

## CHAPTER V : CONCLUSIONS, IMPLICATIONS AND RECOMMANDATION

### 5.1 Introduction

The purpose of this qualitative research was to conduct case study to explore the combatting drug issues in Malaysia from experience and opinion by narcotic personnel which emphasize on NCID's focus. From this study, I focused on the two research questions: (1) What is the drug situation in Malaysia in terms of the Narcotic Crime Investigation Department's focus? and (2) What are the issues on combating drug in Malaysia from NCID's perspectives?

To understand the case study, it was researched within its context and utilized a variety of data sources. Four themes have emerged from the finding of this research which consist of (1) the drug threat trend; (2) NCID's focus on combating drug; (3) internal factor; and (4) external factor.

This previous chapter has explained and discussed the theme and sub-themes from this research. This chapter summarizes the main idea emerging from the research and identifies the practical contribution of this research. Followed by an overview of this research conclusion and key finding derived from this research. Finally, this chapter present the implications of the research and recommendations for further research.

## 5.2 Summary

This research takes a case study approach to analyze the drug situation in Malaysia in the context of the NCID's focus and to identify the issue in drug combating in Malaysia from the perspective of narcotics personnel. I was the main instrument for data collection process. The main sources of data collection derived from semi structured in-depth interviews. One to two hours were allocated for each interview. I manually transcribed verbatim and analyzed all interview sessions that were audio-recorded with the permission of all participants using thematic analysis. Additionally, field notes and demographic information are gathered. Using my 15 years of experience as a police narcotics officer, I have developed a new perspective on the research in order to accurately describe the respondents' perspectives on this study.

The (2) research questions that have been set in this study have been well stated by the respondents since they have substantial expertise in NCID, i.e., more than 10 years. This study has provided an overview of the current drug situation, the priorities of NCID in the war on drugs, and the drug-related problems that develop during that war. Sharing that center on their struggles, successes, and information gained while serving with NCID is regarded as genuine and there is no safe phrase. Prior to this sharing opportunity, all of their experiences were kept confidential and could not be expressed or shared publicly in order to keep their professionalism. This platform will allow them to assist one another in the effort to eradicate drugs.

In conclusion, the findings from the first research question of the respondents describe the drug situation in Malaysia which is getting worse. All respondents acknowledged that NCID has been committed to implementing drug eradication efforts. Respondents also believe that the (5) focuses of NCID are still relevant and

have been fully taken action by NCID members according to certain sections / units, but the drug situation in this country still does not show a good effect. On the other hand, drugs remain the country's number 1 enemy until now. This is evidenced by the increasing number of drug arrests and confiscations.

Respondents to the second research question were more honest and provided a list of the nation's drug problems. Both internal and external variables contribute to the problem. The problems stated under "internal factors" can all be remedied because NCID, RMP, and the Malaysian government have influence over them. However, because they include global issues and are outside of the authority of NCID, RMP, or the Malaysian government, the problems described under external variables are particularly challenging to resolve. However, it is still possible to reduce the effects of these external factors with persistent efforts.

Table 4: Summary of Research Findings

**COMBATING DRUG ISSUES IN MALAYSIA: CASE STUDY  
AMONG ROYAL MALAYSIA POLICE ANTI NARCOTIC  
PERSONNEL**

| Research Questions   | Theme                            | Sub- Theme  |
|----------------------|----------------------------------|---|
|                      | The Drug Threat Trend            | <ul style="list-style-type: none"> <li>a) Threat of Drug Smuggling/Trafficking</li> <li>b) Threat of Drug Possession</li> <li>c) Threat of Drug Law/Legal</li> </ul>  |
| Research Questions 1 | NCID's Focus on combatting drugs | <ul style="list-style-type: none"> <li>a) Against Drug Smuggling</li> <li>b) Restricting the Supply of Drug</li> <li>c) Intensifying National and International Network</li> <li>d) Strengthening and Enhancing the Implementation of Forfeiture of Property</li> <li>e) To be a Partner in Rehabilitation</li> </ul> |

|                      |                  |  |
|----------------------|------------------|--|
|                      | Internal Factors | <ul style="list-style-type: none"> <li>a) Human Resources Strength</li> <li>b) Integrity</li> <li>c) Logistics Facilities and Infrastructure Development</li> </ul>  |
| Research Questions 2 | External Factors | <ul style="list-style-type: none"> <li>a) Geography Factor</li> <li>b) Virtual Challenge</li> <li>c) Existence of New Psychoactive Substances (NPS)</li> <li>d) Modus Operandi (MO)</li> <li>e) Drug Mules</li> <li>f) Drug Law/Legal</li> </ul> |

### 5.3 Conclusion

This research was conducted to reveal the experience of narcotic personnel in combating drug issue in Malaysia. The purpose of this section is to summarize the findings that can be inferred from each research question that was examined. As a result of this research, four themes and 17 sub-themes have been identified.

