

# Laporan Rakyat

## Interim Report

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4 May 2013

A joint initiative by:



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## EXECUTIVE SUMMARY

The Laporan Rakyat is an initiative by the Centre for Public Policy Studies and the Malaysian Centre for Constitutionalism and Human Rights, where Malaysians were asked to rate the performance and comment on their state assembly person (ADUN) and Member of Parliament (MP). The Laporan Rakyat was piloted in the Hulu Langat Parliamentary constituency, and within it, three state assembly seats – Kajang, Semenyih and Dusun Tua. The objective of this project was to encourage critical thinking as well as to promote more active and meaningful participation of the public at all levels of the democratic process.

The Laporan Rakyat contains seven sections - the first section included basic description of respondents, such as age and voter registration status; the second and third sections contained questions aimed at gauging respondents' opinions and level of information about their ADUN and MP; the fourth section comprised of a list of 14 human rights issues and respondents were asked if they have heard any of these issues raised by their ADUN/MP. In section 5, respondents were asked to identify five main issues that they felt needed to be solved in their community. In section 6, respondents were asked to assess the performance of their ADUN/MP, ranging from the frequency of the ADUN/MP's engagement with their constituents, to fulfilment of their (ADUN and MP) pledges. The final section is a replication of sections 4, 5 and 6, meant to be torn out by the respondents, and used as a tool to engage with their ADUN and MP.

This interim report is based on a random sample of 197 respondents who are residents of Hulu Langat. The ages of the respondents ranged from 18 to 80 years old; 29 percent of the respondents were female, while 69 percent were male. Of the 197 respondents, 112 identified themselves as Malay, 39 as Chinese, 25 as Indian, two as Indian Muslim, one as Kadazan and two as Orang Asli. Seventy nine respondents were from Dusun Tua, 71 from Kajang, and the remaining 47 from Semenyih.

It should be pointed out at the outset that a large proportion of respondents did not provide answers, or answered "don't know" or "don't care". This could be due to a number of factors - a lack of knowledge or interest in politics, low visibility or lack of engagement of the ADUN and MP in the said community, or respondents being overwhelmed by the questions. It is also noted that whilst the sample size and the answers may not be optimum (197 cards), the findings of the Laporan Rakyat is a good indicator of the perception of the electorate towards their MP and ADUNs and could be used as a starting point to enhance engagement between the electorate and their elected representatives. The findings of the Laporan Rakyat are as follows: -

- A high number of respondents did not know who their MP and ADUN were, or the location of their service centres. For example, 38 percent of the respondents could

not accurately name their ADUN, while 62 percent could not accurately name their MP. Regarding the location of the service centres of their elected representatives, 72 percent did not know the location of their ADUN's service centre, while 95 percent of respondents were not familiar with the location of their MP's service centre;

- As regards the 14 human rights issues and whether respondents have heard their ADUN and MP talk about these issues in their community, 21 percent of respondents did not complete this section, while seven percent answered "yes" to all issues; six percent answered "no" to all issues, and 14 percent answered "don't know" or "don't care" to every issue;
- The top five main issues respondents felt needed to be solved or improved in their community were infrastructure/public facilities, crime, the environment, education and public transportation;
- When asked to rate their elected representatives such as, the frequency they meet their ADUN/MP, how easy it is to meet their ADUN/MP, and whether their ADUN/MP know about and solve issues within their community, for the MP of Hulu Langat, 11 percent of respondents answered that they meet their MP very frequently, while one percent indicated that they have not met their MP at all. Answers varied for the three ADUNs - in summary, 14 percent of respondents were happy with the performance of the ADUN of Dusun Tua; six percent of respondents were happy with the ADUN of Kajang and 13 percent of respondents were happy with the performance of the ADUN of Semenyih.

## **PART I: INTRODUCTION**

### **The Laporan Rakyat**

In 2011, the Centre for Public Policy Studies (CPPS) and the Malaysian Centre for Constitutionalism and Human Rights (MCCHR) through its UndiMsia! project launched the Laporan Rakyat initiative, in which the Malaysian public—particularly in Hulu Langat—were given the opportunity to rate the performance of their elected representatives at both the State level (ADUN or *Ahli Dewan Undangan Negeri*) and Federal level (Members of Parliament or MP). This report is the interim report of the Laporan Rakyat project; the final report will be released soonest possible, with more analysis of surveys conducted.

### **Objective of the Laporan Rakyat**

The objective of the Laporan Rakyat was to encourage critical thinking as well as to promote more active and meaningful participation of the public at all levels of the democratic process. Under the Laporan Rakyat, the public were encouraged to comment on key issues within the community. This is to encourage discussions of issues within their own communities as well as to increase the engagement of constituents with their politicians, allowing politicians to be more accountable to their electorate and consequently bridging the gap between the expectations of the public and those of the elected representatives.

### **Sampling Methodology**

The pilot project of the Laporan Rakyat was rolled out in the Hulu Langat Parliamentary constituency, which consists of three state assembly seats – Kajang, Semenyih and Dusun Tua. Hulu Langat was selected due to its population demographic which reflects the Malaysian population in general (53 percent Malay, 36.5 percent Chinese, 9.7 percent Indian and 0.8 percent other ethnic groups). In addition, the selected constituency are “swing votes” state assembly seats where there were no significant majority votes for the ruling or opposition political party.

The Laporan Rakyat was made available in two languages (Bahasa Malaysia and English) to the general public through various avenues, such as the newspaper (Selangor Times), on the Internet (CPPS, UndiMsia! and other websites) as well as through events organised by the MCCHR. Through these avenues, interested participants were given the Laporan Rakyat, the form of which is similar to a report card, where they were required to answer questions ranging from “Who is your ADUN/ MP?” to “Are you happy with the performance of your ADUN/ MP?”

### **Structure of the Laporan Rakyat**

The Laporan Rakyat is divided into the following seven sections:

#### **1. Respondent’s Background**

In this section the respondents were required to provide background information about themselves – age, sex, constituency, ethnic background and their voter registration status.

## **2. Information about your ADUN**

There are five basic questions regarding their ADUN in this section; the questions were designed to gather information about the respondents' opinion about the ADUN.

## **3. Information about your MP**

Similar to the section on the ADUN (above), this section has five questions regarding their MP, to gauge the respondents' level of information about their MP.

## **4. Selected issues talked about by your ADUN/MP**

In this section, 14 human rights issues were identified. These 14 issues were: **a) crime; b) corruption; c) democracy; d) education; e) employment; f) environment; g) freedom of expression and information; h) gender equality; i) healthcare; j) infrastructure; k) prices of food and goods; l) prices of houses; m) public transportation; and n) racial unity.**

The selection of issues was based on an assessment of the regularity of issues being discussed in the public sphere by the media, political parties, politicians and civil society. Aside from these 14 issues, the survey also included an "others" section to allow respondents to highlight (other) issues that they felt were important to them.

## **5. Five main issues that need to be solved in your community**

This is a follow-up section from the previous section. In this section, respondents are asked to list five main issues they feel need to be solved or improved in their community.

## **6. Rate your ADUN/MP**

This section contains eight questions where respondents were asked to assess the performance of their ADUN and MP. The assessment ranges from the frequency of the ADUN/MP's engagement with their constituents, their accessibility, their understanding of issues faced by their constituents, the action (if any) taken to solve these issues, and fulfilment of their (ADUN and MP) pledges.

## **7. Perforated section**

The Laporan Rakyat includes a perforated section, which is a replication of sections 4, 5 and 6 of the Laporan Rakyat as well as an additional section entitled "I hope my ADUN/MP will..." The perforated section is meant to be torn out by the respondents to be used as a tool to engage with their ADUN and MP, i.e., to follow-up with their ADUN and MP on the issues highlighted in the Laporan Rakyat.

## PART II: REPORT FINDINGS

### *Background of respondents*

#### **Number of respondents**

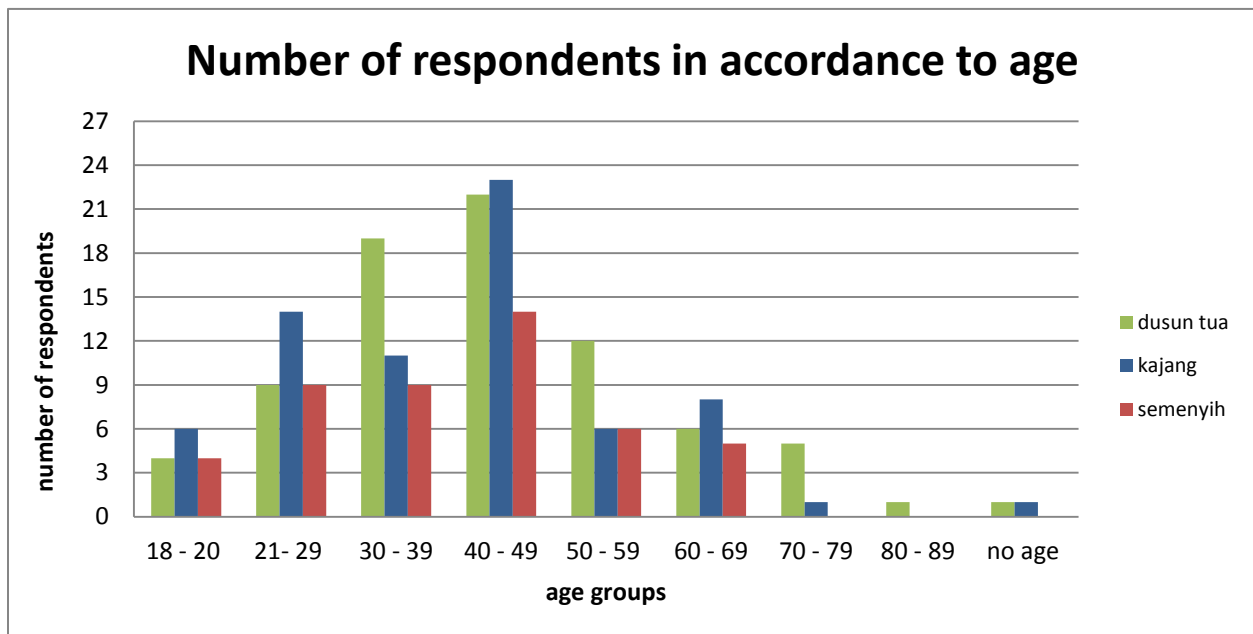
The Laporan Rakyat survey was carried out by volunteers and staff of the MCCHR, specifically within the Hulu Langat parliamentary constituency, in particular, three state assembly seats—Dusun Tua, Kajang and Semenyih. A random sample of residents were asked to complete the survey. A total of 197 cards were used in this interim analysis of the pilot Laporan Rakyat project.

#### **Criteria for respondents**

In order to ensure a random representation of the people in Hulu Langat, only two criteria (for respondents) were used - age and residence.

**Age:** For the purpose of completing the Laporan Rakyat, only participants who were 18 years and above were eligible to be considered for the analysis. It is noted that although the voting age in Malaysia is 21 years, 18 years was selected with a view to gauge the level of maturity and political awareness of youths.

In general, respondents ranged from 18 to 80 years old; two of the respondents did not state their age.



*Chart 1: Number of respondents by age*

**Residence:** Only respondents who were residents of Hulu Langat were surveyed. The rationale for this is because respondents are required to assess the ADUN and MP of Hulu Langat, and as such, it is only fair that the respondents must be a resident of Hulu Langat.

**Number of respondents according to constituencies**

Name of constituency	Number of respondents
<b>Dusun Tua</b>	79
<b>Kajang</b>	71
<b>Semenyih</b>	47
<b>Total</b>	197

*Table 1: Number of respondents according to the constituencies*

**Breakdown of Respondents**

***Gender of Respondents***

Aside from age, the researchers also noted the gender of the respondents who submitted their questionnaires. In total, 29 percent of the respondents were female, while 69 percent of the respondents were male. The remaining two percent of the respondents did not state their gender.

