RESIDENT'S PERCEPTION ON QUALITY OF LIFE IN SELANGOR

BY

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A thesis submitted in fulfillment of the requirement for the Master of Science (Built Environment)

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ABSTRACT

The term ‘quality of life’ is not used solely to describe physical features, but describes all types of relationships, including the dynamic and the reticular relationship that relates to physical and non-physical features. This research is set to provide a better understanding on how the quality of life will affect the development of a country or state. It also supports improvement in the following areas other than it helps to investigate the current level of quality of life in the study area. Other than that, as the quality of life involved many development sectors, it helps to improve the development of the state. It also offers knowledge of the quality of life to policymakers to improve their decisions. Plus, it adds to the existing knowledge about the subject and assists in further research on this topic. The research aim is to assess the perceptions on quality of life indicators in Selangor with the four (4) research objectives in total; (i) to identify the quality of life indicators that influence the well-being of local community, (ii) to assess perceptions of quality of life in Selangor, (iii) to analyse the relationship between socio-demographic and quality of life indicators, and (iv) to propose/ suggest strategies to improves the quality of life for local community. The research was carried out using the quantitative approach whereby the 500 questionnaires were distributed all over Selangor based on the number of distribution of respondents in each districts. The questionnaire focused on nine indicators of quality of life which derived from Malaysia Well-Being Index Report (2013). Additionally, the analysis of data used the method of Relatives Importance Index, descriptive analysis and Spearman’ Rho Coefficient. Thus, the highest five of RII rank were health and physical well-being, public safety, environment, social involvement and education. Meanwhile, the Spearman’Rho Coefficient resulted that most of the ordinal data does have significant relationship with the socio-demographic background of the respondents. Other than that, three (3) recommendations listed for the future studies.

خلاصة البحث

لا يتم استخدام مصطلح "نوعية الحياة" لوصف الميزات المادية فقط، بل لوصف جميع أنواع العلاقات، بما في ذلك العلاقة الديناميكية والشبكية التي تتعلق بالميزات المادية وغير المادية. ومن المقرر أن يوفر هذا البحث فهماً أفضل لكيفية تأثير نوعية الحياة على تنمية بلد أو دولة. كما أنه يدعم تحسين المجالات التالية إضافة إلى أنه يساعد على دراسة المستوى الحالي لنوعية الحياة في مجال الدراسة. علاوة على ذلك، بما أن نوعية الحياة تنطوي على العديد من قطاعات التنمية، فإنها تساعد على تحسين تنمية الدولة. كما أنه يوفر المعرفة بنوعية الحياة لواضعي السياسات لتحسين قراراتهم. وبالإضافة إلى ذلك، فإنه يضيف إلى المعرفة الحالية حول هذا الموضوع ويساعد في إجراء مزيد من البحوث حول هذا الموضوع. والهدف البحثي هو تقييم التصورات المتعلقة بمؤشرات نوعية الحياة في سلانجور في ضوء من أربعة (4) أهداف بحثية؛ '1' تحديد مؤشرات نوعية الحياة التي تؤثر على رفاه المجتمع المحلي، '2' تقييم تصورات نوعية الحياة في سلانجور، '3' تحليل العلاقة بين المؤشرات الاجتماعية - الديمغرافية ومؤشرات نوعية الحياة، و'4' اقتراح/اقتراح استراتيجيات لتحسين نوعية الحياة للمجتمع المحلي. ولقد أجري البحث باستخدام النهج الكمي الذي وزعت بموجبه 500 استبيانة في جميع أنحاء سلانجور بناء على عدد توزيع المجيبين في كل محافظة. وركز الاستبيان على تسعة مؤشرات لنوعية الحياة مستمدة من تقرير مؤشر الرفاه الماليزي (2013). بالإضافة إلى ذلك، استخدم تحليل البيانات طريقة مؤشر أهمية الأقارب والتحليل الوصفي ومعامل رهو سبيرمان. وهكذا، فإن أعلى خمس درجات من رتب الـ RII هي الصحة والرفاه البدني، والسلامة العامة، والبيئة، والمشاركة الاجتماعية، والتعليم. وفي الوقت نفسه، أشار معامل سبيرمان رو إلى أن معظم البيانات النظامية لها علاقة كبيرة مع الخلفية الاجتماعية الديموغرافية للمستجيبين. وعلاوة على ذلك، أدرجت ثلاث توصيات (3) للدراسات المقبلة .