#### 5.3.1 Conclusion of Finding from Research Question 1

Respondents showed their annoyance over Malaysia's increasing drug problem, which threatens the country's security. As a result, the first theme for this study inquiry was the threat drug trend. What makes drugs a threat, exactly? Drugs are considered a threat because they have harmed people and their families, communities, and nations, as well as negatively impacted the quality of life.

Respondents have classified this drug threat into (3) things. This division is based on NCID's current tasks which are Threat of Drug Smuggling/Trafficking, Threat of Drug Possession and Threat of Drug Law/legal. These three threats become



a sub-theme to the first research question. If seen, the client did not include collection, treatment and rehabilitation as a threat because NCID is no longer responsible for these matters, rather these matters are under the responsibility of NADA since 2010.

For the first sub-theme of this theme which is Threat of drug smuggling/trafficking. The diversity in the way drugs is distributed and smuggled becomes a threat to law enforcement if they lag behind the thinking of syndicates. There are also respondents who suggest that the country needs to have sophisticated technology to avoid the threat of drug distribution and smuggling. Other respondents supported the use of drones as one of the technologies that can be used to suppress drug smuggling activities at the border.

Regarding the second sub theme, "the threat of possession," it is said that when possession arrest figures are high, a few issues are brought up, including, according to respondents, the charge that police are persecuting people by creating case evidence. The investigating officer is therefore responsible for proving the case. Respondents claimed that in such circumstances, the public opinion did not support legal action. Drug abusers are now viewed as patients by society, and prison terms are inappropriate for patients. In fact, if a drug addict is found with drugs, a case is opened on the charge of possession, which entails a jail or fine punishment. As a result, the community will consider this police action to be cruel.

Regarding the third sub-theme, which is the threat of "drug law/legal". All respondents agreed that the country's drug-related laws, particularly the DDA of 1952 and the Poisons Act of 1952, need to be updated and amended to be more current. The respondent presented an illustration of a kratom-related offence where planting kratom

is not illegal but picking and possessing kratom is an offense. To prevent bias, the Act must be improved. Action needs to be taken against those who planted as well for their errors. Respondents believe that the prospect of drugs has also prompted the NCID to apply Section 39C of the ADB 1952, which has never been used previously, and that this circumstance may terrorize repeat offenders. The threat of drugs, according to another respondent, is what led to the offence under section 39B of the DDA of 1952, which was once punishable by hanging to death but is now also punishable by life in prison. Positively, the threat of drugs from a legal standpoint allows the appropriate party the chance to examine the act and push NCID to fully utilize the current statute, which was not employed before.

Examining the NCID Focus in Drug Combat is the second theme for the results of the first research question. NCID has set five goals for combating drugs that serve as a guide for the implementation of its operations. The Director of NCID's current priorities in particular influence the choice of this focus, although it does not deviate from the department's founding vision, mission, or objectives. However, some directors stick to their predetermined course without changing it. (5) NCID's latest focus discussed in this thesis is Against Drug Smuggling, Restricting the Supply of Drug, Intensifying National and International Network, Strengthening and Enhancing the Implementation of Property, and to be a Partner in Rehabilitation. All respondents agreed that NCID's focus remains relevant and that NCID has implemented the set focus well.

Regarding the first sub-theme, "Against Drug Smuggling," respondents indicated NCID concentrated on creating SNN to manage the nation's borders. Other respondents brought up the issue of members' integrity, which can make it simple to

distribute and smuggle narcotics, and they stated that NCID's policy is to not make compromises to individuals involved in corruption issues. According to other respondents, one of the reasons it is challenging to combating drugs in Malaysia is the rise of unregulated, large-scale drug manufacturing in the golden triangle, the country of origin.

Respondents to the second sub-theme, "Restricting the Supply of Drugs," stated that NCID's slogan, "There is no day without an arrest," serves as concrete evidence of NCID's attempts to reduce the flow of narcotics. Other respondents mentioned that NCID does not choose certain information and views all drug-related data as good data that can be extended for more significant arrests. Some of the respondents also expressed their satisfaction that NCID was able to stop the flow of drugs by apprehending the kingpin and destroy the criminal syndicate in a significant operation.

