

CHAPTER 4

FINDINGS

4.0 Introduction

This chapter reports the findings obtained through the questionnaire and the results from the interviews. Information from the questionnaire was gathered, calculated and transferred into percentages, analyzed and interpreted. It was then displayed in the form of tables and statistics for easier comprehension. The information from the interviews were transcribed and analysed.

4.1 Findings from the Questionnaire

According to the questions in the questionnaire, respondents were given five options in the Likert Scale. All ten respondents did not tick the scale one and two which were the extreme lowest or the weakest category in the options given. The respondents chose from options three to five. Therefore the findings for questions on the Likert Scale were based on these three scales.

4.1.1 Section A: Personal Details

Table 1.1

Gender

Gender	Percentage
Male	90%
Female	10%

In Table 1.1, out of the ten respondents, nine were male and one was female. Though there are many female police personnel in the force, women are few compared to men in the criminal department. This could be due to the nature of the job that requires working round the clock to solve a case, handling gruesome and heinous crimes and arresting hard-core criminals. In the Petaling Jaya District Police Headquarters Crime Department there are 19 female investigation officers but only one could participate in the data collection when the questionnaire was administered.

Table 1.2

Age

Age	Percentage
18-20	-
21-29	30%
30-39	40%
40-49	30%
50 and above	-

Table 1.2 shows that most of the officers were from the age group 30-39 and the rest were from the age group of 21-29 and 40-49. This indicates that the respondents have years of experience as criminal investigating officers and are well-versed in carrying out an investigation. In fact many of them have handled high profile cases that have put them in contact with various groups of people, media and organization.

Table 1.3

Academic Qualification

Academic Qualification	Percentage
SPM	20%
STPM	10%
Degree	60%
Masters	10%

Based on Table 1.3, 60% of the respondents were graduates with a basic degree in various disciplines before they joined the police training to graduate as Inspectors. Although the majority of the respondents were degree holders, one held a Masters' degree. One of the entry requirements into the police force for the position of Inspectors has been upgraded to a basic degree. The other 30% who were SPM and STPM holders were those who came to the force as corporals, sergeants and constables but were promoted to Inspectors through rank and file.

Table 1.4

Rank/Position

Rank/Position	Percentage
Inspector	70%
Asst. Superintendent of Police	20%
Deputy Superintendent of Police	10%

Table 1.4, shows that the majority of the respondents hold the rank of Inspectors where their main role was as crime investigating officers in the criminal department. Some had been promoted to become Assistant Superintendent of Police and Deputy Superintendent of Police but were still carrying out investigations as investigating officers (IO). The investigation officers of higher rank are in line to be promoted to higher positions in any other department.

Table 1.5

Language Used At Work

Language Used At Work	Percentage
Bahasa Melayu	100%
English	100%

All ten respondents in Table 1.5 surprisingly claimed that they used both languages in the line of duty whether in investigating a case, reporting to their superiors, communicating with their colleagues or the public. Although, Bahasa Malaysia is more commonly used in all formal occasions, English is certainly used in seminars, workshops, talks and other bilingual activities.

Table 1.6

Knowledge of Languages

Knowledge of Languages	Percentage
Malay	100%
English	100%
Tamil	30%
Chinese	40%

In Table 1.6, all ten respondents agreed that they have knowledge of English and Bahasa Malaysia and are able to converse in both languages. The preference of language used in daily communication is gauged from Table 1.9. As criminal investigating officers, it is important to know other languages as well and some respondents were able to converse in their mother tongue such as Tamil and Chinese.

Table 1.7

Proficiency Level in English

Proficiency Level In English	Percentage
Weak	-
Fair	-
Satisfactory	70%
Good	30%
Excellent	-

From Table 1.7, it can be seen that the respondents appeared to tick ‘satisfactory’ and ‘good’ when rating their level of proficiency in English. This showed that the respondents perceived themselves to be average and above average in their proficiency level. This is a good indication because none of them believed they were below average and were confident that they possessed a fairly satisfactory level of proficiency.

Table 1.8

Years of Service in the Police Force

Years of Service in the Police Force	Percentage
1-5	30%
6-10	60%
11-15	10%
16-20	-

From Table 1.8, it is clear that most officers fall under the duration of 5-10 years of service as a criminal investigating officer. Most of these officers are trained and experienced investigating officers with at least more than 5 years of experience. They have handled various cases such as robbery, kidnapping, murder and rape among others.

