# 3. SOCIAL WELL-BEING

# Preamble

Measuring the many dimensions of social well-being is important to keep track of the progress made in advancing the nation. Malaysia has made remarkable progress in the past 13 years in social well-being, as reflected by the improvement in the social well-being sub-composite index and all its component indices. The top three out of the 9 components are housing which improved by 36.9 points, leisure 31.4 points and governance 28.1 points.

## Housing Component Index

While housing is essential to meet the basic needs of a family, it is not just a question of having a physical shelter of four walls and a roof. One of the most important aspects of people's lives is also about the quality of the surrounding housing condition. The housing component index rose by 36.9 points between the 2000 and 2012 period, as shown in *Figure 3.1*, due to improvements recorded by all the five indicators that made up the housing component index. These five indicators are the provision of low-cost housing units to bottom 40 percent, crowdedness and proportion of households with treated water supply, electricity supply and garbage collection services.

The provision of low-cost houses to serve the bottom 40 per cent income group saw major improvements during 2000 to 2012 period. In 2000, the supply of low-cost houses met the needs of one third of the group. By 2012, the supply increased to meet the demand of over 40 per cent of this vulnerable group, with the private sector complementing the efforts by the public sector. In addition, greater attention was given to meet the housing needs of the lower middle-income group since 2011,

especially in major cities. Several programmes were launched for this purpose such as the Perumahan Rakyat 1Malaysia (PR1MA), the Rumah Mampu Milik Wilayah Persekutuan (RUMAWIP) and the Perumahan Penjawat Awam 1Malaysia (PPA1M). (The PPA1M is specifically to cater for civil servants' housing needs). The RUMAWIP is purely public-sector driven, while the PR1MA and PPA1M are based on the public-private sector partnership model.

Figure 3.1   Housing Component Index
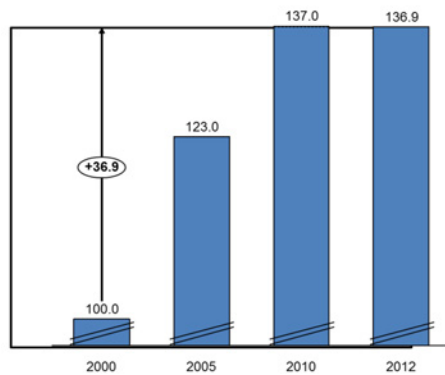


| INDICATOR | Index Point Change (2000-2012) |
|---|---|
| % of households with treated water | 56.1 |
| Crowdedness | 37.4 |
| % of households with electricity | 33.6 |
| % of households with garbage collection services | 29.6 |
| % of low-cost housing unit to bottom 40% | 27.8 |

The quality of housing improved as reflected by the decline in the crowdedness, measured by the number of persons per room. In 2000, the ratio of persons per room was estimated at 1.94 and by 2012, this ratio improved to 1.50, as shown in *Figure 3.2*. In 2002, developers were required to comply with new specifications to have three bedrooms for low-cost houses. In 2006, the minimum standard size of a low-cost three bedrooms residential property was increased to 700 square feet, an improvement over the minimum of 650 square feet.

Figure 3.2   Housing Indicators
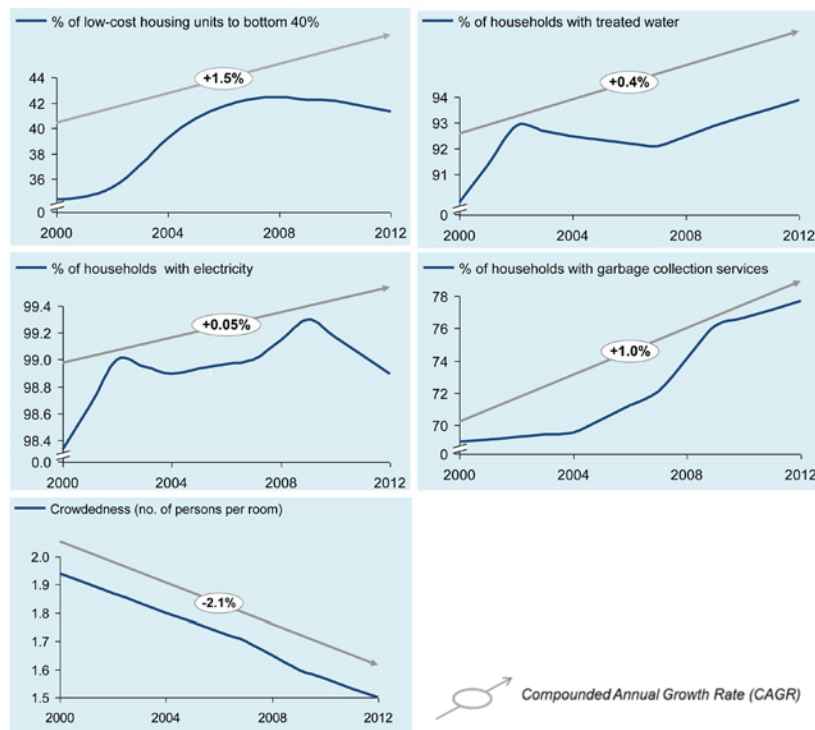
The access and quality of basic amenities were also improved during the period. The percentage of households with treated water index increased by 56.1 points, from 89.9 per cent in 2000 to 93.9 per cent in 2012. The improvement was contributed by the almost full coverage in urban areas in 10 out of 13 states[5] . Meanwhile, the percentage of households with treated water in rural areas was increased by more than 90 per cent in all states, except in Sabah and Kelantan which recorded 60.0 per cent. This increase could be attributed to the Bekalan Air Luar Bandar programme.

The percentage of households with electricity index increased by 33.6 points from 2000 to 2012. It increased slightly from 98.3 per cent in 2000 to 98.9 per cent in 2012. In general, urban areas enjoyed full coverage of electricity.

In rural areas, especially in Sabah and Sarawak, the implementation of the rural electrification programme enabled electricity to be supplied using alternative technologies such as solar hybrid and micro-hydro systems. However, the electrification programme in these states was affected by geographical factors and sparse population.

From 2000 to 2012, the percentage of households with garbage collection services index improved by 29.6 points. The garbage collection service recorded a consistent improvement over the decade. The percentage of households that had their garbage collected either directly from their homes or designated area increased from 69.0 per cent in 2000 to 77.7 per cent in 2012.

In 2005, the National Strategic Plan for Solid Waste Management was adopted to ensure an integrated and sustainable solid waste management. The Solid Waste Management Department was then established to undertake policy formulation, planning and management of solid waste, including financial management. Subsequently in 2008, the Solid Waste Management and Public Cleansing Corporation was established to ensure a more comprehensive, integrated, cost-effective and sustainable solid waste operations.

While the quality of housing and basic amenities has increased over the years, meeting the housing needs of the *rakyat* remains a priority for the Government. The increase in house prices in recent years has raised issues of affordability, especially for the low- and middle-income groups. In terms of the provision of basic amenities, efforts are on-going to increase its coverage, especially to under-served and under-developed areas. Re-generation programmes of selected urban areas are also being undertaken. These measures are expected to contribute to better well-being of the *rakyat*.



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[5] *The States of Johor, Melaka, Negeri Sembilan, Pulau Pinang, Perak, Perlis, Selangor, Sarawak, Federal Territory (FT) Kuala Lumpur and FT Putrajaya*

## BOX 3.1  PUBLIC HOUSING IN MALAYSIA

One of the social objectives in Malaysia's development efforts is the provision of comfortable and affordable housing. The Government is committed in ensuring that the *rakyat* is able to own a home. Housing development is undertaken both by the public and private sectors. While the Government oversees the provision of adequate, affordable and quality housing, particularly for the low- and middle-income groups, the private sector focuses more on market demand. The public housing programmes undertaken, include among others:

i.  **Public Low-Cost Housing** - A programme financed by the Federal Government in the form of loans to state governments to build houses for the low-income group. The types of houses provided vary by locations. Detached or semi-detached houses (mostly wooden houses) are built in rural areas, single and double-storey terrace houses in urban fringes and multi-level unit flats in urban areas.

ii.  **Integrated Public Low-Cost Housing** - low-cost flats for rental in the effort to overcome the squatter problem in Kuala Lumpur and other major cities, especially in state capitals.

iii.  **Site and Services Scheme** - houses for the low-income group, especially for those who are unable to own a house under the Public Low-Cost Housing programme. Housing options under this scheme are:

  • A serviced plot plus a basic house, which is designed and constructed with the view to accommodate future extensions by the owner; or
  • A vacant plot, inclusive of basic services.

iv.  **Housing Loan Scheme** – targeted for the low-income group, who are unable to obtain financing facilities from other sources, namely:

  • Workers living in the vicinity of industrial land and rural areas with land ownership;
  • Residents of New Villages who own land;
  • Estate and mining workers who own land near their work place; and
  • Displaced squatters requiring financing to build their homes in their newly allotted land.

v.  Housing for land settlers provided under the Ministry of Rural and Regional Development as well as other land and regional development agencies such as Federal Land Development Authority (FELDA), Federal Land Consolidation and Rehabilitation Authority (FELCRA), *Lembaga Kemajuan Johor Tenggara* (KEJORA), *Lembaga Kemajuan Kelantan Selatan* (KESEDAR) and *Lembaga Kemajuan Terengganu Tengah* (KETENGAH).

vi.  Housing provided by the state economic development agencies (SEDCs) and the Urban Development Authority (UDA).

vii.  Quarters and other accommodation for civil servants especially teachers, health personnel, police and armed forces.

viii.  Housing for estate and industrial workers. The Workers' Minimum Standards of Housing and Amenities Act, 1990 requires estate owners to provide free housing as well as social amenities of a certain standard for their workers.

ix.  *Syarikat Perumahan Negara Berhad* **(SPNB)** - quality affordable homes, especially for the low- and middle-income groups. It is also the implementation agent for the Rehabilitation of Abandoned Housing Projects aimed at overseeing and restoring abandoned projects. SPNB also provides housing for the less fortunate and poverty stricken families through the Special Housing Projects via the Amal Jariah Scheme.

x.  *Perumahan Rakyat 1Malaysia* **(PR1MA)** - develops and maintains affordable and quality houses for the middle-income group. The programme is aimed at providing greater access to own homes in major cities which are priced between RM100,000 and RM400,000.

xi.  *Perumahan Penjawat Awam 1Malaysia* **(PPA1M)** - housing needs of the lower and middle level civil servants (household income of RM8,000 and below). These houses will be built on Government land and priced 20 to 30 per cent lower than market prices.

