productivity, the time is ripe to spearhead growth in social innovation to address the increasingly complex needs of our society, as set out in the Eleventh Malaysia Plan. The SPA project is a vital part of this movement.

Having established why this initiative is of crucial importance, this report has provided context on the landscape of social issues within Malaysia, and how SPA may be used to benefit the *rakyat*.

The report defined the concept of a "social issue" and the target segments it applies to in a Malaysian context. Conventional methods of addressing these needs were discussed and compared against a new 'whole-of-society' approach. The roles of the government, the private sector, and SPOs and how they could all work together to deliver more effective and efficient social outcomes were explored in detail.

The primary model of social innovation being studied and proposed here is a payment-by-results model for social service delivery, facilitated by social finance. Chapter 2 discussed various global benchmarks (United Kingdom, Australia, United States), with key findings presented.

Two key components are needed in the initial stages in order to develop such a model for Malaysia. First, a standardised and systematic method for SPOs to objectively measure, track, and report results is required to show the outcomes it can achieve. The SIMT has been developed, as discussed in further detail in Chapter 6, to fulfil this requirement. Second, a way to translate outcomes to potential cost savings must be established. Achieving this requires the creation of a system to comprehensively identify costs related to the occurrence of social issues. This is the primary focus of this report.

While the costs related to addressing the needs of social issues have been previously accounted for on a programme-by-programme basis, this report introduces a new paradigm for calculating costs related to a given social issue across its activity chain. The activity chain takes "Having established why this initiative is of crucial importance, this report has provided context on the landscape of social issues within Malaysia, and how SPA may be used to benefit the rakyat."

into account all costs incurred across agencies and ministries as result of a given social issue upon its occurrence. The definitions of what constitutes "costs" in this phase are also discussed and laid out. Finally, a preliminary list of key social issues to focus on in the immediate term has been identified and discussed. The report shows the data collected on the costs related to the activity chains of these issues, and presents findings to illustrate how the model would work moving forward.

Research conducted over the course of this project found that the government is already running a large and comprehensive list of programmes to address the needs of marginalised segments of the *rakyat*. However, social dynamics are becoming increasingly complex because of factors such as rapid urban migration, racial diversification, globalisation, and many more. The government will find it increasingly challenging to be the primary provider of social programmes. This underscores the importance of the objective of this project to develop a new way to scale up social service delivery.

While SPOs have typically been able to develop new and innovative ways to address social needs, they have often faced difficulty in scaling up operations for wider impact. The introduction of the tools outlined in this project will enable them to free up access to funding to overcome this obstacle. This can be achieved by systemically measuring and tracking outcomes through SIMT, and comparing those outcomes directly against the potential cost savings as identified in the cost database of social issues, as developed during the SPA project.

Social Progress Assessment



Through this, SPOs can leverage both the private and public sectors to justify investment through an outcome driven payment-by-results model. Despite the significant progress made in the push towards greater social innovation — thanks, in no small part, to the guidance and participation of the many government officials and external experts who provided input (see full list in Chapter 8: Acknowledgements) — this is nevertheless the first step in a long journey.

Beyond this, pilot programmes will need to be conducted on a few of the issues, in partnership with the relevant SPOs, in order to gauge the effects of the model in action. The results of these pilots will guide any adjustments that may be required. The issues included at this phase are only the initial key social issues identified as requiring quicker action, and by no means represent an exhaustive list of all the social issues that may exist within Malaysia. An expansion of the list of social issues studied and included in the cost database should be conducted on an ongoing basis, based on society's evolving needs. This will ensure that the model remains relevant as the landscape of society, and social issues, continues to change.

Currently, the only costs taken into account as associated with a given social issue are those that represent a fiscal/monetary cost to the government. While this is the necessary first step to understanding the direct and tangible cost of a given social issue, it is not the true total cost to society. In order to gauge this, we must also take into consideration the potential economic costs of lost opportunities that may be incurred as a result of a given social issue. This means that aside from the direct monetary consequences of an issue, a long-tail component of lost opportunities may also have accrued, such as the loss of a productive member of society. In an ideal situation moving forward, the cost database should be expanded to include these intangible costs, in order to ascertain a clearer picture of the true total cost to society resulting from social issues.

With conclusion of the first phase of SPA, there are several key actions that would need to be undertaken. This includes the formalisation of a database of the cost indicators measured for data sharing purposes. This would allow various stakeholders to assess the cost database. Furthermore, a central facilitation fund that would help to catalyse social investment, such as a Social Outcome Fund, should be launched. This includes deciding and agreeing upon the mechanisms of the Social Outcome Fund. This includes identifying the independent assessors, to setting the outcome measurements, to evaluating SPO's outcomes, and repaying capital to the investors.

It is also key to understand the feedback of various stakeholders in order for the SF PPP to be successful. This could be conducted through townhall briefings to communicate the overall SPA findings and its purpose, and the Social Outcome Fund, to a wider range of stakeholders, including SPOs and corporate entities, with consultation papers as a means to seek feedback.

Once this has been concluded, Request For Proposals for various SPOs could be submitted to allow the first phase of SPOs to benefit from the programme. This would ultimately lead to the intended purpose of the SF PPP - the identification of preventive interventions in addressing social issues and applying impact measurement in social service delivery. This will not only allow the government to achieve greater outcomes in the long run, but will also serve as a platform for Malaysia to drive towards accomplishing its *Wawasan 2020* vision of becoming a truly inclusive, prosperous, and developed country for its *rakyat*.

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BIBLIOGRAPHY

APPENDIX



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- Kimberley Teh, Senior Executive, Agensi Inovasi Malaysia

Attendees from 1st Social Issues Lab, 18th August 2016

The team would also like to thank the attendees of the two sessions of Social Issues Lab. During 1st Social Issues Lab, various social issues and programmes already in place was discussed, and valuable comments and suggestions were received on the initial findings. During 2nd Social Issues Lab, findings on the cost of various social issues were presented and feedback received from various ministries, in order to further improve the cost database.

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YBrs. Puan Siti Hanipah Bt. Ismail
YBrs. Encik Mohd. Khairul Azmi
YBrs. Encik Hairil
YBrs. Encik Loh Siew Lik
YBrs. Puan Masni
YBrs. Nurul Huda Bt. Zainuddin
YBrs. Encik Hairil
YBrs. Encik Loh Siew Lik
YBrs. Puan Noraida Bt. Ibrahim
YBrs. Puan Zurianty Bt Che Pak
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YBrs. Puan Nor Azura binti Mohamad
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YBrs. Puan Zariana Binti Abdullah
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YBrs. Puan Salwana Binti Silaluddin
YBrs. Puan Nadiatul Farhana Bt Mat Sihap
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YBrs. Puan Banu A/P Sukumaran
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YBrs. Puan Norhafida Binti Zaini
YBrs. Puan Laila Najmee Binti Sheikh Ahmad
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YBrs. Puan Asitah Binti Zainudin
YBrs. Puan Rohaya Binti Mahat
YBrs. Puan Nik Fatihah Binti Nik Abdullah
YBrs. Encik Fairul Fariz Bin Suha
YBrs. Puan Norismilia Humairah Binti Alias
YBrs. Puan Nik Haslinda Binti Abdul Halim
YBrs. Puan Norfariha Binti Abdol Farim
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Interviews with Organisations

Name	Organisation
Justin Cheah	Kenchara Soup Kitchen
Andrew Yong	100% Project
Y.Bhg. Datin Norzita Arif Fadhilah	Petronas
Esmond Yap	Edunation
Stevens Chan	Dialogue in the dark
Henry Sandanam	Pertubuhan Perkhidmatan Sosial Dan Pembangunan Komuniti
Jerry Foo	Shelter Home for Children
Aegile Fernandez	Tenaganita
Y.Bhg. Datuk Yunus Pathi	Pengasih Malaysia
Hj. Ramli Abdul Samad	Pengasih Malaysia
Kuan Chee Heng	Community Policing Malaysia
Y.Bhg. Datin Dr. Ang Kim Teng	Malaysia Mental Health Association
Desmond Yeow	Persatuan Kebajikan Ci Hang Chempaka
Dr Sylvia McCarthy	Hospis Malaysia
Dr Jasmina Kuka	Yayasan Hasanah
Dr Abdul Satar bin Mohd Nagoor	Retired Doctor
Dr Khor Swee Kheng	Former Malaysian public hospital doctor
Nurfarini Naing	My Harapan
Dr Foo Yin Fah	Sunway University

Name	Organisation
Hartini Zainudin	UNICEF
Fadzli Rahim	Pembina OKU Resources
Abbie Hosanna	Backyard Tours
Norlela Mokhtar	Persatuan Wahidayah Malaysia
David Jansen	Rumah KIDS
Y.Bhg. Dato' Anusha Santhirasthipam	Soroptimist International
Muhammad. Kamal	Pengasih Malaysia
Fadilan Kayong	Pengasih Malaysia
Mr See Cheng Siang	Malaysia Mental Health Association
Sue Jen	Malaysia Mental Health Association
Katy Lee	Hope Worldwide
Tham Su Ming	Hospis Malaysia
Yuvaraj Sugapathy	Ex-criminal lawyer
Dr Jeffrey Ong	Retired Doctor
Dr Daniel Koh	Former Malaysian public hospital doctor
Dr S. Kumar	MBBS (India), M.SURG (University Malaya)
Dr Kenny Cheah	University of Malaya
Dr Alex Khoo	Former Malaysian public hospital doctor
Dr Abdul Jalil Bin Ghazali	Management & Science University

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APPENDIX – COST COMPUTATION

Social Issue 1.1A		Cost of social issue (per incidence)				
DOMESTIC ABUSE OF		Annual	l Lif		etime	
WOMEN - MILD	Opex Cost	RM/incident/year	4,362	RM/incident	4,362	
Group	L					
FALLING PREY TO ABUSE						

Detailed Costs of Intervention Programmes

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)
	OPEX				
	(i) Wages	Wages	RM/incident/year	7	
.	(ii) Transportation	Transportation	RM/incident/year	10	
Police arrest / inspection	(iii) Equipment	Equipment	RM/incident/year	1	
	No. of cases that are referred to the police	Percentage of cases that goes through Police	%	50%	
	Opex - per annum		RM/incident/year	9	9
	OPEX				
	(i) Wages	Wages	RM/incident/year	284	
JKM - Welfare Services Officer	(ii) Transport	Transportation cost	RM/incident/year	10	
Jervices Officer	(iii) Supplies & Other cost	Supplies & other costs	RM/incident/year	57	
	Opex - per annum		RM/incident/year	351	351
	OPEX				
	(i) Wages	Wages	RM/incident/year	1496	
	(ii) Food & Sundries	Food & Sundries	RM/incident/year	1040	
Housing Shelter	(iii) Utilities	Electricity, water, gas	RM/incident/year	128	
	(iv) Maintenance	Maintenance of shelter	RM/incident/year	910]
	(v) Rental	Rental	RM/incident/year	428	
	Opex - per annum		RM/incident/year	4002	4002

