Top Issues, National Direction and Approval Rating

Peninsular Malaysia Voters Opinion Poll
Quarter 3 / 2009

4 – 14 Sept 2009
Methodology

- 1027 randomly selected registered voters aged 21+ were interviewed via telephone for the survey.

- Respondents were selected via random stratified sampling method along the lines of state of residence, ethnicity, gender and age.

- Survey was carried out between 4th – 14th September 2009.

- Survey margin of error estimated at ±3.06%.

- Important events during survey period: MCA calls for EGM, MIC party election, EC calls for Bagan Pinang by-election.

Note: Total percentages presented may or may not add up to 100% due to rounding up of figures.
For Media Release

Respondent Profile pt.1

Ethnicity
- Malay: 60%
- Chinese: 30%
- Indian: 9%

Age
- 21-30: 14%
- 31-40: 20%
- 41-50: 28%
- 51-60: 20%
- Above 61: 18%

Region
- Central: 36%
- Northern: 19%
- Eastern: 19%
- Southern: 24%

Setting
- Urban: 53%
- Rural: 47%

Gender
- Male: 49%
- Female: 51%

Education Level
- No formal education: 2%
- Primary school: 24%
- Secondary school: 50%
- Diploma & equivalent: 12%
- Degree: 12%
For Media Release

Respondent Profile pt. 2

Occupation

- Employed - Private: 23%
- Employed - Govt: 10%
- Business owner: 5%
- Self employed: 14%
- Unemployed: 2%
- Student: 1%
- Homemaker: 30%
- Retired: 13%
- Lost ability to work: 2%

Religion

- Islam: 57%
- Buddhism: 22%
- Hinduism: 8%
- Christianity: 3%
- Taoist: 6%
- No response: 1%

Monthly household income

- < RM1,500: 40%
- RM1,501 – RM3,000: 26%
- RM3,001 – RM5,000: 12%
- > RM5,000: 12%
- Don't know: 6%
- No response: 4%

Internet access

- At home: 18%
- Workplace/school: 5%
- At home and workplace/school: 5%
- Other locations: 2%
- No internet access: 67%
- No response: 3%
General Overview
Considering the conditions in the country today, how strongly would you say that things are heading in the right or wrong direction?
Considering the conditions in the country today, how strongly would you say that things are heading in the right or wrong direction?

- **Right direction**
  - Oct 08: 45%
  - 3 - 9 Mar 09: 29%
  - 27 Mar - 2 Apr 09: 35%
  - 6 - 15 May 09: 41%
  - 19 Jun - 1 Jul: 37%
  - Jul 09: 31%
  - 4 - 17th August 09: 34%
  - Sept 09: 47%

- **Wrong direction**
  - Oct 08: 20%
  - 3 - 9 Mar 09: 46%
  - 27 Mar - 2 Apr 09: 42%
  - 6 - 15 May 09: 48%
  - 19 Jun - 1 Jul: 52%
  - Jul 09: 46%
  - 4 - 17th August 09: 34%
  - Sept 09: 34%
Q2. And what would you say is the issue that is the main reason for your answer?

<table>
<thead>
<tr>
<th>Category</th>
<th>Overall (487)</th>
<th>Malay (363)</th>
<th>Chinese (56)</th>
<th>Indian (68)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Economic</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Price hike/ fuel hike/ inflation/ rising cost</td>
<td>1%</td>
<td>1%</td>
<td>0%</td>
<td>4%</td>
</tr>
<tr>
<td>of living</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Unfavourable economic condition</td>
<td>1%</td>
<td>1%</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>Economy under control/ in good condition</td>
<td>18%</td>
<td>22%</td>
<td>9%</td>
<td>7%</td>
</tr>
<tr>
<td>Development progress (infrastruct/ technology/ economic)</td>
<td>10%</td>
<td>9%</td>
<td>5%</td>
<td>19%</td>
</tr>
<tr>
<td><strong>Social</strong></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Social problems</td>
<td>1%</td>
<td>1%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Peaceful condition in the country</td>
<td>14%</td>
<td>18%</td>
<td>5%</td>
<td>1%</td>
</tr>
<tr>
<td><strong>Ethnic relation</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Racial inequality</td>
<td>1%</td>
<td>0%</td>
<td>0%</td>
<td>9%</td>
</tr>
<tr>
<td><strong>Governance</strong></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Good national administration/ government performance</td>
<td>11%</td>
<td>12%</td>
<td>9%</td>
<td>4%</td>
</tr>
<tr>
<td>National administration problem</td>
<td>1%</td>
<td>2%</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td>Quality of national leadership</td>
<td>8%</td>
<td>9%</td>
<td>4%</td>
<td>10%</td>
</tr>
<tr>
<td>&quot;1 Malaysia&quot; concept</td>
<td>3%</td>
<td>2%</td>
<td>13%</td>
<td>1%</td>
</tr>
<tr>
<td><strong>Political issues</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Political instability</td>
<td>4%</td>
<td>2%</td>
<td>4%</td>
<td>16%</td>
</tr>
<tr>
<td>Bickering among politicians</td>
<td>1%</td>
<td>1%</td>
<td>0%</td>
<td>4%</td>
</tr>
<tr>
<td>Others</td>
<td>6%</td>
<td>4%</td>
<td>13%</td>
<td>9%</td>
</tr>
<tr>
<td>None</td>
<td>5%</td>
<td>5%</td>
<td>5%</td>
<td>6%</td>
</tr>
<tr>
<td>Don't know</td>
<td>12%</td>
<td>11%</td>
<td>30%</td>
<td>3%</td>
</tr>
<tr>
<td>No response</td>
<td>1%</td>
<td>1%</td>
<td>2%</td>
<td>3%</td>
</tr>
</tbody>
</table>
Q2. And what would you say is the issue that is the main reason for your answer?