Area	Female	Male	No gender
Dusun Tua	22	56	1
Kajang	23	45	3
Semenyih	13	34	0



## Number of respondents in accordance to gender

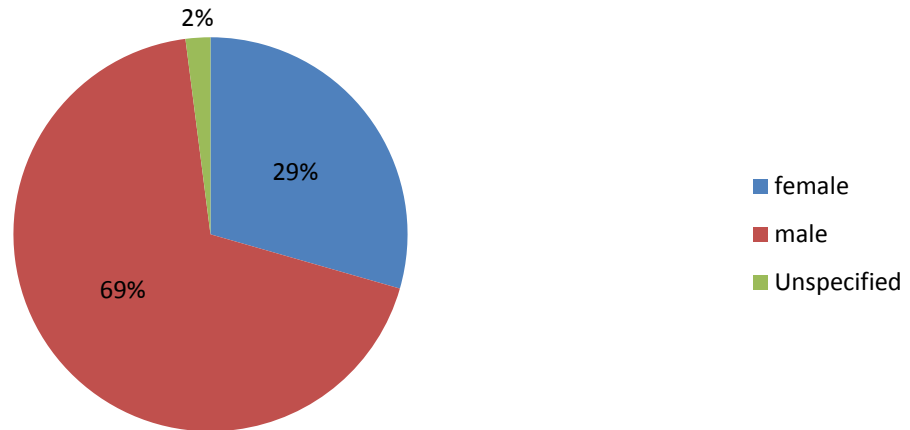


Chart23: Breakdown of respondents by gender

### **Ethnic group of respondents**

The researchers ensured that all races and ethnic groups within Malaysia were equally polled for the Laporan Rakyat. One hundred and twelve respondents of the survey identified themselves as Malay, 39 as Chinese, 25 as Indian, two as Indian Muslim, one as Kadazan and two as *Orang Asli*. Fifteen respondents did not include their ethnic background.

Some respondents questioned the inclusion of ethnic classification as they felt that it was regressive to identify themselves with an ethnic group as opposed to Malaysians. Only one respondent identified him/herself as a Malaysian.

## Number of respondents in accordance to ethnic groups



Chart 3: Breakdown of respondents by ethnic groups

**Number of respondents in each area by ethnic group**

	Dusun Tua	Kajang	Semenyih	Total
<b>Malay</b>	60	28	24	112
<b>Chinese</b>	8	4	27	39
<b>Indian</b>	3	8	14	25
<b>Indian Muslim</b>	0	1	1	2
<b>Kadazan</b>	1	0	0	1
<b>Orang Asli</b>	2	0	0	2
<b>Malaysian</b>	1	0	0	1
<b>Undisclosed</b>	4	7	4	15

Table 2: Number of respondents by ethnic groups

***Voter registration status***

This question was included in the section to gauge the number of people who have or will exercise their right to vote and also the general attitude and knowledge of people towards political participation.

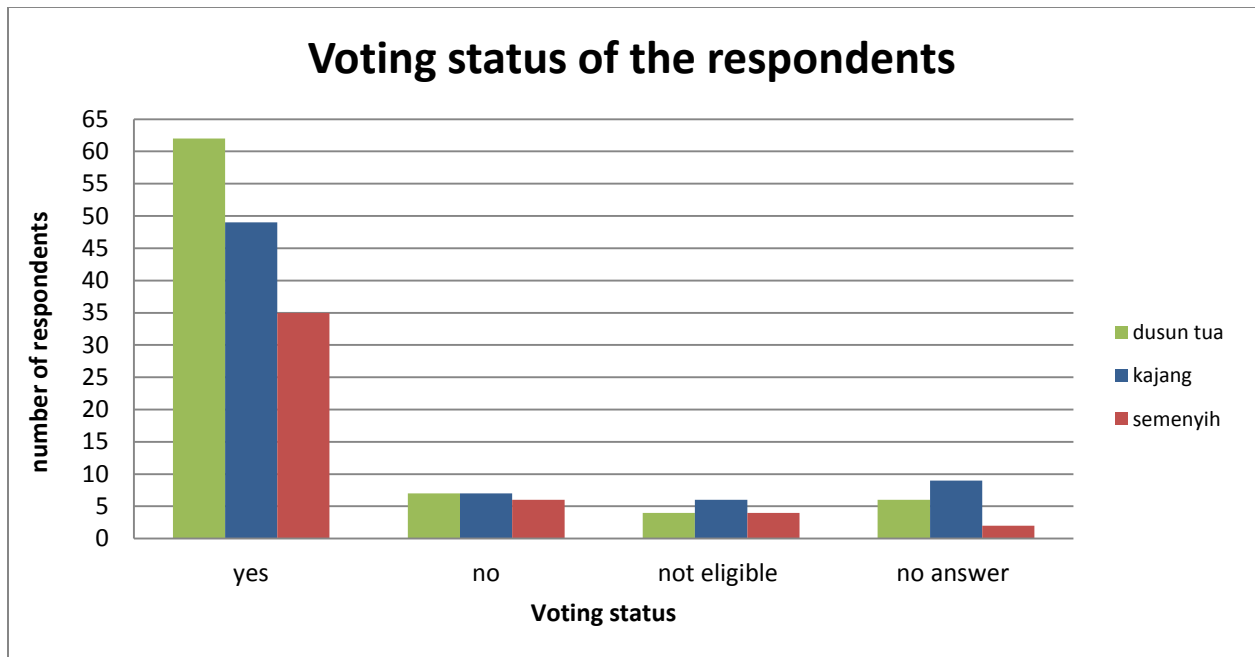


Chart 4: Voter registration status of the respondents

## Section 1: Information Regarding the ADUNs

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### Question 1: Who is your ADUN?

The survey showed that 62 percent of the respondents knew the names of their respective ADUN while 14 percent of the respondents left the section blank. Eleven percent of the respondents gave incorrect names, naming the previous ADUN and random personalities.<sup>1</sup> The remaining 13 percent of the respondents did not know the name of their ADUN.

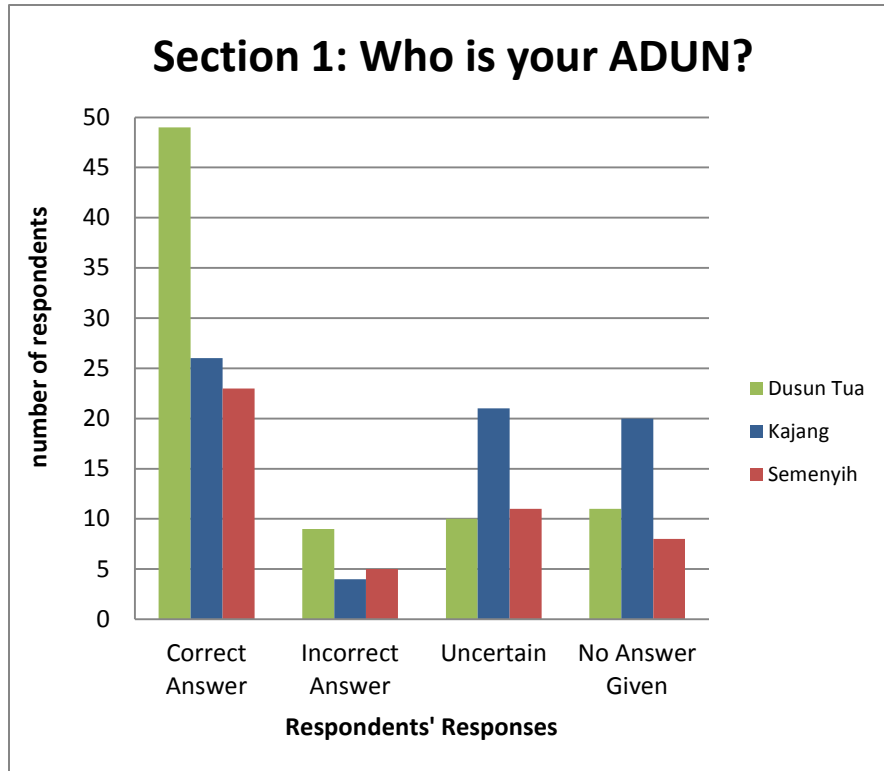


Chart 57: Who is your ADUN?

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<sup>1</sup> One respondent answered "yes" to the question.

**Question 2: How many years/terms has he/she been your ADUN?**

All three ADUNS are in their first term. Thirty seven percent of the respondents answered this question correctly while 36 percent respondents did not answer the question. Eight percent of the respondents wrote that they “don’t know”, “don’t remember”, “unsure” or “unclear”; the remaining 19 percent of the respondents answered the question incorrectly.

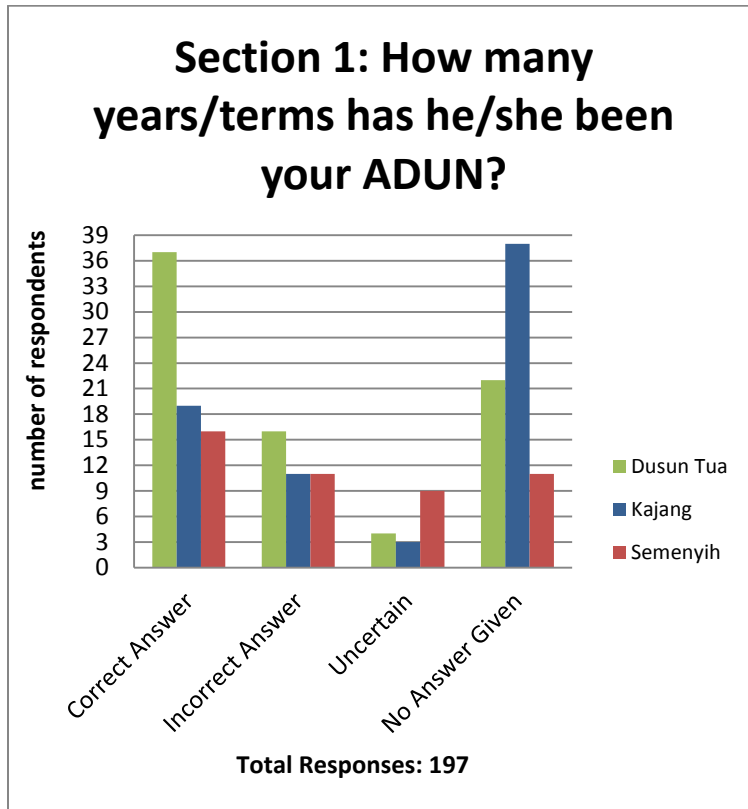
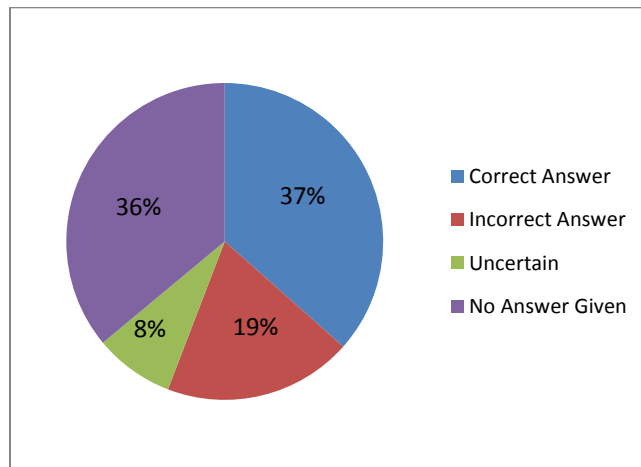


Chart 6: How many years/terms has he/she been your ADUN?