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Social Issue 1.1B	Cost of social issue (per incidence)				
DOMESTIC ABUSE OF		Annual		Lifetime	
WOMEN - SEVERE	Opex Cost	RM/incident/year	5,565	RM/incident	5,565
Group FALLING PREY TO ABUSE					

Detailed Costs of Intervention Programmes

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)
	OPEX				
	(i) Wages	Wages	RM/incident/year	7	
Police	(ii) Transportation	Transportation	RM/incident/year	10	
arrest /	(iii) Equipment	Equipment	RM/incident/year	1	
inspection	No. of cases that are referred to the police	Percentage of cases that goes through Police	%	50%	
	Opex - per annum		RM/incident/year	9	9
	OPEX				
	(i) Wages	Wages	RM/incident/year	284	
JKM - Welfare Services Officer	(ii) Transport	Transportation cost	RM/incident/year	10	
Jervices Officer		Supplies & other costs	RM/incident/year	57	
	Opex - per annum		RM/incident/year	351	351
	OPEX	·	·		^
	(i) Treatment for Physical Injury	Treatment for Physical Injury	RM/incident/year	960	
Medical Care	(ii) Treatment for Chronic Depression	Treatment for Chronic Depression	RM/incident/year	243	
	Opex - per annum		RM/incident/year	1203	1203
	OPEX				
	(i) Wages	Wages	RM/incident/year	1496	
	(ii) Food & Sundries	Food & Sundries	RM/incident/year	1040	
Housing Shelter	(iii) Utilities	Electricity, water, gas	RM/incident/year	128	
	(iv) Maintenance	Maintenance of shelter	RM/incident/year	910	
	(v) Rental	Rental	RM/incident/year	428	
	Opex - per annum		RM/incident/year	4002	4002

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Social Issue 1.2 ABANDONMENT OF ELDERLY

	C	Cost of social issue (per incidence)			
	Annual		Lifetime		
Opex Cost RM/incident/year 21,966		RM/incident	161,137		

Group FALLING PREY TO ABUSE

Detailed Costs of Intervention Programmes

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)
	OPEX				
	(i) Wages	Wages	RM/incident/year	3	
Police reporting	(ii) Transportation	Transportation	RM/incident/year	10	
reporting	(iii) Equipment	Equipment	RM/incident/year	1	
	Opex - per annum		RM/incident/year	14	14
	OPEX				
	(i) Wages	Wages of welfare officer	RM/incident/year	284	
JKM - Welfare Services Officer	(ii) Transport	Transportation cost	RM/incident/year	10	
Services Officer	(iii) Supplies & other costs	Supplies & other costs	RM/incident/year	57	
	Opex - per annum		RM/incident/year	351	351
	OPEX				
Medical Care	(i) General Treatment	General Treatment	RM/incident/year	190	
	Opex - per annum		RM/incident/year	190	190
	OPEX			· · · · · ·	
	(i) Shelter staff wages	Wages	RM/incident/year	11297	
Public home/	(ii) Food supplies	Food & beverage	RM/incident/year	5344	
shelter for elderly	(iii) Maintenance of shelter	Maintenance cost	RM/incident/year	456	
elderty	(iv) Overhead	Utilities	RM/incident/year	4314	
	Opex - per annum		RM/incident/year	21411	160582

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Social Issue 1.3 ABUSE OF ELDERLY BY PRIMARY CAREGIVER

	Cost of social issue (per incidence)				
	Annual		Lifetime		
Opex Cost	RM/incident/year	22,933	RM/incident	162,103	

Group FALLING PREY TO ABUSE

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)		
	OPEX						
	(i) Wages	Wages	RM/incident/year	7			
Police investigation	(ii) Transportation	Transportation	RM/incident/year	10			
investigation	(iii) Equipment	Equipment	RM/incident/year	1			
	Opex - per annum		RM/incident/year	18	18		
	OPEX						
	(i) Wages	Wages of welfare officer	RM/incident/year	284			
JKM - Welfare Services Officer	(ii) Transport	Transportation cost	RM/incident/year	10			
Services Officer		Supplies & other costs	RM/incident/year	57			
	Opex - per annum		RM/incident/year	351	351		
	OPEX						
	(i) Treatment for physical injury	Treatment for physical injury	RM/incident/year	910			
Medical Care	(ii) Treatment for emotional abuse	Treatment for emotional abuse	RM/year	243			
	Opex - per annum		RM/incident/year	1153	1153		
	OPEX						
	(i) Shelter staff wages	Wages	RM/incident/year	11297			
Public home/	(ii) Food supplies	Food & beverage	RM/incident/year	5344			
shelter for elderly	(iii) Maintenance of shelter	Maintenance cost	RM/incident/year	456			
encerty	(iv) Overhead	Utilities	RM/incident/year	4314			
	Opex - per annum		RM/incident/year	21411	160582		

Social Issue 1.4A ABUSE OF CHILD- MILD

Group FALLING PREY TO ABUSE

	Cost of social issue (per incidence)				
	Annual		Lifetime		
Opex Cost	RM/incident/year	55,193	RM/incident	393,978	

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)
	OPEX				
	(i) Wages	Wages	RM/incident/year	7	
Police arrest / inspection	(ii) Transportation	Transportation	RM/incident/year	10	
anest / inspection	(iii) Equipment	Equipment	RM/incident/year	1	
	Opex - per annum		RM/incident/year	18	18
	OPEX				
	(i) Wages	Wages	RM/incident/year	789	
Police investigation	(ii) Services & supplies	Services & supplies	RM/incident/year	90	
investigation	(iii) Other costs	Other costs	RM/incident/year	6	
	Opex - per annum		RM/incident/year	885	884
	OPEX				
	(i) Wages	Wages	RM/incident/year	284	
JKM - Welfare Services Officer	(ii) Transport	Transportation cost	RM/incident/year	10	
Services Officer	(iii) Supplies & other costs	Supplies & other costs	RM/incident/year	57	
	Opex - per annum		RM/incident/year	351	351
	OPEX	÷		· · · · · ·	
	(i) Wages	Wages	RM/incident/year	797	
Court	(ii) Other cost	Other cost	RM/incident/year	159	
	Opex - per annum		RM/incident/year	956	956
	OPEX			·	
Remand Prison / 'Lock-in'	(i) Total Opex	Total opex	RM/incident/year	72	
'LOCK-IN'	Opex - per annum		RM/incident/year	72	72

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Social Issue 1.4A ABUSE OF CHILD - MILD (CONT'D)

Group FALLING PREY TO ABUSE

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)		
	OPEX						
	(i) Wages	Wages	RM/incident/year	7,557			
	(ii) Food	Food (Raw ingredients)	RM/incident/year	3,103			
	(iii) Clothes & other supplies	Medical (Drugs), Clothing, etc)	RM/incident/year	267			
Imprisonment	(iv) Maintenance	Maintenance	RM/incident/year	2,555			
	(v) Utilities	Utilities	RM/incident/year	1,095			
	(vi) Human Development Programme	Operating budget for corrective programme	RM/incident/year	233			
	Opex - per annum		RM/incident/year	14,810	27,842		
	OPEX						
Develo	(i) Wages	Wages	RM/incident/year	1,931			
Parole	(ii) Parole Board	Services & supplies	RM/incident/year	82			
	Opex - per annum		RM/incident/year	2,013	2486		
	OPEX						
Halfway House	(i) Total Opex	Total opex	RM/incident/year	343			
	Opex - per annum		RM/incident/year	343	343		
	OPEX						
	(i) Wages	Wages	RM/incident/year	4,480			
	(ii) Food	Food	RM/incident/year	2,920			
Housing Shelter	(iii) Other operational cost	Other opex (utilities, maintenance etc)	RM/incident/year	7,080			
	(iv) Medical, Psychiatric, Counselling & other support-related cost	Medical, psychiatric, counselling cost	RM/incident/year	21,265			
	Opex - per annum		RM/incident/year	35,745	361,025		

Social Issue 1.4B
ABUSE OF CHILD - SEVERE

		Cost of social issue (per incidence)			
		Annual		Lifetime	
-	Opex Cost	RM/incident/year	59,581	RM/incident	590,889

Group FALLING PREY TO ABUSE

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)		
	OPEX						
Police	(i) Wages	Wages	RM/incident/year	7			
arrest /	(ii) Transportation	Transportation	RM/incident/year	10			
inspection	(iii) Equipment	Equipment	RM/incident/year	1			
	Opex - per annum		RM/incident/year	18	18		
	OPEX						
	(i) Wages	Wages	RM/incident/year	789			
Police investigation	(ii) Services & supplies	Services & supplies	RM/incident/year	90			
Investigation	(iii) Other costs	Other costs	RM/incident/year	6			
	Opex - per annum		RM/incident/year	885	885		
	OPEX						
	(i) Wages	Wages	RM/incident/year	284			
JKM - Welfare Services Officer	(ii) Transport	Transportation cost	RM/incident/year	10			
Services Officer	(iii) Supplies & other costs	Supplies & other costs	RM/incident/year	57			
	Opex - per annum		RM/incident/year	351	351		
	OPEX						
Count	(i) Wages	Wages	RM/incident/year	2389			
Court	(ii) Other cost	Other cost	RM/incident/year	478			
	Opex - per annum		RM/incident/year	2867	2867		
	OPEX						
Remand Prison / 'Lock-in'	(i) Total Opex	Total opex	RM/incident/year	72			
LOCK-III	Opex - per annum		RM/incident/year	72	72		

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Social Issue 1.4B ABUSE OF CHILD - SEVERE (сомт'D)

