

**RELATIONSHIP OF RISK MANAGEMENT AND
SECURITY MANAGEMENT ON HUMAN BEHAVIOUR
HAZARDS WITHIN EDUCATIONAL FACILITIES:
CASE STUDY OF INTERNATIONAL ISLAMIC
UNIVERSITY MALAYSIA (IIUM)**

BY

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**A dissertation submitted in fulfilment of the requirement for
the degree of Master of Science (Asset and Facilities
Management)**

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ABSTRACT

Murder, terrorism, manslaughter, bully, mayhem, abduction, rape, robbery, trespass, sexual harassment, you name it. All of these criminal doings are so common nowadays it fills up the front page of any news media globally every single day. Without anyone realizing, bit by bit, this antagonism acts has festered rapidly all over the world. A new school season begins and the parents will start to ask “will my children be safe at school?” They are worried. And no parents simply want to see their beloved child get hurt. In today’s world, there are no educational facilities in the whole world that have the audacity to give assurance that their students will always be safe and protected at all-time, and it is undoubtedly a consequential problem to everyone. Therefore, here arises a good security management comes to the fore with the support from the risk management implementation as they may help an organization or facility to mitigate and prevent all of these hazards and crimes from transpire within their vicinity. Henceforth, the aim laid down for the study is to investigate the existence of relationship between the practice of risk management and security management on human behaviour hazards especially within the facilities of International Islamic University Malaysia (IIUM) Gombak campus. A qualitative approach has been chosen and conducted and a total number of five respondents that comes from both risk management and security management area have gave a full cooperation and presented their responses on the issue. The results revealed that currently there is no integration between both risk management and security management implementation in IIUM. However, the respondents have provided some recommendations regarding the matter and express their believed on the correlation between both processes as it may potentially being integrated in the future practice.

Keywords: *risk management, security management, hazard, crime, educational facility*

خلاصة البحث

إن القتل، والإرهاب، والقتل الخطأ، والفتوة، والفوضى، والاختطاف، والاعتصاب، والسرقه، والتعدي، والتحرش الجنسي، تسميها كما تشاء. كل هذه الأعمال الإجرامية شائعة جدًا في الوقت الحاضر، حيث تملأ الصفحات الأولى لأي وسائل أخبار عالمية كل يوم. دون أن يدرك أي شخص، فشيئًا فشيئًا، تصاعدت هذه الخصومة بسرعة في جميع أنحاء العالم. يبدأ فصل دراسي جديد، وسيبدأ أولياء الأمور في السؤال: "هل سيكون أطفالنا آمنين في المدرسة؟" ولا يرغب أي من الوالدين ببساطة في رؤية طفلها الحبيب. في عالم اليوم، لا توجد تسهيلات تعليمية في العالم بأسره تتمتع بالجرأة للتأكد من أن طلابها سيظلون دائمًا آمنين ومحامين في جميع الأوقات، وهي بلا شك مشكلة تواجه الجميع. لذلك، تنشأ هنا إدارة أمنية جيدة تحتل الصدارة بدعم من تنفيذ إدارة المخاطر حيث أنها قد تساعد منظمة أو منشأة على التخفيف من جميع هذه المخاطر والجرائم، ومنعها من الظهور داخل المنطقة المجاورة لها. من الآن فصاعدًا، كان الهدف من الدراسة هو التحقيق في وجود علاقة بين ممارسة إدارة المخاطر وإدارة الأمن بشأن مخاطر السلوك البشري وخاصة داخل تسهيلات الحرم الجامعي بجومباك في الجامعة الإسلامية العالمية ماليزيا (IIUM). لقد تم اختيار وإجراء منهج نوعي وقدم عدد إجمالي من المستجيبين الخمسة الذين جاءوا من منطقة إدارة المخاطر وإدارة الأمن تعاونًا كاملاً، وقدموا ردودهم على هذه القضية. كشفت النتائج أنه في الوقت الحالي لا يوجد تكامل بين إدارة المخاطر وتنفيذ إدارة الأمن في الجامعة. ومع ذلك، لقد قدم المستجيبون بعض التوصيات المتعلقة بالقضية، وأعربوا عن اعتقادهم بالارتباط بين العمليتين حيث قد يتم دمجها في الممارسة المستقبلية.

