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**TOPIC:
THE EFFECTIVENESS OF CIVIL DEFENCE SERVICE
(RESCUE 991) TO THE PUBLIC**

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ABSTRACT

This research thesis is a study of The Effectiveness of Civil Defense Service to The Public. Civil Defense or Rescue 991 team had played a very big role in handling any emergency cases. Right from the rural area to the urban area, the team work together in order to save all the victims of the disaster. Public generally thoughts that the service provided by the Civil Defense are limited to certain task only. The research will be analyzing on the effectiveness of services provided to the public in all circumstances.

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CHAPTER 1

1.0 INTRODUCTION OF THE STUDY

Kuching is one of the famous cities in Malaysia, which face with a high statistic of accident and floods. Base on that, the Public Civil Defense has been established at several places including Kuching area. Commonly the Public Civil Defense in Malaysia known as Jabatan Pertahanan Awam-3, JPA- 3 or RESCUE 991. This department is under the responsibility of The Home Ministry Department.

The purpose on the establishment of RESCUE 991 is as an additional department under The Home Ministry Department. It is to give supporting help in any emergency cases happen. It had been established under The Civil Defence Ordinance, 1951. The first RESCUE 991 team being established in 1952 is in Penang, meanwhile in the year of 1964, another team being established in the Selangor state.

The team members are mostly from the public volunteers who had being registered under the team of Public Civil Defense volunteers. As the first establishment in 1952, in the Penang State, the department being divided into two section. One is in the State of Penang, and another is in Butterworth.

Through this research proposal, the effectiveness of the Public Civil Defense Department or RESCUE 991, being studied within the area of Kuching. The view given by the public regarding the effectiveness of the public Civil Defense may interpret the relevancies of the department to the society.