Group FALLING PREY TO ABUSE

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)			
	OPEX							
	(i) Wages	Wages	RM/incident/year	7557				
	(ii) Food	Food (Raw ingredients)	RM/incident/year	3103				
	(iii) Clothes & other supplies	Medical (Drugs), Clothing, etc)	RM/incident/year	267				
Imprisonment	(iv) Maintenance	Maintenance	RM/incident/year	2555				
	(v) Utilities	Utilities	RM/incident/year	1095				
	(vi) Human Development Programme	Operating budget for corrective programme	RM/incident/year	233				
	Opex - per annum		RM/incident/year	14810	83379			
	OPEX							
	(i) Wages	Wages	RM/incident/year	1931				
Parole	(ii) Parole Board	Wages for Parole Board	RM/incident/year	82				
	Opex - per annum		RM/incident/year	2013	7216			
	OPEX							
Halfway House	(i) Total Opex	Total opex	RM/incident/year	343				
	Opex - per annum		RM/incident/year	343	343			
	OPEX							
	(i) Treatment for Physical Injury	Treatment for Physical Injury	RM/incident/year	2234				
Medical Care	(ii) Treatment for Chronic Depression	Treatment for Chronic Depression	RM/incident/year	243				
	Opex - per annum		RM/incident/year	2477	2477			
	OPEX							
	(i) Wages	Wages	RM/incident/year	4480				
	(ii) Food	Food	RM/incident/year	2920				
Housing Shelter	(iii) Other operational cost	Other opex (utilities, maintenance etc)	RM/incident/year	7080				
	(iv) Medical, Psychiatric, Counselling & other support-related cost	Medical, psychiatric, counselling cost	RM/incident/year	21265				
	Opex - per annum		RM/incident/year	35745	493281			

Social Issue 1.5	Cost of social issue (per incidence)					
CHILD ABANDONMENT	Annual			Lifetime		
	Opex Cost	RM/incident/year	52,134	RM/incident	311,293	
Group FALLING PREY TO ABUSE						

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)		
	OPEX						
Police	(i) Wages	Wages	RM/incident/year	3			
arrest /	(ii) Transportation	Transportation	RM/incident/year	10			
inspection	(iii) Equipment	Equipment	RM/incident/year	1			
	Opex - per annum		RM/incident/year	14	14		
	OPEX						
	(i) Wages	Wages	RM/incident/year	789			
Police investigation	(ii) Services & supplies	Services & supplies (Includes utilities, fuel, maintenance, services)	RM/incident/year	90			
	(iii) Other costs	Other costs (Includes equipment, grants etc)	RM/incident/year	6			
	Opex - per annum		RM/incident/year	885	885		
	OPEX						
	(i) Wages	Wages	RM/incident/year	284			
JKM - Welfare Services Officer	(ii) Transport	Transportation cost	RM/incident/year	10			
Services officer	(iii) Supplies & other costs	Supplies & other costs	RM/incident/year	57			
	Opex - per annum		RM/incident/year	351	351		
	OPEX						
JKM Welfare Aid	(i) Welfare Aid	Wages	RM/incident/year	3300			
Aid	Opex - per annum		RM/incident/year	3300	3300		
	OPEX						
Court	(i) Wages	Wages	RM/incident/year	797			
Court	(ii) Other cost	Other cost	RM/incident/year	159			
	Opex - per annum		RM/incident/year	956	956		
Demand Driver (OPEX						
Remand Prison / 'Lock-in'	(i) Total Opex	Total opex	RM/incident/year	72			
	Opex - per annum		RM/incident/year	72	72		

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Social Issue 1.5 CHILD ABANDONMENT (CONT'D)

Group FALLING PREY TO ABUSE

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)		
	OPEX						
	(i) Wages	Wages	RM/incident/year	7557			
Imprisonment	(ii) Food	Food (Raw ingredients)	RM/incident/year	3103			
	(iii) Clothes & Supplies	Medical (Drugs)	RM/incident/year	16			
	Opex - per annum		RM/incident/year	14810	38950		
	OPEX						
	(i) Wages	Wages	RM/incident/year	1931			
Parole	(ii) Parole Board	Wages for Parole Board	RM/incident/year	82			
	Opex - per annum		RM/incident/year	2013	3432		
	OPEX						
Halfway House	(i) Total Opex	Total opex	RM/incident/year	343			
	Opex - per annum		RM/incident/year	343	343		
	OPEX						
Medical Care	(i) General Treatment	General Treatment	RM/incident/year	190			
	Opex - per annum		RM/incident/year	190	190		
	OPEX	1					
Housing Shelter	(i) Overall operational costs of child care	Overall operations	RM/incident/year	29200			
nousing sheller	Opex - per annum	······	RM/incident/year	29200	262800		

Social Issue 1.6A BABY DUMPING (SURVIVES)

Group FALLING PREY TO ABUSE

	C	Cost of social issue (per incidence)			
	Annual	Annual			
Opex Cost	RM/incident/year	50,066	RM/incident	590,021	

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)			
	OPEX							
Police	(i) Wages	Wages	RM/incident/year	3				
arrest /	(ii) Transportation	Transportation	RM/incident/year	10				
inspection	(iii) Equipment	Equipment	RM/incident/year	1				
	Opex - per annum		RM/incident/year	14	14			
	OPEX							
	(i) Wages	Wages	RM/incident/year	1026				
Police investigation	(ii) Operational costs	Services & supplies	RM/incident/year	117				
investigation	(iii) Other costs	Other costs	RM/incident/year	8				
	Opex - per annum		RM/incident/year	1151	1151			
	OPEX							
	(i) Wages	Wages	RM/incident/year	284				
JKM - Welfare Services Officer	(ii) Transport	Transportation cost	RM/incident/year	10				
Services Officer	(iii) Supplies & other costs	Supplies & other costs	RM/incident/year	57				
	Opex - per annum		RM/incident/year	351	351			
	OPEX							
Count	(i) Wages	Wages	RM/incident/year	1593				
Court	(ii) Other cost	Other cost	RM/incident/year	319				
	Opex - per annum		RM/incident/year	1912	1912			
	OPEX							
Remand Prison / 'Lock-in'	(i) Total Opex	Total opex	RM/incident/year	72				
LUCK-III	Opex - per annum		RM/incident/year	72	72			

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Social Issue 1.6A BABY DUMPING(CONT'D)

Group FALLING PREY TO ABUSE

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)			
	OPEX							
Imprisonment	(i) Wages	Wages	RM/incident/year	7557				
	(ii) Food	Food (Raw ingredients)	RM/incident/year	3103				
	(iii) Clothes & other supplies	Medical (Drugs), Clothing, etc	RM/incident/year	267				
	(iv) Maintenance	Maintenance	RM/incident/year	2555				
	(v) Utilities	Utilities	RM/incident/year	1095				
	(vi) Human Development Programme	Operating budget for corrective programme	RM/incident/year	233				
	Opex - per annum		RM/incident/year	14810	83379			
	OPEX							
	(i) Wages	Wages	RM/incident/year	1931				
Parole	(ii) Parole Board	Wages for Parole Board	RM/incident/year	82				
	Opex - per annum		RM/incident/year	2013	7216			
	OPEX				<u>.</u>			
Halfway House	(i) Total Opex	Total opex	RM/incident/year	343				
	Opex - per annum		RM/incident/year	343	343			
	OPEX				·			
	(i) General Treatment	General Treatment	RM/incident/year	190				
Medical Care	Opex - per annum		RM/incident/year	190	190			
	OPEX							
Housing Cholton	(i) Overall operational costs of child care	Overall operations	RM/incident/year	29200				
Housing Shelter	Opex - per annum	Food	RM/incident/year	29200	525600			

Social Issue 1.6B BABY DUMPING (DOES NOT SURVIVE)

		Cost of social issue (per incidence)			
		Annual	Annual		
Opex O	Cost	RM/incident/year	22,943	RM/incident	126,774

Group FALLING PREY TO ABUSE

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)
	OPEX				
Police	(i) Wages	Wages	RM/incident/year	3	
arrest /	(ii) Transportation	Transportation	RM/incident/year	10	
inspection	(iii) Equipment	Equipment	RM/incident/year	1	
	Opex - per annum		RM/incident/year	14	14
	OPEX				
	(i) Wages	Wages	RM/incident/year	1026	
Police investigation	(ii) Operational costs	Services & supplies	RM/incident/year	117	
investigation	(iii) Other costs	Other costs	RM/incident/year	8	
	Opex - per annum		RM/incident/year	1151	1151
	OPEX			·	
	(i) Wages	Wages	RM/incident/year	284	
JKM - Welfare Services Officer	(ii) Transport	Transportation cost	RM/incident/year	10	
Services Officer	(iii) Supplies & other costs	Supplies & other costs	RM/incident/year	57	
	Opex - per annum		RM/incident/year	351	351
	OPEX				
Funeral	(i) Funeral costs	Funeral cost	RM/incident/year	1250	
	Opex - per annum		RM/incident/year	1250	1250
	OPEX		· ·		
. .	(i) Wages	Wages	RM/incident/year	2389	
Court	(ii) Other cost	Other cost	RM/incident/year	478	
	Opex - per annum		RM/incident/year	2867	2867
	OPEX		·	· · · ·	
Remand Prison / 'Lock-in'	(i) Total Opex	Total opex	RM/incident/year	144	
LOCK-III	Opex - per annum		RM/incident/year	144	144



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Social Issue 1.6B BABY DUMPING (DOES NOT SURVIVE) (CONT'D)

Group FALLING PREY TO ABUSE

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)		
	OPEX						
	(i) Wages	Wages	RM/incident/year	7557			
	(ii) Food	Food (Raw ingredients)	RM/incident/year	3103			
	(iii) Clothes & other supplies	Medical (Drugs), Clothing, etc	RM/incident/year	267			
Imprisonment	(iv) Maintenance	Maintenance	RM/incident/year	2555			
	(v) Utilities	Utilities	RM/incident/year	1095			
	(vi) Human Development Programme	Operating budget for corrective programme	RM/incident/year	233			
	Opex - per annum		RM/incident/year	14810	111073		
	OPEX						
	(i) Wages	Wages	RM/incident/year	1931			
Parole	(ii) Parole Board	Wages for Parole Board	RM/incident/year	82			
	Opex - per annum		RM/incident/year	2013	9581		
	OPEX		<u></u>				
Halfway House	(i) Total Opex	Total opex	RM/incident/year	343			
	Opex - per annum		RM/incident/year	343	343		

Social Issue 2.1		Cost of social issue (per incidence)					
MAT REMPIT		Annual		Lifetime			
	Opex Cost	RM/incident/year	794	RM/incident	794		
Group ENGAGING IN VICE							