الكلمات المفتاحية: إدارة المخاطر، إدارة الأمن، الخطر، الجريمة، التسهيلات التعليمية

APPROVAL PAGE

I certify that I have supervised and read this study and that in my opinion, it conforms to the acceptable standards of scholarly presentation and is fully adequate, in scope and quality, as a dissertation for the degree of Master of Science (Asset and Facilities Management)

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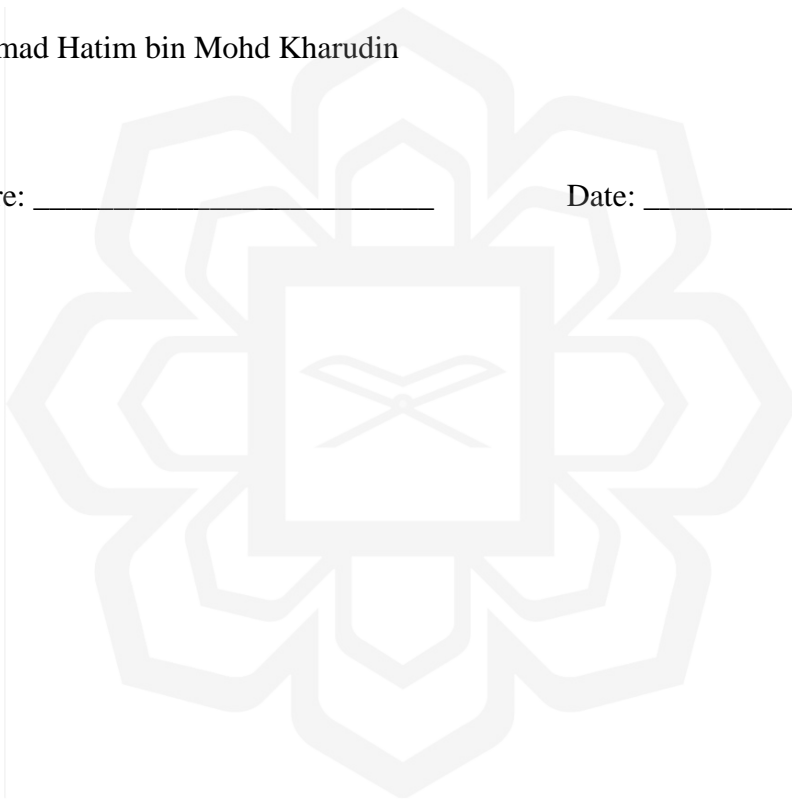
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This dissertation is dedicated to my beloved family, friends, and my special one, Adibah Yasmin, for their endless support, encouragement, patience, and unconditional love. They were the one that always stayed by my side until the completion of this dissertation.

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CHAPTER ONE

INTRODUCTION TO THE RESEARCH

1.1. INTRODUCTION

This chapter is being written in order to provide the overview to the research that been done entitled **Relationship of Risk Management and Security Management on Human Behaviour Hazards within Educational Facilities: Case Study of International Islamic University Malaysia (IIUM)**. This chapter shall cover as follow:

- i. Background study
- ii. Statement of research problem
- iii. Research aim and objectives
- iv. Scope of research
- v. Significance of research
- vi. Research methodology
- vii. Research structure

All of the items mentioned above will give reader the idea on what this research is focusing on.

1.2. BACKGROUND STUDY

The universe consists of enormous amounts of different species, which based on multiple credible sources currently counted as approximately 8.7 million totals of eukaryotic species. Out of which many are yet to be unearthed due to the limitations of technology and science, nonetheless the most dominating and common species in

terms of making a difference to the existing universe are perceptibly the human species. Human naturally are complicated and sophisticated being. Each and every human has the tendency to grow their own mentality and behaviour which they gradually developed through times and surroundings. Thus, in order to ascertain how special the human being in contrast with the other species, we need to look at the Holy Scripture of the religion which discussed a lot regarding this matter. According to the doctrine of Islam, Allah mentioned in the Quran:

“Blessed be Allah who is the best of the creators” (Verse 23:14)

From the aforesaid Quranic verse, we can now construe that according to Islam, human being can be considered as the best creature, due to the fact that it is only logical that the best of inventors surely created the best creature. Nevertheless, to further fortify the revelation, Allah the Almighty says:

“And surely we have honoured the children of Adam, and carried them on the land and at the sea, and provided them with good things, and we have made them to excel by an appropriate excellence over many of those we created.” (Verse 17:70)

Allah the Creator also says:

“And behold, We said to the angels: “Bow down to Adam” and they bowed down. Not so Iblis: he refused and was haughty: He was of those who reject Faith.” (Verse 2:34)