APPROVAL PAGE

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

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DECLARATION

I hereby declare that this thesis is the result of my own investigations, except where otherwise stated. I also declare that it has not been previously or concurrently submitted as a whole for any other degrees at IIUM or other institutions.

Nur Farhanah binti Rosli

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This thesis is dedicated to my parents, siblings, lecturers and friends who always support me endlessly.

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ABBREVIATION

QOL	Quality of life
PWD	People with Disabilities
RII	Relative Importance Index
GDP	Gross Domestic Product

CHAPTER ONE

INTRODUCTION

1.1 INTRODUCTION

Community in every area conduct their lives by their own aspects of life and within their own territories such as working life, social life, relationship, economy, family and others. Despite that, there are decision makers strive to balance competing of demand and provide highest level of quality of life. These decision makers include state authority, local authorities, local official citizens groups, professional planners and individual citizen (National Research Council, 2002). The rapid economic growth reflects the high quality of life for the people of a country where all walks of life enjoy the amenities provided and implemented by the government's various policies (Yahaya, 2015).

The topic on quality of life varies and mainly include specific aspect in life. Having good life quality is a normal norm wanted by everyone plus, the notion on quality of life is not a new subject.

The study starts by describing briefly of the research background. It begins by highlighting the issues and problems regarding the quality of life. From here, we develop the research questions and the corresponding objectives. Based on the research questions and objectives, the scope of the study is then determined, and its limitations explained. The chapter also explains the significance of the study and how it contributes to the literature, policy and practice, before depicting its structure.

1.2 RESEARCH BACKGROUND

Various scholars across different fields have long discussed the issue on quality of life (QOL). Questions such as 'how housing should be designed for a given neighbourhood, what kind of amenities and facilities should be provided, and what defines an individual's well-being' are often discussed. These questions are difficult to answer, yet answers are necessary as they pertain directly to the welfare and well-being of society (Lora, Powell, Praag, & Sanguinetti, 2010). Serag El Din, Shalaby, Farouh, & Elariane, (2013) termed the quality of life as a complex concept that is defined differently across disciplines. The term 'quality of life' is not used solely to describe physical features, but describes all types of relationships, including the dynamic and the reticular relationship that relates to physical and non-physical features. These features known as indicators.

Quality of life is usually associated with the provision of social and physical infrastructure by administrators in a given area. However, the good environment does not mean that the quality of life is good as it is also related to the acceptance or rejection and response of the population to the provided environment. In other words, all parties, including individuals, families, communities, and governments need to be synergistic and play an integral role in improving the quality of life in the country and furthering the country's aspiration towards Vision 2020 (Anelyza, 2013). Meanwhile, in social theory concept the assessment on quality of life is based on the environment provided reflects it in the context of the structure, without regard to the individual to the formation of society as an important agent involved in the area (Awang, Hadi, Md. Jahi, Ahmad, & Harman Shah, 2006). Thus, in order to measure the level in quality of life of certain community, these indicators should be used.

1.3 PROBLEM STATEMENT

a) Indicators for Studying Quality of Life are not inclusive

The former Prime Minister of Malaysia, Tun Dr. Mahathir Mohamad (1999) once said; "Development progress in a country is judged by one major yardstick which is a steadily improving quality of life of the people." In other words, measuring a country's development is neither by counting its skyscrapers nor by measuring their height; rather, it is measured by the effectiveness of its transportation system, the stability of its economy and the guide the nation's development.

Various indices/indicators are used when measuring the quality of life. One such measure is the World Happiness Report (WHR). According to World Happiness Report, (2012), Malaysia was ranked 47th based on happiness index achievement out of 156 countries. Even though the rank is better to neighbouring Indonesia (rank 79th), Malaysia's rank is worse than other neighbouring countries such as Thailand (rank 33rd) and Singapore (22nd). Despite its rank in WHR, not all indicators were used to measure happiness. For example, indicators such as environmental surroundings such as infrastructure, facilities and safety were not included.

