Abstract

Book
ABSTRACT

The number vertical building has increased all over the world. In Malaysia, the concept of vertical living has been introduced as early as seventieth. There are a few factors contributed in vertical living; urbanisation, increasing in land value, lifestyle and scarcity of land in urban areas. The vertical living concept has become popular in major city which are Klang Valley area, Selangor, Penang and Johor Bahru. The acts that have contributed in strata management in Malaysia’s are National Land Code, Strata Title Act 1965 and Building and Common Property Act 2007 (BCOP) and Strata Management Act 2013 (yet to be implemented) which replaced BCOP. However, there are weaknesses in managing strata properties especially in level of residents’ satisfaction, although there are many act applied in strata management. This study seeks to review tenants’ satisfaction living in low cost and medium cost vertical residential building in Klang Valley. In achieving the study objectives, the quantitative method has been applied. The datas were collected among 276 tenants. The result from this study shows that tenant in medium cost residential building are more satisfied in term of facilities and management as compared to tenants in low cost residential building. Tenants also not disclosed to the existing act and procedure related to vertical residential building. It is thus, the property management team should exposed the regulation pertaining to the vertical residential building.

Keywords: Vertical living, tenants’ satisfaction, strata management.
A STUDY OF HOUSING COMPONENTS IN ASSESSING HOUSING SATISFACTION FOR ELDERLY IN GREATER KLANG VALLEY (GKL)

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Abstract: The increasing population of elderly in Malaysia has led to an expectation that Malaysia will become an ageing nation by the year 2030. The expansion of technology in physical, economic and social development has contributed to a greater improvement in terms of quality of life. The upsurge of life expectancy of elderly indirectly affects the demand for a wide range of public services; including health, social care expenditure and appropriate housing type for them. A Housing option for elderly are varied and it’s associated with the wealth and physical well-being of elderly. As population for elderly increasing, research on housing for the elderly are widely explored in order to accommodate the impact of disability associated with ageing issues predominantly in the health and social care provision. Apart from institutional care service facilities provided by Social Welfare Department, elderly in Malaysia are opting to remain in their current house, which resulted inquiry regarding the adaptability of their current house for their future used and needs. A plethora of research had indicated that housing satisfaction researches are associated with determining the housing needs of the elderly. Therefore, this paper intends to analyze the suitable housing for the elderly based on their satisfaction level on current housing components as one of the variables affecting housing satisfaction. Using a case study of elderly living in the Greater Klang Valley (GKL), as urban concentrated area, 464 respondents had been interviewed based on the age brackets. The findings show that most of the respondents are moderately satisfied with their current housing components and highlight a little unsatisfactory in certain housing components. The output of this study will address the housing suitability and needs required by the elderly community as a preparation for the upcoming ageing phenomenon.

Key words: Housing, Elderly population, Housing Satisfaction, Housing needs
ACCEPTANCE OF GEN Y TOWARDS HOUSING CO-OPERATIVES

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ABSTRACT

There is no universally accepted definition of Generation Y (‘Gen Y’). However, it can be seen that, a few researchers used the birth dates ranging from the mid 1980’s until early 2000. Gen Y in Malaysia forms a major segment of the population and can be considered a significant proportion of future house buyers. Nevertheless, the escalation of house prices nowadays has pushed home ownership beyond many groups in Malaysia, especially among Gen Y in major Malaysian cities. Among factors that contributed to the housing affordability issue are the government’s past home ownership-friendly policy and the ease of mortgage. In Malaysia, the conventional types of housing tenure available for Gen Y are home ownership and renting. Both conventional housing tenures carry many disadvantages to the Gen Y. Therefore, there should be another choice of housing tenure especially for Gen Y. Housing co-operatives can collectively provide a type of housing that is otherwise unaffordable through the market system. Hence, it can provide an alternative housing tenure for Gen Y. This paper aims to present the preliminary findings about the acceptance of Gen Y towards housing co-operatives. A questionnaire survey was administered on 200 respondents comprising the Gen Y living within the Greater Kuala Lumpur/ Klang Valley area. The data obtained was analysed using Statistical Package for the Social Science (SPSS) to generate descriptive as well as inferential statistics. The initial findings reveal that the respondents were willing to consider the housing co-operatives as an alternative housing tenure after they learn about its characteristics. In conclusion, the housing co-operatives could be one of the alternative housing tenures that can be offered to address affordability issues among the Gen Y in Malaysia.