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)
	OPEX				
Police	(i) Wages	Wages	RM/incident/year	29	
Roadblock	(ii) Operations costs	Transportation	RM/incident/year	8	
	Opex - per annum		RM/incident/year	37	37
	OPEX				<u> </u>
Police	(i) Wages	Wages	RM/incident/year	27	
investigation	(ii) Operational costs	Transportation	RM/incident/year	7	
	Opex - per annum		RM/incident/year	34	34
	OPEX				
Medical Care	General Treatment	General Treatment	RM / Incident	540	
	Opex - per annum		RM/incident/year	540	540
	OPEX				
Remand Prison / 'Lock-in'	(i) Total Opex	Total opex	RM/incident/year	21	
LOCK-III	Opex - per annum		RM/incident/year	21	21
	OPEX				
	(i) Wages	Wages	RM/incident/year	33	
Court	(ii) Other cost	Other cost	RM/incident/year	7	
	Opex - per annum		RM/incident/year	40	40



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Social Issue 2.1 MAT REMPIT (CONT'D)

Group ENGAGING IN VICE

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)
	OPEX				
	(i) Wages	Wages	RM/incident/year	7557	
	(ii) Food	Food (Raw ingredients)	RM/incident/year	3103	
	(iii) Clothes & other supplies	Medical (Drugs), Clothing, etc)	RM/incident/year	267	
Imprisonment	(iv) Maintenance	Maintenance	RM/incident/year	2555	
imprisonment	(v) Utilities	Utilities	RM/incident/year	1095	
	(vi) Human Development Programme	Operating budget for corrective programme	RM/incident/year	233	
	Duration in Prison		days	3	
	Opex - per annum		RM/incident/year	122	122

Social Issue 2.2A		Cc	ost of social issu	ue (per incidence)	
DRUG ABUSE - SCENARIO 1		Annual		Lifetime	
	Opex Cost	RM/incident/year	2,387	RM/incident	5,347
Group ENGAGING IN VICE					

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)			
	OPEX							
	(i) Wages	Wages	RM/incident/year	7				
Police Arrest	(ii) Operations costs	Transportation	RM/incident/year	10				
Ancst	(iii) Other costs	Equipment	RM/incident/year	1				
	Opex - per annum		RM/incident/year	18	18			
	OPEX							
	(i) Wages	Wages	RM/incident/year	162				
Police investigation	(ii) Operational costs	Services & supplies	RM/incident/year	19				
investigation	(iii) Other costs	Other costs	RM/incident/year	1				
	Opex - per annum		RM/incident/year	182	182			
	OPEX							
Count	(i) Wages	Wages	RM/incident/year	33				
Court	(ii) Other cost	Other cost	RM/incident/year	7				
	Opex - per annum		RM/incident/year	40	40			
	OPEX							
	(i) Wages	Wages	RM/incident/year	128				
	(ii) Medicine	Medical Drugs	RM/incident/year	19				
Medical Care	(iii) Medical supplies	Medical supplies	RM/incident/year	13				
	(iv) Maintenance & utilities	General maintenance and utilities	RM/incident/year	13				
	Opex - per annum		RM/incident/year	173	173			
	OPEX		·	·				
Supervision	(i) Wages	Wages	RM/incident/year	1974				
	Opex - per annum		RM/incident/year	1974	4934			

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Social Issue 2.2B DRUG ABUSE - SCENARIO 2

Group ENGAGING IN VICE

		Cost of social issue (per incidence)			
		Annual		Lifetime	
Оре	ex Cost	RM/incident/year	17,612	RM/incident	20,572

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)	
	OPEX					
	(i) Wages	Wages	RM/incident/year	7		
Police Arrest	(ii) Operations costs	Transportation	RM/incident/year	10		
Allest	(iii) Other costs	Equipment	RM/incident/year	1		
	Opex - per annum		RM/incident/year	18	18	
	OPEX			· · · · · ·		
	(i) Wages	Wages	RM/incident/year	162		
Police investigation	(ii) Operational costs	Services & supplies	RM/incident/year	19		
investigation	(iii) Other costs	Other costs	RM/incident/year	1		
	Opex - per annum		RM/incident/year	182	182	
	OPEX					
c ,	(i) Wages	Wages	RM/incident/year	33		
Court	(ii) Other cost	Other cost	RM/incident/year	7		
	Opex - per annum		RM/incident/year	40	40	
	OPEX			·		
	(i) Wages	Wages	RM/incident/year	128		
	(ii) Medicine	Medical Drugs	RM/incident/year	19		
Medical Care	(iii) Medical supplies	Medical supplies	RM/incident/year	13		
	(iv) Maintenance & utilities	General maintenance and utilities	RM/incident/year	13		
	Opex - per annum		RM/incident/year	173	173	
	OPEX	l.				
Remand Prison / 'Lock-in'	(i) Wages	Wages	RM/incident/year	72		
LOCK-IN	Opex - per annum		RM/incident/year	72	72	

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)		
	OPEX						
	(i) Wages	Wages	RM/incident/year	7557			
	(ii) Food	Food (Raw ingredients)	RM/incident/year	3103			
	(iii) Clothes& Supplies	Medical (Drugs), Clothing, etc	RM/incident/year	267			
Imprisonment	(iv) Maintenance	Maintenance	RM/incident/year	2555			
	(v) Utilities	Utilities	RM/incident/year	1095			
	(vi) Human Development Programme	Operating budget for corrective programme	RM/incident/year	233			
	Opex - per annum		RM/incident/year	14810	14810		
	OPEX						
Supervision	(i) Wages	Wages	RM/incident/year	1974			
	Opex - per annum		RM/incident/year	1974	4934		
	OPEX						
Halfway House	(i) Total opex	Total opex	RM/incident/year	343			
	Opex - per annum		RM/incident/year	343	343		

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Social Issue 2.2C DRUG ABUSE - SCENARIO 3

Group ENGAGING IN VICE

	Cost of social issue (per incidence)				
	Annual		Lifetime		
Opex Cost	RM/incident/year	19,704	RM/incident	38,827	

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)		
	OPEX						
	(i) Wages	Wages	RM/incident/year	7			
AADK Arrest	(ii) Transportation	Transportation	RM/incident/year	10			
Allest	(iii) Equipment	Equipment	RM/incident/year	1			
	Opex - per annum		RM/incident/year	18	18		
	OPEX		, ,	·			
	(i) Wages	Wages	RM/incident/year	162			
AADK investigation	(ii) Operational costs	Services & supplies	RM/incident/year	19			
Investigation	(iii) Other costs	Other costs	RM/incident/year	1			
	Opex - per annum		RM/incident/year	182	182		
	OPEX						
<i>c</i> ,	(i) Wages	Wages	RM/incident/year	33			
Court	(ii) Other cost	Other cost	RM/incident/year	7			
	Opex - per annum		RM/incident/year	40	40		
	OPEX						
	(i) Wages	Wages	RM/incident/year	128			
	(ii) Medicine	Medical Drugs	RM/incident/year	19			
Medical Care	(iii) Medical supplies	Medical supplies	RM/incident/year	13			
	(iv) Maintenance & utilities	General maintenance and utilities	RM/incident/year	13			
	Opex - per annum		RM/incident/year	173	173		

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)	
	OPEX					
	(i) Wages	Wages	RM/incident/year	11086		
	(ii) Transport	Transport	RM/incident/year	1		
	(iii) Food	Food (Raw ingredients)	RM/incident/year	2510		
CCRC	(iv) Supplies	Supplies	RM/incident/year	691		
	(iv) Services	External services	RM/incident/year	189		
	(v) Utilities	Utilities	RM/incident/year	1960		
	(vi) Medical	Medical	RM/incident/year	18		
	Opex - per annum		RM/incident/year	17149	34298	
	OPEX					
Supervision	(i) Wages	Wages	RM/incident/year	1974		
	Opex - per annum		RM/incident/year	1974	3948	
	OPEX			·		
Halfway House	(i) Total opex	Total opex	RM/incident/year	168		
	Opex - per annum		RM/incident/year	168	168	

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Social Issue 2.2D DRUG ABUSE - SCENARIO 4

Group ENGAGING IN VICE

	Cost of social issue (per incidence)				
	Annual		Lifetime		
Opex Cost	RM/incident/year	2,387	RM/incident	5,347	

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)		
	OPEX						
	(i) Wages	Wages	RM/incident/year	7			
AADK Arrest	(ii) Transportation	Transportation	RM/incident/year	10			
Allest	(iii) Equipment	Equipment	RM/incident/year	1			
	Opex - per annum		RM/incident/year	18	18		
	OPEX		, ,	·			
	(i) Wages	Wages	RM/incident/year	162			
AADK investigation	(ii) Operational costs	Services & supplies	RM/incident/year	19			
investigation	(iii) Other costs	Other costs	RM/incident/year	1			
	Opex - per annum		RM/incident/year	182	182		
	OPEX						
c	(i) Wages	Wages	RM/incident/year	33			
Court	(ii) Other cost	Other cost	RM/incident/year	7			
	Opex - per annum		RM/incident/year	40	40		
	OPEX						
	(i) Wages	Wages	RM/incident/year	128			
	(ii) Medicine	Medical Drugs	RM/incident/year	19			
Medical Care	(iii) Medical supplies	Medical supplies	RM/incident/year	13			
	(iv) Maintenance & utilities	General maintenance and utilities	RM/incident/year	13			
	Opex - per annum		RM/incident/year	173	173		
	OPEX						
Supervision	(i) Wages	Wages	RM/incident/year	1974			
	Opex - per annum		RM/incident/year	1974	4934		

Social Issue 2.3A		Co	ost of social issu	ue (per incidence)	
DRUG ABUSE AMONGST		Annual		Lifetime	
YOUTH - SCENARIO 1	Opex Cost	RM/incident/year	5,777	RM/incident	8,737
Group ENGAGING IN VICE					

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)		
	OPEX						
	(i) Wages	Wages	RM/incident/year	7			
Police arrest	(ii) Transportation	Transportation	RM/incident/year	10			
	(iii) Equipment	Equipment	RM/incident/year	1			
	Opex - per annum		RM/incident/year	18	18		
	OPEX						
	(i) Wages	Wages	RM/incident/year	162			
Police investigation	(ii) Operational costs	Services & supplies	RM/incident/year	19			
investigation	(iii) Other costs	Other costs	RM/incident/year	1			
	Opex - per annum		RM/incident/year	182	182		
	OPEX						
Court	(i) Wages	Wages	RM/incident/year	33			
court	(ii) Other cost	Other cost	RM/incident/year	7			
	Opex - per annum		RM/incident/year	40	40		
	OPEX						
	(i) Wages	Wages	RM/incident/year	128			
Medical Care	(ii) Medicine	Medical Drugs	RM/incident/year	19			
	(iii) Medical supplies	Medical supplies	RM/incident/year	13			
	(iv) Maintenance & utilities	General maintenance and utilities	RM/incident/year	13			
	Opex - per annum		RM/incident/year	173	173		
	OPEX						
Supervision	(i) Wages	Wages	RM/incident/year	1974			
	Opex - per annum		RM/incident/year	1974	4934		
	OPEX						
Education	(i) Wages	Total opex	RM/incident/year	3390			
	Opex - per annum		RM/incident/year	3390	3390		