The third sub-theme is "Intensifying National and International Network." Respondents mentioned NCID's involvement in building cooperation both at the international level and at the local level. Among those highlighted by respondents are bilateral meetings with countries at the international level, collaboration with local agencies such as NADA, MOE, Malaysian Immigration Department, RMC, Malaysian Prison Department, Social Welfare Department, PENGASIH Malaysia Association, and other departments are among those involved. Other respondents informed that there is cooperation with the World Bank and local banks for the purpose of crippling the property of drug dealers and syndicates. NCID is also often involved in conferences at the national and international levels.

“Strengthening and Enhancing Implementation of Property” is the fourth sub-theme. Respondents said that NCID concentrates on the property of dealers or syndicates acquired with the proceeds of drug sales because they are aware that a lot of property will support drug activities further. The respondent recounted his or her experience leading a FOP investigation, which, despite the burden of proof being on the accuser, calls for the investigating officer to be sincere in their search for as much unlawful property as they can. Others who responded believe that the actions conducted as part of this property confiscation action can boost national income since property that cannot be confirmed to be owned by a source of drugs will become government property.

And the last for the first research question is to cover the fifth sub-theme which is also the focus of the fifth NCID which is “to be a Partner in Rehabilitation.” Although the aspect of addiction and rehabilitation is not the main task of NCID, NCID still provides support in every activity carried out for the treatment and rehabilitation of addicts, whether with NADA or NGO’s for drug rehabilitation such as PEMADAM, PENGASIH and so on. Respondents gave examples such as being involved with PUSPEN Board of Visitors Members; other respondents gave examples of helping in exhibitions.

As a researcher, I believe that the drug situation in Malaysia is getting progressively worse because it is no longer just a country where drugs are transported, as evidenced by the presence of numerous illicit laboratories for the processing of drugs. Drug combating is clearly NCID's top priority. However, the approach must occasionally be changed. Similar to how syndicates frequently alter their operating procedures, NCID must employ various tactics to achieve its intended goals. On the



other hand, I concur with the respondent's sharing of experiences, thoughts, and challenges in response to the first request question, which demonstrates NCID's unwavering commitment to the combating on drugs.

### **5.3.2 Conclusion of Finding from Research Question 2**

The second research question was created to identify the issue in drug combating in Malaysia from narcotic personnel. Respondents have interpreted this drug issue as factors that affect the drug problem in Malaysia. There are many issues listed. I have divided the issues into (2) themes, namely internal factors and external factors.

For the first theme which is “Internal Factors”, there are 3 sub-themes listed which is “Human Resources Strength” as the first sub-theme. All respondents agreed that narcotics staffing is very critical. Respondents stated that the total number of NCID staff was only 5 thousand people, equivalent to 4% of the total number of RMP citizens. With that strength it is impossible to fight drugs as enemy no. 1 country. Other respondents opined that due to lack of staffing, there are some areas where members carry out 3 tasks in 1 time, namely escort tasks, risk tasks and operational tasks. This situation can affect performance. There are respondents who request that the policy department increase staffing with strong justification. Another respondent shared the experience that there are places where the membership is less than 20 people but they have to take care of 29 Felda. There are also respondents who argue that the number of narcotics officers is not in line with the number of those arrested

for drug offenses, which according to NADA statistics, a total of 130,000 drug addicts will be reported in 2022.

“Integrity” is mentioned as the second sub-theme. As an enforcer, of course, cannot run away from the issue of integrity. All of the respondents concurred that NCID members with integrity issues hinder attempts to reduce drug use in Malaysia. Respondents linked the issue of integrity to the issue of accepting bribes. The average bribe giver is someone who is desperate to escape legal action. The greedy attitude of NCID members, especially those who accept bribes, has brought down the team's image.

“Logistics Facilities and Infrastructure Development” as the third sub-theme. Shortages in terms of Logistics Facilities and Infrastructure Development can disrupt the level of motivation and further hamper eradication efforts. Respondents spoke about the work space not being conducive while the operation team would usually spend standby time in the office before carrying out the raid. Other respondents questioned the logistic assistance which was quite bad to the extent that vehicles that are over 20 years old are still being used because there is not enough financial provision. There are also respondents who think that the lack of technology in the form of sophisticated aids to detect drugs in contingents and districts is the cause of the drug problem still failing to be fully eradicated. This is because the limited technology available is only available at NCID Bukit Aman.