Key word: Gen Y, Housing Affordability, Alternative Housing Tenure, Housing Co-operatives
BRIDGING SOCIAL CAPITAL FOR SOCIALLY SUSTAINABLE COMMUNITIES

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Abstract:

Social sustainability, being one of three main domains of the overarching concept of sustainable development has only come into light of academicians and policy makers in recent decades. Since the onslaught of interest, a myriad of researchers have attempted to define and characterise social sustainability from both the academic and policy point of view. However, the intention to construe a universally applicable designation was never reached. Frequently regarded as the ‘softer’ and more complex side of sustainability, this paper aims to review various social sustainable related literatures to better understand the characterised definition of social sustainability, its role in community development, and its association with urban housing attributes via desk research. The potential of social capital as a medium and tool for building and measuring socially sustainable communities respectively were also discussed in this review paper. As this paper is part of an ongoing doctoral research to develop a social sustainability framework for high density housing in Kuala Lumpur, housing related articles and documents including those of the urban development, housing sociology and urban sustainability fields, restricted to year 1993 to 2014 were identified and debated.

Key words: Sustainable communities, Social sustainability, Social capital, Malaysia
REMOVING MOBILITY RESTRICTION IN NIGERIAN CAMPUSES: LESSON FROM MALAYSIAN BUILT ENVIRONMENT

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Abstract

Built environment present one of the unresolved problems of mobility restrictions. Nigerian campuses are still lagging behind and harboring segregation and exclusion through mobility restriction in the 21st century. The purpose of the study is to investigate the degree of mobility disability in Nigeria campuses and draw lesson from the experience of Malaysian campus built environment, in order to propose way forward for Nigeria. The study is based on a quantitative content analysis of an online depository articles search within the span of two decades (1993-2013) using Nigeria, disability and accessibility in permutation and combination with environment, inclusive or marginalization and higher-education as keywords. Physical enumeration of accessibility infrastructures using access audit checklist was conducted to triangulate the findings from the reviewed articles. A qualitative content analysis of Malaysian disability policy and how it translates into the campus built environment followed for Nigeria to emulate. More than two third of the articles reviewed lamented on the plight of the disabled in Nigeria and emphasized their mobility restrictions by the built environment but do not propose any solution. The physical accessibility auditing revealed a poor and worsening situation in Nigerian campuses. Improvement and implementation of standard code of practice on access backed by a sound policy provision is a key to a user friendly campus built environment for the disabled inclusive involvement in Malaysia and anywhere else from which Nigeria should take an offshoot.

Keywords: Accessibility, Built-environment, Campuses, Disability, Experience
FROM ART TO SCIENCE, PROMOTING SUSTAINABILITY IN ARCHITECTURAL EDUCATION: THE INTEGRATION ENVIRONMENTAL SIMULATION TOOLS WITH ARCHITECTURE CURRICULUM

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Abstract

Integration of the technology in architectural programs is essential for both practice and education of architecture. A broad range of environmental simulation software has become available for a variety of building environmental assessment over the last four decades. The foundation work for building environmental simulation developed mainly within the engineering community. For this reason, the challenge took a place as environmental simulation penetrated architecture. This paper is concerned with the integration of building performance simulation within an architectural higher-education to promote sustainability. The aim of this paper is to explore the students’ attitude towards using and incorporating building environmental simulation software to their final design studio projects. This study presents a workshop setup in which a short course attended by both undergraduate and postgraduate students of architecture at department of architecture, faculty of built environment at University of Malaya. An introductory yet comprehensive level course was given to the students. Integrated environmental solutions (IES-VE) software selected to be the main software for the course with two modelling software. The two modelling software are Revit and SketchUp. Also, a survey carried out upon the registration of the workshop for a total of 42 students from both third and fourth year of architecture program. Based on the survey and the workshop outcomes the final results indicate a wide gap between undergraduate and postgraduate students of architecture on both attitude and implementation of the software and sustainability in architecture design. This gap is discussed and suggestions for improvement of current curriculum integration are presented.

