

Perception on Reliability and Responsiveness of Polis DiRaja Malaysia (PDRM): A Study among Citizens in Putrajaya

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Abstract

This paper presents the perception of Putrajaya citizens on reliability and responsiveness of the services provided by Polis DiRaja Malaysia (PDRM). The main objectives of this study are: (i) to determine the level of reliability and responsiveness of police; (ii) to examine the influence of independent variables (accessibility, competency, manners and fairness) on the dependent variables (reliability and responsiveness); (iii) to scrutinize the main factor that influence reliability and responsiveness of the services; and (iv) to examine the influence of gender as a moderating effect on the relationship between both independent and dependent variables. A quantitative approach of using self-administered questionnaires was applied in this study. A total number of 146 Putrajaya citizens responded to the survey based on simple random sampling technique. The findings of this study revealed that the level of reliability and responsiveness of police service were moderate (Mean=3.744, Std. Dev. 0.736; Mean=3.703, Std. Dev. 0.705). Furthermore, competency and manners were found to have significant influence on reliability ($p < 0.00$, $\beta = 0.42$); and the main factor that influenced reliability was manners ($p = 0.00$, $\beta = 0.42$). In terms of responsiveness, competency and manners were also found to have significant influence ($p < 0.00$, $p = 0.00$), with competency being the main factor that influence responsiveness ($p = 0.00$, $\beta = 0.43$). Notably, gender was found to have no moderating effect on the relationship between both independent and dependent variables ($p > 0.05$). The study concludes that Putrajaya citizens perceived the reliability and responsiveness of police service to be at a moderate level (between average and good), where manners was found to be the main factor influencing the reliability of police services, and competency was recognized as the most influential factor to enhance the responsiveness of police services. This study serves as an indicator for improvement in the police services - in line with PDRM's mission: "To provide professional and quality services in protecting the country to ensure public safety, security and prosperity".

Keywords: PDRM services, reliability, responsiveness, Putrajaya

INTRODUCTION

Police service is unique in various ways compared to other service sectors. The most significant differences are the ability of police to utilize forces in delivering services and their capacity to deliver services to clients involuntarily. Arresting or forcibly stopping the public are among the examples (Maguire & Johnson, 2010). In 2010, the Malaysian Government has introduced Crime Reduction Initiative (CRI) as a response to public concerns over the escalating trend of crime in general. The CRI is one of the National Key Result Areas (NKRA) under the Government Transformation Programme (GTP). The profound effort shown in crime prevention initiatives is taking

place in both ways whereby the first being via conventionally combatting the crime itself and the second one by the methodology of enhancing public perception towards police's service performance (Performance Management and Delivery Unit, 2012).

It is foremost that public opinion towards the police service to be studied so the police force could determine whether their efforts and approaches that have been carried out to receive positive public opinions are effective. From the possible findings, the police force is able to organize necessary check and balance and restructure the existing system wherever required, in order to stay at a positive level of service performance. Putrajaya has been chosen as the scope of study due to its structured development. Apart from that, it is an integrated-planned city that houses the federal government administration offices of Malaysia. Thus, the Putrajaya District Police Headquarters is assumed to have been equipped with adequate resources and possess ample service outreach to Putrajaya residents. All of this comes to sense as the focus of this study.

PDRM have scored distinctly high in terms of public satisfaction with their service over the past three years. The police force scored 92.5% public satisfaction rate in 2014 as compared to 85.7% in 2013. This increased of rating in 2014 includes 53.9% of the respondents to rate for "somewhat satisfied" and 38.6% who were claimed "very satisfied" (Sipalan, 2015). It is a manifestation that the Malaysian public is generally satisfied with police services. Besides the positive achievement, there are indications that several Malaysians were not satisfied with police service performance to the extent of 75% from the respondents reported low level satisfaction towards police job performance. Most of the educated respondents suggested that the police force could do more in combatting crime (Azyanee et al., 2013). The public were generally not satisfied with the service delivery of the police. Efforts to improve personnel attitudes and more reforms in the job areas should be continued by the government in order to achieve public satisfaction (Selvanathan et al., 2016). In Selangor, there were only 38.8% satisfied respondents in regard of police performance rating. Public perception of safety and police efficiency is still a challenge that needs to be overcome (Ishak, 2016). The government and public clearly have had contradicting opinions on the level of service accomplishment of the police.