For the second theme that discusses the issue in combating drugs, which is an “External Factors”. 6 sub-themes listed by respondents in this theme. The first sub-theme is the “Geographical Factor”. All respondents agreed that the geographical

factor of Malaysia being located close to the golden triangle, which is the largest drug producing country in the world, is the cause of drugs in this country being difficult to control. In addition, there are respondents who think that for the purpose of buying and selling drugs, the people of this country have no problem in using the English language in communication.

“Virtual Challenge” is the second sub-theme of external factors. Respondents linked this challenge to the issue of the dark web where drug purchases in this way are difficult to detect because user access cannot be seen on search engines. Other respondents related the issue of buying drugs, i.e. CBD oil, openly on the internet, on e-commerce platforms such as Shoppe, Lazada and Carousel.

The third sub-theme is that the “Existence of NPS” is thought to be a substitute drug because some NPS have not yet been classified as scheduled drugs under the Dangerous Drugs Act of 1952, and some of them have harsher effects that can result in death. Only 86 of the 1,182 NPS reported in 139 countries were registered in Malaysia, according to another reply, according to the table in the Dangerous Drugs Act of 1952. According to respondents, the UNODC research from 2012 predicted that numerous Asian nations would overtake Europe as the top producers of NPS.

The fourth sub-theme of the external factor theme is “Modus Operandi (MO)”. Diverse and shifting MO complicate drug eradication efforts. According to respondents Smuggling can happen in the air, on land and in water. Various ways drugs are hidden can be swallowed, in the storage of goods or confused behind other goods.

The sixth sub-theme is “Drug Mules”. Used to facilitate the operation of drug syndicates/traffickers. These drug mules may consist of women, students, their parents who desperately want money. Respondents shared cases of drug mules that have been dealt with, such as the case of a teenager who graduated from SPM in Kuantan who was only paid RM40, the story of a 26-year-old Ugandan woman who brought drugs by swallowing and was arrested at KLIA. Other respondents shared NCID's initiative to combat drug mules by establishing NCID in KLIA in 1920

The seventh and last sub-theme is “Drug-Law and Legal” which is synonymous with enforcement. To combat drugs, strict laws are needed. Existing laws need to be amended according to the times. (2) drug law/legal issues that lead to an increase in drug cases discussed in this study are the decriminalization issue and the hemp plant issue. According to the respondent, the issue of decriminalization if agreed can hinder drug eradication efforts because offenses under section 12(2) ADB 1952 and section 15(1)(a) ADB 1952 are not registered as crimes. As for the Hemp issue, another respondent said that RMP's position does not agree with the commercialization of Hemp plants because if the Hemp content is not monitored, it can turn into Cannabis.

In conclusion, this second research question leads readers to understand the circumstances according to respondents that make it difficult for NCID to fight drugs completely because not all of the issues can be dealt with by NCID. Each party needs to play a role in overcoming these issues. And not only under the responsibility of NCID. For the future, it is possible that NCID can put integrity as the main criteria for selecting its members to avoid issues of corruption and corruption.



## **5.4 Implication of Study**

Every research project will have implications for what was discovered and how it might be used in the actual world. The findings of this study on Malaysia's drug problem can be helpful to many parties, especially the NCID members who are involved in carrying out enforcement to protect national security from the threat of drugs to policy makers who are involved in providing direction and focus for the implementation of the NCID and RMP's goals. For the government in general, particularly the home ministry and the relevant parties who approve financial allocations. The final implication for society is that it serves as the eyes and ears in the attempt to free Malaysia from the grip of the drug problem.

### **5.4.1 Implication to the NCID Members**

NCID members profited from the respondents' experience in adding value to their work because of this study. This study's qualitative analysis provides details about each narcotics personnel's experience, which will increase the knowledge of other NCID members, particularly those who are new to serving in NCID, and allow them to adapt the experience to their own experience in performing daily tasks.

Each role and work location has various conditions and conventions, and NCID members must find a method to fit into their work environment. As a drug enforcer, you must be more alert to the current drug issues, particularly the modus operandi and techniques of syndicates, and you must have great mental and physical power to deal with drugs, the country's number one enemy. Members of the NCID

must also understand drug laws so that they can behave ethically, and their acts are not challenged.

This study also identifies some shortcomings in carrying out drug enforcement responsibilities that must be addressed, namely mastery of creating intelligence information, mastery of detecting modus operandi, and mastery of guiding the syndicate in all actions.