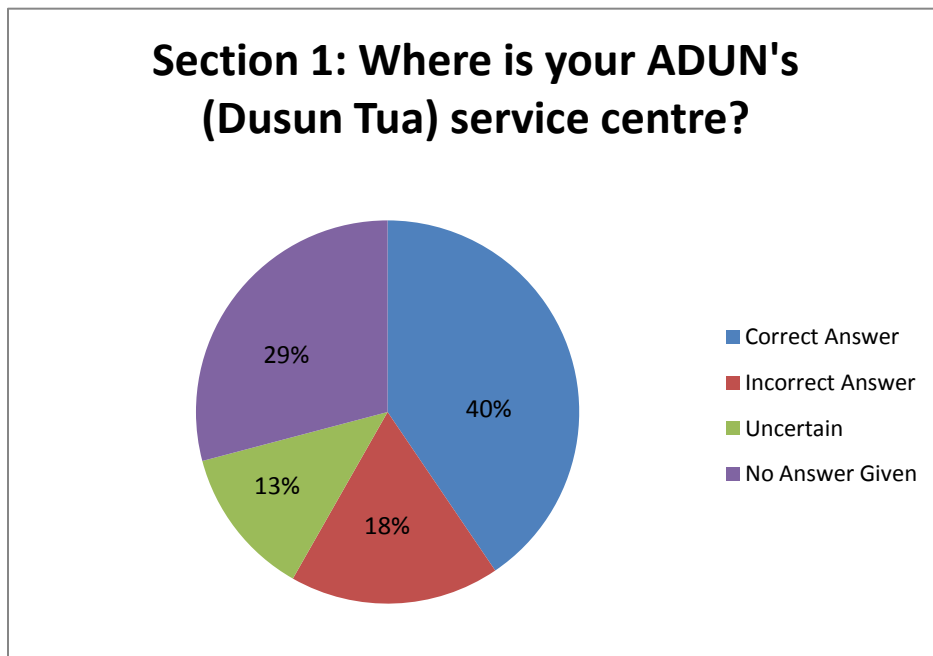


**Question 3: Where is his/her service centre?**

A total of 27.5 percent of respondents answered this question correctly. The remaining 72.5 percent respondents either answered the question incorrectly, did not answer the question, or just answered “yes” instead of providing the location of the service centre.

**Dusun Tua**

Forty percent of the respondents provided the correct answer to this question. Eighteen percent of the respondents either provided an incorrect answer or answered “yes” without providing further information. Thirteen percent answered that they did not know or are unsure, while 29 percent of the respondents left the question unanswered.



*Chart 7: Where is your ADUN's (Dusun Tua) service centre?*

**Kajang**

Only seven percent of the respondents answered the question accurately, while 58 percent of the respondents left the question unanswered; 25 percent of the respondents answered the question incorrectly and 10 percent wrote that they are unsure of the location of the ADUN’s service centre.

## Section 1: Where is your ADUN's (Kajang) service centre?

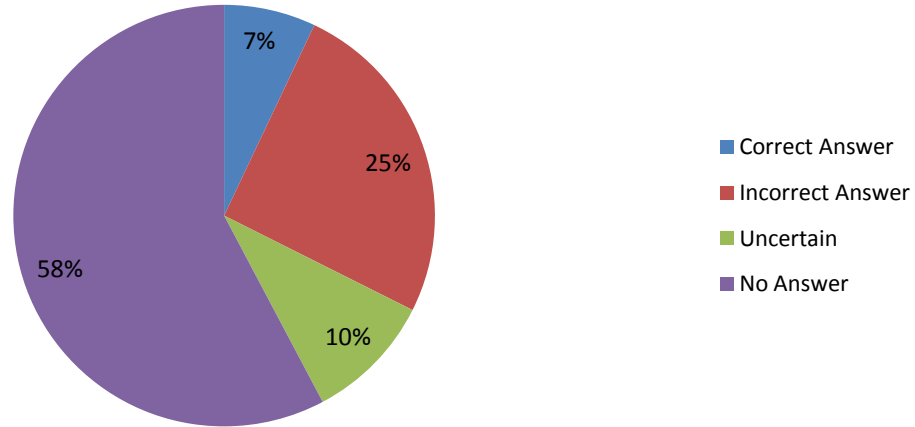
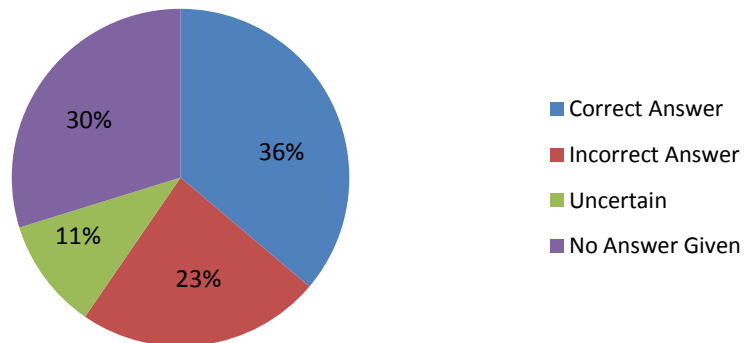


Chart 8: Where is your ADUN's (Kajang) service centre?

### Semenyih

Thirty six percent of the respondents in Semenyih provided the correct answer to this question while 30 percent left the question unanswered. Twenty three percent gave incorrect answers<sup>2</sup> and 11 percent wrote that they are uncertain of the answer.

## Section 1: Where is your ADUN's (Semenyih) service centre?



<sup>2</sup> Two respondents answered "yes" to this question.

Chart 9: Section 1: Where is your ADUN's (Semenyih) service centre?

**Question 4: Describe your ADUN in 50 words**

This question was included in the survey to ascertain the perception of the respondents regarding their ADUN. It is noted that some of the descriptions could potentially be influenced by the political inclination of the respondents, party loyalty, and level of engagement and interaction with their respective ADUN.

In general, 21 percent of the respondents answered this question with positive remarks, five percent with negative remarks while another five percent used neutral language when describing their ADUN. Eight percent of the respondents claimed that they have never seen his work to assess him, while 10 percent stated either “don’t know” or “don’t care”. Fifty one percent of the respondents of the survey left the question completely unanswered.

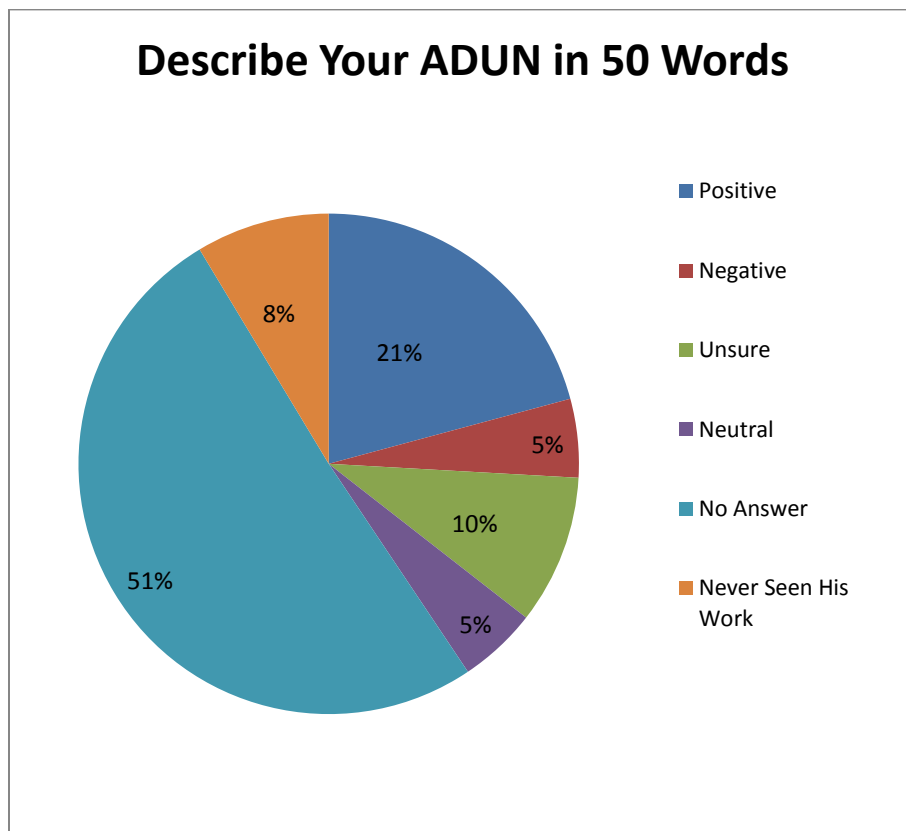


Chart 10: Describe your ADUN in 50 words



### **Dusun Tua**

For the ADUN of Dusun Tua, 49 percent of the respondents did not answer this section while seven percent stated that they were unsure how to describe the Dusun Tua ADUN; 39 percent of the respondents had positive things to say about Y.B. Tuan Ismail bin Sani, the ADUN of Dusun Tua, while four percent had negative things to say about the ADUN. However, one percent of the respondents stated that they have never met or heard of him or his work.

### **Kajang**

Fifty one percent of the respondents did not to answer this question. In particular, one of the respondents explained that he chose not to engage in a political discussion. Eighteen percent of the respondents described Y.B. Tuan Lee Kim Sin, the ADUN of Kajang positively; for instance, three respondents stated that he is friendly; another three indicated that he is warm and friendly and one respondent described him as a hardworking ADUN. Sixteen percent of the respondents did not respond positively to the question; the remaining 15 percent wrote that they were unsure or “do not care”.

### **Semenyih**

Forty three percent of the respondents left this question unanswered while 13 percent wrote that they do not know the answer. Seventeen percent of the respondents wrote mostly positive things about the ADUN - three respondents described Y.B. Tuan Johan Aziz, the ADUN of Semenyih, as responsible, whereas one respondent described him as wise; another four respondents stated that he is good and helpful. The remaining 27 percent either wrote negative or neutral remarks regarding the said ADUN; some of the remarks included two respondents claimed that they have not seen any result from him and another respondent said that he or she only meets him during the elections.

## **Question 5: What is the most important thing your ADUN has done, which positively affected you and your community?**

### **Dusun Tua**

The survey showed that 35 percent of the respondents did not answer the question, while 14 percent said that they have not seen any changes that have positively affected them. Another six percent were not sure of the changes that have positively affected them; 39 percent of the respondents provided information of positive changes that they have seen carried out by the ADUN, including activities in the village, construction of infrastructure and assistance and aid to the community. The remaining six percent wrote either negative or neutral remarks on their ADUN.

**Kajang**

As regards the ADUN of Kajang, 59 percent of the respondents did not answer this question while 11 percent were unsure how to answer the question; 14 percent of the respondents stated that they have seen positive changes by Y.B. Tuan Lee Kim Sin while the remaining 16 percent wrote either negative or neutral remarks about the ADUN.

**Semenyih**

Thirty four percent of the respondents left the section unanswered, while another 13 percent answered "don't know". Only 29 percent of the respondents wrote positively on the ADUN, stating that they have seen changes that have affected them, that they are happy with the aid that he has provided to the community, that their rights are being defended by the ADUN, and that he listens, among other things. The remaining 24 percent either wrote negatively or in neutral terms regarding the said ADUN.

## Section 2 of the Laporan Rakyat: Information regarding the MP

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It noted at the outset that, in this section, 19 percent out of the 197 respondents left the entire section blank<sup>3</sup> while 20 percent left the section partially blank, with some “don’t know” and “no” answers.

