

Improving Wellbeing for All

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Introduction

In the Eleventh Malaysia Plan, 2016-2020, wellbeing remains as one of the priority thrusts to ensure balanced development in tandem with the economic growth. The wellbeing of the *rakyat* is generally associated with the standard of living and quality of life which encompasses economic, social, physical and psychological aspects. During the review period, 2016-2017, improvements of the wellbeing of the *rakyat* were achieved through concerted efforts of multi stakeholders, particularly in providing quality healthcare and affordable housing. In addition, the implementation of various crime prevention and road safety programmes as well as emergency services created a safer living environment. Meanwhile, social integration and unity programmes continue to be the platform for greater interaction and engagement among the *rakyat*. Programmes and initiatives in promoting active and healthy lifestyle as well as to foster unity among Malaysians have also attracted huge participation across the country. However, several issues and challenges remain a concern including growing burden of diseases, insufficient affordable housing, ever-shifting trends in crime, unsafe behaviour of road users, social polarisation and sedentary lifestyle.



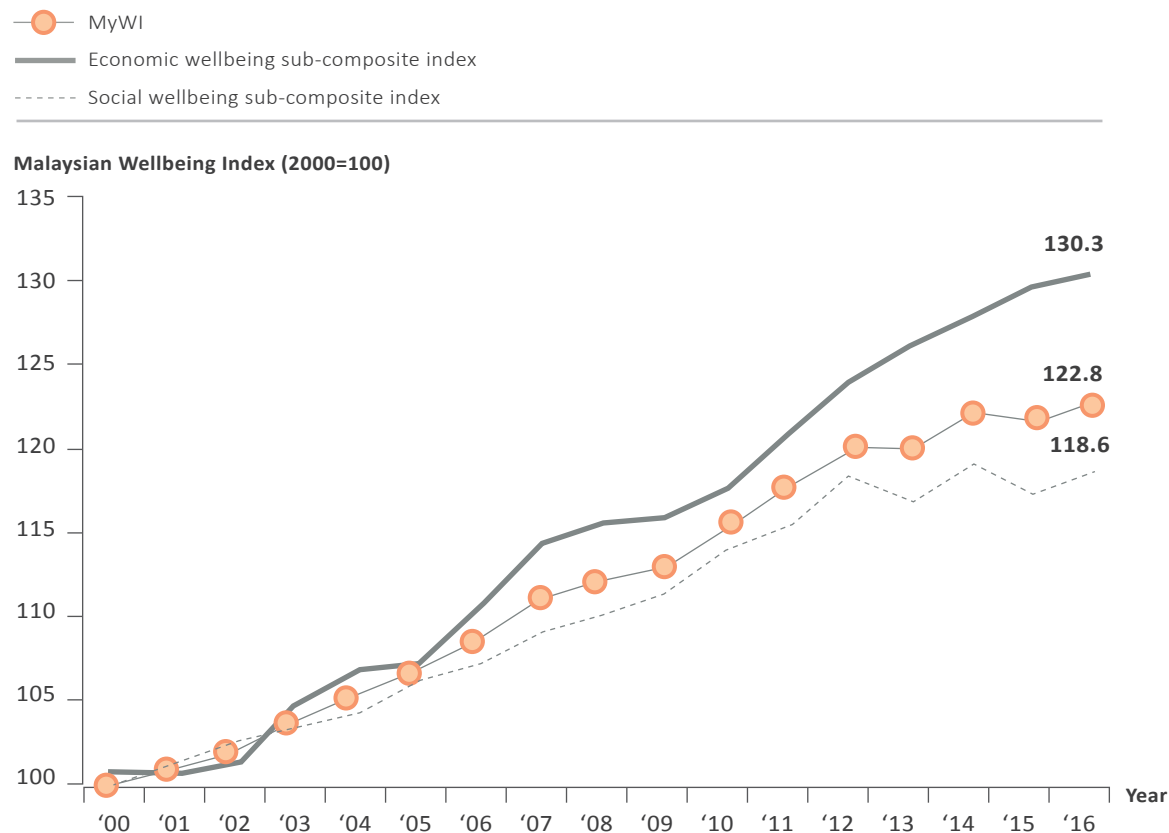
Past Performance, 2016-2017

The Malaysian Wellbeing Index (MyWI¹) improved marginally from 121.8 points in 2015 to 122.8 points in 2016, as shown in *Exhibit 3-1*. Based on the MyWI indicators, this reflects a slight improvement in both the economic and social wellbeing of Malaysians over the review period. However, a longer period of comparison between 2000 and 2016 indicated that the overall index improved by 22.8 points. The economic wellbeing sub-composite index rose faster by 30.3 points, as compared to the social wellbeing sub-composite index which improved by 18.6 points during the same period.