4.1.2 Section B: Usage of English

Table 1.9

Usage of English in Daily Communication

Usage of English in Daily Communication	Percentage
Yes	60%
No	40%

Table 1.6 stated that all the respondents were able to converse in English and Bahasa Malaysia while the data in Table 1.9 highlighted that the percentage of respondents using English daily while on and off duty is less compared to Bahasa Malaysia. Though the number of respondents was less than half, it cannot be taken lightly. It is an indication that these respondents are more comfortable using Bahasa Malaysia in their daily communication.

Table 1.10

Frequency of Using English after Joining the Force (In and Out of the Office)

English Usage in the Office	Percentage	English Usage Outside the Office	Percentage
Often	40%	Often	30%
Sometimes	60%	Sometimes	70%
Never	-	Never	-

Based on the information gathered in Table 1.10, 60% of the respondents agreed that they used more Bahasa Malaysia compared to English and that they only used the language sometimes after joining the force especially in the working environment. Thus it is evident that Bahasa Malaysia is more prominently used by the majority of the officers although 40% affirmed they often used English.

Surprisingly the use of English outside the office was rather low in frequency. Only 30% confirmed they often used the language outside their working environment whereas 70% said they used it at times. But this could be due to the fact that the respondents were more comfortable using their mother tongue compared to English with relatives, family members and close friends.

Table 1.11

Frequency of Using English before Joining the Police Force

Frequency of Using English Before Joining the Police Force	Percentage
Often	30%
Sometimes	70%
Never	-

Table 1.11 shows the frequency of using English before joining the police force. The results revealed that joining the police force does not change the frequency of using English because 70% of these officers are more comfortable using their mother tongue or Bahasa Malaysia in their colleges, universities or previous working environment. The lack of mastery in the language and being more comfortable using Bahasa Malaysia or their mother tongue were the main reasons that hindered these officers from communicating minimally in English

Table 1.12

Confidence in Speaking English

Confidence in Speaking English	Percentage
Not at all	-
Low confidence	10%
Quite Confident	50%
Confident	30%
Very Confident	10%

From Table 1.12, it was observed that the confidence level in speaking the language ranged mostly from ‘quite confident’ to ‘very confident’ with 80% at this range. The ‘quite confident’ range seemed to be the highest with 50% of respondents. This is not very promising for criminal investigating officers who are at the forefront of dealing with the public, media, foreign agencies and organizations in handling criminal procedures and investigation that are now beyond the Malaysian border. However, the researcher believes this is an honest revelation that clearly indicates their lack.

Table 1.13

Officers' Use of English in Line of Duty

Officers' Use of English in Line of Duty	Percentage
In the office to my superiors	90%
Interrogating the victims/suspects	60%
With colleagues	80%
With public while gathering evidence	80%
Writing a report	10%

Based on the data gathered in Table 1.13, the usage of English is evident in most situations except in writing reports or an investigation paper (IP). This could be due to the fact that all police reports, data, documents and investigation papers pertaining to a case are still in Bahasa Malaysia. The officers conceded to the fact that they needed the language to report to their superiors. This can be seen as a positive step where superiors are using the English language and subconsciously promoting the use of it.

Table 1.14

Difficulties Expressing Oneself in English

Difficulties Expressing in English	Percentage
Cannot express oneself	-
With difficulty	-
Quite capable	60%
Capable	30%
Very capable	10%

Most of the respondents claimed that they were quite capable of expressing themselves in English at their workplace. None actually ticked they cannot express themselves or face difficulties. This means that the ability for these investigating officers to grasp the language efficiently is possible with a higher frequency of using the language.

There are a few setbacks to them acquiring English. One could be their own reluctance and reticence. Second, it was not given prominence in their working environment earlier. Only recently, collaborative efforts have been taken to ensure that all officers including crime investigation officers are proficient in the language.

4.1.3 Section C: Need and Importance of English and the Language Skills

Table 1.15

Importance of English in Carrying Out Duties as Investigating Officers

Importance of English in Carrying Out Duties as Investigating Officers	Percentage
Gathering Evidence	60%
Case briefing	70%
Recording Statement	50%
Interviewing witness	50%
Interrogation	40%
Prosecution/Trial	30%
Writing reports	10%

Based on the information gathered in Table 1.15, it can be seen that there is a mixed reaction where some respondents felt English is important in carrying out certain duties but almost half of the respondents believed Bahasa Malaysia is more important compared to English and they are able to perform their duties well without depending on English as the main medium for communication. However, 70% of the respondents agreed that they brief their superiors in English. This is a promising sign where the superiors seemed to encourage their officers to be more bilingual.