### Question 1: Who is your MP?

Y.B. Che Rosli Che Mat has served as the MP of Hulu Langat since March 2008. The survey showed that 38 percent of the respondents provided the correct name of the MP. However, six percent of the respondents provided incorrect answers, with some naming the party the MP belongs to, the previous MP, the name of their ADUN and even the name of the *Menteri Besar* of Selangor; 56 percent of the respondents either left the section blank or answered “don’t know”, “not sure” or “don’t remember”.

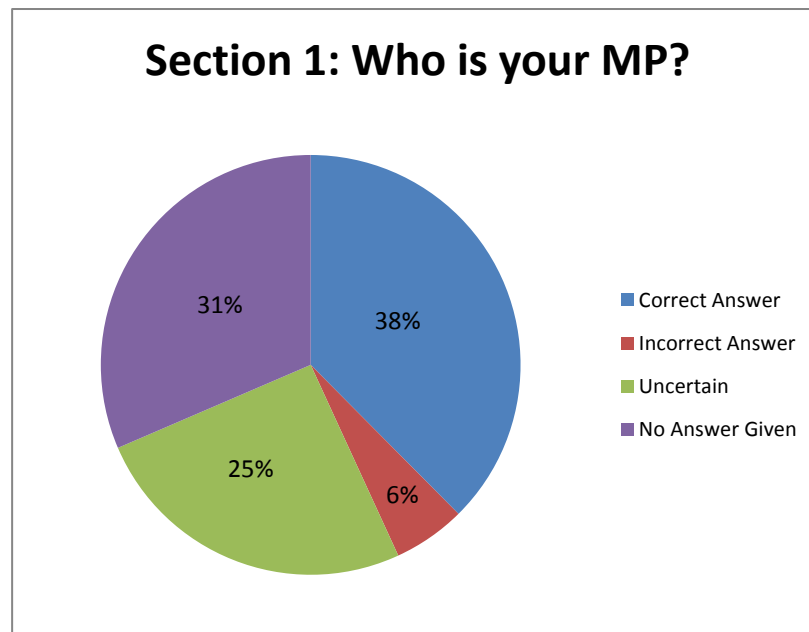


Chart 12: Who is your MP?

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<sup>3</sup> One of the respondents did not answer any of the questions in this section because the respondent does not vote and is not a registered voter.

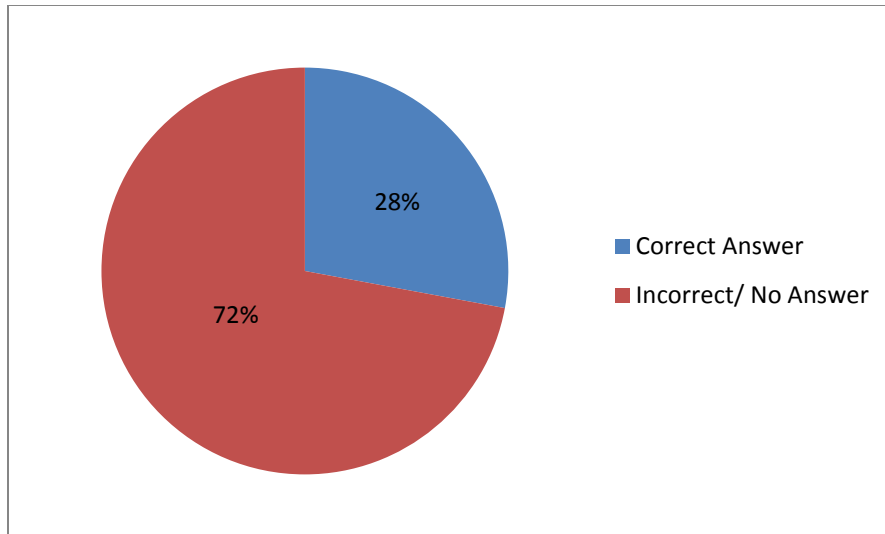


Chart 12: How many years/terms has he/she been your MP?

**Question 2: Where is his/her service centre?**

As to the question of location of the MP’s service centre, 59 percent of the respondents left this section blank. Only five percent of the respondents provided the correct answer to this question; 21 percent of the respondents wrote incorrect answers<sup>4</sup> while 15 percent were uncertain of the answer.

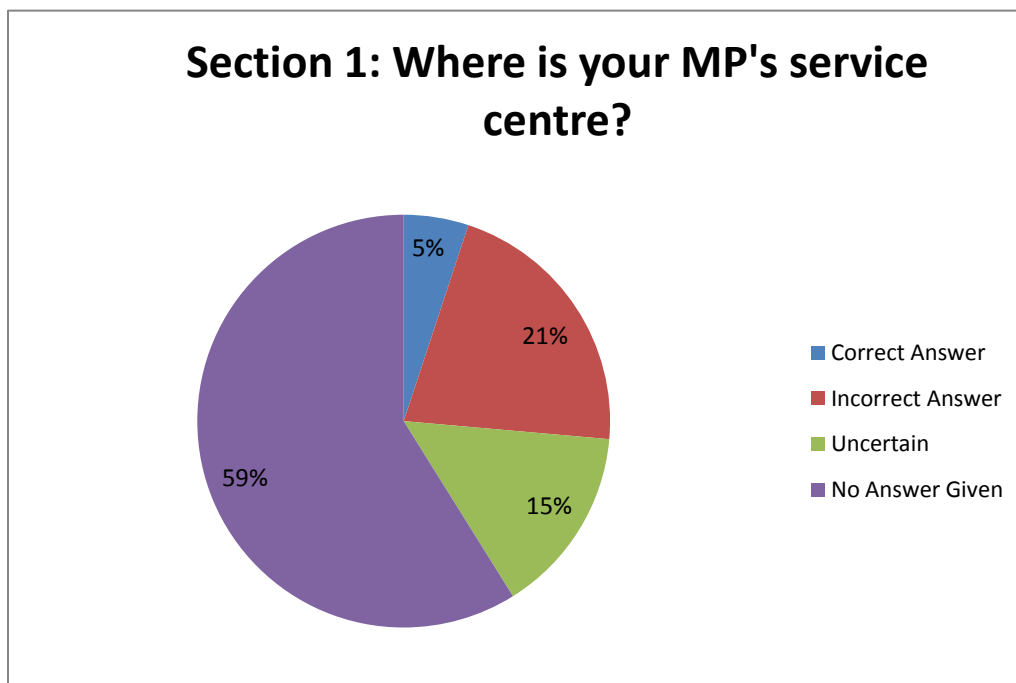


Chart 13: Where is his/her service centre?

<sup>4</sup> Thirteen respondents stated that they knew that his service centre is in Kajang but did not provide the exact location.

**Question 3: Describe your MP in 50 words**

As to this question, 50 percent of the respondents left this section blank whereas nine percent were uncertain of how to describe the MP. Only 21 percent of the respondents provided positive remarks of the MP, describing him as friendly, approachable, concerned about people's issues and religious. Three percent of the respondents commented in neutral terms about the MP, stating that the MP is "okay" or "normal". The remaining 17 percent of the respondents were critical of the performance of their MP. However, as pointed out above, the description provided by respondents may be influenced by the political inclination of the respondents, party loyalty, level of engagement and interaction with their MP, apart from other factors.

**Question 4: What is the most important thing your MP has done, which positively affected you and your community?**

For this question, 58 percent of the respondents did not provide an answer; 10 percent of the respondents stated that they did not know of any positive changes that the MP has done; eight percent of the respondents claimed that the MP had not done anything or made any impact to the community. However, the remaining 24 percent mostly wrote positive remarks on the MP; for instance, he is praised for uniting people, protecting basic human rights, being concerned about the welfare of the people and engaging the community. Some respondents included advice and suggestions that the MP could do for the development of the community.

### Section 3 of the Laporan Rakyat: Issues talked about by the ADUN/MP

Under this section, 14 issues were listed in the Laporan Rakyat and respondents were asked to mark the designated columns (see below) if they have heard or read about their respective ADUN and MP speak or raise the issues in their community.

It is observed that 21 percent of the respondents did not complete this section, meanwhile seven percent of the respondents answered 'yes' to all the issues; six percent of the respondents answered 'no' to every issue; 11 percent answered "don't know" to all and three percent checked the "don't care" box for every issue.

**Have you heard or read of your MP talking about the following issues in your community?**

Issues	Yes (%)	No (%)	Don't know (%)	Don't care (%)	No answer (%)
Crime	24	28	19	5	24
Corruption	26	23	5	22	24
Democracy	22	20	22	6	30
Education	32	17	20	5	26
Employment	25	23	21	5	26
Environment	29	23	20	4	24
Freedom of Expression & Information	25	20	22	4	29
Gender Equality	21	21	24	5	29
Healthcare	35	15	19	4	27
Infrastructure	30	22	19	4	25
Prices of Food & Goods	29	23	18	4	26

<b>Prices of Houses</b>	23	24	20	4	29
<b>Public Transportation</b>	26	23	19	4	28
<b>Racial Unity</b>	34	16	18	4	28

*Table 35: Have you heard or read of your MP talking about the following issues in your community*

**Have you heard or read of your ADUN (Dusun Tua) talking about the following issues in your community?**

<b>Issues</b>	<b>Yes (%)</b>	<b>No (%)</b>	<b>Don't know (%)</b>	<b>Don't care (%)</b>	<b>No answer (%)</b>
<b>Crime</b>	16	46	24	3	11
<b>Corruption</b>	20	44	18	3	15
<b>Democracy</b>	20	35	22	3	20
<b>Education</b>	38	25	18	3	16
<b>Employment</b>	23	37	19	2	19
<b>Environment</b>	31	34	20	1	14
<b>Freedom of Expression &amp; Information</b>	23	38	19	1	19
<b>Gender Equality</b>	23	29	22	1	15
<b>Healthcare</b>	34	31	19	1	15
<b>Infrastructure</b>	32	32	20	2	14
<b>Prices of Food &amp; Goods</b>	27	39	18	1	15
<b>Prices of Houses</b>	27	35	22	1	15

<b>Public Transportation</b>	16	42	23	4	15
<b>Racial Unity</b>	39	28	18	2	13

Table 4: Have you heard or read of your ADUN (Dusun Tua) talking about the following issues in your community

**Have you heard or read of your ADUN (Kajang) talking about the following issues in your community?**

<b>Issues</b>	<b>Yes (%)</b>	<b>No (%)</b>	<b>Don't know (%)</b>	<b>Don't care (%)</b>	<b>No answer (%)</b>
<b>Crime</b>	30	32	23	7	8
<b>Corruption</b>	28	24	32	7	9
<b>Democracy</b>	30	25	25	9	11
<b>Education</b>	45	17	24	7	7
<b>Employment</b>	45	17	24	7	7
<b>Environment</b>	30	28	22	7	13
<b>Freedom of Expression &amp; Information</b>	30	17	28	7	18
<b>Gender Equality</b>	14	31	28	9	18
<b>Healthcare</b>	30	24	23	8	15
<b>Infrastructure</b>	29	30	21	7	13
<b>Prices of Food &amp; Goods</b>	31	27	22	7	13
<b>Prices of Houses</b>	18	34	24	8	16
<b>Public Transportation</b>	31	20	25	7	17



<b>Racial Unity</b>	30	22	23	7	18
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*Table 5: Have you heard or read of your ADUN (Kajang) talking about the following issues in your community*

**Have you heard or read of your ADUN (Semenyih) talking about the following issues in your community?**

<b>Issues</b>	<b>Yes (%)</b>	<b>No (%)</b>	<b>Don't know (%)</b>	<b>Don't care (%)</b>	<b>No answer (%)</b>
<b>Crime</b>	32	36	21	4	7
<b>Corruption</b>	17	38	30	4	11
<b>Democracy</b>	30	21	28	4	17
<b>Education</b>	53	13	15	4	15
<b>Employment</b>	34	23	26	4	13
<b>Environment</b>	47	19	19	4	11
<b>Freedom of Expression &amp; Information</b>	45	9	21	2	23
<b>Gender Equality</b>	32	19	21	7	21
<b>Healthcare</b>	51	11	17	2	19
<b>Infrastructure</b>	45	28	17	2	8
<b>Prices of Food &amp; Goods</b>	36	28	19	2	15
<b>Prices of Houses</b>	39	21	21	2	27
<b>Public Transportation</b>	34	28	19	4	15

<b>Racial Unity</b>	53	11	17	4	15
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*Table 6: Have you heard or read of your ADUN (Semenyih) talking about the following issues in your community*

### **Miscellaneous Issues**

Eight respondents included eight other issues that were not part of the 14 issues above. Below are the issues that were listed by the respondents:

1. Animal issues
2. Flood
3. Justice
4. Increase the width of drains and the height of the bridge
5. Political issues
6. Religion
7. Waste Disposal
8. Welfare

## **Section 4 of the Laporan Rakyat: Five issues that need to be solved or improved in your community**

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Respondents provided an array of issues, some of which have already been listed in Section 4 of the Laporan Rakyat but with further elaboration on the specific concern that they would like solved or improved in their community. For ease of reference, these issues are classified into broad categories and according to the rate of incidence or the number of appearance.