Consequently, based on these three Quranic verses, it can be clearly understood that man has been blessed by Allah to be his best creation and even superior above other creatures including the angels, which told by Allah to bow down to human (the son of Adams). This is due to the fact that human endowed with reason and freewill, which angels absolutely do not possess as they were ‘programmed’ to obey God and never to disobey. However, the freewill given by the Almighty God to

human being not necessarily leads towards a good thing. And this is the reason why the angels once asked Allah S.W.T as described in the Holy Quran:

{Behold, you Lord said to the angels: “I will create a vicegerent on earth.” They said: “Will You place therein one who will make mischief therein and shed blood? Whilst we do celebrate Your praises and glorify Your holy (name)?” He said: “I know what you know not.” (Verse 2:30)

The verse quoted above signify that Allah the Almighty has informed the angels in advance about the creation of a *khalifah* (vicegerent or deputy) on earth, who is given the task of representing Allah in the proper management of His blessings on earth.

Therefore, for this purpose, Allah has conferred humans the required qualities as well as the freedom of choice that is essential for creative action. But the angels, knowing the implication of appointing man as Allah’s own deputy, suggest that the new creatures would prove to be a problem, since they could misuse the freedom given to them to create mischief on earth: “Will You place therein one who will make mischief therein and shed blood?” Yet, Allah said to the angels in answer to their inquiry, “I know what you know not”. At the present time, the ‘clairvoyance’ made by the angels as per Quranic verse 2:30, unfortunately has been verified to be accurate. Power is a tool that, when used the wrong way, can do a lot of harm. The gifts bestowed by the Lord to us the human beings have totally being misused. Corruption and crimes happened all around the world. The natural wealth deposited by Allah for the benefit of mankind has been spoiled. Selfishness and aggression has overcome mankind, as they have become corrupters of earth, the surrounding atmosphere and neighbouring outer space. And to relate this with this particular research, these are what we called as human behaviour hazards.

“The world is less peaceful today than at any time over past decade.” (Forbes, 2018)

Murder, terrorism, manslaughter, bully, mayhem, abduction, rape, robbery, trespass, sexual harassment, you name it. All of these criminal doings are so common nowadays it fills up the front page of any news media globally every single day. Without anyone realizing, bit by bit, this antagonism acts has festered rapidly all over the world due to various reasons; poverty, parental neglect, drugs, status quo, etc. The statement supported by the study from Institute for Economics and Peace (2018) in their latest Global Peace Index (GPI) Report which shown the average level of global peacefulness has deteriorated for the fourth consecutive year, dropping by 0.27 per cent in 2017. Moreover, since 2008, the average level of global peacefulness has declined by a worrisome rate of 2.38 per cent. This comprehensive GPI report covers 99.7 per cent of the world population and made using 23 qualitative and quantitative indicators from highly credible sources, which depict the actual scenario of how dangerous the world nowadays has become.

In Malaysia scenario, economically, BBC reported Malaysia as one of south-east Asia’s most vibrant economy due to decades of industrial growth and political stability. In a statement released by Bank Negara on February 2018, Gross Domestic Product (GDP) of Malaysia in 2017 has grown 5.9 per cent compared with the 4.2 per cent expansion in 2016. The GDP of Malaysia worth 314.50 billion US dollars in 2017 and represents 0.51 per cent of the world economy as a whole. On top of that, according to United Nations Development Programme (UNDP) which embodies 170 countries and territories with a mission to eradicate poverty and reduce inequalities and exclusion, over the last few decades, Malaysia has positively shown an impressive track record of sustained economic growth, substantial poverty reduction and rapid progress in human development. Furthermore, UNDP also clarified that Malaysia has

successfully halved the fraction of poverty from 17% in 1990 to 8% in 2000, below 4% in 2009, and further to 1.7% in 2012.

Thus, based on the statistical data provided, it is clearly presented that Malaysia is generally classified as a high-developing country with a healthy economic growth and is forging ahead to become a developed nation in its own mould. However, in relation with crime and security matter, the question is that whether with the growing economy has led towards a safer Malaysia or vice versa. Is there any relationship between the crime rate and the economic growth of a country? Referring to a research by Mulok, Kogid, Lily and Asid (2016), they mentioned that with the growing economy, violent crime rate also appears to be on the rise especially in major cities like Kuala Lumpur. They added, since GDP per capita can be used as a good proxy for personal wealth, GDP per capita should have a quantifiable effect on violent crime rates. Similarly, according to Abdul Mohit and Hassan Elsayahli (2010), they said that urbanization is often associated with increasing crimes in cities. Habibullah and Baharom further fortify the argument by stated Malaysia's rising economic performance, as measured by real GNP (Gross National Product) per capita, was associated to higher crime levels. Therefore, it is only logical that due that reason, Malaysia now can be considered more dangerous than ever.