The economic dimension of the MyWI encompasses components such as income and distribution, transport and education, while the social dimension includes housing, health, public safety and social participation. During 2000-2016 period, the economic wellbeing sub-composite index increased faster than the social wellbeing sub-composite index, mainly contributed by improvements in the components of transport, income and distribution. While most of the components in the social wellbeing sub-composite index also showed improvement, the environment and health components only recorded a marginal increase. However, the sub-composite index for family component declined during the same period.

Exhibit 3-1

Malaysian Wellbeing Index, 2000-2016



Source: Economic Planning Unit

¹ The MyWI is a composite index that measures the wellbeing of Malaysians and is made up of 68 indicators across 14 economic and social wellbeing components.

Various initiatives were undertaken to improve wellbeing of the *rakyat* through the six focus areas as follows:



Performance of Selected Outcomes

During the review period, various initiatives and efforts have been carried out to improve the wellbeing of the *rakyat* in the six focus areas. Eleven selected outcomes were targeted, of which six were

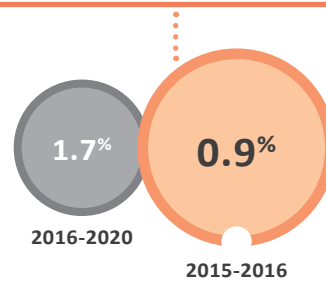
on track while five still face challenges. The progress of the selected outcomes for the six focus areas is as shown in *Exhibit 3-2*.