Other duties where English is prominent was gathering evidence. This could be due to the factor that they needed English to communicate with the public who are more well - versed in English, with foreigners, the media and various other organizations such as the

hospital, bank, chemist department and foreign embassies. 50% of respondents agreed that they use English to record statements and interview witnesses. Many cases involve immigrants, foreigners and Malaysians from different ethnic backgrounds that are able to communicate better in English.

Table 1.16

The Use of English with Interlocutors and Topics of Conversation

Person you speak to	Topic	Percentage Usage of Language
Colleagues of equal rank	Discussion	60%
Suspects	Gathering evidence, interrogation	40%
Victims	Recording statement	30%
Senior officers/Superiors	Briefing	60%
Subordinates	Delegation of duties, investigation	20%
Public	Gathering information, evidence	50%

Table 1.16 shows that 60% of the respondents use English with their colleagues to discuss a case and the development of a case. 40% of the respondents reported that they used English to interrogate suspects and gather evidence in cases where the suspects are more at ease using English. 30% briefed their superiors and senior officers in English but

preferred to use Bahasa Malaysia when dealing with their subordinates. This is an interesting outcome where the superiors might have encouraged the use of English compared to using English with subordinates who are not so proficient in the language.

From the data obtained, it is clear that the use of Bahasa Malaysia is more obvious compared to English in carrying out an investigation. The respondents were more comfortable in using Bahasa Malaysia with the suspects, victims, subordinates and members of the public. Only in informal settings like discussions with their colleagues and briefing their superiors, did 60% of the respondents concede to using English.

Table 1.17**Ability to Cope with Various Duties and the Skills Needed**

Duties	Ability		Skills		
	Quite Capable	Capable	Writing	Speaking	Writing & Speaking
Interrogating a suspect	40%	60%	100%	100%	
Gathering evidence	70%	30%			100%
Recording written statement	60%	40%	100%	100%	
Carry out investigation	70%	30%	100%	100%	
Briefing superiors	70%	30%		100%	
Questioning /interviewing witness, public	40%	60%		100%	
Conducting talks	20%	10%		100%	

From Table 1.17, it can be seen that all the respondents were able to cope with English in the various duties delegated to them as Investigating Officers in a criminal department. They chose the 'quite capable' to 'capable' range when asked to tick their ability level. The duties specified by these officers are interrogating suspects, gathering evidence, taking down written statements, carrying out the investigation, briefing superiors, questioning the witnesses and conducting talks. The last duty was only specified by 3

officers whereas all the other duties were similar for all the officers. The respondents agreed that in carrying out most of these duties the speaking and writing skills are equally important except for briefing the superior and conducting talks.

Table 1.18

Importance of the Four Skills in English

Skills	Fairly important	Important	Very important
Speaking		30%	70%
Reading	20%	30%	50%
Listening		50%	50%
Writing	50%	30%	30%

Table 1.18 shows that 70% of the respondents agreed that the speaking skill is very important for them to carry out their investigation. This clearly indicates the utmost importance of the speaking skill in order to carry out their duty as investigation officers. The respondents also confirmed the importance of reading; a total of 80% have chosen the range of ‘important’ to ‘very important’. This could be due to the officers’ need to be well - versed with the law as they deal with various criminal activities and criminals. They need to thoroughly know Malaysian Law and for this they need to read a lot of law journals, books and documents pertaining to a case. Most of these materials are in English. Listening is an integral part of effective communication and the respondents felt it is ‘either important’ or ‘very important’. Of all the skills, writing is given less

emphasis since most police reports and investigation papers are written in Bahasa Malaysia.

Table 1.19

Advantages of Fluency in English in Different Aspects of their Work

Advantages of Fluency in English	Percentage
Investigation/Gathering evidence	20%
Training	20%
Promotion	10%
Deal better with foreigners	10%
Reference materials	30%
Effective communication	60%
International events	30%

The officers felt there are advantages to their profession if they are proficient in English. Some of the advantages are to help them in their investigation or to gather evidence, to help them when they attend training or to be considered for promotion. Besides these reasons they are able to deal better with foreigners, immigrants and expatriates. Since most law reading materials are in English, being proficient in the language is an added bonus.