The most cited category is infrastructure and public facilities, mentioned by approximately 51 percent of respondents; this is followed by crime and the environment. The issue of affirmative action was raised by only one respondent.

As regards specific issues, flood and the lack of rubbish collection were the two most cited issues of concern. Some of the respondents were of the opinion that the lack of rubbish collection, dumpsters and clogged drains causes diseases such as dengue fever and also flash floods. There were also several comments about contractors of Local Council not performing their duties properly and regularly.

Some respondents felt that there should be better integration of the programmes between the ADUNs and MP. The respondents also called for better communication and participation of the people in issues concerning the people of Hulu Langat.

The respondents were also concerned with the increase of social issues and problems concerning the youth in Hulu Langat, such as the increase in *“mat rempits”*, and the low involvement of youths in politics. Some respondents provided practical suggestions such as building a futsal centre and organising activities that involve the youth. In this regard, it is noted with concern that some respondents made sweeping and generalised observations with regard to foreign workers; for example, some comments received included, *“work is monopolised by foreigners so it is difficult to find jobs. When there are no jobs, crime is high”*. Such statements could denote the frustration of some constituents with regard to the economic conditions of the country, resulting in a (misconceived) prejudice against foreign workers.

Below are some of the important points raised under each category:

### **Infrastructure/public facilities**

Among some of the concerns raised by the respondents included:

- Poor road conditions
- Lack of roads leading into *Orang Asli* villages

- Traffic congestion
- Insufficient parking areas
- Inadequate drainage system, which causes floods
- Absence of street lights (particularly in *Batu 18 to Batu 23*)
- Overflow of water leading to destruction of properties
- Inadequate management of waste
- Lack of sports facilities, public halls and public parks
- Inadequate Internet facilities
- Increasing cost of tolls
- Uncompleted construction of a public bridge
- Disturbance in water supply
- Low water pressure

### **Crime**

- High crime rate in the area; frequent reports of break-ins, murder, and violence
- Inexperienced and inefficient police force in Kajang

### **Environment**

- Inefficient and inconsistent rubbish collection system<sup>5</sup>
- Inefficient Alam Flora
- Dirty river
- Lack of awareness over environmental concerns
- Lack of cleanliness
- Erosion
- Over logging

### **Education**

- Race-based education
- Insufficient number of teachers
- Insufficient number of secondary schools and colleges<sup>6</sup>
- Unsatisfactory performance of the schools, leading to issues such as truancy
- Unsafe environment for children in schools

### **Public Transportation**

- Poor transportation planning; particularly the buses and KTM<sup>7</sup>
- Poor accessibility to Kuala Lumpur

<sup>5</sup> The issue of rubbish collection appeared 25 times in respondents' submissions.

<sup>6</sup> Respondents noted that there are a lot of primary schools, but only one secondary school. For instance, there is only one Chinese school in Kajang, leading to overcrowding (more than 50 students in one class).

<sup>7</sup> A respondent commented that it takes school children an average of three hours to return home from school with the current public transportation system.

- Absence of any permanent or systematic taxi systems
- Failure of taxis to use meters
- Presence of mini-buses adds to traffic congestion
- Difficulty in accessing bus stations<sup>8</sup>

### **Economy**

- Lack of development in villages
- Inflation and the increase in national debt
- Increasing poverty
- Insufficient space for small businesses to conduct business<sup>9</sup>
- Frequent change in rules for business and licensing
- Absence of business license for poor people
- High taxes, loan rates and insurance premiums
- Rampant corruption

### **Employment**

- Lack of jobs and business opportunities for locals; many travel to Kuala Lumpur to seek such opportunities

### **Healthcare**

- Dengue fever caused by poor rubbish management and collection
- Insufficient number of clinics

### **Housing**

- High price of houses
- Poor city planning leading to houses being built everywhere and anywhere
- Insufficient number of low-cost housing

### **Price of food and goods**

- Price hike and uncontrolled price of food and goods
- Inconsistent pricing of goods in different shops; lack of regulation among businessmen
- High price of oil, which is burdensome to the people

### **Unity**

- Disharmony amongst the people
- Favouritism and preferential treatment
- Political manipulation of unity issues

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<sup>8</sup> A respondent stated that he needed to get on the bicycle to reach the bus station.

<sup>9</sup> A respondent opined that the market in *Batu 18* was the cause of the lack of space for business people.

## Welfare

- Absence or insufficient financial aid for single mothers, school children, senior citizens and poor people
- Insufficient attention given to the welfare of the people
- Unfair processing procedure for *Zakat* assistance
- Complicated process to request for welfare aid;<sup>10</sup> lack of transparency in the process leading to the perception that priority is not given to the poor to receive the aid
- Insufficient subsidies for those with the household income of less than RM 4,000.00

## MP and ADUN

- Insufficient communication between the people and the MP and ADUN, causing information not to trickle down to the people
- Lack of involvement of ADUN in the MP projects<sup>11</sup>
- Promises broken by the ADUN and MP<sup>12</sup>
- Lack of concern about the problems of the people; there is too much talk and too little action.

## Development

- Poor town planning

## Administrative issues

- Sale of liquor in the area
- Payment of *Rukun Tetangga* bills
- Lack of proper maintenance of surrounding greeneries by contractors of the Local Council
- Delay of applications<sup>13</sup> by villagers
- Unnecessary spending by the leaders
- Money allocated has not been disbursed
- Insufficient activities for the people

## Foreigners

- Increasing number of foreigners with or without permit
- Uncontrollable increase of foreign workers
- Monopolisation of work by foreign workers<sup>14</sup>

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<sup>10</sup> For instance, the requirement to produce an oath.

<sup>11</sup> A respondent stated that those from *Barisan Nasional* did not want to be involved even after numerous invitations.

<sup>12</sup> A respondent complained that all of the ADUN and MP from UMNO broke their promise; however, it must be noted that the current ADUNs and MP for Kajang area are either from *Parti Keadilan Rakyat* or PAS (*Pakatan Rakyat*).

<sup>13</sup> The respondent did not elaborate what kind of applications was delayed.

<sup>14</sup> A respondent commented that the monopoly caused difficulty in finding jobs, and that when "there are no jobs, crime is high."

**Standard of living**

- Rising cost of living
- Overcrowded city

**Social issues**

- Increasing social and moral problems
- Drug abuse
- Youth problems; some joining gangs or becoming “mat rempits”
- Low involvement of young people in politics

**Fundamental Liberties**

- Apostasy issues
- Limited freedom of speech and expression
- Gender equality

**Land**

- Apathy towards land issues; land title has not been gazetted<sup>15</sup>

**Others**

- Absence of civic consciousness
- Lack of information and opportunity for people to increase their knowledge and economic standing
- Insufficient entertainment outlets

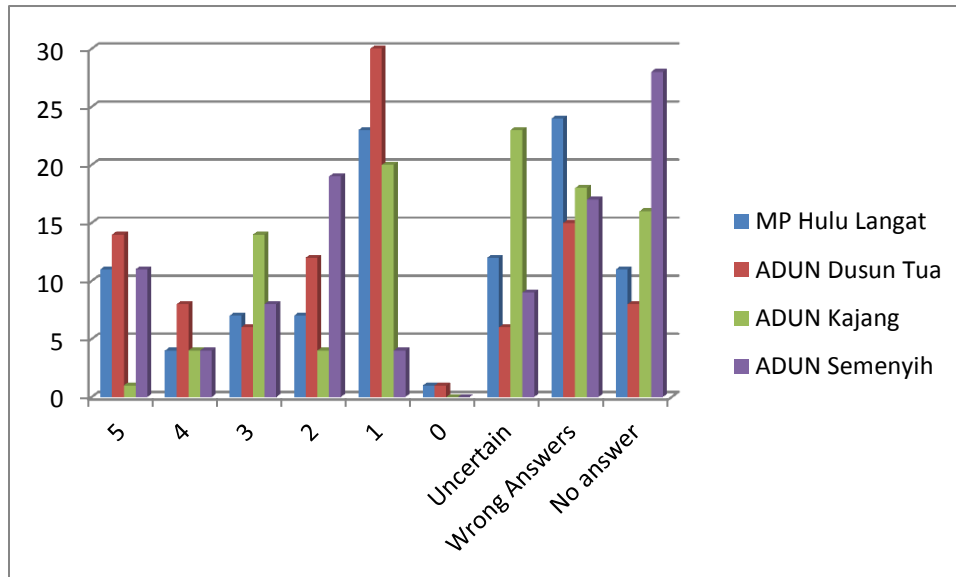
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<sup>15</sup> A respondent claimed that he has been waiting for 60 years to receive a land grant.

## Section 5 of the Laporan Rakyat: Rate your MP/ADUN

Eight questions were asked in this section in which the respondents were required to rate their MP and ADUN on a scale of one (worst) to five (best). While the instructions were clear, some respondents decided to rate their ADUN and MP according to their own methods, such as replying with “yes” or “no”, which created some issues with the data analysis.

### Question 1: How often do you see your MP/ADUN in your community?



#### MP Hulu Langat

To the question of frequency of seeing the MP (Y.B. Che Rosli), 11 percent of the respondents gave the MP full points for this question, implying that they see their MP often in their community;<sup>16</sup> four percent of the respondents gave the MP, four points; seven percent gave three points; seven percent gave two points; and 23 percent of the respondents scored the MP one point for this question and one percent scored the MP, 0 points.

Twenty four percent of the total respondents left this section blank; 12 percent of the respondents answered “don’t know” or “don’t care” to this question while another 11 percent answered the question outside of the rating system.<sup>17</sup>

#### ADUN Dusun Tua

In Dusun Tua, 14 percent of the respondents awarded their ADUN (Y.B. Tuan Ismail bin Sani) the full five points for this question; eight percent gave the ADUN four points; six percent gave

<sup>16</sup> Two respondents gave the MP an “A” for this question instead of a “5”.

<sup>17</sup> One respondent claimed that he/she sees the MP in the community every week; another stated that he only sees the MP before election; four respondents answered the questions with “yes” while 14 respondents answered the question with “no”.



three points; 12 percent gave two points; 30 percent gave the ADUN one point and one percent gave 0 points.

Eight percent of the respondents left this section blank while six percent of the respondents answered with either “don’t know” or “don’t care”; 15 percent of the respondents gave answers outside the scoring system.<sup>18</sup>

### **ADUN Kajang**

Only one percent of the respondents gave the ADUN of Kajang (Y.B. Tuan Lee Kim Sin) the full five points for this section; four percent gave the ADUN four points, 14 percent gave three points, four percent gave two points, and 20 percent gave the ADUN one point.