Exhibit 3-2

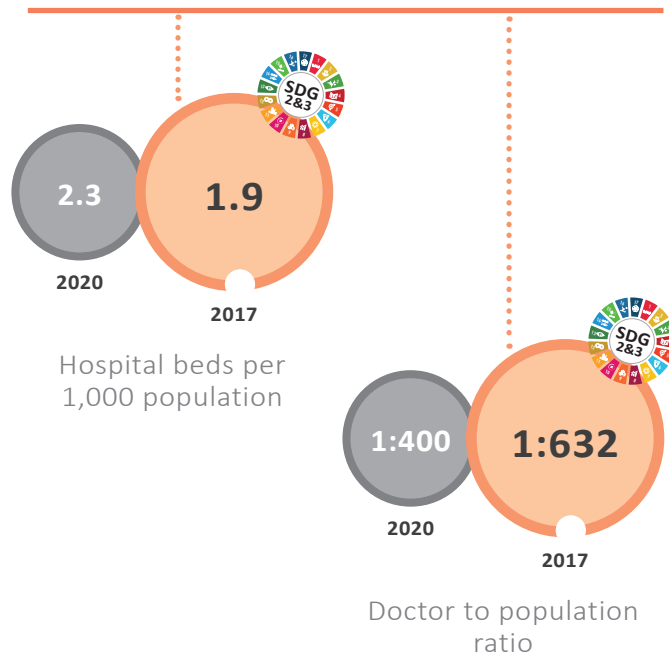
Highlights

Eleventh Malaysia Plan: Selected Outcomes and Performance

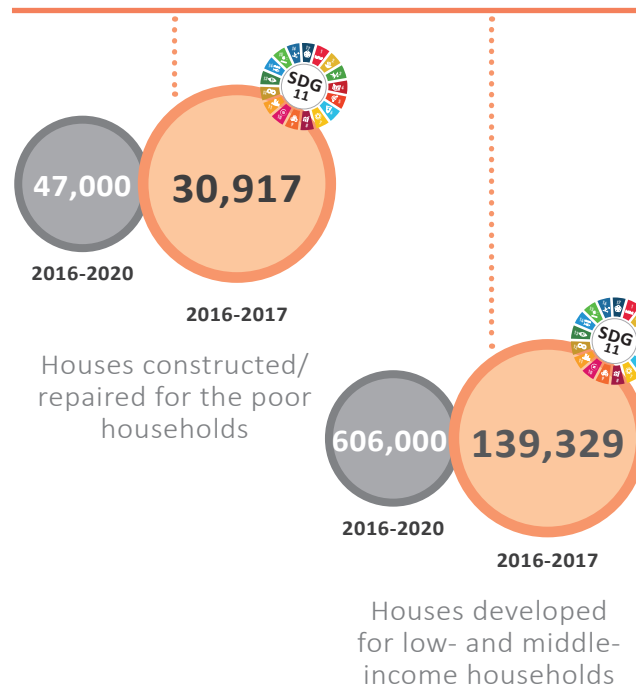
Overall improvement in Malaysian Wellbeing Index (MyWI¹)



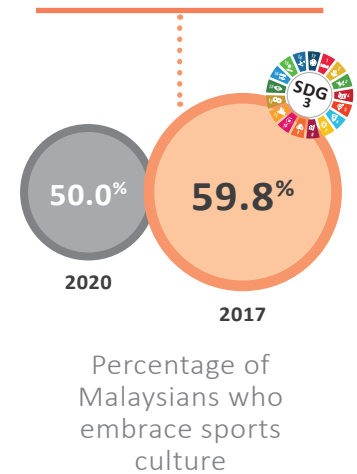
Achieving universal access to quality healthcare



Providing adequate and quality affordable housing to poor, low- and middle-income households



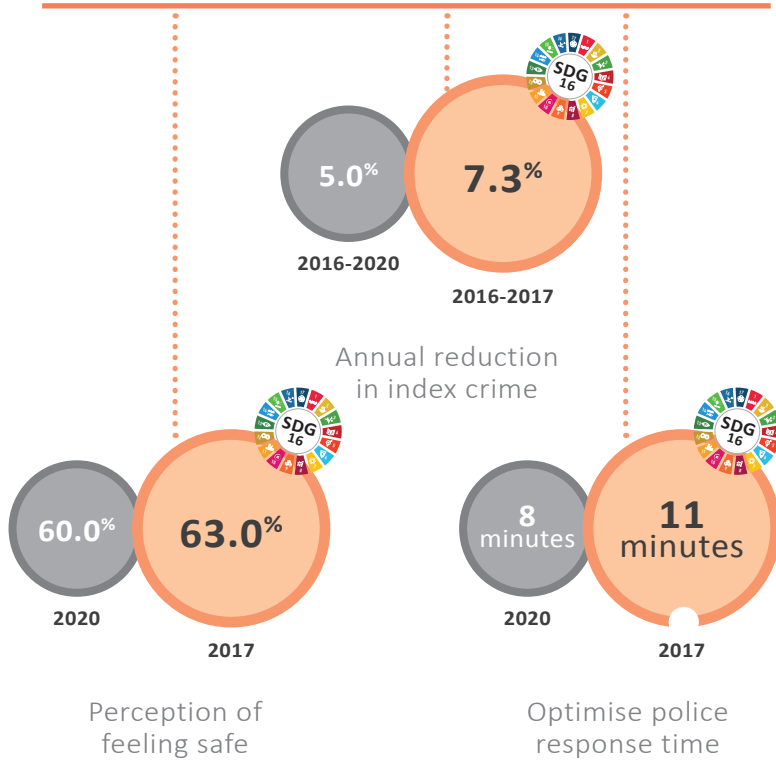
Promoting sports for healthy living and unity