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Social Issue 2.3B DRUG ABUSE AMONGST YOUTH - SCENARIO 2

	Cost of social issue (per incidence)				
Annual		Lifetime			
Opex Cost	RM/incident/year	20,755	RM/incident	23,715	

Group ENGAGING IN VICE

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)		
	OPEX						
	(i) Wages	Wages	RM/incident/year	7			
Police arrest	(ii) Transportation	Transportation	RM/incident/year	10			
	(iii) Equipment	Equipment	RM/incident/year	1			
	Opex - per annum		RM/incident/year	18	18		
	OPEX						
	(i) Wages	Wages	RM/incident/year	162			
Police investigation	(ii) Operational costs	Services & supplies	RM/incident/year	19			
Investigation	(iii) Other costs	Other costs	RM/incident/year	1			
	Opex - per annum		RM/incident/year	182	182		
	OPEX						
Count	(i) Wages	Wages	RM/incident/year	33			
Court	(ii) Other cost	Other cost	RM/incident/year	7			
	Opex - per annum		RM/incident/year	40	40		
	OPEX						
	(i) Wages	Wages	RM/incident/year	128			
	(ii) Medicine	Medical Drugs	RM/incident/year	19			
Medical Care	(iii) Medical supplies	Medical supplies	RM/incident/year	13			
	(iv) Maintenance & utilities	General maintenance and utilities	RM/incident/year	13			
	Opex - per annum		RM/incident/year	173	173		

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)	
	OPEX					
	(i) Wages	Wages	RM/incident/year	7557		
	(ii) Food	Food (Raw ingredients)	RM/incident/year	3103		
	(iii) Clothes & other supplies	Medical (Drugs), Clothing, etc	RM/incident/year	267		
Henry Gurney School	(iv) Maintenance	Maintenance	RM/incident/year	2555		
	(v) Utilities	Utilities	RM/incident/year	1095		
	(vi) Human Development Programme	Operating budget for corrective programme	RM/incident/year	233		
	Opex - per annum		RM/incident/year	14810	14810	
	OPEX			·		
Supervision	(i) Wages	Wages	RM/incident/year	1974		
	Opex - per annum		RM/incident/year	1974	4934	
	OPEX					
Halfway House	(i) Total opex	Total opex	RM/incident/year	168		
	Opex - per annum		RM/incident/year	168	168	
	OPEX					
Education	(i) Total Opex	Total opex	RM/incident/year	3390		
	Opex - per annum		RM/incident/year	3390	3390	

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Social Issue 2.3C DRUG ABUSE AMONGST YOUTH - SCENARIO 3

	Co	ie (per incidence)		
	Annual		Lifetime	
Opex Cost	RM/incident/year	23,094	RM/incident	42,217

Group ENGAGING IN VICE

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)				
	OPEX								
	(i) Wages	Wages	RM/incident/year	7					
AADK arrest	(ii) Transportation	Transportation	RM/incident/year	10					
	(iii) Equipment	Equipment	RM/incident/year	1					
	Opex - per annum		RM/incident/year	18	18				
	OPEX								
	(i) Wages	Wages	RM/incident/year	162					
AADK investigation	(ii) Operational costs	Services & supplies	RM/incident/year	19					
Investigation	(iii) Other costs	Other costs	RM/incident/year	1					
	Opex - per annum		RM/incident/year	182	182				
	OPEX								
Count	(i) Wages	Wages	RM/incident/year	33					
Court	(ii) Other cost	Other cost	RM/incident/year	7					
	Opex - per annum		RM/incident/year	40	40				
	OPEX								
	(i) Wages	Wages	RM/incident/year	128					
	(ii) Medicine	Medical Drugs	RM/incident/year	19					
Medical Care	(iii) Medical supplies	Medical supplies	RM/incident/year	13					
	(iv) Maintenance & utilities	General maintenance and utilities	RM/incident/year	13					
	Opex - per annum		RM/incident/year	173	173				

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)		
	OPEX						
	(i) Wages	Wages	RM/incident/year	11086			
	(ii) Transport	Transport	RM/incident/year	1			
	(ii) Food	Food (Raw ingredients)	RM/incident/year	2510			
CCRC	(iii) Supplies	Supplies	RM/incident/year	691			
	(iv) Services	External services	RM/incident/year	189			
	(v) Utilities	Utilities	RM/incident/year	1960			
	(vi) Medical	Medical	RM/incident/year	18			
	Opex - per annum		RM/incident/year	17149	34298		
	OPEX						
Supervision	(i) Wages	Wages	RM/incident/year	1974			
	Opex - per annum		RM/incident/year	1974	3948		
	OPEX						
Halfway House	(i) Total opex	Total opex	RM/incident/year	168			
	Opex - per annum		RM/incident/year	168	168		
	OPEX						
Education	(i) Total Opex	Total opex	RM/incident/year	3390			
	Opex - per annum		RM/incident/year	3390	3390		

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Social Issue 2.3D DRUG ABUSE AMONGST YOUTH - SCENARIO 4

	Co	ue (per incidence)		
	Annual		Lifetime	
Opex Cost	RM/incident/year	5,777	RM/incident	8,737

Group ENGAGING IN VICE

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)				
	OPEX								
	(i) Wages	Wages	RM/incident/year	7					
AADK arrest	(ii) Transportation	Transportation	RM/incident/year	10					
	(iii) Equipment	Equipment	RM/incident/year	1					
	Opex - per annum		RM/incident/year	18	18				
	OPEX								
	(i) Wages	Wages	RM/incident/year	162					
AADK investigation	(ii) Operational costs	Services & supplies	RM/incident/year	19					
Investigation	(iii) Other costs	Other costs	RM/incident/year	1					
	Opex - per annum		RM/incident/year	182	182				
	OPEX								
Court	(i) Wages	Wages	RM/incident/year	33					
Court	(ii) Other cost	Other cost	RM/incident/year	7					
	Opex - per annum		RM/incident/year	40	40				
	OPEX								
	(i) Wages	Wages	RM/incident/year	128					
Medical Care	(ii) Medicine	Medical Drugs	RM/incident/year	19					
wedical Care	(iii) Medical supplies	Medical supplies	RM/incident/year	13					
	(iv) Maintenance & utilities	General maintenance and utilities	RM/incident/year	13					
	Opex - per annum		RM/incident/year	173	173				
	OPEX		÷	·					
Supervision	(i) Wages	Wages	RM/incident/year	1974					
	Opex - per annum		RM/incident/year	1974	4934				
	OPEX								
Education	(i) Total Opex	Total opex	RM/incident/year	3390					
	Opex - per annum		RM/incident/year	3390	3390				

Social Issue 3.1		Cost of social issue (per incidence)				
CHILD TRAFFICKING		Annual		Lifetime		
	Opex Cost	RM/incident/year	30,060	RM/incident	175,287	
Group COMMITTING CRIME						

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)				
	OPEX								
	(i) Wages	Wages	RM/incident/year	7					
Police arrest/	(ii) Transportation	Transportation	RM/incident/year	10					
inspection	(iii) Equipment	Equipment	RM/incident/year	1					
	% of suspects being arrested per victim		%	49%					
	Opex - per annum		RM/incident/year	9	9				
	OPEX			·					
	(i) Wages	Wages	RM/incident/year	789					
Police	(ii) Operational costs	Services & supplies (Includes utilities, fuel, maintenance, services)	RM/incident/year	90					
investigation	(iii) Other costs	Other costs (Includes equipment, grants etc)	RM/incident/year	6					
	% of suspects being arrested per victim		%	49%					
	Opex - per annum		RM/incident/year	437	437				
	OPEX								
Remand Prison /	Total opex	Total opex	RM/incident/year	287					
'Lock-in'	% of suspects being investigated per victim		%	49%					
	Opex - per annum		RM/incident/year	142	142				
	OPEX								
	(i) Wages	Wages	RM/incident/year	2389					
Court	(ii) Other cost	Other cost	RM/incident/year	478					
court	% of suspects per victim, in which prosecution is started against		%	14.4%					
	Opex - per annum		RM/incident/year	411	411				

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Social Issue 3.1 CHILD TRAFFICKING (CONT'D)

Group COMMITTING CRIME

Social Programmes	Cost indicators			Unit costs (RM) in 1 year	Lifetime total (RM)			
	OPEX							
	(i) Wages	Wages	RM/incident/year	7557				
	(ii) Food	Food (Raw ingredients)	RM/incident/year	3103				
	(iii) Clothes & supplies	Medical (Drugs), Clothing, etc	RM/incident/year	267				
	(iv) Maintenance	Maintenance	RM/incident/year	2555				
Imprisonment	(v) Utilities	Utilities	RM/incident/year	1095				
	(vi) Human Development Programme	Operating budget for corrective programme	RM/incident/year	233				
	% of convicted offenders per victim		%	2.2%				
	Opex - per annum		RM/incident/year	320	2404			
	OPEX							
	(i) Wages	Wages	RM/incident/year	1931				
Parole	(ii) Parole Board	Wages for Parole Board	RM/incident/year	82				
raiole	% of convicted offenders per victim		%	2.2%				
	Opex - per annum		RM/incident/year	44	207			
	OPEX							
	(i) Cost of imprisonment	Cost per inmate	RM/incident/year	343				
Halfway House	% of convicted offenders per victim		%	2.2%				
	Opex - per annum		RM/incident/year	7	7			
	OPEX							
Medical Care	(i) Treatment for Physical Injury and malnutrition	Treatment for Physical Injury and malnutrition	RM / Incident	610				
weatcar care	(ii) Treatment for Chronic Depression	Treatment for Chronic Depression	RM/incident/year	243				
	Opex - per annum		RM/incident/year	853	853			