Eighteen percent of the total respondents left this section blank while 23 percent of the respondents answered with either “don’t know” or “don’t care”; 16 percent of the respondents gave answers outside the scoring system.<sup>19</sup>

### **ADUN Semenyih**

Eleven percent of the respondents gave the ADUN of Semenyih (Y.B. Datuk Hj. Johan Abd Aziz) the full five points for this section. Four percent gave the ADUN four points, nine percent gave three points, 19 percent gave one point, and four percent gave the ADUN 0 point.

Seventeen percent of the total respondents left this section blank while eight percent of the respondents answered with either “don’t know” or “don’t care”; 28 percent of the respondents gave answers outside the scoring system.<sup>20</sup>

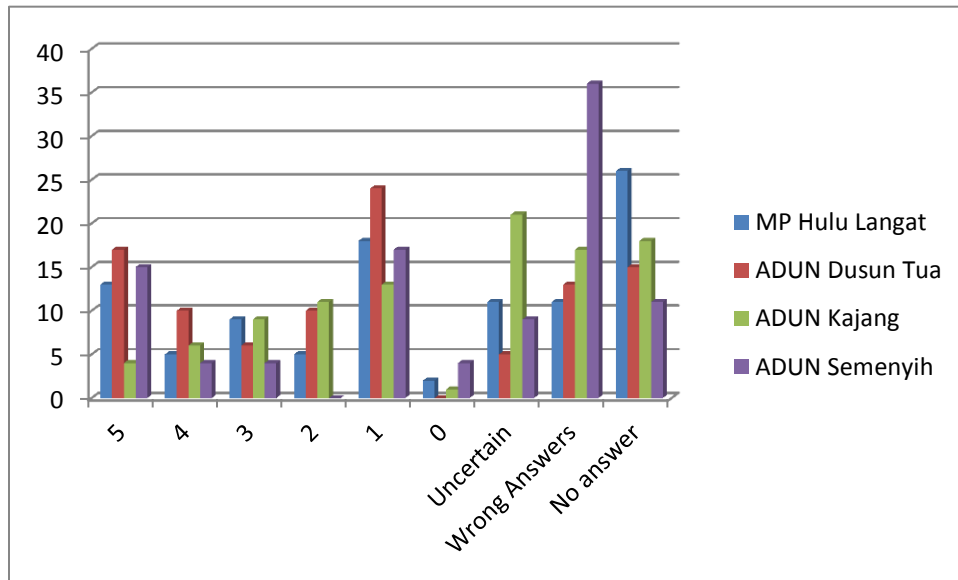
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<sup>18</sup> One respondent answered “yes”; four respondents answered “no”; three respondents stated that they met the ADUN three times; one respondent stated he/she met the ADUN only before elections; one respondent stated that he/she met the ADUN “in the office” while another respondent stated he/she met the ADUN once or twice a month. Two percent of respondents have the ADUN a score of “D” and “E”.

<sup>19</sup> Five respondents answered “yes” to the question while six respondents answered “no”.

<sup>20</sup> One respondent gave the ADUN nine points on a scale of 10; six respondents answered “yes”, four answered “no”, one answered that he “attended events” while another claimed to have met the ADUN “often”.

## Question 2: Is it easy to meet your MP/ADUN?



### MP Hulu Langat

As regards ease of meeting the MP, 13 percent of the respondents gave the MP (Y.B. Che Rosli) full points for this question;<sup>21</sup> five percent of the respondents gave the MP four points, nine percent gave three points, five percent gave two points; 18 percent of the respondents scored the MP one point for this question and two percent scored the MP, 0 points.

Twenty six percent of the total respondents left this section blank; 12 percent of the respondents answered “don’t know” or “don’t care” to this question while another 11 percent answered the question outside the rating system.<sup>22</sup>

### ADUN Dusun Tua

In Dusun Tua, 17 percent of the respondents awarded their ADUN (Y.B. Tuan Ismail bin Sani) the full 5 points for this question; 10 percent gave the ADUN four points, six percent gave three points, 10 percent gave two points, and 24 percent gave the ADUN one point.

Fifteen percent of the total respondents left this section blank while five percent of the respondents answered with either “don’t know” or “don’t care”; 13 percent of the respondents gave answers outside the scoring system.<sup>23</sup>

<sup>21</sup> Two respondents gave the MP an “A” for this question instead of a “5”.

<sup>22</sup> One respondent claimed that he or she sees the MP in the community every week; another stated that he only sees the MP before the election; four respondents answered the question with a “yes” while 14 respondents answered the question with a “no”.

<sup>23</sup> Two respondents gave the ADUN a score of “D” and “E”. One respondent answered “yes”; three respondents answered “no”; three respondents met the ADUN three times while another respondent answered that they don’t know “where to meet the ADUN”.

### ADUN Kajang

In Kajang, four percent of the respondents gave the ADUN of Kajang (Y.B. Tuan Lee Kim Sin) the full five points for this section; six percent gave the ADUN four points, nine percent gave three points, 11 percent gave two points, 13 percent gave the ADUN one point, and one percent gave the ADUN, 0 points.

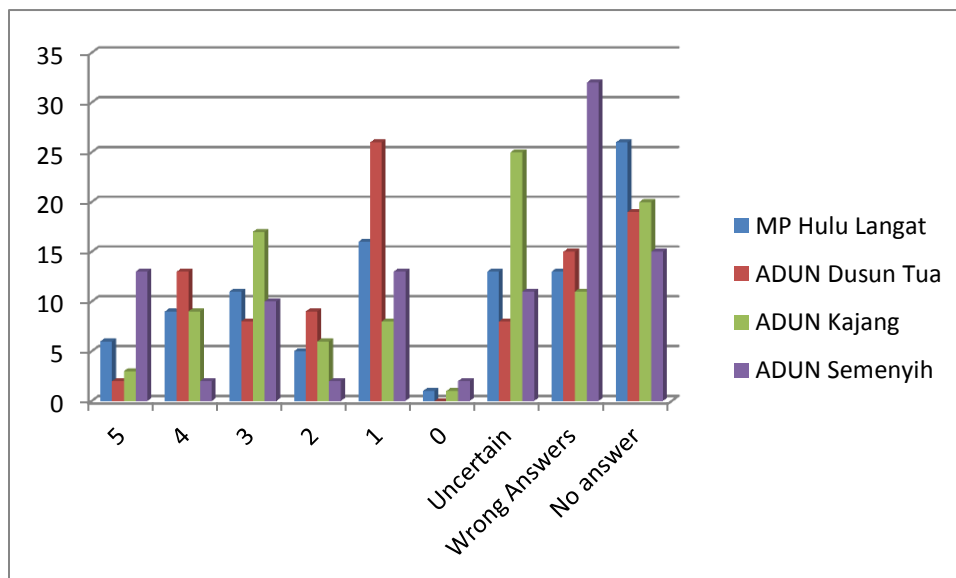
Eighteen percent of the total respondents left this section blank while 21 percent of the respondents answered with either “don’t know” or “don’t care”; 17 percent of the respondents gave answers outside the scoring system.<sup>24</sup>

### ADUN Semenyih

In Semenyih, 15 percent of the respondents gave the ADUN of Semenyih (Y.B. Datuk Hj. Johan Abd. Aziz) the full five points for this section; four percent gave the ADUN four points, four percent gave three points, 17 percent gave one point, and four percent gave the ADUN 0 points.

Eleven percent of the total respondents left this section blank while nine percent of the respondents answered with either “don’t know” or “don’t care”; 36 percent of the respondents gave answers outside the scoring system.<sup>25</sup>

### Question 3: Does your MP/ADUN solve problems that are brought to his/her attention? If so, which problems?



<sup>24</sup> Five respondents answered “yes” to the question, one respondent answered “yes with reservation”, while four respondents answered “no”. One respondent said that “it would be easy” while another respondent claimed not to like to “meet the ADUN”.

<sup>25</sup> One respondent gave the ADUN seven points on a scale of 10; eight respondents answered “yes”, while another eight respondents answered “no”.

### **MP Hulu Langat**

Six percent of the respondents gave the MP (Y.B. Che Rosli) full points for this question;<sup>26</sup> nine percent of the respondents gave the MP four points; 11 percent gave three points; five percent gave two points; 16 percent of the respondents scored the MP one point for this question and one percent scored the MP, 0 points.

Twenty six percent of the total respondents left this section blank; 13 percent of the respondents answered “don’t know” or “don’t care” to this question while another 13 percent answered the question outside the rating system.<sup>27</sup>

### **ADUN Dusun Tua**

Two percent of the respondents awarded their ADUN (Y.B. Tuan Ismail bin Sani) the full five points for this question; 13 percent gave the ADUN four points, eight percent gave three points, nine percent gave two points, and 26 percent gave the ADUN one point.

Nineteen percent of the total respondents left this section blank while eight percent of the respondents answered with either “don’t know” or “don’t care”; 15 percent of the respondents gave answers outside the scoring system.<sup>28</sup>

### **ADUN Kajang**

Three percent of the respondents gave the ADUN of Kajang (Y.B. Tuan Lee Kim Sin) the full five points for this section; nine percent gave the ADUN four points; 17 percent gave three points, six percent gave two points; eight percent gave the ADUN one point, and one percent gave the ADUN 0 point.

Twenty percent of the total respondents left this section blank while 25 percent of the respondents answered with either “don’t know” or “don’t care”; 11 percent of the respondents gave answers outside the scoring system.<sup>29</sup>

### **ADUN Semenyih**

Thirteen percent of the respondents gave the ADUN of Semenyih (Y.B. Datuk Hj. Johan Abd. Aziz) the full five points for this section; two percent gave the ADUN four points; ten percent gave three points; two percent gave two points, 13 percent gave one point, and two percent gave the ADUN 0 points.

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<sup>26</sup> Two respondents gave the MP an “A” for this question instead of “5”.

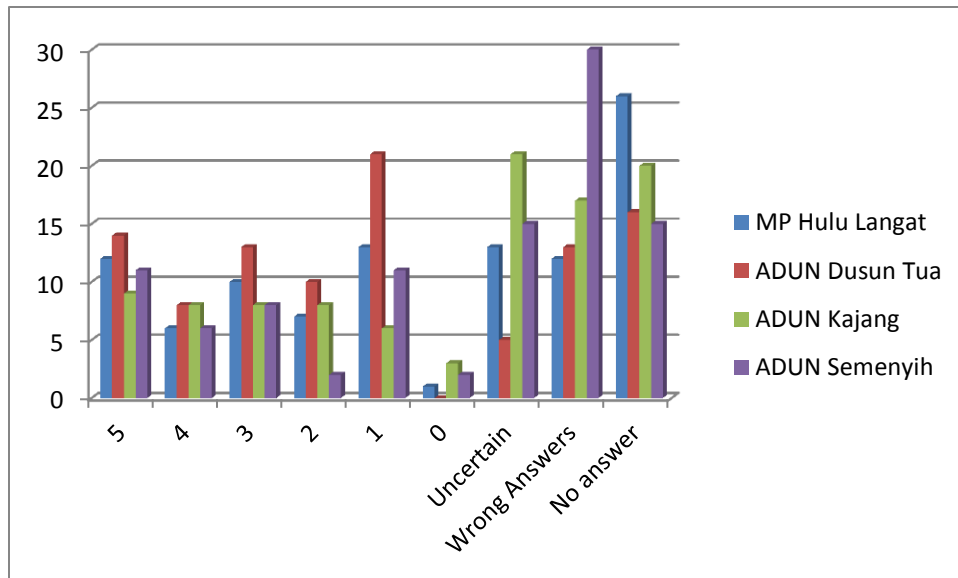
<sup>27</sup> Three respondents claimed that the MP was not available or did not reach out; eight respondents answered the question “yes” while 14 respondents answered “no”.