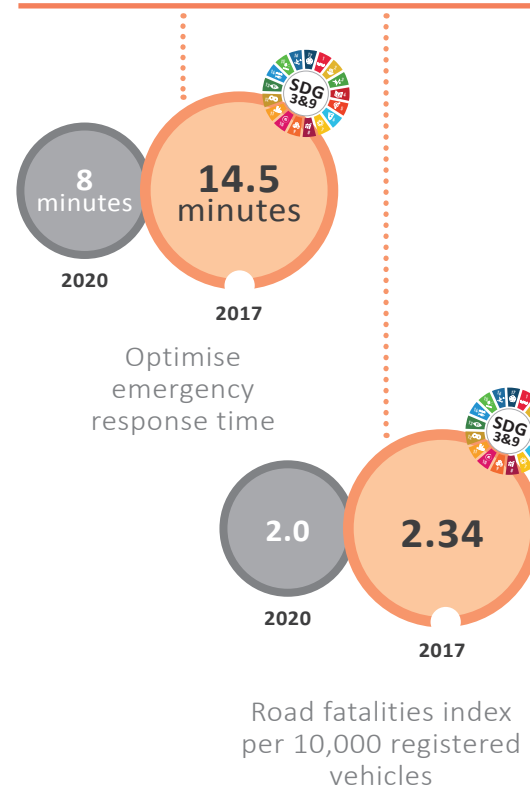
● Original Target ● Performance

Notes: ¹ MyWI is not part of the selected outcomes.

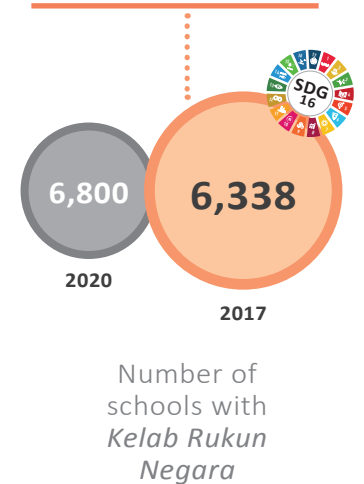
Creating safer living environments for thriving communities



Improving road safety and emergency services to reduce fatalities



Enculturating the spirit of 1Malaysia to foster social cohesion and national unity



● Original Target ● Performance

Performance of Focus Area

Under the six focus areas, several strategies and initiatives were identified to support the deliverables of the selected outcomes. The highlights of the key results by focus area are as follows:

Focus Area	Key Result, 2016-2017
<div data-bbox="504 681 669 838" style="text-align: center;">  </div> <p data-bbox="241 856 669 923" style="text-align: center;">Achieving Universal Access to Quality Healthcare</p>	<p data-bbox="758 681 1157 713">Enhancing targeted support</p> <ul style="list-style-type: none"> <li data-bbox="758 749 1770 814">○ 153 public hospitals and specialised medical institutions and 2,863 health clinics established as at end 2017 <li data-bbox="758 850 1778 947">○ 204 mobile clinics, 361 <i>Klinik 1Malaysia</i>, 11 <i>Klinik Bergerak 1Malaysia</i> (20 teams) and flying doctor services operated by 12 teams to deliver services in rural and remote areas as at end 2017 <li data-bbox="758 983 1717 1048">○ 133 health clinics established domiciliary healthcare team in providing basic healthcare at home <li data-bbox="758 1084 1495 1116">○ 96 health clinics established the primary healthcare team <p data-bbox="758 1153 1532 1185">Improving delivery system for better health outcomes</p> <ul style="list-style-type: none"> <li data-bbox="758 1221 1786 1318">○ The Fees (Medical) Order 1982¹ revised and new fee structure introduced in 2017 for selected healthcare services to reduce financial burden of the Government while ensuring quality healthcare <li data-bbox="758 1354 1761 1451">○ Implementation of the National Plan of Action for Nutrition of Malaysia III, 2016-2025, National Strategic Plan for Non-Communicable Diseases, 2016-2025 and National Strategic Plan for Active Living, 2017-2025 <p data-bbox="758 1487 1382 1520">Expanding capacity to increase accessibility</p> <ul style="list-style-type: none"> <li data-bbox="758 1556 1568 1588">○ Introduced 14 initiatives under the Specialist Retention Package <li data-bbox="758 1624 1802 1721">○ The lean management² practices expanded to 36 public hospitals. For example, the waiting time to see doctor at green zone, emergency department reduced by 3 minutes from 40 minutes to 37 minutes <p data-bbox="758 1757 1802 1874">Notes: ¹ The fee for Class 1 Ward was increased by 50%, while Class 2 Ward increased by 25%. There are no fee changes for Class 3 Ward. ² The lean management practices in public hospitals is an initiative to improve efficiency by simplifying work processes to reduce waiting time, patient flow and recurring processes in emergency department and medical wards.</p>