Social Programmes	Cost indicators			Unit costs (RM) in 1 year	Lifetime total (RM)			
	OPEX							
	(i) Wages	Wage	RM/incident/year	284				
JKM	(ii) Other costs	Other cost	RM/incident/year	57				
	(iii) Transport	Transport	RM/incident/year	10				
	Opex - per annum		RM/incident/year	351	351			
	OPEX		^ 					
	(i) Wages	Shelter staffs	RM/incident/year	6765				
	(ii) Food	Cost of meals per person	RM/incident/year	1440				
Shelters for	(iii) Utilities	Electricity, water, gas	RM/incident/year	271				
trafficking victims	(iv) Clothing	Clothes supplies	RM/incident/year	633				
	(v) Maintenance	Maintenance of shelter	RM/incident/year	53				
	(vi) Transportation	Transportation	RM/incident/year	1				
	Opex - per annum		RM/incident/year	9163	9163			
	OPEX							
Welfare Services	(i) Financial aid for victims	Financial aid for victims	RM/incident/year	450				
Services	Opex - per annum		RM/incident/year	450	450			
	OPEX		` `	· · · · · · · · · · · · · · · · · · ·				
	(i) Wages	Wages - Shelter Staff	RM/incident/year	4480				
	(ii) Food	Food	RM/incident/year	2920				
	(iii) Other operational cost	Other opex (utilities, maintenance etc)	RM/incident/year	7080				
Home Shelter/ Orphanage	(iv) Medical, Psychiatric, Counselling & other support- related cost	Medical, psychiatric, counselling cost	RM/incident/year	21265				
	% of victims that would require home shelter		%	50%				
	Opex - per annum		RM/incident/year	17873	160853			

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Social Issue 3.2		Co	ost of social issu	ue (per incidence)	
SEX TRAFFICKING		Annual		Lifetime	
	Opex Cost	RM/incident/year	18,010	RM/incident	20,257
Group COMMITTING CRIME					

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)			
	OPEX							
	(i) Wages	Wages	RM/incident/year	7				
Police arrest/	(ii) Transportation	Transportation	RM/incident/year	10				
inspection	(iii) Equipment	Equipment	RM/incident/year	1				
	% of suspects being arrested per victim		%	49%				
	Opex - per annum		RM/incident/year	9	9			
	OPEX							
	(i) Wages	Wages	RM/incident/year	789				
Police	(ii) Operational costs	Services & supplies (Includes utilities, fuel, maintenance, services)	RM/incident/year	90				
investigation	(iii) Other costs	Other costs (Includes equipment, grants etc)	RM/incident/year	6				
	% of suspects being investigated per victim		%	49%				
	Opex - per annum		RM/incident/year	437	437			
	OPEX							
	(i) Cost of imprisonment	Total opex	RM/incident/year	287				
Remand Prison	% of suspects being investigated per victim		%	49%				
	Opex - per annum		RM/incident/year	142	142			
	OPEX			· · · · · · · · · · · · · · · · · · ·				
	(i) Wages	Wages	RM/incident/year	2389				
Court	(ii) Other cost	Other cost	RM/incident/year	478				
court	% of suspects per victim, in which prosecution is started against		%	14%				
	Opex - per annum		RM/incident/year	411	411			

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)			
	OPEX							
	(i) Wages	Wages	RM/incident/year	7557				
	(ii) Food	Food (Raw ingredients)	RM/incident/year	3103				
	(iii) Clothes and other supplies	Medical (Drugs), Clothing, etc	RM/incident/year	267				
	(iv) Maintenance	Maintenance	RM/incident/year	2555				
Imprisonment	(v) Utilities	Utilities	RM/incident/year	1095				
	(vi) Human Development Programme	Operating budget for corrective programme	RM/incident/year	218				
	% of convicted offenders per victim		%	2.2%				
	Opex - per annum		RM/incident/year	320	2404			
	OPEX							
	(i) Wages	Wages	RM/incident/year	1931				
Parole	(ii) Parole Board	Wages for Parole Board	RM/incident/year	82				
raiole	% of convicted offenders per victim		%	2.2%				
	Opex - per annum		RM/incident/year	44	207			
	OPEX							
	(i) Cost of imprisonment	Cost per inmate	RM/incident/year	343				
Halfway House	% of convicted offenders per victim		%	2.2%				
	Opex - per annum		RM/incident/year	7	7			

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Social Issue 3.2 SEX TRAFFICKING (CONT'D)

Group COMMITTING CRIME

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)			
	OPEX							
	(i) Treatment for Physical Injury and malnutrition	Treatment for Physical Injury and malnutrition	RM / Incident	610				
Medical Care	(ii) Treatment for Chronic Depression	Treatment for Chronic Depression	RM/incident/year	243				
	(iii) Treatment for STD-related infections	Treatment for STD-related infections	RM/incident/year	6157				
	(iv) Cost of abortion	Cost of abortion	RM/incident/year	17				
	Opex - per annum		RM/incident/year	7027	7027			
	OPEX							
	(i) Wages	Shelter staffs	RM/incident/year	6765				
	(ii) Food	Cost of meals per person	RM/incident/year	1440				
Shelters	(iii) Utilities	Electricity, water, gas	RM/incident/year	271				
for trafficking victims	(iv) Clothing	Clothes supplies	RM/incident/year	633				
victims	(v) Maintenance	Maintenance of shelter	RM/incident/year	53				
	(vi) Transportation	Transportation	RM/incident/year	1				
	Opex - per annum		RM/incident/year	9163	9163			
_	OPEX	·		· · ·				
Welfare Services	(i) Financial aid for victims	Financial aid for victims	RM/incident/year	450				
Services	Opex - per annum		RM/incident/year	450	450			

Social Issue 3.3		Cost of social issue (per incidence)				
JUVENILE DELINQUENCY		Annual		Lifetime		
	Opex Cost	RM/incident/year	15,317	RM/incident	59,746	
Group COMMITTING CRIME						

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)
	OPEX				
	(i) Wages	Wages	RM/incident/year	3	
Police arrest/ inspection	(ii) Transportation	Transportation	RM/incident/year	10	
inspection	(iii) Equipment	Equipment	RM/incident/year	1	
	Opex - per annum		RM/incident/year	14	14
	OPEX				
	(i) Wages	Wages	RM/incident/year	27	
Police investigation	(ii) Operational costs	Services & supplies (Includes utilities, fuel, maintenance, services)	RM/incident/year	3	
investigation	(iii) Other costs	Other costs (Includes equipment, grants etc)	RM/incident/year	0	
	Opex - per annum		RM/incident/year	30	30
	OPEX				
	(i) Wages	Wages	RM/incident/year	284	
JKM - Welfare Services	(ii) Transport	Transportation cost	RM/incident/year	10	
Services	(iii) Supplies & other costs	Supplies & other costs	RM/incident/year	57	
	Opex - per annum		RM/incident/year	351	351
	OPEX				
Remand Prison /	(i) Total opex	Total opex	RM/incident/year	72	
'Lock-in'	Opex - per annum		RM/incident/year	72	72

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Social Issue 3.3 JUVENILE DELINQUENCY (CONT'D)

Group COMMITTING CRIME

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)
	OPEX				
Count	(i) Wages	Wages	RM/incident/year	33	
Court	(ii) Other cost	Other cost	RM/incident/year	7	
	Opex - per annum		RM/incident/year	40	40
	OPEX				
	(i) Wages	Wages	RM/incident/year	7557	
	(ii) Food	Food (Raw ingredients)	RM/incident/year	3103	
	(iii) Clothes & supplies	Medical (Drugs), Clothing, etc	RM/incident/year	267	
Henry Gurney School	(iv) Maintenance	Maintenance	RM/incident/year	2555	
beneen	(v) Utilities	Utilities	RM/incident/year	1095	
	(vi) Human Development Programme	Operating budget for corrective programme	RM/incident/year	233	
	Opex - per annum		RM/incident/year	14810	59239

Social Issue 3.4		C	ost of social issu	ue (per incidence)	
GANGSTERISM		Annual		Lifetime	
	Opex Cost	RM/incident/year	20,277	RM/incident	79,516
Group COMMITTING CRIME					

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)
	OPEX				
- - <i>- - - - - - - - - -</i>	(i) Wages	Wages	RM/incident/year	3	
Police arrest/ inspection	(ii) Transportation	Transportation	RM/incident/year	10	
inspection	(iii) Equipment	Equipment	RM/incident/year	1	
	Opex - per annum		RM/incident/year	14	14
	OPEX			· · · · · · · · · · · · · · · · · · ·	
	(i) Wages	Wages	RM/incident/year	2524	
Police investigation	(ii) Operational costs	Services & supplies (Includes utilities, fuel, maintenance, services)	RM/incident/year	287	
Investigation	(iii) Other costs	Other costs (Includes equipment, grants etc)	RM/incident/year	21	
	Opex - per annum		RM/incident/year	2833	2833
	OPEX			· · · · · · · · · · · · · · · · · · ·	
Medical Care	(i) Treatment for Physical Injury and malnutrition	Treatment for Physical Injury and malnutrition	RM / Incident	1520	
	Opex - per annum		RM/incident/year	1520	1520
	OPEX			· · · · · · · · · · · · · · · · · · ·	
Remand Prison / 'Lock-in'	(i) Total opex	Total opex	RM/incident/year	144	
LUCK-III	Opex - per annum		RM/incident/year	144	144



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Social Issue 3.4 GANGSTERISM (CONT'D)

Group COMMITTING CRIME

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)
	OPEX				
Court	(i) Wages	Wages	RM/incident/year	797	
Court	(ii) Other cost	Other cost	RM/incident/year	159	total
	Opex - per annum		RM/incident/year	956	
	OPEX				
	(i) Wages	Wages	RM/incident/year	7557	
	(ii) Food	Food (Raw ingredients)	RM/incident/year	3103	
	(iii) Clothes & supplies	Medical (Drugs), Clothing, etc	RM/incident/year	267	total (RM) 956
Henry Gurney School	(iv) Maintenance	Maintenance	RM/incident/year	2555	
	(v) Utilities	Utilities	RM/incident/year	1095	
	(vi) Human Development Programme	Operating budget for corrective programme	RM/incident/year	233	
	Opex - per annum		RM/incident/year	14810	74049

Social Issue 3.5 PREVALENCE OF CRIME IN URBAN AREAS

Group COMMITTING CRIME

	Cost of social issue (per incidence)				
	Annual				
Opex Cost	t RM/incident/year 17,321		RM/incident	42,880	