The main objectives of this study are: (i) to determine the level of reliability and responsiveness of police; (ii) to examine the influence of independent variables (accessibility, competency, manners and fairness) on the dependent variables (reliability and responsiveness); (iii) to scrutinize the main factor that influence reliability and responsiveness of the services; and (iv) to examine the influence of gender as moderating effect on the relationship between independent variables and dependent variables.

LITERATURE REVIEW

Perception of police service is closely related to the perceived feelings of the public towards the police performance. The police performance is usually referred to their service delivery, and measurement of police service delivery could never be separated from the measurement of service quality (Collier et al., 2004). Service quality acts as a predecessor of customer satisfaction. High quality services will naturally increase the quality of the performance, which will lead to high customer satisfaction (Chen et al., 2014). From a general service perspective, satisfaction is a judgement that the service provided fulfils the pleasurable level of consumption by the customers (Oliver, 1997). Citizen satisfaction with police could be defined as the degree to which citizens have a positive attitude towards police performance (Jackson & Bradford, 2009).

In general, people who call or approach the police for assistance tend to be more satisfied with what happened than those who are pulled off the road or stopped by the police (Skogan, 2005). The impact of being stopped by the police is as much as three times the annoyance compared to other encounters with police as perceived by the public (Southgate & Ekblom, 1984). The relationship between how people recall being treated and their general confidence with the police may be contradicting. Personal experience will greatly influence the public assessment of the police service whereas negative encounters with the police will bring more impact to the public by multiple times compared to positive encounters. The impact of having a bad experience with police is four to fourteen times as great as that of having a positive one. A bad experience can deeply influence public's views of police performance (Skogan, 2006). There are many types of contact can lead to less positive attitudes towards police. For example, people experiencing contact with the police as a result of victimization have less positive attitudes towards the police (Homant et al., 1984). In addition, people witnessing or with knowledge of police misconduct are more negative towards the police (Murty et al., 1990).

The six service dimensions of police; attentiveness, reliability, responsiveness, competence, manners and fairness, altogether describe the measurement model of public perceptions towards police service. These characteristics are proposed based on American citizens' desire which expects the police service to be accessible, predictable, client-centred, get the job done effectively, treat them with respect and use fair procedures. The measurement model was developed for the purpose of measuring "good service" in policing. Accessibility is where the public anticipates easy access to the police service. Competence from the public perspective is the police's ability to complete a task effectively as requested by the public. Manners correspond with how the police treat the public. Fairness is closely associated with police officers practicing

fair procedures in their job delivery and treat issues fairly from a legal standpoint. Reliability means the public expects a service that is timely and error-free. Responsiveness refers to client-centred service that meets public expectation in terms of task completion (Maguire & Johnson, 2010; Mastroski, 1999).

The Mastroski measurement model was developed and derived initially from the general characterization of service quality; SERVQUAL. The theory outlines five specific components of service; tangibles, reliability, responsiveness, assurance and empathy. The concept behind the SERVQUAL scale is the customer perceived quality; where the client is the main judge of the quality of service (Parasuraman et al., 1988). The Mastroski's conceptualisation is considered as one of the most prudently articulated literature about the dimensions of public perceptions towards police service. There were studies which has adopted Mastroski measurement model in their quest of measuring public perceptions towards the police force and their service quality (Akhtar et al., 2012; Maguire & Johnson, 2010).

There is evidence that males tend to hold less favorable attitudes toward police than females (Weitzer & Tuch, 2002). Considering gender, females have traditionally been less likely to draw the attention of the police than males, given similar circumstances. This situation results in the tendency of females being stopped or searched by the police is much lower than males (Chesney-Lind & Sheldon, 1992). Individuals who were stopped and searched by the police were more likely to report negative opinions towards them. This was due to an association between type of police contact and citizens' attitudes towards the police (Bordua & Tiff, 1971). In Selangor and Kuala Lumpur, more female respondents believed the police are inefficient in controlling crime compared to male respondents. Female respondents were less satisfied with police efficiency compared to male respondents (Ishak, 2016). Gender was not a significant predictor of Chinese perceptions of police (Cao & Hou, 2001; Wu & Sun, 2009, 2010).