<table>
<thead>
<tr>
<th>Economic</th>
<th>Overall (346)</th>
<th>Malay (182)</th>
<th>Chinese (135)</th>
<th>Indian (29)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Price hike/ fuel hike/ inflation/ rising cost of living</td>
<td>7%</td>
<td>9%</td>
<td>4%</td>
<td>10%</td>
</tr>
<tr>
<td>Unfavourable economic condition</td>
<td>11%</td>
<td>14%</td>
<td>7%</td>
<td>14%</td>
</tr>
<tr>
<td>Development progress (infrastructur/ technology/ economic)</td>
<td>1%</td>
<td>2%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Social</th>
<th>Overall (346)</th>
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<th>Indian (29)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crime &amp; public safety</td>
<td>3%</td>
<td>3%</td>
<td>5%</td>
<td>0%</td>
</tr>
<tr>
<td>Social problems</td>
<td>3%</td>
<td>5%</td>
<td>0%</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Racial inequality</td>
<td>10%</td>
<td>5%</td>
<td>13%</td>
<td>24%</td>
</tr>
<tr>
<td>Worse ethnic relations</td>
<td>3%</td>
<td>2%</td>
<td>3%</td>
<td>7%</td>
</tr>
</tbody>
</table>

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<tbody>
<tr>
<td>Corruption and abuse of power</td>
<td>7%</td>
<td>7%</td>
<td>7%</td>
<td>0%</td>
</tr>
<tr>
<td>National administration problem</td>
<td>8%</td>
<td>7%</td>
<td>11%</td>
<td>3%</td>
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<tr>
<td>Quality of national leadership</td>
<td>4%</td>
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<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>&quot;1 Malaysia&quot; concept</td>
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<td>0%</td>
<td>0%</td>
<td>3%</td>
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<td>33%</td>
<td>14%</td>
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<td>Bickering among politicians</td>
<td>5%</td>
<td>6%</td>
<td>4%</td>
<td>3%</td>
</tr>
<tr>
<td>Others</td>
<td>6%</td>
<td>7%</td>
<td>2%</td>
<td>17%</td>
</tr>
<tr>
<td>None</td>
<td>1%</td>
<td>2%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Don't know</td>
<td>5%</td>
<td>7%</td>
<td>5%</td>
<td>0%</td>
</tr>
<tr>
<td>No response</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>0%</td>
</tr>
</tbody>
</table>
Generally speaking, how satisfied or dissatisfied are you with the way things are going in the country at present?
Generally speaking, how satisfied or dissatisfied are you with the way things are going in the country at present?

- Peninsula: 71%, 66%, 44%, 28%, 38%, 43%, 39%, 36%, 51%, 56%, 56%
- Malay: 56%, 44%, 28%, 38%, 43%, 39%, 36%, 51%, 56%, 56%
- Chinese: 44%, 28%, 38%, 43%, 39%, 36%, 51%, 56%, 56%
- Indian: 44%, 28%, 38%, 43%, 39%, 36%, 51%, 56%, 56%
What in your view, is the most important problem that needs solving in the country today?