Focus Area	Key Result, 2016-2017
	<ul style="list-style-type: none"> ○ The cluster hospital³ concept expanded to 7 public hospitals <p>Intensify collaborations to increase health awareness</p> <ul style="list-style-type: none"> ○ The <i>Komuniti Sihat Pembina Negara</i> (KOSPEN) programme to promote active and healthy lifestyle covered 720,760 persons in 7,000 localities ○ IMFree programme rolled out in 351 public primary schools and pre-schools to create awareness among students about the danger of smoking ○ 5.5% of <i>Tabika Jabatan Kemajuan Masyarakat</i> (KEMAS) implemented the <i>Tunas Doktor Muda</i>⁴ programme in 2016 and extended to 4.2% of pre-schools under the Ministry of Education in 2017 <p>Notes: ³ Cluster hospital concept aims to optimise the use of health facilities and overcome the shortage of specialists in non-specialist hospitals. ⁴ In <i>Tunas Doktor Muda</i> programme, students were taught good health practices on personal hygiene, nutrition, physical activities as well as maintaining a healthy environment.</p>

The provision and improvement of various primary healthcare services and facilities contributed towards a better quality of healthcare services, supported by the continuous review and formulation of related legislations and policies. Moreover, further initiatives to enhance human capital were undertaken to ensure sufficient supply of competent and skilled healthcare personnel. The National Plan of Action for Nutrition of Malaysia III, 2016-2025, highlighted the importance of nutrition in preventing and controlling diet-related non-communicable diseases (NCDs) as well as strengthening food security and nutrition. Meanwhile, the

National Strategic Plan for Non-Communicable Diseases, 2016-2025, provides a roadmap to reduce preventable and avoidable burden of NCDs by year 2025. In addition, the National Strategic Plan for Active Living, 2017-2025, which consists a comprehensive set of policies, programmes and initiatives, was designed to increase and support active lifestyle of Malaysians. Nevertheless, the increasing trend of NCDs, communicable diseases (CDs) and maternal mortality ratio (MMR) per 100,000 live birth, as well as inadequate public healthcare facilities and services posed challenges to public health and healthcare service delivery.

Focus Area



Providing Adequate and Quality Affordable Housing to Poor, Low- and Middle-Income Households

Key Result, 2016-2017

Increasing access to affordable housing for targeted groups

- 450,610 units or 69% of the targeted 653,000 houses at various stages of implementation
- 139,329 units or 30.9% of the 450,610 units were completed. Among the units completed under various initiatives:
 - States Government Housing Programme: 32,862 units
 - *Syarikat Perumahan Negara Berhad*: 31,421 units
 - *Program Perumahan Rakyat*: 20,381 units
 - Private developers: 13,967 units
 - *Perbadanan PR1MA Malaysia*: 11,484 units
 - *Program Bantuan Rumah*: 10,919 units
- My First Home Scheme and the First House Deposit Financing Scheme benefitted 2,598 and 1,474 buyers, respectively
- 1,432 units of houses provided for youth and young married couples under the *Rumah Transit 1Malaysia* programme
- 2,713 poor and low-income households benefitted under the Rent-to-Own Programme

Strengthening planning and implementation of public affordable housing

- *Sistem Bank Data Perumahan Negara* developed by National Housing Department enable data sharing among agencies and state government and improve the coordination as well as implementation of public affordable housing programmes in suitable locations
- 458 public affordable houses built on waqf land through smart partnership between *Jabatan Wakaf, Zakat dan Haji* and other institutions such as state Islamic religious councils, *Yayasan Waqaf Malaysia*, *Lembaga Tabung Haji*, private developers and financial institutions

Focus Area	Key Result, 2016-2017
	<p>Encouraging the provision of environment-friendly facilities for enhanced liveability</p> <ul style="list-style-type: none"> ○ Implementation of <i>Program Penyelenggaraan Perumahan</i> in 42 public low- and medium-cost housing projects benefitted 90,760 households ○ Implementation of <i>Tabung Penyelenggaraan 1Malaysia</i> in 134 private low- and medium-cost housing projects benefitted 238,566 households

