

Research Article

# MySafeReport

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**Abstract:** *The implementation of an electronic reporting (e-Report) system for police cases marks a significant advancement in public safety and convenience. This innovative application developed by the Royal Malaysia Police (PDRM) enables the public to report incidents quickly and efficiently through their smartphones, streamlining the reporting process and reducing the need for in-person visits to police stations. The e-Report app allows individuals to report non-emergency cases, minor incidents, and public disturbances in real-time, directly from any location. This digital transformation not only improves the accessibility and responsiveness of law enforcement but also empowers citizens by providing them with a simple, secure, and efficient method to communicate with the police. The e-Report application offers substantial benefits for diverse user groups: the general public can submit reports swiftly, ensuring more immediate police response and reducing response times; law enforcement officers gain enhanced situational awareness with real-time data, helping them to allocate resources more effectively; and the overall administrative workload of police stations is reduced, freeing officers to focus on more pressing matters. Through advanced features such as GPS location tagging, photo/video evidence submission, and live case status tracking, the e-Report app not only facilitates smoother reporting but also fosters a collaborative approach to public safety. In summary, the PDRM's e-Report system represents a major step forward in modernizing police-public interactions, enhancing transparency, and supporting proactive community engagement.*

*Keywords:* electronic reporting, streamlining the reporting process, reducing the need for in-person visits to police stations



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## 1. INTRODUCTION

Innovation in the provision of public services is essential in the current digital era to improve the effectiveness and accessibility of governmental operations. The introduction of an online police reporting system in Malaysia is one example of such innovation. This technology eliminates the need for people to physically visit police stations by enabling them to electronically file police reports. At the moment, filing police reports is frequently difficult, time-consuming, and unavailable to specific societal groups, such as those with impairments or those residing in remote areas.

These issues would be resolved by an online reporting system, which would give the public a safer, more effective, and more accessible way to interact with police enforcement. Such systems dramatically increase crime reporting rates and response times, according to statistics from other nations, like Singapore. The necessity for public convenience, expedited law enforcement procedures,

and compatibility with Malaysia's larger digital transformation aims under programs like MyDIGITAL highlight how urgent it is to adopt this system in the country.

## **2. METHOD & MATERIAL**

Below are the interview questions designed to gather insights on the selected topic:

### **1. For Police Officers and Staff:**

1. What are the most common types of reports filed at the station?
2. How would you describe the workload related to non-criminal cases?
3. What are the challenges you face in managing and processing these reports?

### **2. For Members of the Public:**

1. Are you aware of the existing online reporting system?
2. What are the barriers that prevent you from using the platform?
3. What improvements would encourage you to adopt an online reporting system?

### **3. For Rural Residents and Community Leaders:**

1. How far is the nearest police station from your area?
2. What challenges do you face in accessing police services?
3. Do you believe an online system would improve your experience?

### **For Professionals in IT**

1. What are the fundamental technical prerequisites for creating an online reporting system that is both safe and easy to use?
2. How can sensitive reports be protected against unwanted access and data privacy?
3. What difficulties do you foresee when putting such a system into place in isolated or rural locations?
4. What actions should be taken to guarantee that people with impairments can use the system?

### 3. FINDINGS

The implementation of an online police reporting system in Malaysia faces several challenges that need careful consideration. Technical hurdles such as ensuring the scalability of the system to handle a large volume of users and protecting sensitive data against cyber threats are significant concerns. Poor internet connectivity in rural areas further complicates accessibility, making it essential to develop offline or low-bandwidth solutions. Another major challenge is user adoption, as many citizens, especially older adults and those in rural areas, may lack digital literacy or awareness of the system's existence. Resistance to change among law enforcement officers and the public may also impede its widespread use.

Inclusivity and accessibility are critical to the system's success. Features like voice-to-text capabilities, screen readers, and multilingual support are necessary to cater to Malaysia's diverse population, including individuals with disabilities. Operationally, integrating the new digital system with existing police procedures without disrupting workflow is another challenge, as is ensuring the accuracy of reports and minimizing false or prank submissions through effective verification mechanisms. Additionally, cultural and social barriers such as a lack of trust in digital platforms and concerns over anonymity versus accountability may deter users from adopting the system.

Financial and resource limitations also pose challenges, as adequate funding is needed for development, deployment, and maintenance. Training law enforcement officers and staff to use the platform effectively is essential, requiring time and resources. Addressing these challenges is crucial for ensuring the system's functionality, inclusivity, and long-term success.

### 4. DISCUSSION

The proposed online police reporting system aims to address significant challenges faced by citizens and law enforcement in Malaysia by providing a streamlined, user-friendly, and accessible platform for filing and tracking police reports. This system focuses on four key pillars: user-centric design, AI-powered assistance, multilingual accessibility, and multiple access points to ensure inclusivity across both urban and rural populations.

Key elements such as AI prioritization, report validation, and real-time updates will enhance the efficiency of the system, enabling law enforcement to respond to urgent cases faster and improving overall public trust in the reporting process. The system's multilingual support caters to Malaysia's diverse population, allowing users to file reports in their preferred language and ensuring seamless communication.

Furthermore, the platform incorporates multiple access points such as a mobile app, website, and physical kiosks, making it accessible for people with varying levels of internet connectivity, particularly in rural areas. This ensures equitable access to the police reporting system for all citizens, regardless of their technological capabilities or geographic location.

## 5. CONCLUSION

By leveraging AI and secure authentication systems, the system ensures efficient, timely responses while maintaining data privacy and security. The feedback loop and real-time notifications create transparency and foster user trust, allowing users to track the progress of their reports and provide valuable input for system improvements.

In terms of the business model, the success of the platform depends on collaboration with government agencies, technology providers, and community organizations. Funding will primarily come from government grants, while there may be opportunities to generate additional revenue through premium features or data analytics.

The ongoing testing and iterative improvements based on user feedback will ensure the system remains effective, user-friendly, and scalable. With careful attention to the needs of both the general public and law enforcement, this system has the potential to significantly improve public safety, streamline reporting processes, and enhance trust in law enforcement across Malaysia.

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