National Public Opinion Survey
October 2012
Top Issues of Concern

22 October – 20 November 2012
Methodology

- 1018 voters aged 21 and above were interviewed via telephone
- The survey respondents in all states across Peninsular Malaysia
- Voters were selected through random stratified sampling method along the lines of ethnicity, gender, age and state.
- Respondents were interviewed in their own language of preference
- Survey margin of error estimated at ±3.07%
- The survey was conducted between 22nd October and 20th November 2012

Note: Total percentages presented may or may not add up to 100% due to rounding up of figures.
Respondent Profile

Ethnicity
- Malay: 32%
- Chinese: 59%
- Indian: 9%

Gender
- Male: 50%
- Female: 50%

Occupation
- Government/GLC: 13%
- Private: 31%
- Self employed: 16%
- Homemaker: 22%
- Retired: 11%
- Students/Unemployed: 7%

Internet Access
- With internet access: 37%
- Without internet access: 63%

Age
- 21-30: 27%
- 31-40: 22%
- 41-50: 20%
- 51-60: 18%
- > 60: 13%

Household income (RM)
- 1,500: 24%
- 1,501-3,000: 33%
- 3,001-5,000: 17%
- > 5,000: 19%
- Refuse/Unsure: 7%
Respondent Profile (Continued)

Religion
- Muslim: 60
- Non-Muslim: 40

Setting
- Urban: 37
- Rural: 64

Region
- Northern: 18
- Central: 39
- Eastern: 19
- Southern: 24

Education Level
- No formal education: 1
- Primary school: 14
- Secondary school: 44
- Diploma & equivalent: 21
- Degree and above: 19

State
- Perlis: 1
- Kedah: 8
- Pulau Pinang: 8
- Perak: 8
- Selangor: 13
- KL: 18
- Kelantan: 7
- Terengganu: 5
- Pahang: 7
- N.Sembilan: 5
- Melaka: 4
- Johor: 15
Overview
Direction of the Country
In general, slightly over half of the respondents were optimistic towards the direction of the country.

Q: Do you feel things in this country are going in the right direction, or do you feel things have gotten on the wrong track?
**Direction of the Country**

**Right versus Wrong direction**

Q: Do you feel things in this country are going in the right direction, or do you feel things have gotten on the wrong track?
Q: Do you feel things in this country are going in the right direction, or do you feel things have gotten on the wrong track?
### Direction of the Country

**53% RIGHT DIRECTION (n=545)**

- Improving economy: 17%
- Quality of national leadership (positive): 16%
- Peaceful condition in the country/state: 16%
- Rapid or good development/good condition of infrastructure: 10%
- Financial support from the government (e.g. direct and indirect): 5%

**38% WRONG DIRECTION (n=390)**

- Price hike/inflation/rising cost of living: 12%
- Quality of national leadership (negative): 11%
- Unfavourable economic condition in general: 9%
- Corruption in general: 8%
- Political instability in general: 7%

Q: What is the reason for you to say so?
Q: Do you feel things in this country are going in the right direction, or do you feel things have gotten on the wrong track?
Q: Being as specific as you can, what is the number one problem facing people in this country today?
Q: Being as specific as you can, what is the number one problem facing people in this country today?

<table>
<thead>
<tr>
<th>Economic Concerns (40%)</th>
<th>Social Problems/ Crime (15%)</th>
<th>Political instability in general (5%)</th>
<th>Racial (4%)</th>
<th>Corruption in general (3%)</th>
<th>Others</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Price hike/inflation/rising cost of living 23%</td>
<td>• Crime &amp; public safety in general (eg. rob, snatch, rape) 7%</td>
<td>• Political instability in general 3%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Lack of employment opportunities/Unemployment 6%</td>
<td>• Drug abuse 1%</td>
<td>• Quality of national leadership (negative) 2%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Unfavourable economic condition in general 6%</td>
<td>• Social problems among youth 4%</td>
<td>• Internal bickering in parties (eg. MCA-MCA, PAS-PAS) &lt; 1%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Lack of job/business opportunities for own race &lt; 1%</td>
<td>• Society social problems 1%</td>
<td>• Quality of politicians - attitude/working behavior &lt; 1%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Low salary 6%</td>
<td>• Mat rempit/illegal racing 1%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Racial (4%)

• Racial inequality 2%
• Lack of unity among Malaysians/Worse ethnic relations 1%
• Malays are not united 1%

Corruption in general (3%)

• Corruption in general 2%
• Corruption among politicians/leaders 1%
• Corruption among government officials (eg: polis) < 1%

Others

• Development and Infrastructures 2%
• Education systems 2%
• Poverty in general 1%
• Attitude/mentality of citizen is not good/ lazy 3%
• Lack of help & concern toward citizen 1%
Q: From the following, please choose two (2) issues which you think need attention from the Federal government.
Federal Government

Top 6 issues that need attention from the Federal Government.