Various affordable housing programmes, especially public housing, have contributed to the increase in house ownership among the poor, low- and middle-income households. Home ownership of the bottom 40% of household income group (B40 households) in urban areas rose from 66.1% in 2014 to 73.2% in 2016. The affordability of B40 households to own a low-cost house has improved in almost all states in 2016, where the housing affordability indicator showed that the price of low-cost houses were less than three times the annual median income of the B40 households. Nevertheless, the situation is dire in four states namely Federal Territory of Kuala Lumpur, Pulau Pinang, Sabah and Sarawak.


Insufficient affordable housing in urban areas is still a concern among the middle 40% household income group (M40 households) due to the rising prices of houses and rentals. In general, the M40 households could afford to own low-cost houses and single-storey houses in almost all states but they face serious affordability problems if they want to upgrade to double-storey terrace houses. Existing housing programmes provided by public agencies tend to target the B40 households and less for the M40 households. Hence, the M40 households especially the bottom half of the group is stuck in the housing issue where they are neither eligible to buy the low-cost houses nor can they afford to buy other houses which prices have risen drastically.

Focus Area	Key Result, 2016-2017
 <p data-bbox="294 701 667 802">Creating Safer Living Environments for Thriving Communities</p>	<p data-bbox="758 530 1161 560">Enhancing crime prevention</p> <ul data-bbox="758 600 1800 782" style="list-style-type: none"> ○ Construction of 29,400 metres of walkway and installation of 1,919 street lamps, 363 warning signboards and 61 anti-crime safety mirrors in crime prone areas under the <i>Pemutihan</i> Black Spot initiative ○ Malaysia's ranking improved from Tier 3 in 2014 to Tier 2 in 2017 under the United States Trafficking in Persons (USTIP) Report <p data-bbox="758 822 1322 852">Promoting crime prevention awareness</p> <ul data-bbox="758 893 1766 1135" style="list-style-type: none"> ○ 238 CyberSAFE awareness programmes to inculcate responsible use of internet and social media benefitted 42,938 participants ○ 7,478 awareness programmes by AMANITA to provide housewives with personal safety information on crime prevention ○ 4,314 programmes by National Anti-Drugs Agency to increase awareness on preventing drug abuse <p data-bbox="758 1175 1800 1205">Enhancing treatment, rehabilitation and post rehabilitation programmes</p> <ul data-bbox="758 1245 1780 1528" style="list-style-type: none"> ○ 5,119 inmates completed training in various fields ○ 346 parolees employed in manufacturing and plantation sectors ○ 277 drug addicts employed after completion of the Cure and Care Vocational Centre training programme ○ Low recidivist rate for Community Rehabilitation Programme at 0.38% and Parole System at 0.42%

The implementation of various crime prevention efforts such as Omnipresence Programme, Safe City Programme and community crime watch programme resulted in a safer living environment. These efforts contributed to an average 7.3% decline annually in the index crime² during the review period. A public survey on the perception of feeling safe conducted in 2017 in the states of Pulau


Pinang, Johor, Selangor and Federal Territory of Kuala Lumpur indicated that 63% of the public perceived safer living environment as compared to the target of 60% in 2020. However, new forms of threats such as cybercrime and terrorism need to be continuously addressed to ensure a safer living environment and public order.

² Index crime represents 13 types of violent and property crime, namely murder, rape, gang robbery with firearm, gang robbery without firearm, robbery with firearm, robbery without firearm, injuring, thefts, car thefts, motorcycles thefts, van/lorry/heavy vehicles thefts, snatch thefts as well as housebreaking and thefts.