METHODOLOGY

A quantitative approach using self-administered questionnaires was applied in this study. This study developed a survey instrument based on Mastroski's dimensions of police service. Several alterations took place from the original measurement model as this study sought to measure reliability and responsiveness of police instead of service quality. The conceptual framework consists of four independent variables (IV) namely accessibility, competency, fairness and manners which defined the pursued dependent variable (DV) which is reliability and responsiveness of police. Gender acts as the moderating variable (MV) in this study.

A nominal and ordinal scale are applied for the demographic part in the first section of the questionnaires that consists of demographic profile such as age, gender, race, marital status, the level of education, the tenure of residency, experience or engagement with police, and experience of been issued traffic offence summon. Meanwhile, the second section of the questionnaires accommodated the instrument's questions of IV and DV where the measurement was based on Likert Scale (1=strongly disagree to 5=strongly agree). The respondents have had to be the resident of Putrajaya with at least one year residence in the city. The target population was the Putrajaya citizens who stay in a residential area with the registered resident association (RA). A total number of 146 Putrajaya citizens responded to the survey based on simple random sampling technique.

The data obtained were analyzed by using Statistical Package for Social Science (SPSS) version 22. Descriptive analysis was used to understand the perception of the respondents by measuring the mean values of the variables. In order to measure the relationship between IV and DV, multiple regression analysis has been used so the actual relationship between these variables could be obtained. On the other hand, regression analysis has been applied to examine the most contributing factor towards the reliability and responsiveness of police service. Prior to actual data collection, a pilot test has been conducted to determine the reliability and normality of the survey questions. Among the purpose of this test was to measure the level of understanding of the questions given from the respondents' perspective. Reliability can be estimated by means of a reliability coefficient to measure the internal consistency at a multidimensional scale. In this context, the reliability coefficient used is Cronbach's Alpha. Meanwhile, Skewness and Kurtosis have been used as the reference for normality. The pilot test of this study has passed both the reliability and normality test.

FINDINGS AND DISCUSSION

The findings begin with the profile of respondents, followed by relevant analysis results and finalised with actual findings to cover all four objectives of the study.

Profile of Respondents

The profile of respondents consists of 43.2% males and 56.8% females. The majority of the respondents come from the group of 25-34 years old which made up 37.0%. Malay forms the largest race group at 94.5%. Respondents with a Bachelor Degree are the main participants in this study at 45.9% figure compared to other academic backgrounds. The majority makes up 39.7% of the respondents having stayed in

Putrajaya for more than 10 years. 44.5% of the group have had a personal engagement with police and 39.0% had experience in receiving traffic offence summons.

Table 1: *Profile of Respondents (N=146)*

Characteristics	Frequency	Percentage (%)
Age (years old)		
18-24	52	35.6
25-34	54	37.0
35-44	16	11.0
45-54	9	6.2
55-64	14	9.6
65 and above	1	0.7
Total	146	100.0
Race		
Malay	138	94.5
Chinese	5	3.4
Indian	3	2.1
Total	146	100.0
Gender		
Male	63	43.2
Female	83	56.8
Total	146	100.0
Education		
Philosophy Doctorate Degree	2	1.4
Master Degree	18	12.3
Bachelor Degree	67	45.9
Diploma/STPM	38	26.0
SPM	20	13.7
Others	1	0.7
Total	146	100.0
Marital Status		
Married	77	52.7
Widowed	2	1.4
Single	67	45.9
Total	146	100.0
Tenure of Residency (years)		
1-5	57	39.0
6-10	31	21.2
Longer	58	39.7
Total	146	100.0
Engagement with Police		
Yes	65	44.5
No	81	55.5
Total	146	100.0
Ever been Issued Summon		
Yes	57	39.0
No	89	61.0
Total	146	100.0

Testing the Instrument Validity using Exploratory Factor Analysis (EFA)

Table 2 presents Exploratory Factor Analysis (EFA) result. The sampling adequacy is at 0.941 which is far greater than 0.6. Hence, the sample size made up for

this study proves to be adequate. Besides KMO, Bartlett's Test significant value is observed to be significant ($p=0.00$). Out of 28 initial instrument items, 20 items appeared to have communality value more than 0.500 correspondingly. Hence, these 20 items were passed to be valid variables with six different dimensions.