Q: From the following, please choose two (2) issues which you think need attention from the Federal government.
Perception on the Economy
Perception on the Economy: Personal Finances

Household financial situation now

Q: How does the financial situation of your household now compared with what it was one year ago?

- **52%** Improve
- **28%** Decline
- **9%** Strongly improve
- **5%** Somewhat improve
- **21%** Strongly decline
- **43%** Somewhat decline
- **5%** Remained the same
- **9%** Unsure/Refuse
Perception on the Economy: Personal Finances
Household financial situation now

Q: How does the financial situation of your household now compared with what it was one year ago?
Perception on the Economy: Personal Finances
Optimism towards household financial situation one year from now

Q: How do you expect the financial situation of your household will be one year from now?

- **Strongly improve**: 39%
- **Somewhat improve**: 18%
- **Remained the same**: 12%
- **Somewhat decline**: 12%
- **Strongly decline**: 4%
- **Unsure/ Refuse**: 16%

22% Decline
51% Improve
Perception on the Economy: Personal Finances

Expected household financial situation one year from now

Ethnicity

- Improve
- Remained the same
- Decline

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>Improve</th>
<th>Remained the same</th>
<th>Decline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall</td>
<td>51</td>
<td>22</td>
<td>12</td>
</tr>
<tr>
<td>Malay</td>
<td>61</td>
<td>17</td>
<td>9</td>
</tr>
<tr>
<td>Chinese</td>
<td>28</td>
<td>33</td>
<td>17</td>
</tr>
<tr>
<td>Indian</td>
<td>55</td>
<td>23</td>
<td>14</td>
</tr>
</tbody>
</table>

Gender / Setting

- Improve
- Remained the same
- Decline

<table>
<thead>
<tr>
<th>Setting</th>
<th>Improve</th>
<th>Remained the same</th>
<th>Decline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>46</td>
<td>24</td>
<td>13</td>
</tr>
<tr>
<td>Female</td>
<td>54</td>
<td>21</td>
<td>11</td>
</tr>
<tr>
<td>Urban</td>
<td>49</td>
<td>23</td>
<td>12</td>
</tr>
<tr>
<td>Rural</td>
<td>53</td>
<td>22</td>
<td>12</td>
</tr>
</tbody>
</table>

Age Groups

- Improve
- Remained the same
- Decline

<table>
<thead>
<tr>
<th>Age Groups</th>
<th>Improve</th>
<th>Remained the same</th>
<th>Decline</th>
</tr>
</thead>
<tbody>
<tr>
<td>21-30</td>
<td>56</td>
<td>22</td>
<td>7</td>
</tr>
<tr>
<td>31-40</td>
<td>49</td>
<td>22</td>
<td>11</td>
</tr>
<tr>
<td>41-50</td>
<td>49</td>
<td>29</td>
<td>14</td>
</tr>
<tr>
<td>51-60</td>
<td>49</td>
<td>20</td>
<td>16</td>
</tr>
<tr>
<td>&gt; 60</td>
<td>46</td>
<td>19</td>
<td>15</td>
</tr>
</tbody>
</table>

Occupation

- Improve
- Remained the same
- Decline

<table>
<thead>
<tr>
<th>Occupation</th>
<th>Improve</th>
<th>Remained the same</th>
<th>Decline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gov/ GLC</td>
<td>66</td>
<td>14</td>
<td>7</td>
</tr>
<tr>
<td>Private</td>
<td>45</td>
<td>27</td>
<td>13</td>
</tr>
<tr>
<td>Self employed/ Business</td>
<td>49</td>
<td>23</td>
<td>11</td>
</tr>
<tr>
<td>*Not formally employed</td>
<td>50</td>
<td>21</td>
<td>13</td>
</tr>
</tbody>
</table>

Household income (RM)

- Improve
- Remained the same
- Decline

<table>
<thead>
<tr>
<th>Income</th>
<th>Improve</th>
<th>Remained the same</th>
<th>Decline</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; 1,500</td>
<td>50</td>
<td>23</td>
<td>13</td>
</tr>
<tr>
<td>1,501-3,000</td>
<td>48</td>
<td>23</td>
<td>13</td>
</tr>
<tr>
<td>3,001-5,000</td>
<td>51</td>
<td>26</td>
<td>11</td>
</tr>
<tr>
<td>&gt; 5,000</td>
<td>60</td>
<td>17</td>
<td>11</td>
</tr>
</tbody>
</table>