*Source* : Economic Planning Unit, Prime Minister's Department

# Leisure Component Index

Harmonious relationships and bonding between family and friends can be strengthened through various leisure activities. Leisure activities include indoor activities, such as spending time together watching TV and movies, and outdoor activities, such as going to recreational parks and vacations.

During the 2000 to 2012 period, the leisure component index increased by 31.4 points. All indicators recorded positive performance, led mainly by number of households with paid TV subscription as well as recreational parks visitors, as shown in *Figure 3.3.*

*Figure 3.3   Leisure Component Index*
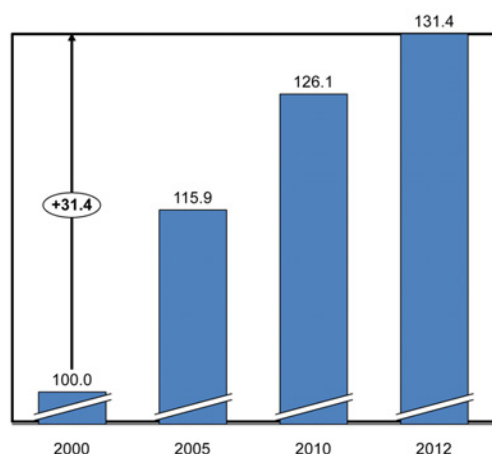


| INDICATOR | Index Point Change (2000-2012) |
|---|---|
| Number of households with paid TV subscription | 39.2 |
| Recreational parks visitors | 38.1 |
| Cinema goers | 28.6 |
| Domestic hotel guests | 19.6 |

During the period of 2000 to 2012, the number of households with paid TV subscription index increased by 39.2 points. The subscriptions escalated more than double from 1.6 million subscriptions in 2000 to 3.8 million subscriptions in 2012, as shown in *Figure 3.4.* The demand for paid TV services was spurred by the increase in purchasing power as well as the variety of attractive broadcast packages for all ages, wider coverage and up-to-date local and international news.

*Figure 3.4  Leisure Indicators*
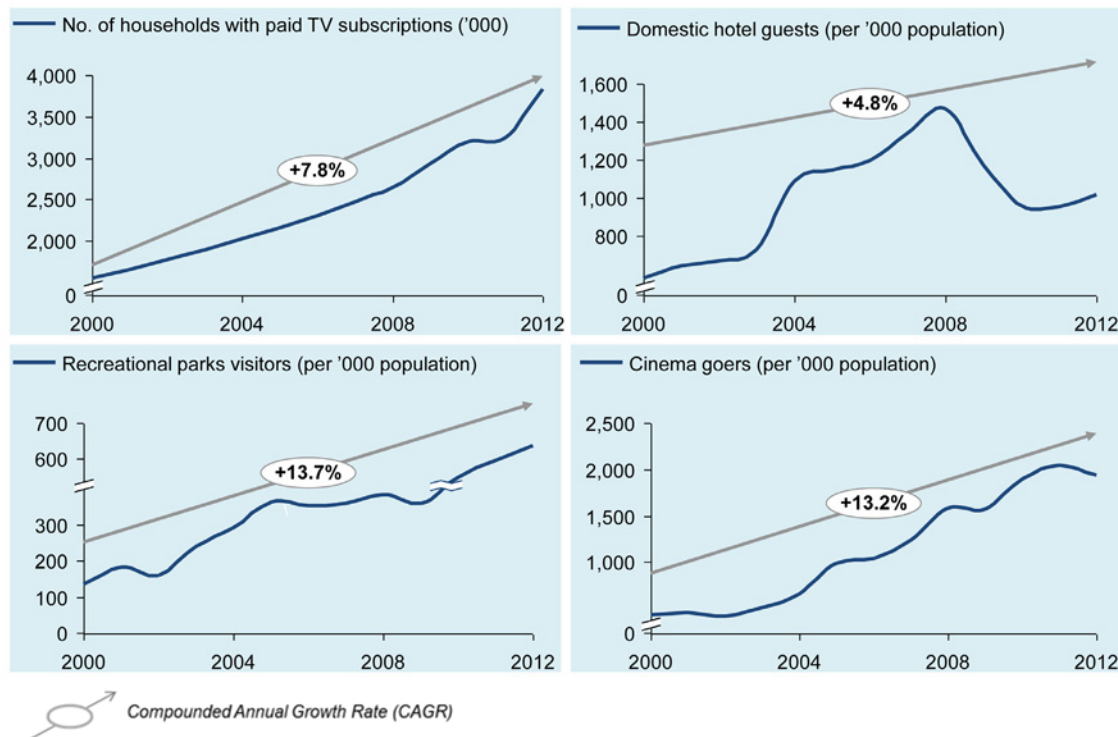


The recreational parks visitors index increased by 38.1 points from 2000 to 2012. Outdoor activities have become popular among Malaysians. In general, outdoor activity promotes strong family ties, healthy lifestyles and improved well-being. The total number of visitors to recreational parks increased by four times from 137 for every 1,000 population in 2000 to 640 in 2012. Increasing household disposable income and availability of more and better theme parks around the country led to the significant rise in the number of visitors.

The domestic hotel guests index increased by 19.6 points during the period 2000 to 2012. The increase in leisure activities was reflected by the rise in the number of local travellers and hotel occupancy. In 2012, the number of domestic hotel guests increased by 4.8 per cent per annum to 1,019

per 1,000 population as compared to 579 in 2000. The growing middle income group together with aggressive promotional activities, the declaration of Saturday as a holiday for the public sector and the introduction of low-cost airlines resulted in more robust domestic tourism.
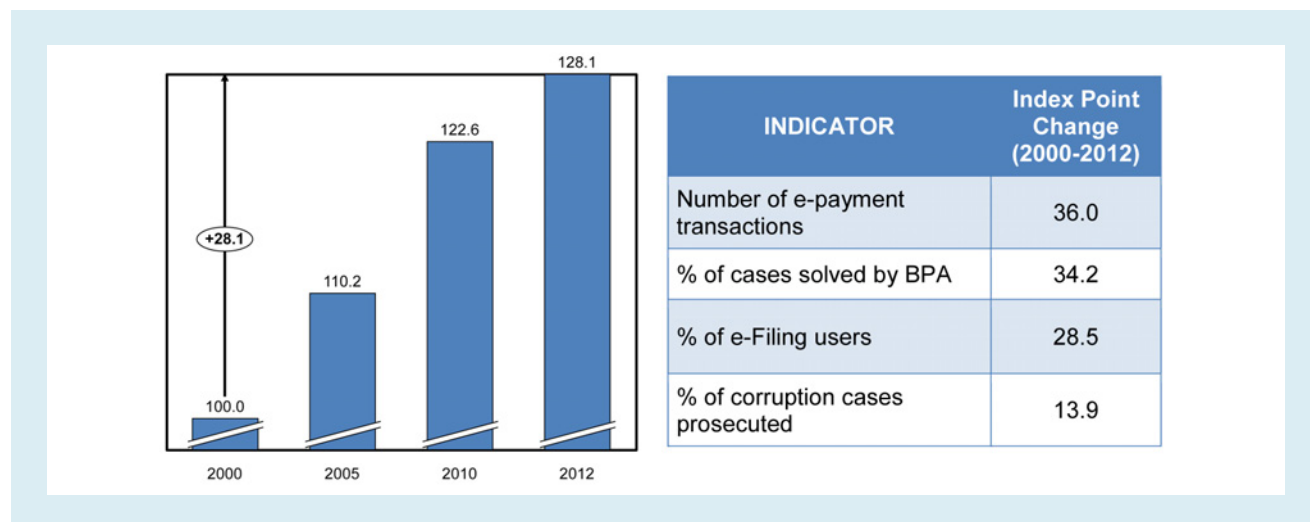
The cinema goers index increased by 28.6 points from 2000 to 2012. The number of cinema goers recorded an increase from 439 for every 1,000 population in 2000 to 1,940 in 2012. Better and more strategic location of cinemas such as in the shopping complex made it more convenient for people to do multiple activities within a limited time. Furthermore, greater interest in movies, better facilities at cinemas and the introduction of e-tickets also attracted more people to go to the cinema.

# Governance Component Index

Factors such as transparency, accountability, integrity and citizen engagement which reflect good governance are important for national growth and prosperity. The governance component index consists of number of e-payment transactions, percentage of registered tax payers using e-Filing, percentage of corruption cases prosecuted and percentage of cases solved by the *Biro Pengaduan Awam* (BPA) In 2012, the governance component index increased by 28.1 points, mainly contributed by the increase in the number of e-payment transactions, as shown in *Figure 3.5*.

*Figure 3.5  Governance Component Index*



| INDICATOR | Index Point Change (2000-2012) |
|---|---|
| Number of e-payment transactions | 36.0 |
| % of cases solved by BPA | 34.2 |
| % of e-Filing users | 28.5 |
| % of corruption cases prosecuted | 13.9 |

The number of e-payment transactions index increased by 36.0 points in 2012. The number of transactions increased from 96.6 million in 2000 to 1,629 million in 2012 as shown in *Figure 3.6*. The improvement in the number of e-payment transactions over the 13 years could be attributed to the growing acceptance of online payment services as a convenient channel. In line with Bank Negara Malaysia's move to liberalise its policy, the Guidelines on Electronic Money was introduced in 2008 which outlined the broad principles and minimum standards for electronic money issuance by non-banking institutions. This further spurred cashless transactions.

The percentage of cases solved by BPA index increased by 34.2 points in 2012. The BPA resolved 11,994 or 95.6 per cent of total complaints received in 2012. This reflects the efforts undertaken by BPA in managing complaints against public service delivery. These efforts included the introduction of the "going to the ground" programmes such as

Mobile Complaints Counter, Integrated Mobile Complaints Counter and *Mesra* Programme (MESRA).

The percentage of e-Filing users index increased by 28.5 points in 2012. Online submissions through e-Filing became the rakyat's choice in submitting their income tax forms. In 2012, 39.0 per cent of registered taxpayers used the service compared with only 4.5 per cent in 2006, when it was first introduced. E-Filing is expected to attract more users as efforts are being undertaken to increase public awareness besides making it more simplified and convenient.