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)		
	OPEX						
Dellas amast/	(i) Wages	Wages	RM/incident/year	3			
Police arrest/ inspection	(ii) Transportation	Transportation	RM/incident/year	10			
inspection	(iii) Equipment	Equipment	RM/incident/year	0			
	Opex - per annum		RM/incident/year	13	13		
	OPEX						
	(i) Wages	Wages	RM/incident/year	27			
Police investigation	(ii) Operational costs	Services & supplies (Includes utilities, fuel, maintenance, services)	RM/incident/year	3			
investigation	(iii) Other costs	Other costs (Includes equipment, grants etc)	RM/incident/year	0			
	Opex - per annum		RM/incident/year	30	30		
	OPEX						
Remand Prison / 'Lock-in'	(i) Total opex	Total opex	RM/incident/year	72			
LOCK	Opex - per annum		RM/incident/year	72	72		
	OPEX						
Court	(i) Wages	Wages	RM/incident/year	33			
Court	(ii) Other cost	Other cost	RM/incident/year	10 0 13 27 3 0 30 0 30 72 72 72 72 72 72 72 72 72 72 72 72 72 72 73 103 267 2555 1095 233			
	Opex - per annum		RM/incident/year	40	40		
	OPEX						
	(i) Wages	Wages	RM/incident/year	7557			
	(ii) Food	Food (Raw ingredients)	RM/incident/year	3103			
	(iii) Clothes and supplies	Medical (Drugs), Clothing, etc	RM/incident/year	267			
Imprisonment	(iv) Maintenance	Maintenance	RM/incident/year	2555			
	(v) Utilities	Utilities	RM/incident/year	1095			
	(vi) Human Development Programme	Operating budget for corrective programme	RM/incident/year	233			
	Opex - per annum		RM/incident/year	14810	38950		



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Social Issue 3.5 PREVALENCE OF CRIME IN URBAN AREAS (CONT'D)

Group COMMITTING CRIME

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)
	OPEX				
Develo	(i) Wages	Wages	RM/incident/year	1931	
Parole	(ii) Parole Board	Wages for Parole Board	RM/incident/year	82	
	Opex - per annum		RM/incident/year	2013	3432
	OPEX				
Halfway House	(i) Total opex	Total opex	RM/incident/year	343	
	Opex - per annum		RM/incident/year	343	343

Social Issue 4.1		Co	ost of social issu	ue (per incidence)	
"LOST BOYS / GIRLS" - NOT IN		Annual		Lifetime	
EDUCATION, EMPLOYMENT, OR TRAINING	Opex Cost	RM/incident/year	3,186	RM/incident	15,926
Group OBSTACLES TO EDUCATION					

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)		
	OPEX						
Vocational	(i) Cost of teachers	Wages	RM/incident/year	2031			
schools	(ii) Cost of maintenance	Maintenance	RM/incident/year	82			
	Opex - per annum		RM/incident/year	2113	10564		
	OPEX						
Special curriculums	(i) Cost of programme design & delivery	Programme cost	RM/incident/year	Negligible			
currentini	Opex - per annum		RM/incident/year	Negligible	Negligible		
	OPEX						
	(i) Financial aid	Kumpulan Wang Amanah Pelajar Miskin (KWAPM)	RM/incident/year	300			
Welfare aids	(ii) Free textbooks	Textbook aid	RM/incident/year	250			
	(iii) Food aid	Rancangan Makanan Tambahan (RMT)	RM/incident/year	523			
	Opex - per annum		RM/incident/year	1073	5363		

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Social Issue 4.2 OBSTACLES TO QUALITY EARLY CHILDHOOD EDUCATION

	Cost of social issue (per incidence)				
	Annual		Lifetime		
Opex Cost	RM/incident/year	2,532	RM/incident	5,064	

Group OBSTACLES TO EDUCATION

3564	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)		
	OPEX						
Government	(i) Cost of teachers	Wages	RM/incident/year	1700			
preschools	(ii) Cost of maintenance	Maintenance	RM/incident/year	82			
	Opex - per annum		RM/incident/year	1782	3564		
Early childhood	OPEX						
teachers'	(i) Cost of programme design & delivery	Programme cost	RM/incident/year	Negligible			
training	Opex - per annum		RM/incident/year	Negligible	Negligible		
	OPEX						
	(i) Financial aid	Bantuan Geran Perkapita Pra Sekolah (PCG Pra)	RM/incident/year	100			
Welfare aids	(ii) Free textbooks	Textbook aid	RM/incident/year	250			
	(iii) Food aid	Rancangan Makanan Tambahan (RMT)	RM/incident/year	400			
	Opex - per annum		RM/incident/year	750	1500		

Social	Issue	4.3	

OBSTACLES TO GENERAL EDUCATION AMONG RURAL COMMUNITIES

 Cost of social issue (per incidence)

 Annual
 Lifetime

 Opex Cost
 RM/incident/year
 5,705
 RM/incident
 62,809

Group OBSTACLES TO EDUCATION

Detailed Costs of Intervention Programmes

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)		
	OPEX						
Rural schools	(i) Cost of teachers	Wages	RM/incident/year	3415			
with boarding	(ii) Cost of maintenance	Maintenance	RM/incident/year	82			
facilities	(iii) Cost of food	Food	RM/incident/year	1140			
	Opex - per annum		RM/incident/year	4637	51011		
I	OPEX						
Special curriculums	(i) Cost of programme design & delivery	Programme cost	RM/incident/year	Negligible			
curreations	Opex - per annum		RM/incident/year	Negligible	Negligible		
	OPEX						
	(i) Financial allowance for participants	Cost of allowance	RM/incident/year	1125			
	(ii) Food allowance	Cost of food	RM/incident/year	300			
	(iii) Clothing allowance	Cost of clothes/uniform	RM (once-off)	50			
Adult literacy programme*	(iv) Books & learning supplies	Cost of books & learning supplies	RM (once-off)	50			
programme	(v) Health allowance	Cost of health allowance	RM (once-off)	50			
	(vi) Visitation allowance	Cost of visitation allowance	RM (once-off)	50			
	(vii) Cost of teachers	Cost of teachers	RM/incident/year	250			
	Opex - per annum		RM/incident/year	1875	1875		
	OPEX						
	(i) Financial aid	Kumpulan Wang Amanah Pelajar Miskin (KWAPM)	RM/incident/year	300			
Welfare aids	(ii) Free textbooks	Textbook aid	RM/incident/year	250			
	(iii) Food aid	Rancangan Makanan Tambahan (RMT)	RM/incident/year	523			
	Opex - per annum		RM/incident/year	1073	11798		

* Adult literacy programme based on cost of KEDAP programme, reported as separate from the main activity chain as participants will be adults, not schooling-aged children

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Social Issue 4.4 OBSTACLES TO QUALITY EDUCATION FOR CHILDREN WITH DISABILITIES

	Cost of social issue (per incidence)				
	Annual		Lifetime		
Opex Cost	RM/incident/year	10,745	RM/incident	107,100	

Group OBSTACLES TO EDUCATION

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)		
Early diagnosis	OPEX						
& intervention	(i) Operating cost	Operating cost	RM/incident/year	tbc			
centres	Opex - per annum		RM/incident/year	tbc	tbc		
	OPEX						
Special needs	(i) Cost of teachers	Wages	RM/incident/year	5,829			
programmes & facilities	(ii) Cost of maintenance	Maintenance	RM/incident/year	82			
lacintics	Opex - per annum		RM/incident/year	5,911	65,016		
Special needs	OPEX						
teachers'	(i) Cost of programme design & delivery	Programme cost	RM/incident/year	1,109			
training	Opex - per annum		RM/incident/year	1,109	1,109		
	OPEX		·				
	(i) Financial aid	Bantuan Geran Perkapita Pra Sekolah (PCG Pra)	RM/incident/year	3,000			
Welfare aids	(ii) Free textbooks	Textbook aid	RM/incident/year	250			
	(iii) Food aid	Rancangan Makanan Tambahan (RMT)	RM/incident/year	475			
	Opex - per annum		RM/incident/year	3,725	40,975		

Social Issue 4.5 LIMITED EDUCATION OPPORTUNITIES FOR "AT-RISK" YOUTHS

	Cost of social issue (per incidence)			
	Annual		Lifetime	
Opex Cost	RM/incident/year	34,501	RM/incident	379,514

Group OBSTACLES TO EDUCATION

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)	
Sekolah	OPEX					
Bimbingan	(i) Cost of teachers	Wages	RM/incident/year	2,769		
Jalinan Kasih	(ii) Cost of maintenance	Maintenance	RM/incident/year	82		
	Opex - per annum		RM/incident/year	2,851	31,364	
	OPEX					
	(i) Financial aid	Kumpulan Wang Amanah Pelajar Miskin (KWAPM)	RM/incident/year	300		
Welfare aids	(ii) Free textbooks	Textbook aid	RM/incident/year	250		
	(iii) Food aid	Rancangan Makanan Tambahan (RMT)	RM/incident/year	1900		
	Opex - per annum		RM/incident/year	2,450	26,950	
Care facilities	OPEX					
for children with	(i) Overall operational costs of child care	Overall operations	RM/incident/year	29,200		
disabilities	Opex - per annum		RM/incident/year	29,200	321,200	

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Social Issue 5.1 ECONOMIC EXCLUSION OF PWDS

Group OBSTACLES TO EMPLOYMENT

	Cost of social issue (per incidence)				
	Annual		Lifetime		
Opex Cost	RM/incident/year	35,819	RM/incident	144,395	

Social Programmes	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)
Job training and	OPEX				
placement for	(i) Operating cost	Operating cost	RM/incident/year	21,870	
PWDs	Opex - per annum		RM/incident/year	21,870	32,806
	OPEX				
	(i) Shelter staff wages	Wages	RM/incident/year	3,986	
	(ii) Food supplies	Food & beverage	RM/incident/year	3,011	
Shelter for the	(iii) Maintenance of shelter	Maintenance cost	RM/incident/year	2,665	
disabled	(iv) Utilities	Utilities	RM/incident/year	1,095	
	(v) Transportation	Transportation costs	RM/incident/year	595	
	(vi) Medical	Medical costs	RM/incident/year	197	
	Opex - per annum		RM/incident/year	11,549	92,389
	OPEX				
Welfare aids	(i) Financial aid for victims	Financial aid for victims	RM/incident/year	2,400	
	Opex - per annum		RM/incident/year	2,400	19,200

Social Issue 5.2 INSUFFICIENT INCOME FOR SINGLE PARENTS

Group OBSTACLES TO EMPLOYMENT

	Cost of social issue (per incidence)				
	Annual		Lifetime		
Opex Cost	RM/incident/year	6,763	RM/incident	6,763	

Total Aid	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)		
	OPEX						
	(i) Wages	Wages	RM/incident/year	1,496			
	(ii) Food & Sundries	Food & Sundries	RM/incident/year	1,040			
Women's Shelter	(iii) Utilities	Electricity, water, gas	RM/incident/year	128			
Sherter	(iv) Maintenance	Maintenance of shelter	RM/incident/year	910			
	(v) Rental	Rental	RM/incident/year	428			
	Opex - per annum		RM/incident/year	4,002	4,002		
Allowance for	OPEX						
child daycare	(i) Funding for Taska	Funding	RM/incident/year	153			
for low-income mothers	Opex - per annum		RM/incident/year	153	153		
Job training	OPEX						
programme for	(i) Total operating cost	Total operating cost	RM/incident/year	808			
single mothers	Opex - per annum		RM/incident/year	808	808		
	OPEX						
JKM Aid	(i) Financial Aid	Total Aid	RM/incident/year	1,800			
	Opex - per annum		RM/incident/year	1,800	1,800		