Region

- Improve
- Remained the same
- Decline

<table>
<thead>
<tr>
<th>Region</th>
<th>Improve</th>
<th>Remained the same</th>
<th>Decline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Northern</td>
<td>53</td>
<td>21</td>
<td>11</td>
</tr>
<tr>
<td>Central</td>
<td>46</td>
<td>24</td>
<td>13</td>
</tr>
<tr>
<td>Eastern</td>
<td>59</td>
<td>19</td>
<td>8</td>
</tr>
<tr>
<td>Southern</td>
<td>49</td>
<td>24</td>
<td>15</td>
</tr>
</tbody>
</table>

* Homemaker, Retired, Students, Unemployed

Q: How do you expect the financial situation of your household will be one year from now?
Perception on the Economy
Perceived national economic performance compared to one year ago

Q: How do you think the economy in Malaysia has changed compared what it was one year ago? Has it…
Perception on the Economy
National economy today compared to one year ago

Q: How do you think the economy in Malaysia has changed compared what it was one year ago? Has it…
Economic Optimism
Cautious outlook for 2013

Q: How do you expect the economy in Malaysia to be one year from now?

- 46% Improve
- 23% Somewhat improve
- 18% Remained the same
- 12% Strongly decline
- 8% Somewhat decline
- 6% Unsure/Refuse
- 26% Decline

National Public Opinion Survey
N=1018, 22 Oct - 20 Nov 2012
Economic Optimism

Expected economy one year from now

**Ethnicity**

- **Improve**: Malay: 59, Chinese: 45, Indian: 62
- **Remained the same**: Malay: 17, Chinese: 17, Indian: 4
- **Decline**: Malay: 6, Chinese: 6, Indian: 16

**Gender / Setting**

- **Improve**: Male: 41, Female: 51, Urban: 43, Rural: 51
- **Remained the same**: Male: 6, Female: 5, Urban: 5, Rural: 6
- **Decline**: Male: 4, Female: 6, Urban: 7, Rural: 5

**Age Groups**


**Occupation**

- **Improve**: Gov/ GLC: 61, Private: 38, Self employed/ Business: 42
- **Remained the same**: Gov/ GLC: 22, Private: 32, Self employed/ Business: 26
- **Decline**: Gov/ GLC: 4, Private: 7, Self employed/ Business: 5

**Household income (RM)**

- **Improve**: < 1,500: 54, 1,501-3,000: 51, 3,000-5,000: 43, > 5,000: 38
- **Remained the same**: < 1,500: 21, 1,501-3,000: 24, 3,000-5,000: 33, > 5,000: 27
- **Decline**: < 1,500: 5, 1,501-3,000: 6, 3,000-5,000: 5, > 5,000: 7

**Region**

- **Improve**: Northern: 54, Central: 38, Eastern: 54, Southern: 48
- **Remained the same**: Northern: 22, Central: 29, Eastern: 25, Southern: 25
- **Decline**: Northern: 5, Central: 8, Eastern: 4, Southern: 4

* Homemaker, Retired, Students, Unemployed

Q: How do you expect the economy in Malaysia to be one year from now?
Economic Sentiment Trendlines

Present Compared to Previous Year

Optimism: Expectations for Next Year

Personal Finances

National Economy
Automated Enforcement System
Q. How strongly do you agree or disagree with the government’s decision to privatize the traffic monitoring camera system (Automated Enforcement System - AES) and the collection of highway speed summons?
Support for Automated Enforcement System (AES)

Q. How strongly do you agree or disagree with the government’s decision to privatize the traffic monitoring camera system (Automated Enforcement System - AES) and the collection of highway speed summons?
Q. In your opinion, do you think the selection of the operating system summons collection companies was done based on the costs and the ability of the companies involved or on the basis of a connection between the companies' owners and political leadership?
Automated Enforcement System (AES)

Plurality believes political connection, rather than merit influenced selection of AES implementers

Q. In your opinion, do you think the selection of the operating system summons collection companies was done based on the costs and the ability of the companies involved or on basis of a connection between the companies’ owners and political leadership?
The Second BR1M
Q. In your view, do you think the second BR1M aid scheme proposal which introduced by the government is a genuine assistance from the government or an attempt to win votes for the next coming General Election (GE-13)?
Q. In your view, do you think the second BR1M aid scheme proposal which introduced by the government is a genuine assistance from the government or an attempt to win votes for the next coming General Election (GE-13)?
Q. Are you included in the group of second BR1M RM500 recipients?
Second BR1M Recipients

Q. Are you included in the group of second BR1M RM500 recipients?

*Homemaker, Retired, Students, Unemployed*
Q. Between these two statements, please tell me which one is closer to your opinion regarding with the government approached in giving funds directly to the people. (e.g. BR1M)
Q. Between these two statements, please tell me which one is closer to your opinion regarding with the government approached in giving funds directly to the people. (e.g. BR1M)