*Figure 3.6 Governance Indicators*
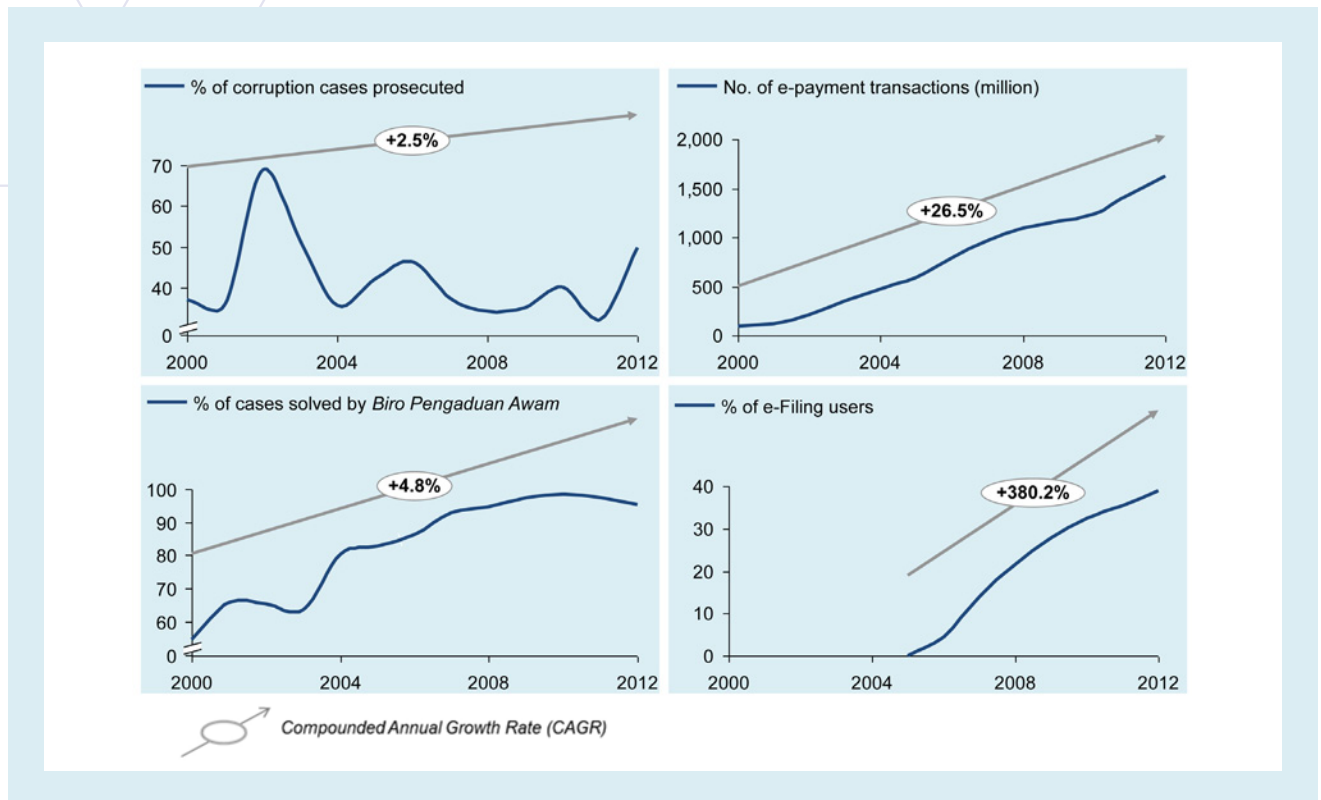


The percentage of corruption cases prosecuted index increased by 13.9 points in 2012. The corruption cases prosecuted increased from 37.2 per cent in 2000 to 49.9 per cent in 2012. The improvement of the index reflects the various efforts undertaken which include introducing new policies and reforming procedures and laws. Among the effort undertaken was the establishment of the

Special Corruption Sessions Court throughout Malaysia in 2011 to expedite trials and clear backlog cases. These initiatives promoted greater public participation in curbing and eradicating corruption. Malaysia has also improved its ranking in the Corruption Perception Index from 60 in 2011 to 54 in 2012.

## BOX 3.2  ELECTRONIC GOVERNMENT

In moving towards a digital eco-system and green environment, the Malaysian e-Government (MyEG) was implemented to promote the use of technology as well as enhance the access and delivery of Government services. Among the initiatives under MyEG include the establishment of the EG*Net to implement a secured nationwide network infrastructure for MyEG applications and for the Putrajaya Campus Network (PCN). Other projects include the eKL, to deliver integrated Government services within the Klang Valley, and citizen-centred projects such as MyServices, MyForms, MyNews, MyBayar and MySMS.

The Public Sector ICT Baseline 2011 Study indicated that 35.0 per cent of Government services are available online. In keeping with the 'whole-of-government' concept as outlined in the 10MP, public sector agencies have begun to work across portfolio boundaries towards shared goals and integrated solutions in meeting the needs of citizens and businesses with the aim to have 90.0 per cent of all Government services online by 2015.

Malaysia ranked 24 among 55 countries in 2013 based on the Waseda e-Government Development Survey to monitor progress of e-Government development.

The survey assessed network preparedness, required interface-functioning applications, management optimisation, establishment and utilisation of Government portals, roles of Chief Information Officer (CIO) in Government, e-Government promotion and e-Participation (digital inclusion).

Some of the measures that contributed to this ranking include the implementation of "one service, one delivery, no wrong door" as outlined in the Malaysian Public Sector ICT Strategic Plan (2011-2015) as well as the appointment of the Malaysian Administrative Modernisation and Management Planning Unit (MAMPU) as the Government CIO (GCIO) in 2008. The GCIO was mandated to lead and coordinate the Entry Point Projects (EPP) for two National Key Economic Areas (NKEA) namely EPP E-Government under the NKEA Content, Communications Infrastructure and EPP Government Outsourcing under the NKEA Business Services. In addition, CIOs have been appointed in all ministries/agencies to spearhead the implementation of strategies identified in the Strategic Plan as well as in the two EPPs.

*Source:* Malaysian Communications and Multimedia Commission

# Public Safety Component Index

Public safety and security are important towards becoming a developed nation. Various initiatives and efforts have been introduced including those through the Reducing Crime National Key Result Area (NKRA) in 2009. This NKRA focused on achieving reductions in property and violent crimes as well as street crimes, encouraging public participation in volunteer programmes and improving procedures in the criminal judicial system.

During the period 2000 to 2012, the public safety index improved by 25.6 points due to the reduction in both the crime rate and road accidents indicators, as shown in *Figure 3.7.* The crime rate index improved by 18.9 points in 2012 with the crime rate decreasing by 2.1 per cent from 7.7 cases per 1,000 population in 2000 to 6.0 cases in 2012 as shown in *Figure 3.8*. Comprehensive efforts were continuously undertaken to reduce crime rate, among others, increasing the presence of police especially in hotspot areas, special police operations as well as greater community participation in voluntary neighbourhood watch activities. In addition, Safe City[6] was implemented to help local authorities to monitor crimes and negative social activities
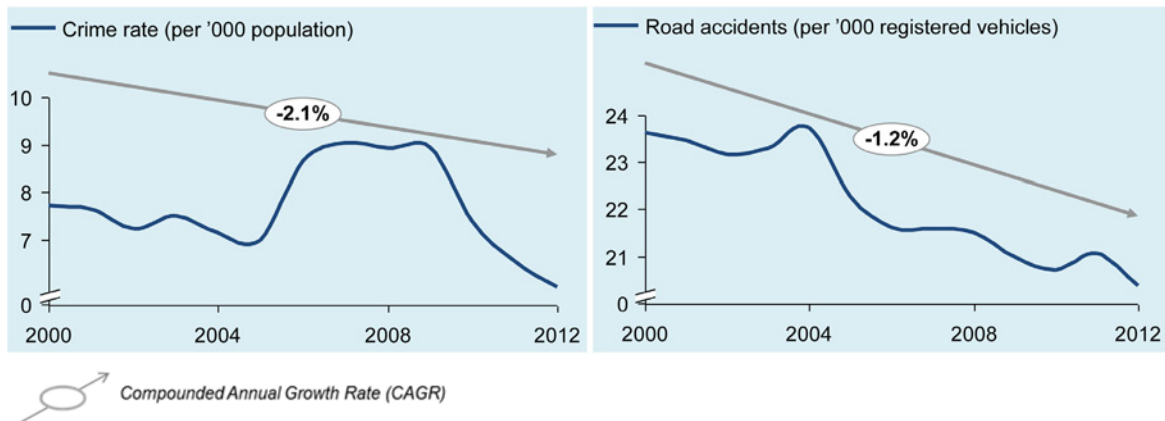




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[6] *Safe City concept was implemented in 151 local authorities. Among its initiatives were separation of walkways and motorcycle routes as well as installation of safety mirrors and Close Circuit Television (CCTVs).*

*Figure 3.7   Public Safety Component Index*
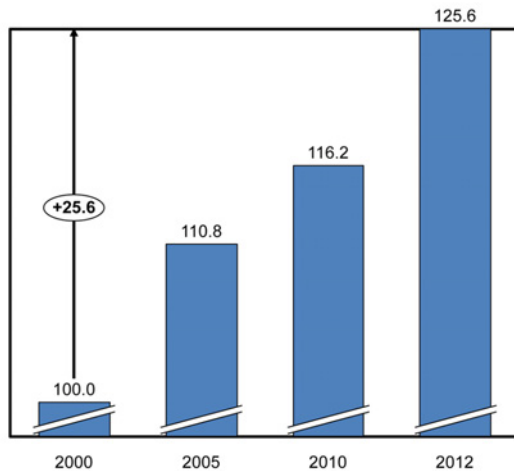


*Figure 3.8   Public Safety Indicators*



The road accidents index increased by 32.3 points in 2012. The number of road accidents per 1,000 registered vehicles decreased by 1.2 per cent from 23.6 in 2000 to 20.4 in 2012. This was contributed by active enforcement by the authorities, monitoring traffic flow by helicopters and awareness campaigns. Nonetheless, the Malaysian Institute of Road Safety Research (MIROS) Crash Investigation and Reconstruction Annual Statistical Report 2007 – 2010 concluded that the main reasons for accidents

in Malaysia were due to human factors such as risky driving, speeding and overloading.