Table 2: KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.941
Bartlett's Test of Sphericity	Approx. Chi-Square	3094.203
	df	190
	Sig.	.000

Testing the Reliability Test using Cronbach Alpha

Cronbach's Alpha has been used as reliability coefficient to determine the internal consistency of the scale. Table 3 shows all six variables is regarded as reliable ($p>0.6$).

Table 3: Cronbach's Alpha

Variable	Number of Items	Cronbach's Alpha	Reliability Assumed
IV1: Accessibility	3	0.823	Yes
IV2: Competency	3	0.855	Yes
IV3: Fairness	4	0.939	Yes
IV4: Manners	4	0.920	Yes
DV1: Reliability	3	0.914	Yes
DV2: Responsiveness	3	0.880	Yes

Normality

Skewness and Kurtosis are the statistical references for normality which determine whether the data obtained in this study is entirely normal. The Skewness and Kurtosis outputs for this study are presented in Table 4. All the variables are found to be normal since the values of both Skewness and Kurtosis are between -2 and +2.

Table 4: Normality Test

Variable	Skewness	Kurtosis	Normality Assumed
IV1: Accessibility	0.263	-0.194	Yes
IV2: Competency	-0.601	0.468	Yes
IV3: Fairness	-0.230	-0.289	Yes

IV4: Manners	-0.013	-0.322	Yes
DV1: Reliability	-0.117	-0.200	Yes
DV2: Responsiveness	-0.088	-0.415	Yes

Linearity

Table 5 displays the outputs of Linearity Test. All variables are assumed to be linear ($p < 0.01$).

Table 5: Linearity Test

Variable	Sig. Value	Linearity Assumed	Variables	Sig. Value	Linearity Assumed
DV: Reliability IV: Accessibility	0.000	Yes	DV: Responsiveness IV: Accessibility	0.000	Yes
DV: Reliability IV: Competency	0.000	Yes	DV: Responsiveness IV: Competency	0.000	Yes
DV: Reliability IV: Fairness	0.000	Yes	DV: Responsiveness IV: Fairness	0.000	Yes
DV: Reliability IV: Manners	0.000	Yes	DV: Responsiveness IV: Manners	0.000	Yes

Homogeneity of Variance

Levene Statistic is used to determine the homogeneity of variance. Table 6 shows the outputs of the test, where all variables are assumed to have equal population variance or significance ($p > 0.05$).

Table 6: Homogeneity of Variance

Variable by Gender	Levene Statistic	Sig. Value ($p > 0.05$)	Homogeneity of Variance Assumed
IV1: Accessibility	0.018	0.893	Yes
IV2: Competency	1.288	0.258	Yes
IV3: Fairness	0.022	0.884	Yes
IV4: Manners	0.853	0.357	Yes
DV1: Reliability	0.548	0.460	Yes
DV2: Responsiveness	0.216	0.643	Yes

Outliers

The final analysis used in the parametric assumptions is Outliers Test. Figure 1 exhibits the outliers of this study and there is no outliers from the data gathered.