Focus Area	Key Result, 2016-2017
 <p data-bbox="258 701 691 802">Improving Road Safety and Emergency Services to Reduce Fatalities</p>	<ul style="list-style-type: none"> <li data-bbox="782 526 1800 586">○ Road fatalities index reduced from 2.59 per 10,000 registered vehicles in 2016 to 2.34 in 2017 <li data-bbox="782 633 1800 693">○ More than 20% reduction of accident rate due to road improvements at 10 black spot locations <li data-bbox="782 739 1699 800">○ The revised Road Safety Education Module piloted at 24 primary schools nationwide benefitted 2,448 students <li data-bbox="782 846 1749 907">○ Emergency response time reduced from an average of 20 minutes in 2015 to 14.5 minutes in 2017


The implementation of various initiatives and programmes during the review period has contributed towards improvement of road safety as shown in the reduction of the road fatalities index. Despite the reduction in road fatalities from 7,152 in 2016 to 6,740 in 2017, this figure is still high compared to other countries. The main contributor was the behaviour of road users and to a lesser extent, poor road conditions as well as unroadworthy vehicles.

In this regard, initiatives and programmes in addressing road safety and improving road conditions would be ineffective if the poor attitude and reckless behaviour of road users remain entrenched. In addition, efforts to improve the response time for emergency services were partly hampered by lack of civic mindedness among road users.

Focus Area	Key Result, 2016-2017
 <p data-bbox="278 1614 691 1715">Enculturating the Spirit of 1Malaysia to Foster Social Cohesion and National Unity</p>	<ul style="list-style-type: none"> <li data-bbox="782 1439 1820 1610">○ 177,000 social integration and unity programmes conducted through sports, volunteerism, education, arts and culture as well as charity activities. Main programmes include FitMalaysia, <i>Kelab Rukun Negara</i>, <i>Rukun Tetangga</i>, Voluntary Patrol Scheme, National Service Training Programme, National Day celebration and KOSPEN <li data-bbox="782 1657 1739 1717">○ The Societal Stress Index recorded 11.5 cases per million population in 2017 compared with 9.6 cases per million in 2015 <li data-bbox="782 1764 1800 1792">○ 7,947 <i>Rukun Tetangga</i> and 6,338 <i>Kelab Rukun Negara</i> established as at end 2017

Implementation of various efforts and initiatives in strengthening social cohesion and fostering national unity have brought Malaysians from all walks of life together. This is evident through events and activities which united the *rakyat* including sports, festivals, disaster relief and charity. Nevertheless, there are still concerns on the impact of social polarisation as well as the presence of various education systems which affects national unity. In addition, the involvement of corporate sector in fostering

national unity is still not encouraging. Meanwhile, the Societal Stress Index which measures the level of societal tension in the country increased to 11.5 cases per million population in 2017 compared with 9.6 cases in 2015. Despite the increase, it was still lower than the national threshold of 18 cases. This score indicated that social order was stable and portrayed a culture of tolerance among Malaysians.

Focus Area	Key Result, 2016-2017
 <p data-bbox="241 1018 665 1088">Promoting Sports for Healthy Living and Unity</p>	<ul style="list-style-type: none"> <li data-bbox="756 846 1774 907">○ More than 10 million participants in the FitMalaysia, <i>Hari Sukan Negara</i> and <i>Liga Sukan untuk Semua</i> programmes across the country <li data-bbox="756 937 1733 997">○ The percentage of Malaysians embracing sports culture improved from 41% in 2016 to 59.8%¹ in 2017 <li data-bbox="756 1038 1572 1068">○ 5 million students participated in the <i>1Murid 1Sukan</i> programme <li data-bbox="756 1098 1774 1219">○ Enhancement of sport facilities, including the upgrading of Kuala Lumpur Sports City and Juara Stadium Bukit Kiara and the completion of the National Velodrome for the Kuala Lumpur Southeast Asian (SEA) Games 2017 and the Kuala Lumpur ASEAN Para Games 2017 <li data-bbox="756 1260 1774 1350">○ Malaysian athletes won 4 silver and 1 bronze medals in the Olympic Games 2016, and 3 gold and 1 bronze medals in the Paralympic Games 2016 at Rio de Janeiro, Brazil <li data-bbox="756 1391 1774 1451">○ 18 Malaysian athletes became world champions in aquatics-diving, bowling, para-athletics, para-badminton, <i>silat</i>, track cycling and wushu <li data-bbox="756 1491 1794 1582">○ Malaysia emerged as the Kuala Lumpur SEA Games 2017 champion with a haul of 145 gold medals and finished second in the Kuala Lumpur ASEAN Para Games 2017 with 90 gold medals <p data-bbox="756 1622 1774 1673">Notes: ¹ <i>Kajian Budaya Bersukan Rakyat Malaysia 2017</i> by Intitute for Youth Research Malaysia, Ministry of Youth and Sports.</p>