Although the public safety component has shown improvement, challenges to enhance the well-being of the rakyat from various aspects of safety and security remain. Specific strategies are being undertaken to improve the efficiency and effectiveness of human capital, equipment and system.

**BOX 3.3  THE FEAR OF BECOMING A VICTIM OF CRIME INDEX**

The Fear of Becoming a Victim of Crime Index seeks to determine the percentage of Malaysians who are fearful of becoming a victim of crime. Over the last three years, three consecutive surveys were undertaken involving more than 15,000 Malaysians across the country on their perception of police services and the fear of becoming a victim of crime. The survey[7] utilised a random house-to-house method among Malaysians aged 18 and above from both urban and rural areas.

When the survey was first started in 2009, the index recorded 58.5 per cent. Subsequently, two years of reduction were recorded with 54.0 per cent in 2010 and 52.5 per cent in 2011. However, in 2012, the index increased to 56.0 per cent in 2012.

In 2010 and 2011, the percentage declined due to the public seeing increased police presence especially in hotspot areas. However, in 2012, the percentage of people who feared becoming a victim increased because of widespread circulation about crime incidents through email and SMS, as well as increase in websites for tracking crime and public awareness. Additionally, increasing politicisation of crimes and initiatives undertaken to combat crime has negatively impacted the perception on crimes.

*Sources :* Ministry of Home Affairs and Performance Management & Delivery Unit (PEMANDU)

# Social Participation Component Index

Social participation refers to people's social involvement and interaction with others, such as volunteering, making donations and participating in sports and recreational activities. Social participation includes participation in political and social activities, which is influenced by factors among others, social network, sense of belonging and level of trust.

The social participation component index comprises percentage of registered voters, number of registered non-profit organisations (NPOs), number of registered residents' associations and membership in *Ikatan Relawan Rakyat Malaysia* (RELA) and *RakanCop*. During the 2000 to 2012 period, the social participation component index increased by 20.6 points, as shown in *Figure 3.9*. This reflects increased awareness and willingness of the *rakyat* to actively contribute towards the betterment of the society.

The percentage of registered voters index dropped by 9.0 points in 2012. The percentage of registered voters increased by 73.0 per cent

in 2012 compared with 69.4 per cent in 2007, as shown in *Figure 3.10*. Various awareness programmes coupled with voter registration promotions contributed to the increase in the percentage of registered voters.





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[7] *The surveys were undertaken by Taylor Nelson Sofres (TNS), an international independent market research company in Malaysia with its headquarters in the United Kingdom.*

*Figure 3.9   Social Participation Component Index*



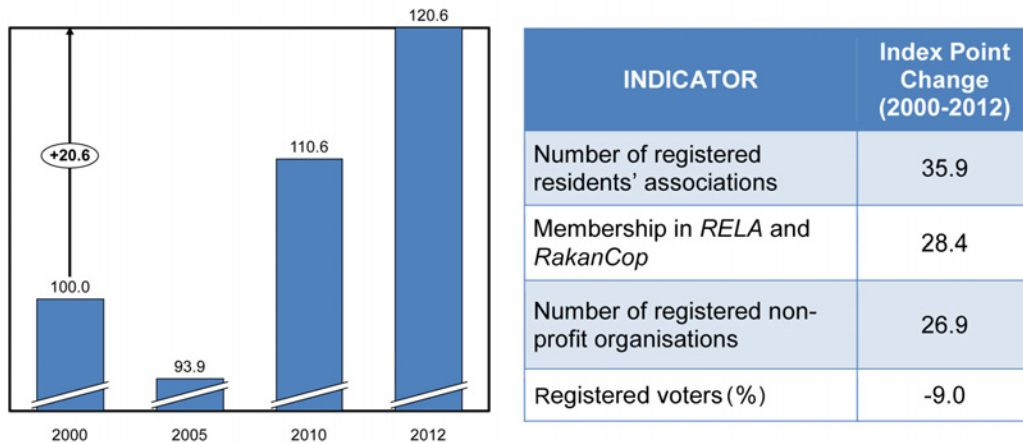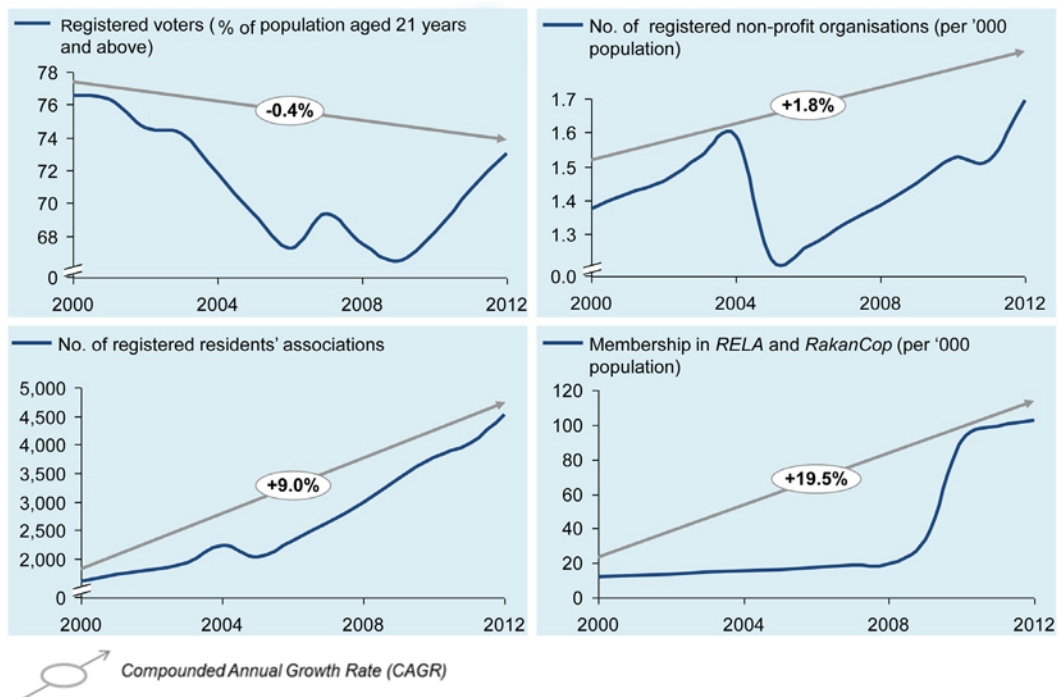| INDICATOR | Index Point Change (2000-2012) |
|---|---|
| Number of registered residents' associations | 35.9 |
| Membership in *RELA* and *RakanCop* | 28.4 |
| Number of registered non-profit organisations | 26.9 |
| Registered voters (%) | -9.0 |

*Figure 3. 10   Social Participation Indicators*

The number of registered NPO index increased by 26.9 points from 2000 to 2012. This improvement indicated more awareness among the society of the important role of non-profit organisations as a medium to channel their thoughts and interests in a more collective and organised manner. In addition, it also reflected individuals' willingness to be involved in community activities as part of social responsibility.

The number of registered residents' associations increased more than double from 1,607 in 2000 to 4,542 in 2012. This contributed substantially to the increase in the registered residents' associations index by 35.9 points. This increase reflects society's awareness on working together to ensure a safe community surrounding.

The membership in RELA and *RakanCop* increased substantially from 12 per 1,000 population in 2000 to 103 in 2012, resulting in the increase of the index by 28.4 points. This increase was in line with the introduction of the *RakanCop* in 2005 as well as efforts to attract more participation in RELA. These initiatives provided opportunities for cooperation with the police in crime prevention, civic education as well as awareness in creating a safe environment for the community.

Inculcating awareness of social participation among the *rakyat* through concerted efforts by the Government, the private sector and the community will continue to be undertaken. This is to ensure a more responsible society in creating greater unity and harmony among the people.



## BOX 3.4  SOCIAL RELATIONSHIP IN THE MALAYSIAN YOUTH INDEX

The Malaysian Youth Index (MYI) was developed to monitor youth development in the country. The MYI 2011 is the third report since its inception in 2006. Social relationship is one of the nine domains of the MYI 2011 that measures relationships between youth and his /her family, community and friends. The finding of the MYI 2011 showed that the social relationship domain score was categorised as good. Between 2008 and 2011, there were slight declines in the relationship with parents and the friends except with the community which increased by 9.5 point to 63.9, as shown in *Table B 3.1*.

One of the reasons for the increase in the relationship of youth in the community could be due to the current advancement in the ICT, especially the social media. This advancement has opened up opportunities for youth to get fast access to information. The Government's active promotion in developing youth is another reason that contributed to the improvement in youth relation with community. One example is the programme to encourage active community participation in sports.

**Table B 3.1  Social Relationship Domain**

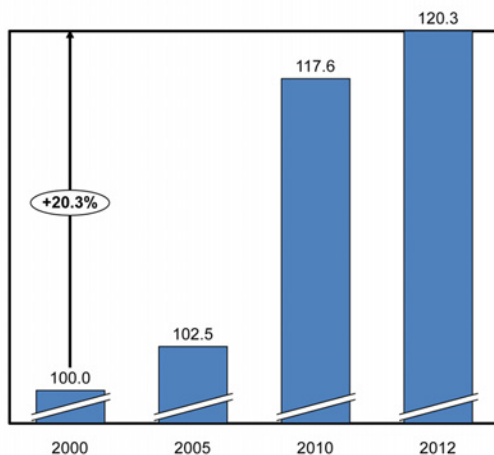| Indicator | Index Point | |
|---|---|---|
| | 2008 | 2011 |
| Relationship with parents/family | 72.8 | 71.1 |
| Relationship with community | 54.4 | 63.9 |
| Relationship with friends | 72.9 | 72.0 |
| MYI Domain Score | 73.5 | 69.0 |

*Source:* Malaysian Institute for Research in Youth Development, Ministry of Youth and Sports Malaysia

# Culture Component Index

Culture plays an important role in nation building. It contributes to socio-economic development and well-being. During the 2000 to 2012 period, the culture index increased by 20.3 points, as shown in *Figure 3.11,* contributed mainly by the increases in the membership in public libraries and number of museum visitors.