But the most important advantage agreed by 60% of the respondents is effective communication. This could be with their colleagues, superiors, foreigners and the public. Besides they will be able to participate at seminars, official events and be confident enough to deliver a speech in English at certain functions and ceremonies when they are elected as the master of ceremonies. It also gives them confidence to deal with various departments like the chemist department, immigration, foreign embassies, hospitals and banks, among others. 30% of the respondents also feel that with English they are able to participate at international events confidently and refer to materials in English. The lowest percentage, 10% is for promotional aspects and dealings with foreigners.

Table 1.20

Sufficient Language Ability

Language Ability	Percentage
Sufficient	80%
Not Sufficient	20%

In Table 1.21, 80% of the respondents agreed that their level of English was sufficient to meet the demands in their workplace. Only 20% of the respondents felt it was not sufficient. Since the usage of English is fairly minimal compared to Bahasa Malaysia especially in formal settings and occasions, most of these officers are contented with their ability to use English. As long as this complacent situation does not change, it would be quite difficult to change the mindset of the officers with regard to the necessity of being proficient in English.

Table 1.21

Perception of the Importance of English for Investigating Officers

Importance of English	Percentage
Important	100%
Not Important	-

The information obtained from this question is crucial to this study because all the respondents conceded to the fact that being bilingual and able to communicate effectively in English is very essential to an investigating officer. It is no more of personal interest but a collective interest on the part of all the respondents. All the investigating officers believe they should be proficient in English in order to deal with high profile cases, the public, media and foreigners with more confidence.

Table 1.22**The Importance of Language Abilities among the Investigation Officers**

Abilities	Fairly Important	Important	Very important
Ability to speak correctly	10%	70%	20%
Ability to use correct words when speaking	40%	40%	20%
Ability to use correct grammar	50%	40%	10%
Ability to obtain information from public/witness	40%	50%	10%
Ability to respond suitably	20%	60%	20%

The language abilities in the course of carrying out their daily duties yielded some interesting data. 70% of the respondents acceded that the ability to speak correctly in English is important while carrying out their duties in solving an investigation. It gives them confidence and people of all walks of life would be more comfortable with an officer who is bilingual. All the officers felt that obtaining information from the public is a crucial ability especially when dealing with foreigners, immigrants and expatriates. Overall, all these abilities are important to carry out their job effectively. In other words, none of the respondents marked any of abilities as being not important. At the same time only 10% marked 'very important' for using correct grammar and obtaining information from the public.

4.1.4 Section D: Career Advancement and Future English Courses

Table 1.23

English as an Advantage for Career Development

English as an Advantage for Career Development	Percentage
Knowledge of Investigation Sciences	50%
Proficiency in English	20%
Performance	80%
Paper Qualification	60%

Only 20 % of the respondents felt that proficiency in English is advantageous for career advancement. It is definitely not a crucial requirement because the lingua franca is Bahasa Malaysia and the need to be bilingual is there but it is not a pressing need for career development. Performance in their career seems to be the most important factor besides paper qualification and knowledge in investigation sciences. Thus fluency and proficiency in the language was not a guarantee for their career development meaning any effort to master the language is a personal pursuit on the part of the officer.

From this information it can also be concluded that only when English becomes a necessity for their career advancement, will the need to master the language be given due attention.

Table 1. 24

Need for a Specified English Course during Police Training

Need for an English Course	Percentage
Yes	100%
No	-
Unsure	-

All the respondents agreed that they would like to have a specified English course or programme organized by the Home Affairs Ministry in collaboration with the Royal Malaysian Police Force and conducted by experts in English. They preferred a course that will help them to perform more efficiently in their daily duties, communicate better and learn the specific terms in criminology and law. Meaning an ESP course would be more suitable compared to just General English. The respondents would prefer a course that specializes in effective communication.