Programmes and initiatives to promote sports for healthy living and unity during the review period have exhibited positive results, with most targets expected to be met in the remaining Plan period. This was also evident by the increase in the percentage of Malaysians

embracing sports culture, from 41% in 2016 to 59.8% in 2017. In fostering unity and camaraderie through sports, the Kuala Lumpur SEA Games 2017 had attracted more than 10,000 volunteers from all walks of Malaysian society.

Issues and Challenges

Malaysia still faces several issues and challenges in healthcare, housing, crime prevention, road safety, social cohesion and national unity as well as sports despite the progress to raise the wellbeing of the *rakyat* during the review period. Among the main outcomes that require further efforts include providing better healthcare services, provision of more affordable housing as well as ensuring a safer living environment. Greater efforts are also needed to foster unity and adopt a healthy lifestyle through sports among the *rakyat*.

Based on the MyWI, the **health** component index peaked at 114.8 points in 2013 and further moderated to 107.8 points in 2016. The decline was mainly due to the growing burden of NCDs as a result of sedentary lifestyle and unhealthy diet, plateauing of hospital beds to population ratio and rising of MMR per 100,000 live births from 23.8 in 2015 to 29.1 in 2016. Moreover, a number of factors have added strain to the public healthcare sector. Among others are rising demand for better healthcare services, changing diseases pattern, lack of healthcare personnel and inadequate health facilities, particularly in remote areas.

Rising **house** prices and rentals continued to be a major concern as it increases the cost of living as expenditure on housing represents the largest item of the average household. In this regard, the main challenge is inadequate supply of affordable housing as a result of higher construction and land cost. In addition, the mismatch in supply and demand of quality and affordable housing was due to lack of integrated planning and coordination among stakeholders including state governments, developers and related agencies. Moreover, the existing public housing programmes tend to focus more to the B40 households and to a lesser extent for the M40 households, whereas the affordability problem is most dire among the bottom half of the M40 households. In addition, a substantial amount of allocation is needed to subsidise the implementation of affordable housing projects such as *Program Perumahan Rakyat* which is unsustainable in the long run.

Although the index crime decreased during the review period, Malaysia continues to face challenges in **security and public safety**, from internal and external threats. Among the challenges

are the ever-shifting trends in crime, enforcement issues, cybercrime, terrorism and extremism. Moreover, drug addiction also continues to be a national threat, particularly among youth. The number of new drug addicts remained high at 18,440 in 2017, mainly due to the emergence of and easy access to new synthetic drugs. Trafficking in persons remained a major concern following Malaysia's ranking downgraded to Tier 2 (Watch List) in USTIP Report 2018. In addition, 147 convicted cases recorded in 2017 compared to 100 cases in 2016.

Continuous efforts through **road safety** campaigns as well as improving road conditions in accident prone areas have reduced the number of road fatalities. Nevertheless, challenges remain in changing the mindset and behaviour of road users. Meanwhile, efforts to improve response time of emergency services also faced challenges as a result of limited resources, lack of precise information on accidents and traffic congestion.

Fostering **national unity** in Malaysia's multiracial society remains a challenge due to polarisation and various forms of socioeconomic disparities across regions and ethnicities. Furthermore, the process of social integration lacks effective engagement and interaction among communities in promoting unity and tolerance. Meanwhile, advancement in technology has enabled wider and rapid dissemination of information, particularly through social media. However, irresponsible action of certain individuals and groups in spreading seditious materials and fake news can create anxiety and disharmony among the *rakyat*. This is exacerbated when readers assume whatever information received through social media as the truth.

Inculcating **sports culture** among Malaysians remains a challenge due to sedentary lifestyle and lack of awareness on the importance of active and healthy lifestyle. This was further compounded by lack of work-life balance as well as the lack of access to sports and recreational facilities. Meanwhile, areas of concern in the development of sports include ineffective talent identification mechanism, low utilisation of sports science in athlete development, poor management of national sports associations, and slow growth of the sports industry.