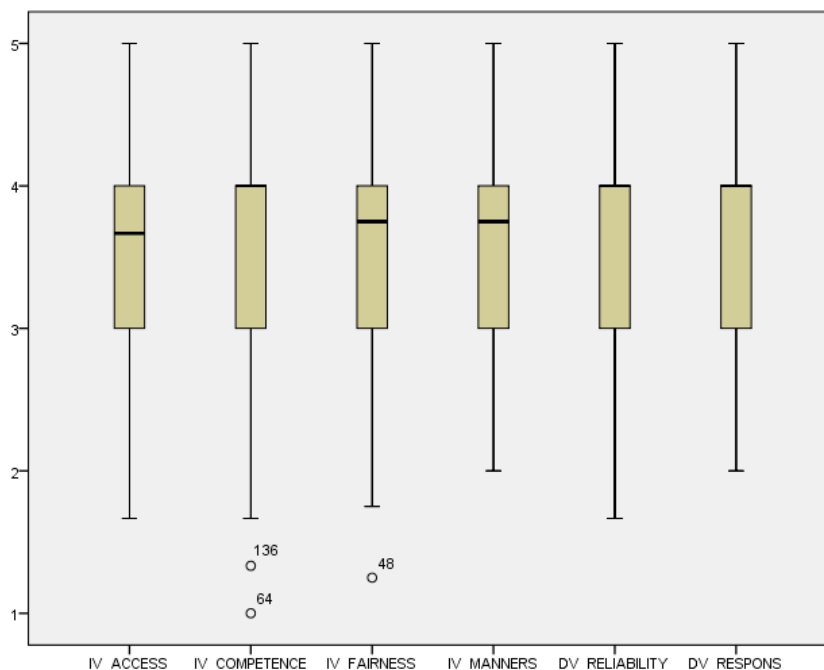


Figure 1: Outliers

Level of Reliability and Responsiveness of Police Service

The finding of the descriptive analysis revealed that the level of reliability and responsiveness of police service were moderate as perceived by the Putrajaya citizens (Mean=3.744, Std. Dev. 0.736; Mean=3.703, Std. Dev. 0.705). There are numerous factors that could contribute to this finding. Firstly, the extent of impact from the bad experience. A bad experience with police is four to fourteen times as great as that of having a positive one. A bad experience can deeply influence public's views on police performance (Skogan, 2006). This study had 39.0% of the respondents who had experienced receiving traffic offence summons. Second, contact with the police as a result of victimization. People experiencing this kind of contact have less positive perceptions towards police (Homant et al., 1984). Crime victims have lower levels of overall satisfaction with police (Wu, 2010; Wu & Sun, 2010). The third factor leans more towards personal experience. People witnessing or with knowledge of police misconduct are more negative towards police (Murty et al., 1990). Individuals who were "stopped and searched" were more likely to report negative opinions about police (Bordua & Tiffit, 1971). The impact of being stopped by the police is as much as three times the annoyance compared to other encounters with police as perceived by the public (Southgate & Ekblom, 1984).

Another factor that could contribute to the result obtained is the age of the respondents. Age could affect citizens' satisfaction towards police by younger citizens tend to hold less favourable attitudes toward police than older ones (Hurst & Frank, 2000; Weitzer & Tuch, 2002). Younger people are more freedom oriented while older people were more safety oriented and younger people are more likely to engage in risky behaviours than older people (Gaines et al., 1994). In this study, 72.6% of the respondents belong to the group age of 18-34 years old and they are considered young. On that note, it is not necessarily the police services were actually moderate in terms of reliability and responsiveness. There is a possibility where all the listed factors have influenced citizens' perceptions more than the actual police performance. Other than that, the finding has further strengthened the previous research claims where the public were generally not satisfied with the policing service delivered by the police.

Table 7: Mean and Standard Deviation of Reliability

Variable	Minimum	Maximum	Mean	Standard Deviation
Committed to maintain a safe environment for citizens.	2.00	5.00	3.774	0.803
Take the appropriate action when a citizen is in need of service.	1.00	5.00	3.801	0.785
Follow through on commitments they make to citizens.	2.00	5.00	3.658	0.800
Reliability (Total)	1.67	5.00	3.744	0.736

Table 8: Mean and Standard Deviation of Responsiveness

Variable	Minimum	Maximum	Mean	Standard Deviation
Keep citizen informed and follow up with them when necessary.	2.00	5.00	3.699	0.800
Meet or exceed the expectations of citizens in responding to requests for assistance.	1.00	5.00	3.630	0.805
Take action when problems are brought to their attention.	1.00	5.00	3.781	0.747
Responsiveness (Total)	2.00	5.00	3.703	0.705

Influence of Accessibility, Competency, Manners and Fairness on Reliability and Responsiveness of Police Service

Regression analysis has been utilized to determine whether there is influence towards reliability and responsiveness. R value represents the correlation between IV; accessibility, competency, fairness and manners and DV; reliability. There is a strong positive relationship between the four service dimensions and reliability (R=0.891). The

Durbin-Watson value is at 1.871. Thus, no autocorrelation issue assumed. The F-ratio of ANOVA is 135.38; good and significant ($p < 0.001$). The relationship with responsiveness is also strong and positive ($R = 0.848$). No autocorrelation issue assumed since the Durbin-Watson value is 1.915 respectively. The F-ratio of ANOVA is 90.097; good and significant ($p < 0.001$). Accessibility, competency, manners and fairness have significantly influenced reliability and responsiveness of police service.