<sup>28</sup> Two respondents gave the ADUN a score of “D” and “E”. One respondent answered “yes”; three respondents answered “no”; three respondents stated that they met the ADUN three times while another respondent answered that he/she did not know “where to meet the ADUN”.

<sup>29</sup> Three respondents answered “yes”, while five respondents answered “no”.

Fifteen percent of the total respondents left this section blank while eleven percent of the respondents answered with either “don’t know” or “don’t care”; 32 percent of the respondents gave answers outside the scoring system.<sup>30</sup>

**Question 4: Does your MP/ADUN know about the problems/issues in your community?**



**MP Hulu Langat**

Twelve percent of the respondents gave the MP (Y.B. Che Rosli) full points for this question;<sup>31</sup> six percent of the respondents gave the MP four points; 10 percent gave three points; seven percent gave two points; 13 percent of the respondents scored the MP one point for this question and one percent scored the MP 0 points.

Twenty six percent of the total respondents left this section blank; 13 percent of the respondents answered “don’t know” or “don’t care” to this question while another 12 percent answered the question outside the rating system.<sup>32</sup>

**ADUN Dusun Tua**

Fourteen percent of the respondents awarded their ADUN (Y.B. Tuan Ismail bin Sani) the full five points for this question; eight percent gave the ADUN four points; 13 percent gave three points; 10 percent gave two points, and 21 percent gave the ADUN one point.

<sup>30</sup> One respondent gave the ADUN 9 points on a scale of 10, eight respondents answered with a “yes”, while another six answered with a “no”.

<sup>31</sup> Two respondents gave the MP an “A” for this question instead of a “5”.

<sup>32</sup> Twelve respondents answered the question with a “yes” while 10 respondents answered the question with a “no”. Another two respondents answered that the MP would know the problems via the head of the village or other channels.

Sixteen percent of the total respondents left this section blank while five percent of the respondents answered with either “don’t know” or “don’t care”; 13 percent of the respondents gave answers outside the scoring system.<sup>33</sup>

### **ADUN Kajang**

Nine percent of the respondents gave the ADUN of Kajang (Y.B. Tuan Lee Kim Sin) the full five points for this section; eight percent gave the ADUN four points; eight percent gave three points; eight percent gave two points; six percent gave the ADUN one point, and three percent gave the ADUN 0 point.

Twenty percent of the total respondents left this section blank while 21 percent of the respondents answered with either “don’t know” or “don’t care”; 17 percent of the respondents gave answers outside the scoring system.<sup>34</sup>

### **ADUN Semenyih**

Eleven percent of the respondents gave the ADUN of Semenyih (Y.B. Datuk Hj. Johan Abd. Aziz) the full five points for this section; six percent gave the ADUN four points; eight percent gave three points; two percent gave two points; 11 percent gave one point, and two percent gave the ADUN 0 points.

Fifteen percent of the total respondents left this section blank while another 15 percent of the respondents answered with either “don’t know” or “don’t care”; 30 percent of the respondents gave answers outside the scoring system.<sup>35</sup>

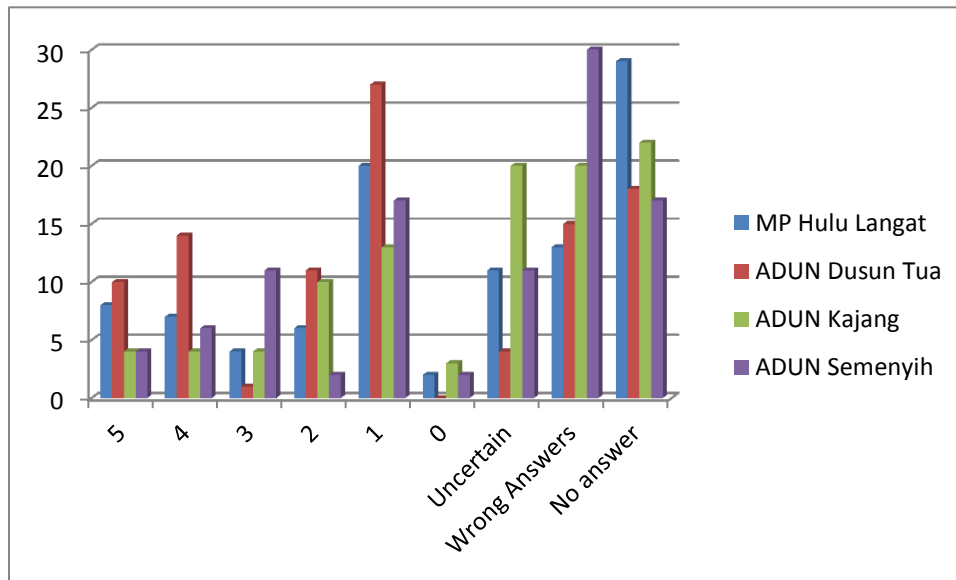
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<sup>33</sup> One respondent gave the ADUN a grade of “B”; another respondent gave the ADUN a grade of “C” and another “D” grade. Two respondents answered “yes”; two respondents answered “no”; and three respondents met the ADUN three times.

<sup>34</sup> Eight respondents answered “yes” to the question, while three respondents answered “no”. One respondent mentioned that the MP will know of the issues during a crisis or events.

<sup>35</sup> One respondent gave the ADUN eight points on a scale of 10; 10 respondents answered “yes”, while another three answered “no”.

**Question 5: Does your MP/ADUN speak to your community often? E.g. once a month/once a week/every day?**



**MP Hulu Langat**

Eight percent of the respondents gave the MP (Y.B. Che Rosli) full points for this question;<sup>36</sup> seven percent of the respondents gave the MP four points; four percent gave three points; six percent gave two points; 20 percent of the respondents scored the MP one point for this question and two percent scored the MP, 0 points.

Twenty nine percent of the total respondents left this section blank; 11 percent of the respondents answered “don’t know” or “don’t care” to this question while another 13 percent answered the question outside the rating system.<sup>37</sup>

**ADUN Dusun Tua**

Ten percent of the respondents awarded their ADUN (Y.B. Tuan Ismail bin Sani) the full five points for this question; 14 percent gave the ADUN four points; one percent gave three points; 11 percent gave two points, and 27 percent gave the ADUN one point.

Eighteen percent of the total respondents left this section blank while four percent of the respondents answered with either “don’t know” or “don’t care”; 15 percent of the respondents gave answers outside the scoring system.<sup>38</sup>

<sup>36</sup> Two respondents gave the MP an “A” for this question instead of a “5”.

<sup>37</sup> Nine respondents answered the question with a “yes” while 14 respondents answered the question with a “no”. One respondent answered that the MP spoke “only during elections” and a respondent commented that “it is better that they do not try.”

<sup>38</sup> One respondent gave the ADUN a grade of “B” while two respondents gave the ADUN a “D” grade. Two respondents answered “yes”; four respondents answered “no”; and three respondents met the ADUN three times.

### **ADUN Kajang**

Four percent of the respondents gave the ADUN of Kajang (Y.B. Tuan Lee Kim Sin) the full five points for this section; four percent gave the ADUN four points; four percent gave three points; 10 percent gave two points; 13 percent gave the ADUN one point, and three percent gave the ADUN 0 points.

Twenty two percent of the total respondents left this section blank while 20 percent of the respondents answered with either “don’t know” or “don’t care”; 20 percent of the respondents gave answers outside of the scoring system.<sup>39</sup>

### **ADUN Semenyih**

Four percent of the respondents gave the ADUN of Semenyih (Y.B. Datuk Hj. Johan Abd. Aziz) the full five points for this section; six percent gave the ADUN four points; 11 percent gave three points; two percent gave two points; 17 percent gave one point, and two percent gave the ADUN 0 points.

Seventeen percent of the total respondents left this section blank while another 11 percent of the respondents answered with either “don’t know” or “don’t care”; 30 percent of the respondents gave answers outside the scoring system.<sup>40</sup>

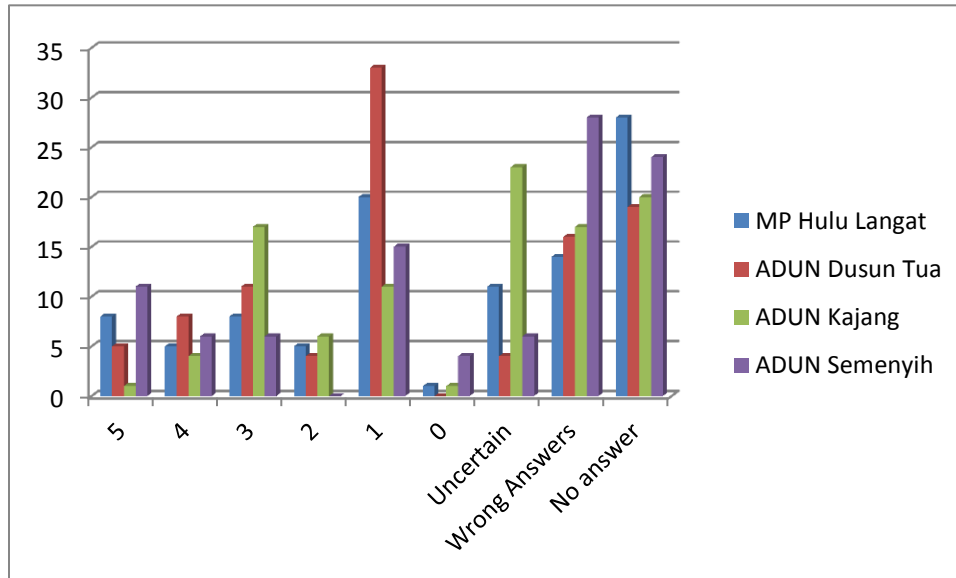
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<sup>39</sup> Five respondents answered “yes” to the question, while six respondents answered “no”. Two respondents answered that the MP spoke “only during elections” and a respondent commented that “it is better that they do not try.”

<sup>40</sup> One of the respondents gave a score of five out of a scale of 10; four respondents answered “yes”, while another seven answered “no”; two respondents answered “often”.



**Question 6: Does your MP/ADUN discuss issues with your community to make a decision together for your community?**



**MP Hulu Langat**

Eight percent of the respondents gave the MP (Y.B. Che Rosli) full points for this question, implying that they felt that he discusses issues with the community;<sup>41</sup> five percent of the respondents gave the MP four points; eight percent gave three points; five percent gave two points; 20 percent of the respondents scored the MP one point for this question and one percent scored the MP 0 points.

Twenty eight percent of the total respondents left this section blank; 11 percent of the respondents answered “don’t know” or “don’t care” to this question while another 14 percent answered the question outside the rating system.<sup>42</sup>

**ADUN Dusun Tua**

Five percent of the respondents awarded their ADUN (Y.B. Tuan Ismail bin Sani) the full five points for this question; eight percent gave the ADUN four points; 11 percent gave three points; four percent gave two points, and 33 percent gave the ADUN one point.

Nineteen percent of the total respondents left this section blank while four percent of the respondents answered with either “don’t know” or “don’t care”; 16 percent of the respondents gave answers outside the scoring system.<sup>43</sup>

<sup>41</sup> Two respondents gave the MP an “A” for this question instead of a “5”.

<sup>42</sup> Nine respondents answered the question with a “yes” while 17 respondents answered the question with a “no”. One respondent answered that they are not informed of programmes and another noted that they usually choose to confide with the *Rukun Tetangga*.

### ADUN Kajang

One percent of the respondents gave the ADUN of Kajang (Y.B. Tuan Lee Kim Sin) the full five points for this section. Four percent gave the ADUN four points; 17 percent gave three points; six percent gave two points; 11 percent gave the ADUN one point, and one percent gave the ADUN 0 point.