*“There is a 47% reduction in crime but the people still don't feel safe.
(The Star, 2017)*

Aforementioned statement was part of the press release made by the former Deputy Prime Minister of Malaysia, Datuk Seri Dr Ahmad Zahid Hamidi which stated that the crime rate in Malaysia has actually reduced significantly by 47 per cent since the implementation of Crime Reduction Initiatives under Government Transformation Programme (GTP) six years ago. However, he further reminded that even though the

crime numbers has successfully reduced to half based on the statistic, the public are still sceptical about the published crime rate data. It can be seen from his statement below:

“The public should not only be safe, but they need to feel safe at the same time and this is a very big challenge for the government because the public doubts the data given by the police and the government” (The Star, 2017)

Therefore, the question is that why the public keep on being cynical with the above-mentioned data? Maybe the most logical answer is that they may not feel safe enough. Every single day, the mass media keep on bombarding them with crime cases happened around the country which strengthens their apprehension towards this matter. Among other reasons are as follows:

- i. The data only include index crimes and leaves out non-index crimes and unreported crimes which resulted lack of accuracy
- ii. Allegations that the data had actually been tampered to cover the real situation
- iii. Reality-perception gap - The gap between the statistics and the public's perception

Correspondingly, converging on the research main subject, the educational facilities such as school, college, university, and etc. has also severely affected by the increasing level of crimes lately. According to research made by Sylva (1994), she mentioned that school is a place where the children acquires literacy, numeracy, and scientific knowledge, which also influence their social cognitions and feelings which further have indirect effects towards the children individual development outside the learning place. Therefore, it is clear that education has a huge impact towards the growth of the students for them to be prepared to survive in this challenging world

today. However, inauspiciously, these educational places which supposed to provide a conducive learning environment in order to conduct a productive teaching and learning processes, is no longer can guarantees the safety of the students, educators and even the parents due to aforementioned matter. Consequently, these irrepressible malicious behaviours have efficaciously proliferate into the educational surrounding and causing a lot of uninvited problems especially to the students, teachers, staffs and other personnel. School violence, drug use, vandalism, gang activity, bullying, and theft are costly and interfere with academic achievement of the students themselves.

Table 1: Example of Media Reported Crime Cases happened within Educational Facilities

No.	Reported Crime Cases	Media Sources
<i>Local Media</i>		
1.	Two senior students are alleged to have sexually assaulted a 13-year-old schoolmate within the school compound in a shocking incident in Jasin.	The Straits Times (2016)
2.	Following the deadly fire at the Darul Quran Ittifaqiyah religious school in September, two 16-year-old boys were slapped with 23 counts of murdering 21 students and two wardens.	New Straits Times (2017a)
3.	19 counts of National Defence University of Malaysia (UPNM) students has been charged	New Straits Times (2017a)

	with causing the death of Zulfarhan, 21, a navy cadet officer, who suffered severe injuries, including burns on his body, believed to be from having a steam iron pressed onto his chest, hands and feet.	
4.	A 14-year-old from MRSM Parit in Perak suffered a fractured left rib, injuries to the head, back and stomach, as well as bruises to the chest due to three-hours of beating by more than 20 seniors' students.	New Straits Times (2017b)
5.	A 19-year-old inmate of a rehabilitation school in Jasin was reportedly gagged, stripped and subjected to unnatural sex by a group of seniors.	The Star Online (2017)
6.	An allegation of a teacher having molested female students at Ampang primary school.	New Straits Times (2018)
7.	A 19-year-old male college student stole a pistol from a shooting club and is believed to have shot himself in the toilet of a private college in Subang Jaya.	The Star Online (2018)
<i>International Media</i>		
8.	A 15-year-old was fatally stabbed and a 16-year-old was critically wounded in their Bronx	The New York Times (2017)

	high school on Wednesday morning in what the police say was apparently the culmination of weeks of conflict.	
9.	An unidentified woman was reportedly sexually assaulted on Stanford University's campus. The woman was assaulted on the university's main campus sometime between Sunday night and early Monday, August 22.	Huffington Post (2018)
10.	A 17-year-old student armed with a shotgun and a pistol stormed Santa Fe High School, about 30 miles southeast of Houston, and opened fire in an art class which killed 10 people and wounded at least 10 others, including a school resource officer who was left in critical condition.	The Washington Post (2018)
11.	18-year-old man fatally shot during meeting at McGavock High School parking lot.	Tennessean (2018)
12.	The police in Chhapra, India, on Friday arrested four persons including a principal, a teacher and two students of a private school in the district for allegedly gang-raping and blackmailing a student on the school premises.	The Times of India (2018)