Table 9: *Model Summary of Reliability*

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	0.891 ^a	0.793	0.788	0.339	1.871

Table 10: *ANOVA of Reliability*

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	62.246	4	15.562	135.380	0.000 ^b
Residual	16.207	141	0.115		
Total	78.454	145			

Table 11: *Model Summary of Responsiveness*

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	0.848 ^a	0.719	0.711	0.379	1.915

Table 12: *ANOVA of Responsiveness*

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	51.772	4	12.943	90.097	0.000 ^b
Residual	20.255	141	0.144		
Total	72.027	145			

The Main Factor that Influences Reliability and Responsiveness of Police Service

The coefficient value indicates that influence is an individual factor towards the DV. There is a significant coefficient ($p < 0.01$) between competency and manners with reliability. Manners has higher Beta value compared to competency ($p = 0.00$, $\beta = 0.42$). Therefore, manners is the most influential dimension in determining police reliability. Competency and manners were found to have significant coefficient with responsiveness ($p < 0.01$). Competency posed higher Beta value than manners ($p = 0.00$, $\beta = 0.43$). Hence, competency is the main factor that influences responsiveness of police service. Manners and competency both carry a substantial effect to the Putrajaya citizens when it comes to reliability and responsiveness of police service.

Manners correspond with how the police treat the public; the officers' behaviour or conduct. Competency refers to police's ability to complete a task effectively as requested by the public (Maguire & Johnson, 2010; Mastrofski, 1999). Bad manners were among the most frequent complaints citizens have about their engagement with police. Public perception of the police performance has to do more with how police officers treat the public rather than what police officers have accomplished (Skogan, 1994). The degree to which people trust police is based on their perceptions of the way they are being treated by the police officers (Stoutland, 2001). These views make a good justification on why the manners of police officers have been very important to the public. Under the professional model of policing, citizens become unhappy with slow response times and perceptions of ineffective policing (Bayley, 1994; Kelling & Moore, 1988). Police officers can still be responsive even in the situation of denying citizens' requests, by providing appropriate explanation and reasoning on the denial (Mastrofski, 1999). The police officers have had to own specific capabilities in their job scope to be able to respond properly to any situation. They have to be competent in their jobs. This is an illustration of how police officers' competency influences the attainment of service responsiveness.

Table 13: *Coefficients of Reliability*

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	0.311	0.161		1.932	0.055
Accessibility	0.079	0.063	0.075	1.260	0.210
Competency	0.281	0.060	0.303	4.688	0.000
Fairness	0.164	0.065	0.184	2.527	0.013
Manners	0.416	0.068	0.416	6.108	0.000

Table 14: *Coefficients of Responsiveness*

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	0.550	0.180		3.056	0.003
Accessibility	0.097	0.070	0.096	1.385	0.168
Competency	0.385	0.067	0.433	5.751	0.000
Fairness	0.015	0.072	0.017	0.204	0.838
Manners	0.363	0.076	0.380	4.775	0.000

Gender Moderates the Relationship between Accessibility, Competency, Manners, and Fairness with Reliability and Responsiveness of Police Service

PROCESS technique by Hayes has been used to confirm such influence. The interaction of IV and DV is moderated by gender when the relationship is significant

($p < 0.05$). In this case, none of the interactions concerning reliability is deemed significant. Responsiveness shows the same outcome where there is no moderating effect of gender in any of its relationship. The four interactions of accessibility, competency, fairness and manners with reliability and responsiveness were not moderated by gender of the respondents. There were no differences in an evaluation of police reliability and responsiveness between male and female Putrajaya residents. The finding is quite similar to a study in China where gender was not a significant predictor on perceptions towards police (Cao & Hou, 2001; Wu and Sun, 2009, 2010). The similarity could perhaps be due to race homogeneity of the citizens. In this study, 94.5% of the respondents are Malay. A similar nature applies to the study cited where the respondents were all Chinese.