- Don't know: 11%
- Worse ethnic relations/ lack of unity: 9%
- Social problems (youths, drugs & moral decline): 9%
- Unfavourable economic condition: 8%
- Political instability - political bickering, demonstration: 7%
- Racial inequality: 7%
- Price & fuel hike/ rising cost of living: 7%
- Influenza A (H1N1) epidemics: 6%
- Crime & public safety: 6%
- None: 5%
- Others: 4%
- Corruption (politicians, government): 4%
- Poverty/ uneven development & public amenities: 3%
- Lack of employment opportunities: 3%
- National policies & administrative problem: 2%
- Influx of illegal immigrants: 2%
- Quality of civil servants and leaders: 2%
- Neglecting religion(social, education & national leadership): 2%
- Education system (low quality, PPSMI & etc.): 2%
- Unity and empowerment of Malays: 1%
- People are being neglected: 1%
What in your view, is the most important problem that needs solving in the country today?
Moving on to the subject of the economy, can you tell me how favourable or unfavourable are things with respect to the following….?

- **Your personal income**
  - Very favorable: 6%
  - Somewhat favorable: 43%
  - Somewhat unfavorable: 33%
  - Very unfavorable: 6%
  - Don't know: 7%
  - No response: 6%

- **The national economy**
  - Very favorable: 4%
  - Somewhat favorable: 41%
  - Somewhat unfavorable: 41%
  - Very unfavorable: 10%
  - Don't know: 4%

- **Business opportunities**
  - Very favorable: 5%
  - Somewhat favorable: 38%
  - Somewhat unfavorable: 35%
  - Very unfavorable: 9%
  - Don't know: 12%
  - No response: 1%

- **Job opportunities**
  - Very favorable: 4%
  - Somewhat favorable: 32%
  - Somewhat unfavorable: 43%
  - Very unfavorable: 11%
  - Don't know: 9%

- **Prices of consumer items and services**
  - Very favorable: 2%
  - Somewhat favorable: 26%
  - Somewhat unfavorable: 45%
  - Very unfavorable: 25%
  - Don't know: 2%
How do you expect the economy to be one year from now?

- **Overall (1027):**
  - Improve: 50%
  - Decline: 20%
  - Stay the same: 20%
  - DK/NR: 8%

- **Malay (620):**
  - Improve: 46%
  - Decline: 12%
  - Stay the same: 18%
  - DK/NR: 11%

- **Chinese (310):**
  - Improve: 58%
  - Decline: 27%
  - Stay the same: 26%
  - DK/NR: 13%

- **Indian (97):**
  - Improve: 71%
  - Decline: 24%
  - Stay the same: 13%
  - DK/NR: 22%
PM’s approval rating
How strongly are you satisfied or dissatisfied with the way Najib Razak is performing his job as the prime minister?
How strongly are you satisfied or dissatisfied with the way Najib Razak is performing his job as the prime minister?

Peninsula Malaysia Voter Opinion Poll Q3/2009
4 – 14 Sept 09, n = 1027
How strongly are you satisfied or dissatisfied with the way Najib Razak is performing in addressing the following areas?

<table>
<thead>
<tr>
<th>Area</th>
<th>Very satisfied</th>
<th>Somewhat satisfied</th>
<th>Somewhat dissatisfied</th>
<th>Very dissatisfied</th>
<th>Unable to assess/Don't know</th>
<th>No response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improving quality of the education system</td>
<td>14%</td>
<td>42%</td>
<td>19%</td>
<td>10%</td>
<td>11%</td>
<td>4%</td>
</tr>
<tr>
<td>Improving government efficiency</td>
<td>11%</td>
<td>43%</td>
<td>19%</td>
<td>10%</td>
<td>13%</td>
<td>4%</td>
</tr>
<tr>
<td>Managing the economy</td>
<td>13%</td>
<td>39%</td>
<td>22%</td>
<td>8%</td>
<td>14%</td>
<td>4%</td>
</tr>
<tr>
<td>Bringing development to rural areas</td>
<td>11%</td>
<td>38%</td>
<td>21%</td>
<td>9%</td>
<td>15%</td>
<td>5%</td>
</tr>
<tr>
<td>Improving public transport</td>
<td>10%</td>
<td>36%</td>
<td>23%</td>
<td>13%</td>
<td>13%</td>
<td>4%</td>
</tr>
<tr>
<td>Reducing crime</td>
<td>10%</td>
<td>29%</td>
<td>25%</td>
<td>23%</td>
<td>9%</td>
<td>4%</td>
</tr>
<tr>
<td>Reducing corruption</td>
<td>10%</td>
<td>25%</td>
<td>25%</td>
<td>25%</td>
<td>11%</td>
<td>4%</td>
</tr>
</tbody>
</table>