The membership in public libraries index increased by 38.3 points in 2012. This increase can be attributed to improved reading habits, increased number of libraries as well as upgraded library collections and facilities. Based on the 2005 National Literacy Survey by the National Library, Malaysians read an average of 8 to 12 books a year, an improvement from 1 to 2 books a year in 1996.

**Figure 3.11  Culture Component Index**



| INDICATOR | Index Point Change (2000-2012) |
|---|---|
| Membership in public libraries | 38.3 |
| Number of museum visitors | 26.5 |
| Number of *Istana Budaya* visitors | 9.1 |
| Number of *Kompleks Kraf* visitors | 7.1 |

Greater interest in history and culture among Malaysians supported by the increased number of museums, improved museum and gallery facilities as well as enhanced promotional and publicity programmes contributed to the increase in the number of museum visitors, as shown in

*Figure 3.12.* In 2012, museum visitors accounted for 111 persons in every 1,000 population as compared to 73 in 2000. This is reflected by the improvement in the number of museum visitors index by 26.5 points in 2012.

*Figure 3. 12   Culture Indicators*
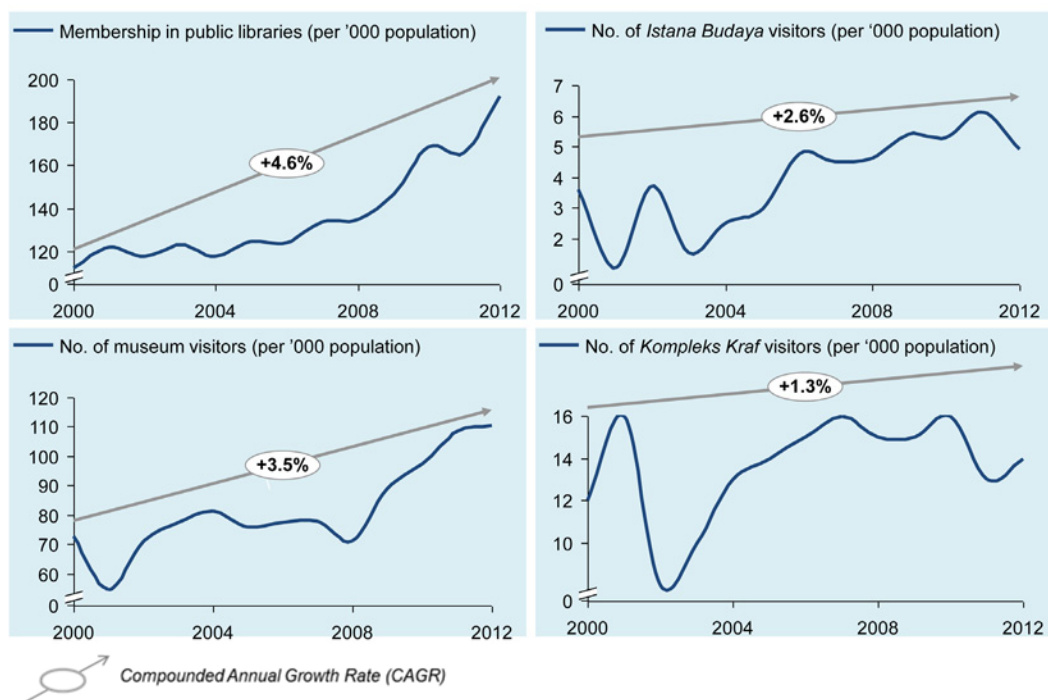


The number of *Kompleks Kraf* visitors index increased by 7.1 points in 2012. In 2012, *Kompleks Kraf* visitors accounted for 14 persons in every 1,000 population as compared to 13 in 2000. Increased public interest in new craft products also contributed to the increase in the numbers of visitors.

The number of *Istana Budaya* visitors index increased by 9.1 points in 2012. In 2012, *Istana Budaya* visitors accounted for 5 persons in every 1,000 population as compared to 4 in 2000. *Istana Budaya* is a venue for staging theatre performances, dance and music as well as training for young talents.

# Health Component Index

The health of the *rakyat* is vital towards achieving Malaysia's economic and societal development objectives. The World Health Organisation (WHO) defines health as a "state of complete physical, mental and social well-being and not merely the absence of disease or infirmity".

The quality of health is measured by the health component index that comprises two sub-components, namely level of health and healthcare services. The four indicators in the level of health sub-component are life expectancy at birth, infant mortality rate , maternal mortality rate and number of non-communicable disease cases. The three indicators for the healthcare services sub-component are number of hospital beds, doctor to population ratio and hospital waiting time for out-patients.

The health status of the *rakyat* improved between 2000 to 2012, as reflected by the increase in the health component index by 14.1 points, as shown in *Figure 3.13*. Both health sub-components showed progress from 2000, as the level of health sub-component index increased by 9.8 points and the healthcare services sub-component index by 18.4 points. This is contributed by continuous Government support for the health sector, especially in promoting healthy living, preventive measures and effective delivery of services.

*Figure 3. 13  Health Component Index*
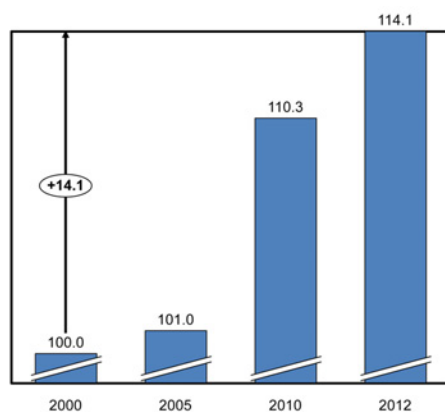


| INDICATOR | Index Point Change (2000-2012) |
|---|---|
| **Sub-component: Health level** | **9.8** |
| Life expectancy at birth | 47.0 |
| Maternal mortality rate | 15.1 |
| Infant mortality rate | -3.4 |
| Number of non-communicable disease cases | -19.4 |
| **Sub-component: Healthcare services** | **18.4** |
| Hospital waiting time for out-patients | 39.7 |
| Doctor to population ratio | 32.9 |
| Number of beds in hospitals | -17.5 |

Chart values: 2000: 100.0, 2005: 101.0, 2010: 110.3, 2012: 114.1, +14.1

Life expectancy at birth index increased by 47.0 points during the 2000 to 2012 period. The life expectency of Malaysians was 74.6 years in 2012 compared to 72.2 years in 2000,as shown in *Figure 3.14*. The improvement in life expectancy was contributed by better access to healthcare services throughout the country with extensive immunisation coverage and nutrition programmes as well as increased health awareness among the *rakyat*.

*Figure 3.14  Health Indicators*
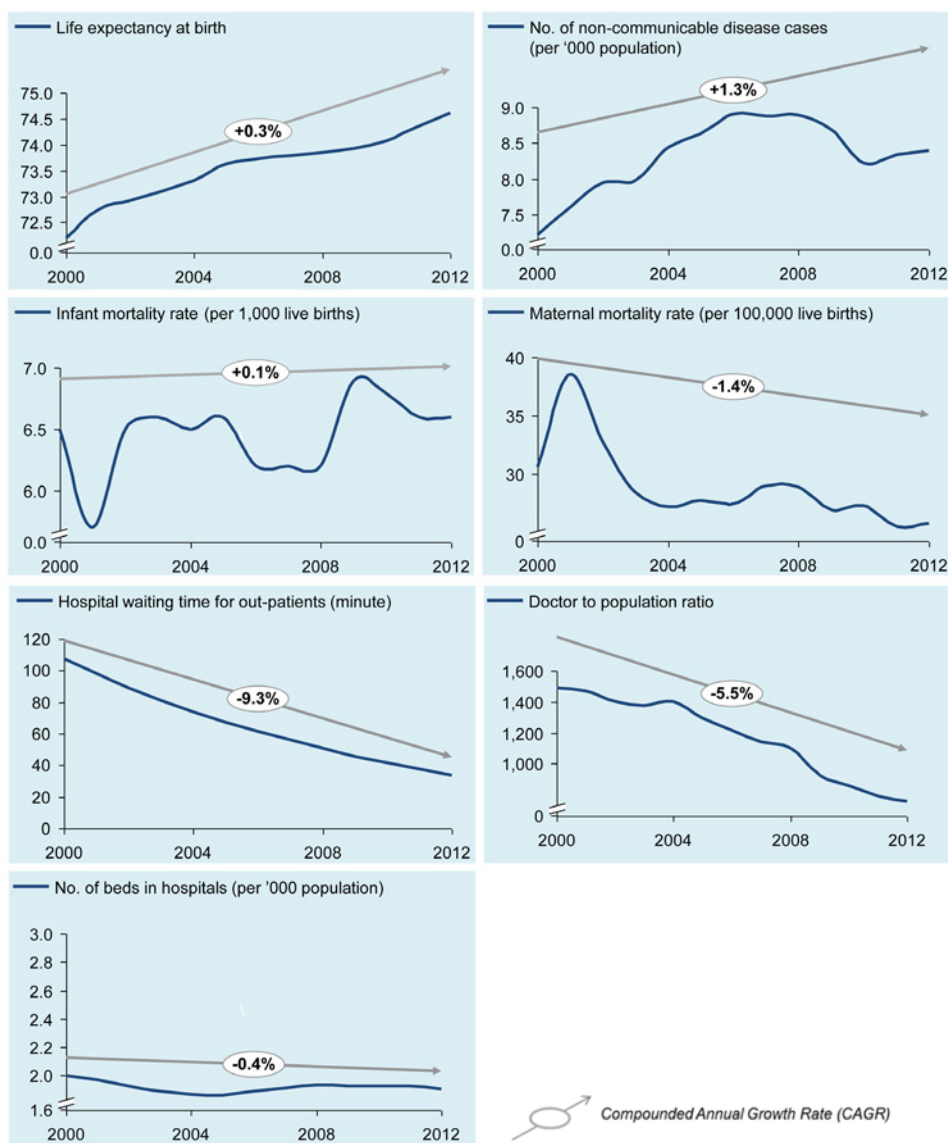
The infant mortality rate index declined by 3.4 points in 2012. The infant mortality rate in Malaysia of around 6.5 deaths per 1,000 live births during the period 2000-2012, was at par with the infant mortality rate in high-income countries during the same period[8]. Factors such as better access to primary care services, extensive immunisation coverage and increase in the number of doctors, nurses and midwives for child healthcare services continued to be provided to improve the rate of infant mortality. (A slight increase of 6.6 deaths in 2012 from 6.5 deaths in 2000 was partly due to the growing number of preventable deaths such as home and road fatalities). Nonetheless, Malaysia's infant mortality rate was lower than other Southeast Asian countries in 2011 except for Singapore that recorded 2.0 deaths.