Another index used to measure the quality of life for Malaysians is the Malaysian Quality of Life Index Report known since 2013 as the Malaysian Well-Being Index Report. However, its indicators are numerical such as rates, averages, capita and percentages. The index does not include qualitative values and indicators for measuring the quality of life. For example, what quality of life meant to the community in specific area and how they derived the quality of life does not well develop and included.

b) Unplanned and Uncontrolled Urban and Rural Areas Can Affect the Quality of Life of Residents

Development can result in qualms, threats, disturbances and feelings of stress in term of physical, mental, social and spiritual problems in the lives of suburban communities. If the balance of the quality of life of the community is not examined, it can pose a problem to locals (Samian @ Samion, Md Jahi, & Awang, 2014)

Since the First Malaysia Plan, (1966-1970) until the 11th Malaysia Plan, (2016-2020), the objectives have evolved to develop the quality of life, especially in rural areas. In doing so, the focus is often on an economic measure such as achieving zero poverty by increasing job opportunities and advancing agricultural production. Nevertheless, deprivation is much more varied (Samian et al., 2014; Bernard, 2018). It can be seen from social aspects, environmental aspects as well as mobility aspects (accessibility), among others.

1.4 RESEARCH QUESTIONS

i. What is the quality of life indicators used to measure the well-being of the local community?

ii. What are the local communities' perceptions of their quality of life?

iii. Are the socio-demographic and quality of life indicators inter-related?

iv. What strategies to improvements quality of life?

1.5 RESEARCH OBJECTIVES

This study aims to assess the perceptions of quality of life (QOL) indicators in Selangor.

i. To identify the quality of life indicators that influence the well-being of local communities.

ii. To assess perceptions of quality of life in Selangor.

iii. To analyse the relationship between socio-demographic and quality of life indicators.

iv. To propose/suggest strategies to improve the quality of life for local communities.

1.6 RESEARCH SCOPE

The scope of the research is defined by the following parameters:

i. Location:

The research is conducted in Selangor.

ii. Duration:

In order to critically analyse the subject, the research is conducted for a period exceeding 12 months between May 2017 and June 2019.

iii. Context:

This research focuses on the social and economic aspects of QOL for the local community in Selangor. Well-being is interconnected with quality of life in order to know the benefits that contribute to the enhancement in the quality of life and satisfaction of an individual, family and community (Malaysia Well-Being Index Report, 2013).

Quality of life is subjective and can differ across states, countries and communities community. A questionnaire was developed and distributed to nine districts in Selangor. This research is a case study of the quality of life in Selangor with a focus on benchmarking the indicators involved.

1.7 RESEARCH LIMITATIONS

Limitations in research are unavoidable, especially in data collection and analysis. This research aims to assess the perception of quality of life (QOL) indicators in Selangor. Five-hundred respondents from nine districts in Selangor were sampled. Research timeline is the timeline for the researcher to obey in order to finish the research on time. Nevertheless, due to lack human resources, the stage of data collection took longer time to complete which affect the whole research timeline besides the post-stage after data collection were affected as well.

1.8 RESEARCH SIGNIFICANCE

This study is set to provide a better understanding of how the quality of life will affect the development of a country or state. It also supports improvement in the following areas:

i. It helps to investigate the current level of quality of life in Malaysia.

ii. In addition, as the quality of life involved many development sectors, it helps the state to improve development.

iii. It also offers knowledge of the quality of life to policymakers to improve their decisions.

iv. Lastly, it adds to the existing knowledge about the subject and assists in further research on this topic.

1.9 OVERVIEW OF STUDY FLOW

Figure 1.1: Overview of the study for the six chapters and their overall content.