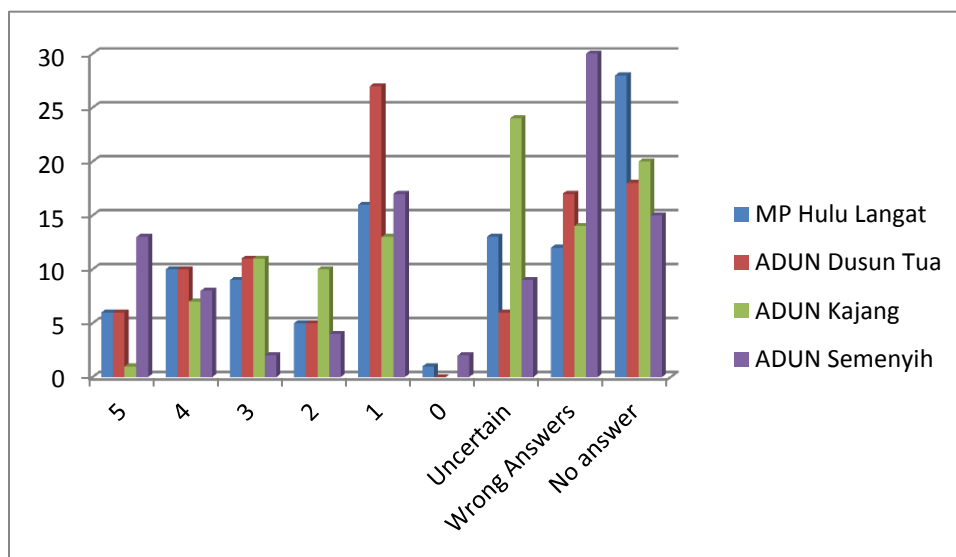
Twenty percent of the total respondents left this section blank while 23 percent of the respondents answered with either “don’t know” or “don’t care”; 17 percent of the respondents gave answers outside the scoring system.<sup>44</sup>

### ADUN Semenyih

Eleven percent of the respondents gave the ADUN of Semenyih (Y.B. Datuk Hj. Johan Abd. Aziz) the full five points for this section; six percent gave the ADUN four points; six percent gave three points; 15 percent gave one point, and four percent gave the ADUN 0 point.

Twenty four percent of the total respondents left this section blank while another six percent of the respondents answered with either “don’t know” or “don’t care”; 28 percent of the respondents gave answers outside the scoring system.<sup>45</sup>

### Question 7: Has your MP/ADUN fulfilled the promises and pledges he/she made during the previous election(s)?



<sup>43</sup> One respondent gave the ADUN a grade of “D”; one respondent answered “yes”; six respondents answered “no”; and three respondents met the ADUN three times; one respondent met the ADUN with “leaders” while another claimed not to be informed of activities.

<sup>44</sup> Four respondents answered “yes” to the question, while seven respondents answered “no”. One respondent mentioned that he engages with the *Rukun Tetangga*.

<sup>45</sup> Six respondents answered with a “yes”, while another seven answered with a “no”.

### **MP Hulu Langat**

Six percent of the respondents gave the MP (Y.B. Che Rosli) full points for this question;<sup>46</sup> 10 percent of the respondents gave the MP four points; nine percent gave three points; five percent gave two points; 16 percent of the respondents scored the MP one point for this question and one percent scored the MP 0 points.

Twenty eight percent of the total respondents left this section blank; 13 percent of the respondents answered “don’t know” or “don’t care” to this question while another 12 percent answered the question outside the rating system.<sup>47</sup>

### **MP Dusun Tua**

Six percent of the respondents awarded their ADUN (Y.B. Tuan Ismail bin Sani) the full five points for this question; 10 percent gave the ADUN four points; 11 percent gave three points; five percent gave two points, and 27 percent gave the ADUN one point.

Eighteen percent of the total respondents left this section blank while six percent of the respondents answered with either “don’t know” or “don’t care”; 17 percent of the respondents gave answers outside the scoring system.<sup>48</sup>

### **ADUN Kajang**

One percent of the respondents gave the ADUN of Kajang (Y.B. Tuan Lee Kim Sin) the full five points for this section; seven percent gave the ADUN four points; 11 percent gave three points; 10 percent gave two points; and 13 percent gave the ADUN one point.

Twenty percent of the total respondents left this section blank while 24 percent of the respondents answered with either “don’t know” or “don’t care”; 14 percent of the respondents gave answers outside the scoring system.<sup>49</sup>

### **ADUN Semenyih**

Unlike the rest of the respondents in the other two constituencies, more respondents in Semenyih agree that the ADUN has fulfilled his promises and pledges. Thirteen percent of the respondents gave the ADUN of Semenyih (Y.B. Datuk Hj. Johan Abd Aziz) the full five points for this section; nine percent gave the ADUN four points; two percent gave three points; four percent gave two points; 17 percent gave one point, and two percent gave the ADUN 0 points.

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<sup>46</sup> Two respondents gave the MP an “A” for this question instead of a “5”.

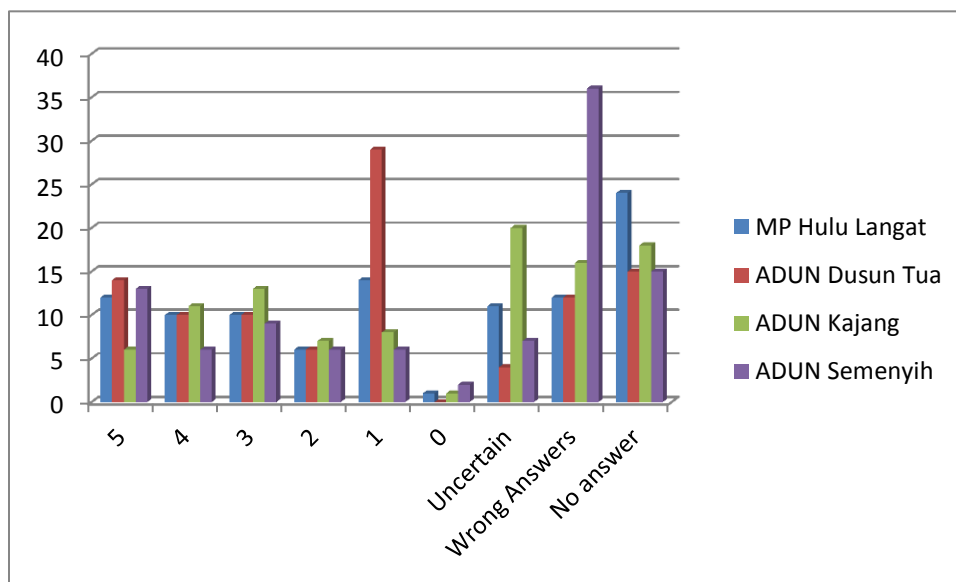
<sup>47</sup> Eleven respondents answered the question with a “yes” while another 11 respondents answered the question with a “no”; two respondents claimed that the MP did not make any promises.

<sup>48</sup> One respondent gave the ADUN a grade of “D”; two respondents answered “yes”; one respondent answered “no”; and three respondents met the ADUN three times; one respondent did not meet the ADUN while another claimed that the ADUN made no promises.

<sup>49</sup> Four respondents answered “yes” to the question, while six respondents answered “no”.

Fifteen percent of the total respondents left this section blank while another eight percent of the respondents answered with either “don’t know” or “don’t care”; 30 percent of the respondents gave answers outside the scoring system.<sup>50</sup>

**Question 8: Are you happy with the performance of your MP/ ADUN?**



**MP Hulu Langat**

Twelve percent of the respondents gave the MP (Y.B. Che Rosli) full points for this question;<sup>51</sup> 10 percent of the respondents gave the MP four points; 10 percent gave three points; six percent gave two points; 14 percent of the respondents scored the MP one point for this question and one percent scored the MP 0 points.

Twenty four percent of the total respondents left this section blank; 11 percent of the respondents answered “don’t know” or “don’t care” to this question while another 12 percent answered the question outside the rating system.<sup>52</sup>

<sup>50</sup> Eight respondents answered “yes”, while another five answered “no”.

<sup>51</sup> Two respondents gave the MP an “A” for this question instead of a “5”.

<sup>52</sup> Eleven respondents answered the question with a “yes” while another 12 respondents answered the question with a “no”.

### **ADUN Dusun Tua**

Fourteen percent of the respondents awarded their ADUN (Y.B. Tuan Ismail bin Sani) the full five points for this question; 10 percent gave the ADUN four points; 10 percent gave three points; six percent gave two points, and 29 percent gave the ADUN one point.

Fifteen percent of the total respondents left this section blank while four percent of the respondents answered with either “don’t know” or “don’t care”; 12 percent of the respondents gave answers outside the scoring system.<sup>53</sup>

### **ADUN Kajang**

Six percent of the respondents gave the ADUN of Kajang (Y.B. Tuan Lee Kim Sin) the full five points for this section; 11 percent gave the ADUN four points; 13 percent gave three points; seven percent gave two points; and eight percent gave the ADUN one point.

Eighteen percent of the total respondents left this section blank while 20 percent of the respondents answered with either “don’t know” or “don’t care”; 16 percent of the respondents gave answers outside the scoring system.<sup>54</sup>

### **ADUN Semenyih**

Thirteen percent of the respondents gave the ADUN of Semenyih (Y.B. Datuk Hj. Johan Abd. Aziz) the full five points for this section; six percent gave the ADUN four points; nine percent gave three points; six percent gave two points; six percent gave one point, and two percent gave the ADUN 0 points.

Fifteen percent of the total respondents left this section blank while another seven percent of the respondents answered with either “don’t know” or “don’t care”; 36 percent of the respondents gave answers outside the scoring system.<sup>55</sup>

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<sup>53</sup> One respondent gave the ADUN a grade of “B”, another respondent gave a “D” and another an “E” grade; one respondent answered “yes”; two respondents answered “no”; and three respondents met the ADUN three times.

<sup>54</sup> Four respondents answered “yes” to the question, while seven respondents answered “no”.

<sup>55</sup> One respondent gave the ADUN six points on a scale of 1 to 10; eight respondents answered “yes”, while another five answered “no”.

### **PART III CONCLUSION**

The analysis of the data and information of this interim report was constrained by an overwhelming number of unanswered sections and answers (by respondents) such as “don’t know” or “don’t care”. For example, in the “Rate Your MP/ADUN” section, approximately 20 percent of the respondents left the entire section unanswered and an equal percentage (of respondents) left both section 3 and section 5 blank.

There could be many factors that could explain the high percentage of unanswered sections. Firstly, the lack of answers in the Laporan Rakyat could signify a lack of knowledge or interest in politics. In addition, the low visibility or lack of engagement of the ADUN and MP in the community could also be a contributing factor; only 31 percent of the respondents were able to provide the correct name of the Hulu Langat MP and only 50 percent of the respondents were able to do the same with their ADUN’s name. Apart from the name, a large number of respondents also did not know the location of the service centres of the MP and their respective ADUN.

Secondly, the Laporan Rakyat could be perceived by respondents as a test of their knowledge and this could have caused them to be cautious, preferring to leave questions blank rather than writing down incorrect answers. Also, considering the nature of the questions, which tend to be perceived as political, respondents may practice self censorship.

The fact that the Laporan Rakyat is quite long and unconventional may also cause respondents to be overwhelmed by the questions, choosing not to answer the questions or to maintain the same answer for every question instead of deliberating each section.

With the above in mind, it must be stated that the Laporan Rakyat is not intended to provide definitive findings; rather it is an indicator of the perception of the electorate towards their MP and ADUNs and also on human rights issues and could be used as a starting point for the future MP and ADUNs, to better engage their constituents.