The maternal mortality rate index improved by 15.1 points in 2012. The maternal mortality rate improved from 30.6 deaths per 100,000 live births in 2000 to 25.8 deaths in 2012. This was a result of the Government's iniatives to improve maternal health, particularly in early detection of high-risk pregnancies, effective health education and family planning. However, more concerted efforts are required to achieve the target of 11 deaths per 100,000 live births by 2015[9].

The number of non-communicable disease cases index declined by 19.4 points in 2012. The number of non-communicable disease cases[10] per 1,000 population rose from 7.2 cases in 2000 to 8.4 cases in 2012. The high prevalence of non-communicable diseases was attributed to sedentary lifestyle, unhealthy diet as well as tobacco and alcohol consumption. In 2010, Malaysia had the highest prevalence of overweight, obesity and high blood sugar in Southeast Asia[11]. In 2011, there were 17,902 deaths related to non-communicable diseases or 37.8 per cent of total deaths. To strengthen non-

communicable diseases prevention and control programmes nationwide, the National Strategic Plan for Non-Communicable Diseases 2010-2014 was formulated.

The doctor to population ratio index increased by 32.9 points in 2012. The doctor to population ratio improved from one doctor for every 1,504 persons in 2000 to 758 persons in 2012. This ratio is expected to be one doctor per 600 persons by 2015. Countries such as Australia, the United States of America and United Kingdom had ratios of one doctor for less than 400 population in 2010.

The hospital waiting time for out-patients index improved by 39.7 points in 2012. The average waiting time in public hospitals has reduced from 108 minutes in 2000 to 34 minutes in 2012. Shorter waiting time indicates better management of out-patients and improved efficiency in resource utilisation in public hospitals.

The number of beds in hospitals index decreased by 17.5 points in 2012. The number of beds in hospitals per 1,000 population in Malaysia leveled off at 1.9 beds since 2002. In 2012, there were a total of 56,000 beds in hospitals, of which 75 per cent were in public hospitals. In 2010, Brunei and Singapore had the highest number of hospital beds, among Southeast Asian countries, at 2.7 per 1,000 population.

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[8]   World Health Statistics 2013
[9]   Refers to target under the Mellenium Development Goals
[10]  Number of discharged cases in 140 public hospitals
[11]  WHO Global Status Report on Non-Communicable Diseases 2010

The positive growth of the health component index between 2000 to 2012 demonstrated that Malaysia's health system was effective and efficient in providing increased access and quality healthcare services to the *rakyat*.



### BOX 3.5  LIFESTYLE - LINKED DISEASES

Major improvements have been achieved in Malaysia's health status as reflected by higher life expectancies, lower incidence of preventable diseases and declining mortality rates. However, the stresses of modern-day living, together with poor eating habits, sleep deprivation, smoking, over consumption of alcohol and physical inactivity, have taken a toll on the health of the *rakyat* and contributed to the increase in lifestyle-linked diseases.

Lifestyle-linked diseases, among others, include high blood pressure, type 2 diabetes, atherosclerosis, heart disease, stroke and mental health. These diseases can result in disability, increased dependency and pre-mature death.

Based on The National Health and Morbidity Survey (NHMS) 2011, Malaysia is reported as having a high prevalence of chronic diseases especially for type 2 diabetes, high cholesterol and high blood pressure. In 2010, about 40.0 per cent of deaths in Malaysia were estimated to be caused by chronic diseases as a result of unhealthy lifestyles. The survey also showed that 1.8 million Malaysians were diagnosed with diabetes in 2010, a significant increase from 1.4 million in 2006. Diabetes

was also found to be the cause of almost 24,000 deaths in 2010 and it is estimated that by 2030, 2.5 million Malaysians will be diabetic. The findings also showed that 2.6 million adults were obese and nearly half a million of those aged below 18 were overweight. The findings also pointed to a worrying trend of obesity among children. Furthermore, about 5.8 million and 6.2 million Malaysians were reported as having high blood pressure and high cholesterol, respectively.

About 11.0 per cent of Malaysians aged between 18 and 60 were suffering from various forms of mental illnesses including stress, anxiety and depression. Among the major causes of mental illnesses were financial problems, discrimination and work burden. Data from the National Suicide Registry showed that there were 425 cases of suicide in 2010, an increase from 113 cases in 2007.

The Government acknowledges the challenges of managing lifestyle-linked diseases and is working towards enhancing awareness and education among the public about the importance of health and healthy lifestyles.

*Source :* Ministry of Health

## Environment Component Index

While recognising the need to make the economy more vibrant, the need to protect the environment as part of ensuring the improvement of living standards and the continued well-being of the *rakyat* was emphasised.

The environment component index increased by 7.3 points due to the better performance of the

water quality, air quality, percentage of forested land and maximum mean temperature indicators, as shown in *Figure 3.15*. However, the increase in the quantity of scheduled waste generated adversely affected the environment component index.

*Figure 3.15  Environment Component Index*



The water quality index improved by 43.4 points in 2012. The percentage of clean rivers[12]  recorded an increase from 28.3 per cent in 2000 to 58.3 per cent in 2012 due to the implementation of pollution prevention and improvement programmes such as the "Love Our River" campaign. These campaigns not only aimed at improving water quality of rivers but also restoring their natural ecosystem services and their beneficial uses. Strict enforcement of laws were continuously undertaken to control pollution caused by discharge of sewage, domestic waste water, animal farming, land clearing and earthwork, agriculture and manufacturing activities including industrial effluent discharge.

The air quality index increased by 0.7 points in 2012. The percentage of stations that recorded Air Pollution Index[13]  (API) of less than 50 increased from 73.4 per cent in 2000 to 73.9 per cent in 2012, as shown in *Figure 3.16*. The improvement in air quality was contributed by continuous enforcement,

well-developed air quality monitoring system and increased public awareness of the importance of clean air. Besides increased emissions from domestic sources, trans-boundary haze also affected the air quality.

The percentage of forested land index increased by 4.0 points in 2012. The percentage increased from 56.4 per cent in 2000 to 57.2 per cent in 2012. The Government is committed to ensure that at least 50.0 per cent of land area remains as forest cover for future generation. Recognising the contribution of forests towards socio-economic development and the preservation of the ecosystem, various initiatives were implemented such as the "Planting 26 Million Trees" campaign, Central Forest Spine to establish ecological connectivity between the four major forest complexes in Peninsular Malaysia and the Heart of Borneo for managing and conserving the trans-boundary highlands of Borneo.

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[12]  *Percentage of clean rivers refers to the Water Quality Index (WQI) that is used to evaluate the status of the river water quality in Malaysia and serves as the basis for environment assessment of a watercourse in relation to pollution load categorization and designation of classes of beneficial uses. The river basin monitored is classified into three categories namely clean, slightly polluted and polluted.*

[13]  *API indicator data is transformed into an easy to understand index of air pollution for the public. Air pollution levels are determined according to the internationally recognized ambient air quality measuring techniques and is presented in ranges of numbers and colours to describe daily air quality conditions for regions throughout Malaysia namely green (0-50) means good; yellow (51-100) : moderate; orange (101-200) : unhealthy; red (201-300) : very unhealthy; and dark red (>300) : hazardous.*

*Figure 3. 16  Environment Indicators*
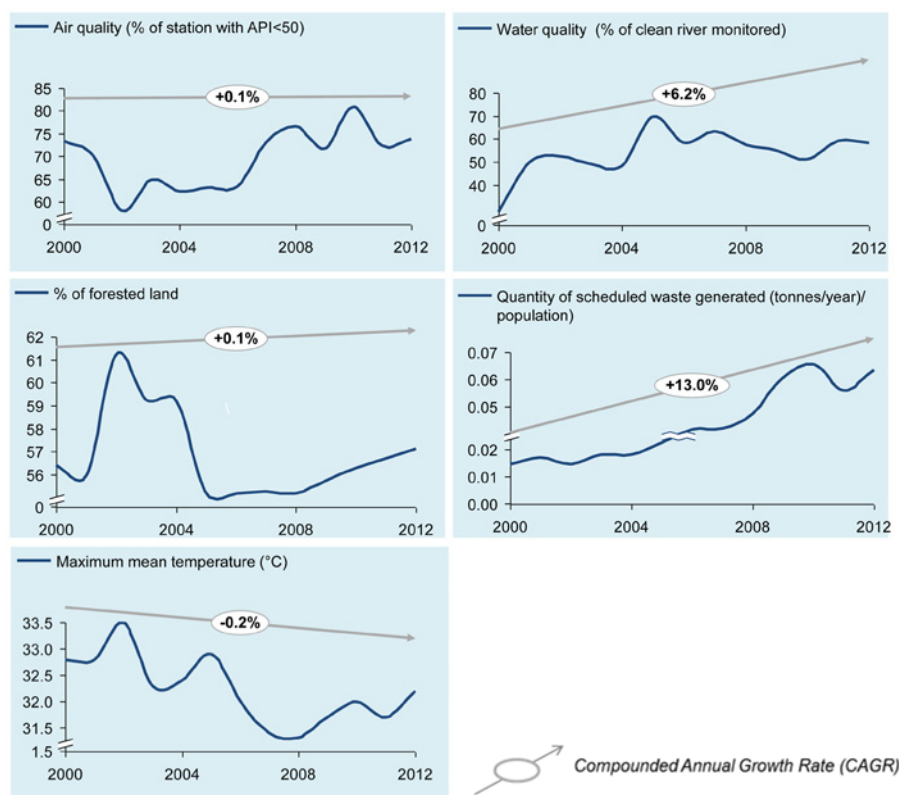


The quantity of scheduled waste generated index reduced by 22.6 points in 2012. The quantity of scheduled waste generated[14] increased from 0.01 tonne per capita in 2000 to 0.06 tonne per capita in 2012. Campaigns to increase awareness on the generation, treatment and disposal of waste in an environmentally friendly manner using the best available technologies will be continuously undertaken.