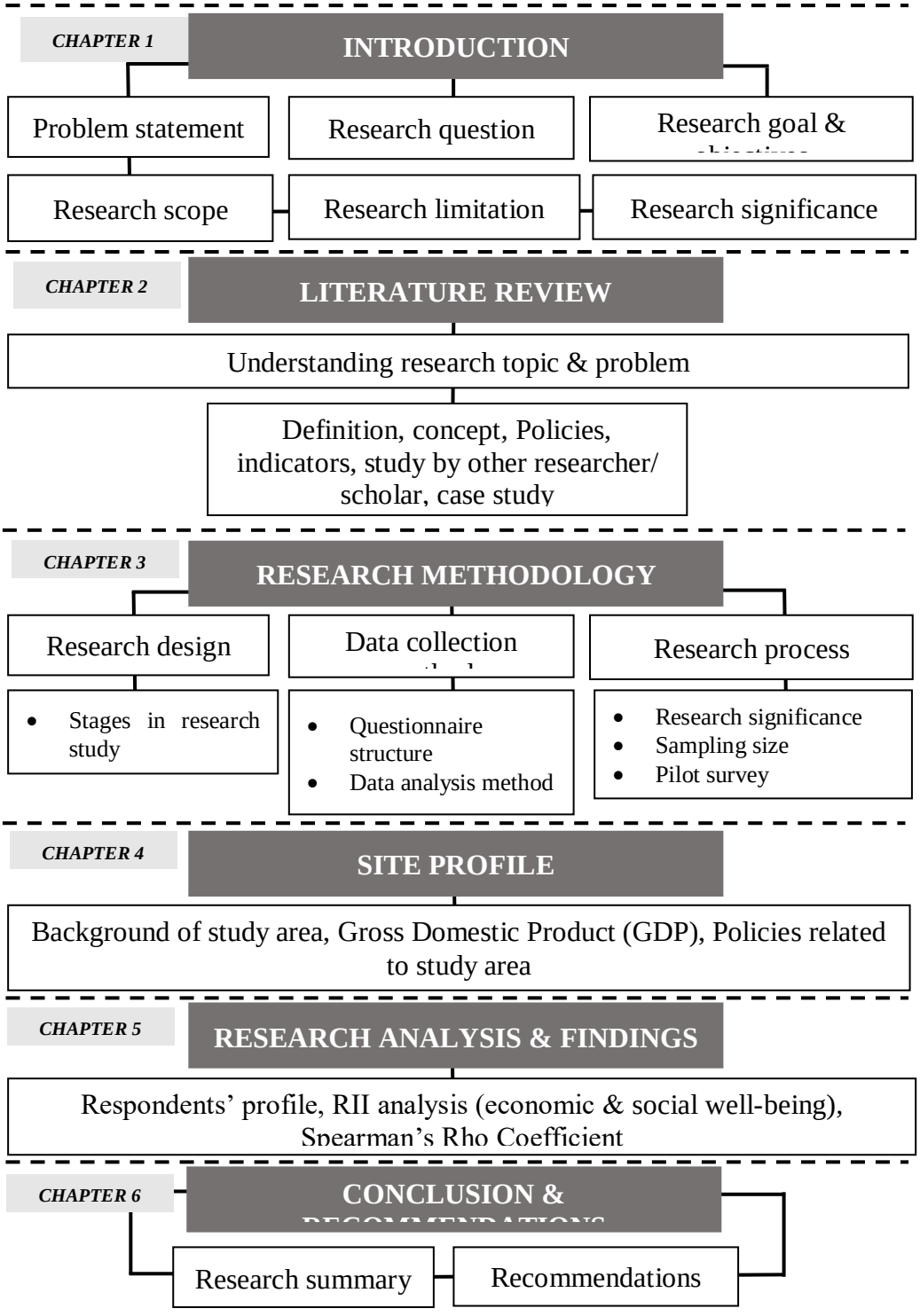

Figure 1.1 portrays the study flow' overview of the research. Briefly, there are five chapters in involve in total. Chapter one will explain the introduction of the research. It represents the outlined problem statements by the research topic. Besides, it is followed by the research questions and research goal and objectives. Other than that, the chapters also highlighted the research scope, limitation as well as the research significance.

Whilst, chapter two will underline the literature review related with the topic. The definition on quality of life will be discussed by various studies did in the past and present. Additionally, the literature review also will explained the concept, policies as well as the factors affecting quality of life in the study area besides the quality of life in Islamic perspectives (Maqasid Syariah).

Plus, chapter three designated to explain the methodology did in this research study. The methodology will explain how the research is design from scratch and how many stages involves. Briefly, there are total of five stages involved which will be detailed up in the mentioned' chapter. This chapter will also explained the process of data collection in terms of the framework design, research process which will explain the type of sampling method and sampling size other than compilation and data arrangement.

Chapter four is the site profile chapter which will explain in details the study area involve. This may include the population, gross domestic product (GDP) and the size of study area. Whereas chapter five will include the discussion on findings and analysis of the data. The data will include the answers by the involved respondents, the data analysis will then reflect the study did in the literature review.

Lastly, chapter six portrays the summarization for the whole chapters in the study research. Other than that, this chapter will also provide the recommendations based on the research study did in the previous chapters.

1.10 SUMMARY

It is pertinent to note that this chapter is the introduction of this study that intends to provide an understanding of the structure, process and flow of the study research. The study aims to assess the level of quality of life based on several indicators in Selangor. Briefly, there are six chapters involve in the research namely introduction, literature review, research methodology, site profile, research analysis and findings as well as the conclusion and recommendation's chapter.

The research recognise quality of life as the main topic in order to know the indicators related and how to access the quality of life in Selangor. Other than that, the research also emphasis on the local community's point of views in order to know their current quality of life's perceptions.