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Social Issue 5.3 OBSTACLES TO INCOME OPPORTUNITIES FOR ELDERLY WHO CANNOT AFFORD RETIREMENT

	Cost of social issue (per incidence)			
	Annual		Lifetime	
Opex Cost	RM/incident/year	25,011	RM/incident	187,582

Group OBSTACLES TO EMPLOYMENT

Total Aid	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)	
	OPEX					
	(i) Shelter staff wages	Wages	RM/incident/year	11,297		
Public home/ shelter for	(ii) Food supplies	Food & beverage	RM/incident/year	5,344		
elderly	(iii) Maintenance of shelter	Maintenance cost	RM/incident/year	456		
	(iv) Overhead	Utilities	RM/incident/year	4,314		
	Opex - per annum		RM/incident/year	21,411	160,582	
	OPEX					
Welfare aids	(i) Financial aid for victims	Financial aid for victims	RM/incident/year	3,600		
	Opex - per annum		RM/incident/year	3,600	27,000	

Social Issue 5.4 EXPLOITATION IN EMPLOYMENT TOWARDS HOMELESS PEOPLE

	Cost of social issue (per incidence)			
	Annual		Lifetime	
Opex Cost	RM/incident/year	2,955	RM/incident	8,865

Group OBSTACLES TO EMPLOYMENT

Total Aid	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)	
Homeless shelter	OPEX					
and healthcare	(i) Operations cost	Operations cost	RM/incident/year	1,155		
at the shelter	Opex - per annum		RM/incident/year	1,155	3,465	
	OPEX					
Welfare aids	(i) Welfare aid	Total Aid	RM/incident/year	1,800		
	Opex - per annum		RM/incident/year	1,800	5,400	

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Social Issue 6.1 OBSTACLES TO QUALITY PALLIATIVE CARE OF THE AGED AND RELATED CONDITIONS

	Cost of social issue (per incidence)			
	Annual		Lifetime	
Opex Cost	RM/incident/year	36,353	RM/incident	41,796

Group OBSTACLES TO HEALTHCARE

Total Aid	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)	
	OPEX					
	(i) Shelter staff wages	Wages	RM/incident/year	20,524		
Public home/	(ii) Food supplies	Food & beverage	RM/incident/year	3,763		
shelter for elderly	(iii) Maintenance	Maintenance cost		1,037		
	(iv) Other Overhead	Utilities		6,690		
	Opex - per annum		RM/incident/year	32,014	37,457	
	OPEX					
Healthcare facility	(i) Medical cost	Medical cost	RM/incident/year	4,339		
raciiity	Opex - per annum		RM/incident/year	4,339	4,339	

Social Issue 6.2

OBSTACLES TO QUALITY DIAGNOSIS AND INTERVENTIONS FOR MENTAL AND PHYSICAL DISABILITIES

	Cost of social issue (per incidence)				
	Annual		Lifetime		
Opex Cost	RM/incident/year	34,624	RM/incident	238,768	
Opex Cost	Nivincident/year	54,024	Nivincident	230,700	

Group OBSTACLES TO HEALTHCARE

Detailed Costs of Intervention Programmes

Total Aid	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)	
	OPEX					
Shelter for	(i) Shelter staff wages	Wages	RM/incident/year	24,174		
the disabled (e.g. Taman	(ii) Food supplies	Food & beverage	RM/incident/year	4,709		
Sinar Harapan)	(iii) Transportation	Transportation costs		281		
	Opex - per annum		RM/incident/year	29,164	233,308	
	OPEX					
Healthcare facility	(i) Medical cost	Medical cost	RM/incident/year	5,460		
lacinty	Opex - per annum		RM/incident/year	5,460	5,460	
Welfare aids*	OPEX					
	(i) Financial aid for victims	Financial aid - BTB	RM/incident/year	3,129		
	Welfare recipients	for prevalence adjustment ratio only	n/a	n/a		
	Opex - per annum		RM/incident/year	3,129	25,031	

*Welfare aids from JKM are not provided for those living in Taman Sinar Harapan

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Social Issue 6.3 QUALITY OF PALLIATIVE AND REHABILITATIVE CARE FOR CHILDREN WITH DISABILITIES IN LOW-INCOME & RURAL AREAS

	Cost of social issue (per incidence)				
	Annual		Lifetime		
Opex Cost	RM/incident/year	40,607	RM/incident	314,207	

Group OBSTACLES TO HEALTHCARE

Total Aid	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)	
Shelter homes	OPEX					
for children with	(i) Overall operational costs of child care	Overall operations	RM/incident/year	29,200		
disabilities	Opex - per annum		RM/incident/year	29,200	292,000	
	OPEX					
Healthcare facility	(i) Medical cost	Medical cost	RM/incident/year	10,207		
racinty	Opex - per annum		RM/incident/year	10,207	10,207	
	OPEX					
Welfare aids	(i) Bantuan Kanak-kanak	Financial aid for victims	RM/incident/year	1,200		
	Opex - per annum		RM/incident/year	1,200	12,000	

Social Issue 6.4 OBSTACLES TO HEALTHCARE AMONGST RURAL COMMUNITIES Cost of social issue (per incidence)Annual*Lifetime*Opex CostRM/incident/year64RM/incident4,828

Group OBSTACLES TO HEALTHCARE

Detailed Costs of Intervention Programmes

Total Aid	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)
	OPEX				
Mobile clinics	(i) Overall operational costs of child care	Overall operations	RM/incident/year	61	
	Opex - per annum		RM/incident/year	61	4,575
	OPEX				
Rural clinics	(i) Operations cost	Operations cost	RM/incident/year	49	
	(ii) Rural doctors' allowance	Doctors' allowance	RM/incident/year	19	
	Opex - per annum		RM/incident/year	68	5,082

*Taking average cost per incidence between two clinics.

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Social Issue 6.5 OBSTACLES TO HEALTHCARE AMONG THE HOMELESS COMMUNITY

	Cost of social issue (per incidence)				
	Annual		Lifetime		
Opex Cost	RM/incident/year	1,204	RM/incident	4,815	

Group OBSTACLES TO HEALTHCARE

Total Aid	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)
	OPEX				
Homeless	(i) Food and beverage	Food and beverage	RM/incident/day	455	
shelter	(i) Operations overhead	Operations cost	RM/incident/year	700	
	Opex - per annum		RM/incident/year	1,155	1,155
Healthcare	OPEX			· · · · · · · · · · · · · · · · · · ·	
facilities at	(i) Consultation cost	Consultation cost	RM/incident/year	49	
public hospitals	Opex - per annum		RM/incident/year	49	3,660

Social Issue 6.6 TEENAGE PREGNANCY

Group OBSTACLES TO HEALTHCARE

	Cost of social issue (per incidence)				
	Annual Lifetime				
Opex Cost	RM/incident/year	16,224	RM/incident	16,224	

Total Aid	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)		
	OPEX						
Taman Seri	(i) Operations cost	Operations cost	RM/incident/day	12,510			
Puteri	(ii) Wang Saku	Allowance cost	RM/incident/year	147			
	Opex - per annum		RM/incident/year	12,657	12,657		
	OPEX						
Healthcare facility - prenatal	(i) Prenatal care	Obstetrics and gynaecology services	RM/incident/year	280			
	Opex - per annum		RM/incident/year	280	280		
	OPEX						
	(i) Delivery	Delivery	RM/incident/year	2,807			
Healthcare facility - delivery	(ii) Delivery ward	Delivery ward	RM/incident/year	300			
Tacinty - derivery	(iii) Nursery	Standard Nursery		60			
	Opex - per annum		RM/incident/year	3,167	3,167		
Healthcare	OPEX						
facility -	(i) Postnatal care	Postnatal services	RM/incident/year	120			
postnatal	Opex - per annum		RM/incident/year	120	120		

Appendix

Social Issue 7.1 OBSTACLES TO WATER SUPPLY AND SANITATION FACILITIES IN RURAL COMMUNITIES

	Cost of social issue (per incidence)				
	Annual Lifetime				
Total Cost	RM/incident/year	4,121	RM/incident	9,960	
Capex Cost	RM/incident/year	79	RM/incident	5,917	
Opex Cost	RM/incident/year	4,042	RM/incident	4,042	

Group QUALITY OF LIVING CONDITIONS

Total Aid	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)
	TOTAL COST		RM/incident/year	4,042	4,042
	CAPEX				
Healthcare	Capex - per annum		RM/incident/day	0	
facility	OPEX				
	(i) Medical care	Medical care	RM/incident/year	4,042	
	Opex - per annum		RM/incident/year	4,042	4,042
	TOTAL COST		RM/incident/year	79	5,917
Construction	CAPEX				
of sewerage	(i) Bekalan air terawat Orang Asli	Total cost	RM/incident/year	79	
and sanitation	Capex - per annum		RM/incident/year	79	5,917
facilities	OPEX	1	•		
	Opex - per annum		RM/incident/year	0	0

Social Issue 7.2 OBSTACLES TO CONSISTENT

SUPPLY OF ELECTRICITY IN RURAL COMMUNITIES

Group QUALITY OF LIVING CONDITIONS

	Cost of social issue (per incidence)				
	Annual Lifetime				
Total Cost	RM/incident/year	855	RM/incident	18,695	
Capex Cost	RM/incident/year	800	RM/incident	17,320	
Opex Cost	RM/incident/year	55	RM/incident	1,375	

Total Aid	Cost indicators	Cost sub-indicators	Units	Unit costs (RM) in 1 year	Lifetime total (RM)		
	TOTAL COST		RM/incident/year	319	7,975		
	CAPEX						
Rural	(i) Construction costs	Cost of installing solar panels	RM/incident/year	264			
Electrification Programmes	Capex - per annum		RM/incident/day	264	6,600		
(solar)	OPEX						
	(i) Maintenance costs	Maintenance of solar panels	RM/incident/year	55			
	Opex - per annum		RM/incident/year	55	1,375		
	TOTAL COST		RM/incident/year	536	10,720		
Rural	CAPEX						
Electrification Programmes	(i) Construction costs	Cost of connecting to existing electricity grids	RM/incident/year	536			
(grid)	OPEX						
	Opex - per annum		RM/incident/year	0	0		

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