At the same time, efforts to further promote waste as a resource and the practice of "reduce, reuse and recycle" (3R) are being undertaken through policy, legislation and the provision of the necessary infrastructure. Strategies to acculturate sustainable consumption and production are also being developed to further support this initiative.

In pursuing better living standards for the *rakyat,* there is a need to converge the three pillars of sustainable development which are economic growth, social development and environmental conservation in a balanced manner. Therefore, measures to improve the country's competitiveness while sustaining its environment and natural resources will be continued to improve the well-being of the *rakyat.*



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[14]  *Scheduled waste refers to the waste category listed in the First Schedule Environmental Quality Regulation (Scheduled Waste) 2005. It is also defined as toxic waste and hazardous substances generated by industries, agriculture, workshop, scheduled waste contractors, domestic activities and clinical wastes from hospitals*

## BOX 3.6  IMPLEMENTING SUSTAINABLE CONSUMPTION AND PRODUCTION (SCP) IN MALAYSIA

Malaysia has been advocating the Sustainable Consumption and Production (SCP) concept in line with the aspiration to be a global leader in the green revolution while at the same time adhering to the United Nations (UN) Agenda 21, that prescribes the strategic measures towards promoting sustainable development. SCP aims to do "more and better with less" by reducing resource use, degradation and pollution along the life cycle of goods and services.

Promoting SCP requires a major shift in terms of consumers and producers behaviour to change and adapt sustainable practices. Countries not only have to target efforts at efficient use of resources, reduce pollution and minimise depletion but also ensure that basic consumer needs are met adequately.

Measures that have been undertaken to promote SCP are as follows:

i.     Promotion of cleaner technology and production

- A National Lifecycle Inventory Database is being developed to facilitate efforts by primary industries to develop Life Cycle Approaches in their product and manufacturing processes in activities such as electricity generation, water supply, petroleum and natural gas exploration and production as well as petrochemicals; and

- Cleaner production and energy efficiency auditing was carried out nationwide involving largely small and medium scale enterprises with the objective to establish a model for cleaner production plant in each state involving food and beverage industries focusing on resource and input savings and reducing pollution at source.

ii.    Conservation and sustainable utilisation of forest resources and biodiversity

- Malaysia was one of the first countries to develop comprehensive forest management practices to ensure that forest resources are continuously harvested sustainably while protecting the surrounding biodiversity; and

- Malaysian Criteria and Indicators (MC&I) was developed to ensure that timber products are made of resources harvested from sustainably managed forest and comply with consumer needs.

iii.   Promotion of sustainable practices in agriculture

- Establishment of a Roundtable on Sustainable Palm Oil (RSPO) by the industry to provide a platform for oil palm growers to adopt good practices; and

- Better farming accreditation schemes to adopt good farming techniques such as reducing the use of chemicals and hazardous substances.

iv.    Strengthening the SCP Policy and institutional framework

- National SCP Policy Framework, 2012- 2016 is being developed to coordinate and enable SCP actions in  Malaysia.

*Sources:* Ministry of Energy, GreenTechnology and Water, Ministry of Natural Resources and Environment (NRE) and Economic Planning Unit, Prime Minister's Department.
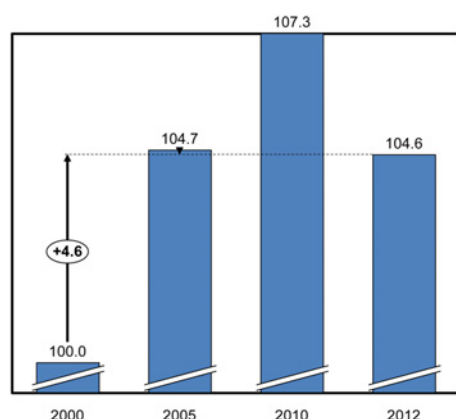
# Family Component Index

Family is the basic social unit through which strong communities and resilient nations are built. The well-being of a family is reflected through the fulfilment of families' social, emotional and financial needs.

Two sub-components, family institution and financial health, are used to measure the well-being of the family. The three indicators in the family institution sub-component are divorce rates, domestic violence cases and juvenile crimes. Meanwhile, the three indicators for the financial health sub-component are mean monthly household income, household debt per capita and dependency ratio.

During the period of 2000 to 2012, the overall performance of the family component index improved by 4.6 points, as shown in *Figure 3.17*. The performance of family institution sub-component index dropped by 6.1 points due to increased divorce rate and juvenile crimes. However, the family financial health sub-component index increased by 15.2 points mainly contributed by improvements in the mean monthly household income and dependency ratio.

*Figure 3. 17   Family Component Index*



| INDICATOR | Index Point Change (2000-2012) |
|---|---|
| Sub-component: Family Institution | -6.1 |
| Domestic violence cases | 34.0 |
| Divorce rate | -21.9 |
| Juvenile crimes | -30.1 |
| Sub-component: Financial health | 15.2 |
| Mean monthly household income | 40.3 |
| Dependency ratio | 35.5 |
| Household debt per capita | -30.1 |

The divorce rate index worsened by 21.9 points in 2012. The divorce rate among those aged 18 years and above increased from 0.11 per cent in 2000 to 0.18 per cent in 2012, as shown in *Figure 3.18*  The increase in divorce rate was partly due to the lack of understanding of spousal roles and responsibilities, third party interference and economic factors. Various programmes were implemented to strengthen the family institution such as SMARTSTART pre-marriage programmes, Parenting@Work and KASIH modules.

*Figure 3. 18   Family Indicators*



Divorce rate (% of population aged 18 and above)

+4.5%

Domestic violence cases (per '000 population)

-3.7%

Juvenile crimes (% of population aged 10-18)

+5.0%

Households debt per capita (RM)

+11.4%

Mean monthly household income (RM)

+5.5%

Dependancy ratio

-2.3%

Compounded Annual Growth Rate (CAGR)
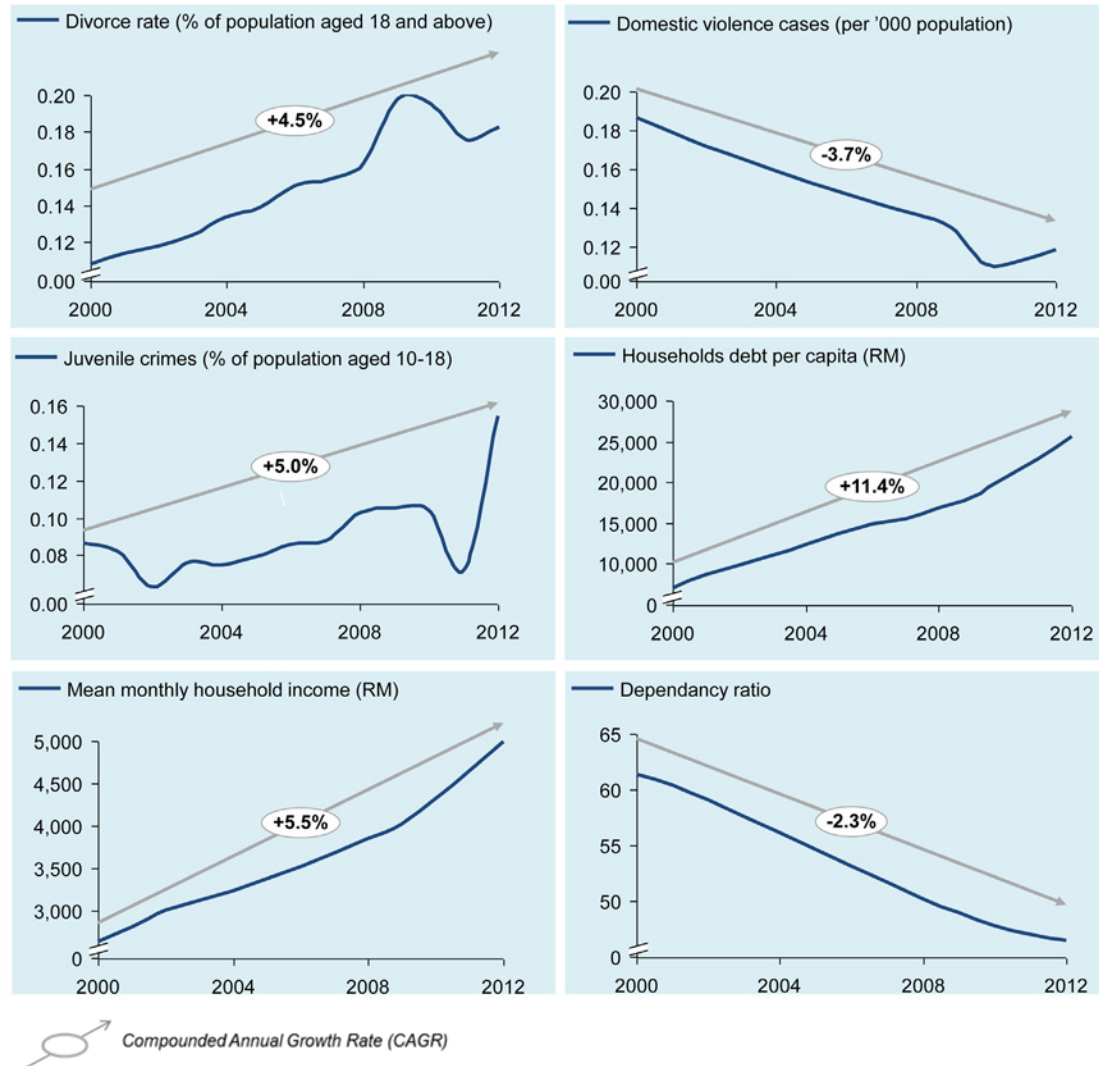
The domestic violence cases index increased by 34.0 points in 2012. The number of domestic violence cases decreased to 12 cases per 100,000 population in 2012 from 19 cases in 2000. The reduction can be attributed to the amendment of the Domestic Violence Act 1994 as well as initiatives including establishing the NUR Line-15999 to facilitate complaints and inquiries, implementing conflict and stress management programmes as well as providing counselling services.