Table 1.25

Reasons for the Need to Communicate Effectively

Reasons	Percentage
To communicate effectively in the present job	100%
To improve promotional aspects	30%
Encouragement by superiors	40%
Dealings with various groups of people	70%

All the respondents clearly felt that they needed an English course to improve their proficiency to communicate effectively. This was the main reason cited by the respondents regarding the need for English. Besides, another reason would be their dealings with various groups of people in the course of carrying out their investigation to solve a case. As gathered from Table 1.23, performance in their career is an important factor and this is only possible if they are able to communicate effectively with people. Other reasons cited were the encouragement by superiors and to improve promotional chances. This information is related to data from Table 1.23. Though English is not the main criteria, an officer who is proficient in the language has the edge over other officers especially during an interview. In an interview for higher positions, questions can be posed in English.

Table 1.26

English as a Priority for Additional Training

English as a Priority	Percentage
Yes	80%
No	20%

The last question in the questionnaire asked whether English would be their priority when considering additional training. From Table 1.26, 80% answered ‘Yes’ whereas 20% felt it would not be their priority. The majority who answered ‘Yes’ clearly have implied they understand the need to be bilingual and proficient in English besides Bahasa Malaysia. To give English their priority is clearly a sign of recognizing the importance of the language as an international medium of communication besides being an important language in Malaysia to be mastered to be on par with others.

The questions in the questionnaire were able to gauge the officers’ responses to the need for English. This included their personal views and the need for English among the investigating officers in carrying out their jobs. Though they do not deny the need to be proficient, it is very evident that not enough scope and emphasis is given to English in the police force thus many police personnel have a lackadaisical attitude towards mastering the language.

4.2 Findings from the Interview Conducted with Senior Police Officers

Two experienced police officers were interviewed. Both had served as investigating officers during their early years in the police force. At the time of the interview, both officers were attached to Bukit Aman as senior officers in charge of their respective departments. The academic and professional background of the interviewees is included in Appendix 4.

Questions posed to the interviewees were prepared earlier. The questions are listed in Appendix 3. However there were some different questions that were thought of impromptu, based on the answers given by the interviewees. Some of the questions asked were basically to share their opinions on the importance of English for the criminal investigating officers.

In short, both the officers agreed that English is crucial to be mastered by investigating officers who are in the limelight due to the nature of their job. They have to communicate with the public and various organizations to solve a case and they cannot just rely on Bahasa Malaysia. They need to be bilingual. Furthermore, most law reference books are in English. In case the officers need to refer to these books.

Apart from this, both the officers agreed that in the wake of crimes involving foreigners, the need to be proficient in the language is a necessity. Besides this, most superior officers prefer to use English with the investigating officers and expect the officers to be able to brief them in English just as they are able to in Bahasa Malaysia.

Officer A also further added that there are many international seminars and talks conducted by Aseanpol (Asean Police) and Interpol (International Police) to standardize investigation and crime solving. These seminars, workshops and talks are conducted in English and thus the participating officers from our nation have to be proficient in the language.

The officers felt that all four skills are important; reading, listening and speaking because they are all interrelated. But in terms of the skill most needed by the investigation officers, both interviewees agreed that speaking and listening are of top priority. These are followed by reading and writing. They officers also added that in future it would be a good idea to write reports in English and to produce investigation papers in English as well. This would enable the officers to put their writing skill to practice.

Both officers conceded that English is not a priority during the police training though there is a Language Department in charge of preparing English courses during training. The syllabus is more on General English rather than ESP thus it does not include the learner's need for the language in the workplace.

The officers affirmed that the police force is putting in effort to upgrade the officers' proficiency in English through a few steps. One of them is by encouraging the officers to prepare a speech on issues pertaining to cases, law, acts, statutes and other relevant information and delivering the speech before the morning meetings are held. This is seen

as a burden by some officers but many officers view it positively and participate with enthusiasm. Another effort taken is to send batches of officers for intensive English Courses at the Royal Police College from time to time. In terms of promotion, the officers have to attend a government course that includes a public speaking slot in English.

4.3 Conclusion

In conclusion, both methods employed for this study assisted in answering the research questions previously identified. Based on the results obtained from the questionnaire answered by the respondents as well as the interview conducted with the senior officers, it can be concluded that there is a need for the officers to be bilingual in carrying out their tasks effectively.

They need the language to communicate effectively and it can be concluded that the English Language skills required by the officers are listening, speaking, reading and writing. Though the first three skills are mainly identified, the officers need be capable in all four. All the four skills are included presently in their English programmes at the Royal Police Malaysian College but the police personnel need a specified English programme that can focus more on their communicative competency in view of the work they do.