#### **5.4.2 Implication to Policy Maker and Government**

The policymakers in this study are the Ministry of Home Affairs and the departments concerned, specifically the Human Resource Policy Division, RMP, and the top leadership of NCID via the NCID Secretariat. Other Ministries, such as the MOF and MOH, are also involved, as is any entity participating in the enactment of laws in Malaysia.

According to the study respondents' experiences, several issues are listed as the cause of drug eradication not being able to be implemented purchase of technology, and facilities and infrastructure to motivate NCID members. This study also identified several areas that require improvement, including the selection of members with a high degree of credibility and integrity and the need to pay attention to specific acts that require revision and improvement.

To ensure that problems may be corrected right away, policymakers and the government have enormous obligations and responsibilities. This is to guarantee that NCID members can carry out their tasks quickly and effectively.

### **5.4.3 Implication to Society**

The finding from research also can give benefit to society. It is important for the community to understand how difficult the task the members of NCID are performing is. All parties must cooperate for the project to be successful. We are battling the nation's number one enemy, so support one another. For the community to evaluate the work done by NCID members, literacy is required. Avoid making rash charges about all police officers being bribe takers, bone thieves, etc.

The majority of society believes that the government and law enforcement are the only entities with the authority and obligation to eradicate narcotics. The issue is made worse by this relaxed attitude, and as a result, drug misuse in society will rise. All instances of drug usage should be reported to drug enforcement organizations like NCID and NADA so that the drug problem can be effectively and speedily controlled.

Furthermore, being small social groups in society, families and parents have a particularly important role to play in preventing drug addiction in children. Instead of adopting the "not me syndrome," the community must take an active role in comprehending, addressing, and resolving drug-related issues in their local areas.

### **5.5 Research Limitations**

Information on the restrictions placed on this study is provided in this section. According to Creswell (2007), the primary causes of borders, exclusions, reservations, and qualifications in research are restrictions. In general, a constraint is a circumstance that restricts the scope of study, has the potential to influence research

findings, and is out of the researcher's control. This study has 4 major, significant limitations:

- 5.5.1 Since there were only 5 respondents, the study's conclusions do not entirely capture the experiences and viewpoints of NCID's around 5,000 members. The yield is merely 0.1 percent when expressed as a percentage.
- 5.5.2 There are 19 sections/units within NCID that are likely to have experience and other drug-related concerns to discuss, but the conclusions are only applicable to sections and positions/ranks, including those in sections, legislation, operations, secretarial management, and property confiscation. There are 13 positions in the NCID overall, however the position is only open to officers and personnel with the ranks of Supt, DSP, ASP, and Corporal (Kpl).
- 5.5.3 The NCID members in Bukit Aman and IPK Selangor are the only subjects of this study, but Sabah, Sarawak, and other states in Peninsular Malaysia may also have drug-related problems.
- 5.5.4 The content of the various findings for each respondent results in subjective study findings. This is so because the study evaluates the experiences and viewpoints of the respondents. Other people have diverse experiences, opinions, and ways of thinking.



## **5.6 Future Research Recommendation**

Future research opportunities can arise from the descriptive nature of qualitative research in a variety of ways. In order to encourage the multiplication of experiences and narrative, it is intended that the number of responses to this descriptive phenomenological inquiry will expand in the future. In addition, sites other than Bukit Aman and Selangor can be added to the study's geographic scope. In addition to this study, respondents may be chosen for other rankings and sections as well.

The study can also be applied to other law enforcement organizations which involved to drug users, like NADA, or to non-profit organizations that provide treatment facilities, such PENGASIH and PEMADAM. This study examines whether similar research findings already exist or whether combating drug initiatives are currently facing any new issues.

Since this study uses the case study method, it is suggested that another opportunity for future research is to conduct this research in other qualitative research methods other than case studies such as field studies, focused studies, action studies, document analysis studies or multi-approach studies. The need to conduct further research in this area to help Malaysia become a drug-free country.

## **5.7 Research Conclusion**

This qualitative study is a case study to describe the current drug scenario and explore challenges in the drug combating in Malaysia based on the experience,

knowledge, and viewpoints of 5 narcotics personnel. Out of 17 sub-themes that address the two request questions, this study using many data sources has identified four (4) themes. In the war against drugs, all respondents agreed that NCID had efficiently discharged its duties. Regarding the participation of all parties, there are still some areas that need to be improved. This information can be used to create a more thorough and successful drug combating approach, even when some problems are outside the control of Malaysia or NCID. There is opportunity for improvement in every area of the eradication effort.