Table 15: Model for Reliability

Interaction	p	Significant Assumed
Accessibility and Reliability	0.739	No
Competency and Reliability	0.435	No
Fairness and Reliability	0.237	No
Manners and Reliability	0.537	No

Table 16: Model for Responsiveness

Interaction	p	Significant Assumed
Accessibility and Reliability	0.660	No
Competency and Reliability	0.114	No
Fairness and Reliability	0.341	No
Manners and Reliability	0.519	No

Summary of Findings

Table 17: Summary of Findings

Objective	Findings
1	The level of reliability and responsiveness of police service were moderate as perceived by the Putrajaya citizens.
2	Accessibility, competency, manners and fairness have significantly influenced the reliability and responsiveness of police service.
3	Manner is the most influential factor towards reliability and competency is the main factor that influences responsiveness of police service.
4	The interactions of accessibility, competency, manners and fairness with reliability and responsiveness of police service were not moderated by gender of the respondents.

CONCLUSION AND RECOMMENDATIONS

The study concludes that Putrajaya citizens perceived the reliability and responsiveness of police service is at a moderate level (between average and good). Accessibility, competency, manners and fairness have significantly influenced reliability and responsiveness of police service. Manners was found to be the main factor influencing reliability whereas competency was recognized as the most influential factor to enhance the responsiveness of police services. The four interactions of accessibility, competency, fairness and manners that influence reliability and responsiveness were not moderated by gender of the respondents. This study provides an indicator for improvement in the police service. This continuous effort is in line with PDRM's mission: "To provide professional and quality services in protecting the country to ensure public safety, security and prosperity".

The findings of this study are specialized to be relevant only in Putrajaya and should not be generalized to other areas. However, there is a high possibility that areas which is newer in a sense of development, homogenous in terms of society and has low crime index like Putrajaya would pose better opinions towards police rather than the area with opposing features. In other words, a higher probability the score on satisfaction with the police service would be even lower if the survey is done in other mature townships. Disadvantaged communities have lower levels of satisfaction with police. Neighbourhoods characterized by high levels of poverty, racial heterogeneity, and residential mobility would raise aggregated dissatisfaction with police because in these areas, there is an imbalance between formal control and informal control (Wu et al., 2009). Adverse neighbourhood characteristics tend to diminish informal social control and subsequently increase formal social control, leading to more potential conflicts between police officers and residents (Jiang et al., 2012).

The level of reliability and responsiveness of police service can be improved from moderate to good, if the citizens are able to observe more manners and competency being shown by the police officers. PDRM should probe into these two aspects to check on where they were lacking, if any, that may have contributed to the downfall of the perception. A review on the standard operating procedure and relevant training to the police personnel are among possible approaches that could be considered. Perception of Putrajaya citizens on the level of reliability and responsiveness defined part of the police service quality. It was stated that the public were satisfied with the police service and PDRM has managed to achieve the target on percentage of satisfied Malaysians (PEMANDU, 2015). The public satisfaction index survey done for GTP has a nationwide coverage and has since been taken as a collective opinion of Malaysians. The inconsistency of findings between what reported in the GTP and what contained in this study is the main concern that PEMANDU might want to

look into. Perhaps PEMANDU might consider venturing into the survey instruments that have been adopted by the hired consultants. The main idea is simply to ensure that the survey methodologies adopted by the consultants are currently functional to provide accurate findings about public satisfaction towards the police service.

There are several recommendations which have been thought to be significant for future research. A plausible increase is needed in the number of samples. It is the most basic aspect to establish in verifying the accuracy of the findings of this study. Future research may just replicate this study and put it into test for a larger number of respondents. Then, it is recommended that future research only take into account the respondents who have had experience with police. The respondents of the study need to have at least one contact with the police in the last three years. The generated result will achieve a much solid coherence hence being more accurate. Finally, further research might want to individually tailor questionnaires for better results. The surveys to the population that may have less contact with police force would need to pose only brief and general questions. Respondents with more experience concerning the police were able to answer a longer and more detailed set of survey questions.

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