Abovementioned are some of the cases reported by the newspaper locally and internationally which portrayed the scenario of how the educational surroundings nowadays are no longer safe enough to conduct teaching and learning processes due to various crimes. According to CNN (2018), in United States (U.S.) specifically, up until May 2018 there were already been 23 school shootings where someone was hurt or killed which average 1 school shooting per week. A research by Musu-Gillette et al. (2018) on the indicators of school crime and safety under U.S. Department of Education has reported that in U.S. alone, there were a total numbers of 47 cases which involved the student, staff, and even the public happened on school campus between July 2014 and June 2015 which included 28 homicides, 17 suicides, and 2 legal intervention deaths (death occurred in the course of arresting or attempting to arrest the lawbreaker). Furthermore, they also reported that during school session of year 2015 to 2016, out of all public schools in U.S., a staggering amount of 79 per cent of the school has recorded one or more incidents of violence such as rape, sexual assault, physical attack, fight with weapon or without weapon, robbery attempt, theft and etc. It also includes possession of weapon such as firearm or explosive devices, knife or sharp object, and also the distribution of prohibited items such as illegal drugs and alcohol.

'Monster youngster' (The Star, 2017)

Above is a quote released by the local newspaper 'The Star' which shown the growing concern of aggressive behaviours among the youth in Malaysia these days. As being mentioned previously, the worrisome statistics stated beforehand has become the trend globally. The educational environments are no longer safe due to the increasing numbers of crime worldwide. Similarly, in Malaysia precisely, we also deal with the same issue except it is often revolved around the youth generation which is

considered as juvenile delinquency. Based on the law in Malaysia, the term juvenile delinquent refers to a young person who has committed a criminal offence and has been given a court order (Maznah, 2007). According to research by Mallow (2015), in 2013, The Ministry of Home Affairs (MOHA) Malaysia has registered an increased number of 5305 new juvenile delinquency cases where it went up from 3399 number of cases in 2012 to 8704 cases. Moreover, student involvement in index crime in Malaysia has add up to 1632 cases in 2013 as compared to 1042 cases in 2012, which is an increase of 57 per cent (Anita, Tengku, and Ramalinggam, 2015). They added, cases of violent crimes among school children in Malaysia went up from 368 in year 2012 to 542 in year 2013. This shows that the involvement of Malaysian school students in criminal activities is escalating. These statistics show that juvenile delinquency in Malaysia is becoming more severe, and this problem will continue to upsurge if appropriate action is not being taken (Choon, Hasbullah, and Ling, 2013). All of these figures mentioned are terrifying and need to be addressed as soon as possible in order to find the most feasible and realistic solution which ensures the safety of the one we loved from any harm, on top of providing them with a good settings for them to teach, educate and learn without any disturbance.

1.3. PROBLEM STATEMENT

Crime happened all over the world and it will keep on happening until the end of time. So, who is affected by the crime? The simple answer is everyone, whether directly or indirectly, physically or psychologically. Either you are a direct victim or a friend or family member of a victim. Even bystanders or individuals who absolutely do not related to the victim can possibly be affected mentally by developing an increased fear of crime, fear of getting hurt, or even financially due to higher insurance rate, cost

increment of security measures, etc. Furthermore, it will also affect the first responder which consists of the police officers, fire-fighters, emergency medical staffs, etc. whom are among the first one to respond whenever crime occurred. For that reason, basically every single person can be affected by a crime and it is perturbing. Wasserman (2008) supported this by mentioned that crime has significant but varies impacts towards crime victims, family, friends, and also the communities whether emotionally, psychologically, physically, financially, socially, or spiritually. Crime even can possibly cause serious traumatic experience towards the victim which according to Wasserman (2008) can led to:

- a) Major depression
- b) Suicide attempt
- c) Anxiety disorder
- d) Use and abuse of alcohol
- e) Relationship problem
- f) Etc.

Henceforth, even though there is absolutely no way that crime can be halt entirely, in order to protect the innocent people from being harm, it is at least need to be curtailed, so that people will at least feel relax and less-worry about their safety and continue to live normally.

However, how this situation can possibly affect the educational surrounding? A new school season begins and the parents will start to ask “will my children be safe at school?” And this vital question applies to all education levels; primary school, secondary school, college, university, etc. They are worried. And no parents simply want to see their beloved child get hurt. So will their children be safe? In today’s world, there are no educational facilities in the whole world that have the audacity to