The juvenile crimes index declined by 30.1 points in 2012. Juvenile crimes among the population aged 10 to 18 increased from 0.09 per cent in 2000 to 0.16 per cent in 2012. Various programmes to curb the occurrence of the juvenile crimes have been implemented including, Sekolah Angkat Polis Diraja Malaysia and Sekolah Selamat. According to a survey entitled *Kajian Penduduk dan Keluarga ke-4* conducted by the National Population and Family Development Board (LPPKN), lack of parental guidance and attention as well as family dysfunction were found to be the main reasons for the increasing trend of juvenile crimes. In addition, influence from peers, violent media content and excessive lifestyles as well as lack of anger and stress management contributed to this increase.

The mean monthly household income index increased by 40.3 points in 2012. It almost doubled from RM2,472 in 1999 to RM5,000 in 2012. During this period, household income increased by 5.5 per cent, which was higher than the inflation rate of 2.2 per cent, reflecting higher purchasing power of households. Economic growth at 4.7 per cent per annum during the period led to higher employment. At the same time, higher education attainment among the workforce enabled them to get better pay, which also contributed to the increase in household monthly income.
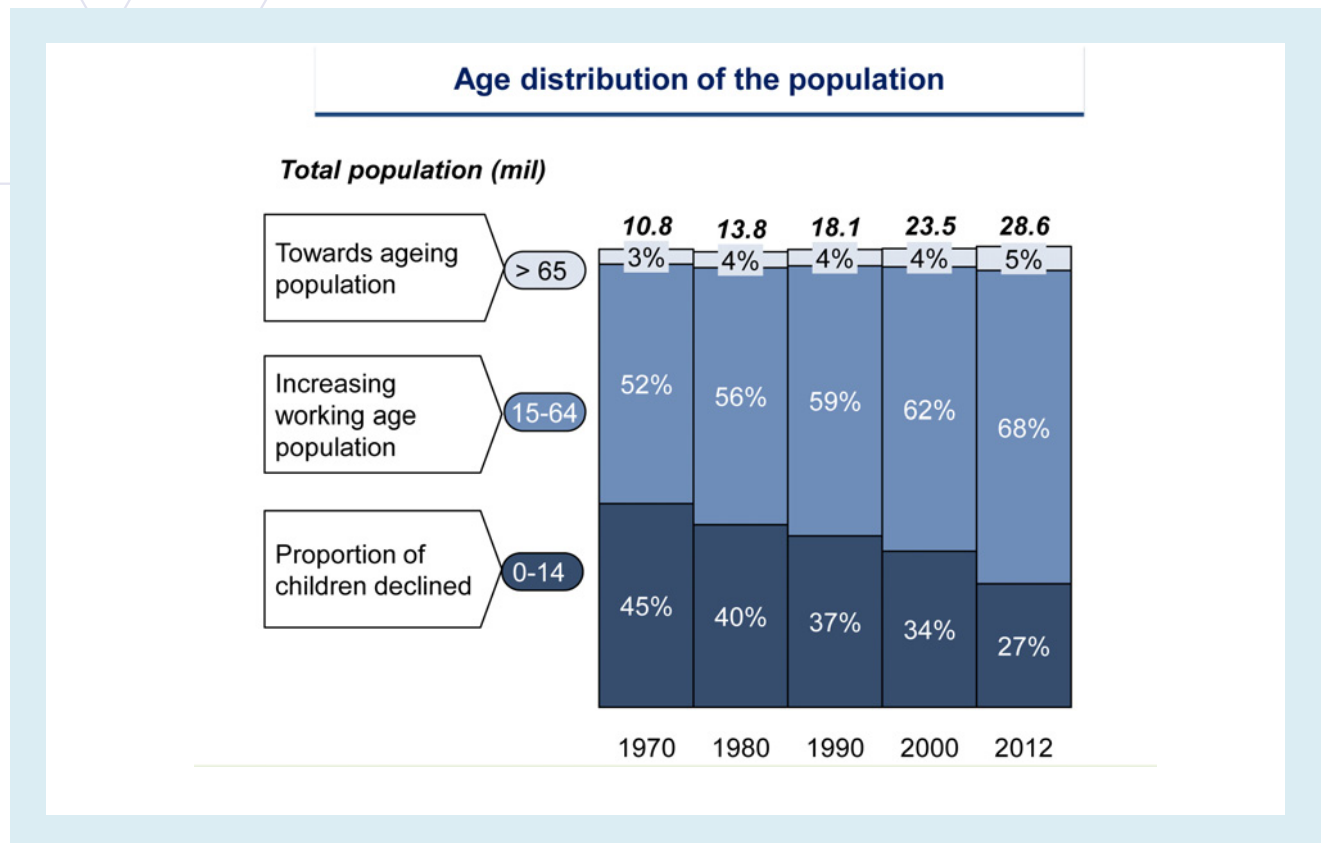
The household debt per capita index declined by 30.1 points in 2012. The household debt per capita increased by 11.4 per cent per annum from RM7,035 in 2000 to RM25,731 in 2012 mainly due to higher housing and car loans. These loans made up about 60.0 per cent of the total household debt in 2012. Several measures have been implemented to address the increasing household debt including tightening lending procedures by narrowing loan tenures for personal financing and property purchases as well as introducing new credit card guidelines to inculcate sound financial and debt management.

The dependency ratio index increased by 35.5 points in 2012. The dependency ratio[15] exhibited a downward trend decreasing from 61 persons per 100 working age population in 2000 to 46 persons in 2012, attributed mostly to the increase in the working age population, as shown by *Figure 3.19*. This reflects a lower burden to the household contributing towards the well-being of the family.



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[15] *Refers to the ratio of the number of persons below the age of 15 years and the number of persons aged 65 years and above to the number of persons aged 15-64 years. A higher dependency ratio reflects a greater burden on the working age population and the overall economy in supporting the young and elderly.*

*Figure 3. 19  Population Distribution by Age Group*



**Age distribution of the population**

**Total population (mil)**

|  | 1970 | 1980 | 1990 | 2000 | 2012 |
|---|---|---|---|---|---|
|  | 10.8 | 13.8 | 18.1 | 23.5 | 28.6 |
| Towards ageing population ( > 65 ) | 3% | 4% | 4% | 4% | 5% |
| Increasing working age population ( 15-64 ) | 52% | 56% | 59% | 62% | 68% |
| Proportion of children declined ( 0-14 ) | 45% | 40% | 37% | 34% | 27% |

The low performance of the family component index demands greater attention towards addressing issues that affect the well-being of the family. In view of this, targeted and specific strategies need to be intensified to further support the family institution.

## BOX 3.7 THE NATIONAL FAMILY WELL–BEING INDEX 2011

One of the integral parts in creating a progressive and inclusive society in Malaysia is by strengthening family institution in overcoming challenges of modern living. As witnessed in many instances, economic growth has impacted family institution in profound ways, of which some might be for the better and yet some might not be welcomed. Many advanced economies have experienced a descent in family institution as a country progress in attaining higher income and standard of living. It has been widely recognised that family institution could play a critical role in improving a country's ability not only to take advantage of the opportunities but also to withstand the challenges associated with economic changes.

Similar to most other nations, Malaysia has undergone a similar process of economic growth and social development. This process had posed various challenges to the family institution in this country which had threatened its critical role in promoting a progressive and inclusive society. Therefore, it is imperative that the Government takes stock of the status of family well-being in Malaysia in curbing further deterioration in the future. Toward this, the Ministry of Women, Family and Community Development through the National Population and Family Development Board has developed a National Family Well-being (FWB) Index to measure the well-being of Malaysian family. Taking into recognisant that family well-being is a multi-dimensional concept that encompasses various aspects of the living conditions of individuals or families, the FWB Index consists of seven

domains; Family Functioning, Economy, Health, Safety, Community, Religion and Spirituality, and Housing and Environment. In feeding the data for the FWB Index, a special study was conducted on 2,808 households involving a total of 5,616 respondents consisting of 1,484 fathers, 1,324 mothers, and 2,808 children and adolescents aged 13 to 24 years old.

Overall, the score of FWB Index 2011 was recorded at 7.6 point out of 10 maximum points as shown in Table B 3.7. This indicates that Malaysian families have a relatively high level of well-being. Based on the seven domains identified, Family and Religion/Spirituality recorded the highest domain score followed by Family and Community, Family Functioning, Family Safety, Family Health, Family and Environment and Family Economics. With regards to indicator score Role of Religion in Family and Religious/Spirituality recorded the highest score, followed by Relationship with Husband/Wife and Family Function. The lowest indicator score was Future Saving under the Family Economic domain.

The respondents were also asked about their views on their families' current level of well-being in the next 5 years. It was found that levels of family well-being predicted by the family in Malaysia will increase from 7.8 to 8.9 in the next 5 years. This indicated that families in Malaysia believed that the well-being of their family will improve in the future.

*Table B 3.2  Family Well-being Index 2011: Scores by Domain and Indicator*

| No | Component | Indicator | Scores |
|---|---|---|---|
| 1 | Family Functioning | | 7.8 |
| | | Relationship of husband/wife | 8.46 |
| | | Family function | 8.44 |
| | | Family resilience | 8.05 |
| | | Parental involvement | 7.89 |
| | | Time with family | 7.35 |
| | | Balancing work and family | 6.71 |

| 2 | Family Economic | | 6.9 |
|---|---|---|---|
| | | Status of the family life | 7.61 |
| | | Family economic situation | 7.54 |
| | | No burden of debt | 6.31 |
| | | Future savings | 6.14 |
| 3 | Family Health | | 7.38 |
| | | Level of family health | 7.93 |
| | | Stress Management | 7.23 |
| | | Family health practice | 6.98 |
| 4 | Family Safety | | 7.39 |
| | | Feeling safe in the house | 8.07 |
| | | Family safety | 7.39 |
| | | Emergency knowledge | 6.71 |
| 5 | Family & Community | | 7.8 |
| | | Relationship with community | 8.0 |
| | | Collaboration in the community | 7.75 |
| | | Involvement in the community | 7.75 |
| 6 | Family & Religious Spirituality | | 8.28 |
| | | Role of religion | 8.50 |
| | | Spiritual practice | 8.00 |
| 7 | Family & Environment | | 7.28 |
| | | Basic amenities | 7.53 |
| | | Pollution level | 7.02 |
| | **Family Well-Being Index** | | **7.55** |

*Source* : Ministry of Women, Family and Community Development