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THE ASSESSMENT OF EXPENDITURE PATTERN AMONG YOUNG COUPLE TOWARDS AFFORDABILITY OF HOUSING

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Abstract: Owning a home is a basic human need and becoming a dream for everyone especially among the young and newly-wed couples. Contemporary home affordability is often justified through the measurement of income, expenditure and house price. However, income levels and house prices are not the only determinants of housing affordability. In fact, spending behaviour among buyer could serve as a reference in determining the level of housing affordability. This paper assesses the extent of expenditures that influence housing affordability among the young couples. Data was obtained from interviews with respondents aged between 20 and 35 years living in the state of Selangor, Malaysia. A total of 215 samples were analysed using Cronbach’s Alpha, Significant test, and Correlation analysis. The results show that all expenditures are very significant (< 0.01) within indicated Cronbach’s Alpha analysis (> 0.7). Nonetheless, each expenditure indicated different correlation value at two different status of home ownership. The result suggests that the spending patterns among young couples have a significant impact on housing affordability.

Key words: Expenditure, Young household, Affordability, Housing, Spending, Saving, Malaysia
THE STRUGGLES OF PETALING STREET TO BE A CHINATOWN

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Abstract

The vibrant, lively and chaotic atmosphere of the business activities along Petaling Street and Jalan Hang Lekir have always been the identity of the place synonymously associated to the Chinatown of Kuala Lumpur. However, a recent survey indicates that only one third of the businesses here still reflect the identity of the ethnic Chinese community, mainly those involved in the selling of local street food and drinks. The other two thirds of the businesses retail mass-produced imported goods which are managed by migrant workers. This paper seeks to investigate the current user perception of the place identity and if the changes in the business activities impact the tourist expectations and values associated to Chinatown. A research involving the stakeholders indicates that the operational challenges, lack of interest from the younger generation and the implementation of new regulations by the city council are the main factors that impede the survival of their business. Findings also identify the perception on values of heritage from both the stakeholder as well as the users perspective, particularly the intangible heritage of the street activities. It is interesting to note that even though a significant number of tourist visits are recorded in Petaling Street daily, the survival of the street food and drinks business are dependent solely on the local community working and passing through the area. In order to maintain continuation of values forming characters of the place, calculated measures needs to be taken to generate sustainable local economies and lucrative tourism. A paradigm shift on the image and perception of the street culture as well as the implementation of new regulations which are site sensitive has to be adopted to enable Petaling Street to survive as the oldest traditional street in the heart of Kuala Lumpur.

Keywords : Chinatown, Petaling Street, place identity, street culture
Using PLS-SEM Technique to Identify Factors to Improve Building Maintainability in Malaysia

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Abstract:

A building designed with good maintainability considerations, not only functions as intended, but is also adaptable to current and future use. The purposes of incorporating good maintainability considerations into the design of a building are to achieve high building performance, ease day-to-day housekeeping tasks, make the building adaptable for future needs and maintain a stable usage cost throughout the building’s design life. This study identifies factors that improve building maintainability in building design by applying structural equation modelling with the partial least square estimation (PLS-SEM) technique. The data collection methods in this research include an expert panel interview using prepared semi-structured interview questions and a questionnaire survey to identify the influencing factors to improve the maintenance-related needs of the building. This study identifies five significant variables that could improve building design by improving building maintainability in Malaysia. The most significant variable is developing efficient design tools that utilise information and analysis focusing on the user’s usage behavior.

Key words: Building maintainability consideration, Structural equation modelling, Partial least square.
STRATEGY IN RISK MANAGEMENT – REVISIT THE ACTUALITY

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Abstract

The strategic nature of risk management has attracted researchers worldwide to come out with a better solution in increasing the effectiveness and the efficiency of the risk management process. Although risk analysis has dominated the research subject in risk management field, researcher still searching and improving the actuality concept of risk management from time to time. This study will also revisit the actuality concept of risk management from the ‘strategic’ point of view. Although there are few literature review that discussed about strategy in risk management, most of the study are very surfaces. None of the studies have look risk management from the strategist point of view and associates them with risk evolution through time within its environment. This study will revisit risk management from strategic perspective and explains how risk evolves naturally through strategic nature. With the findings of this study, It is believed that this study will contribute significance findings on how strategy lies in risk management and how it react into its environment. By better understanding the nature of the emergent strategy before its become realized strategy, project manager should be ready for change and anticipate the uncertainty event if they need to. Risk management for instance need to be more flexible in recognizing the uncertainties and changes in facing reality which reflect the current state of project management reality.

Key words: Risk Management, Strategy, Emergent Strategy, Realized Strategy.
CONSTRUCTION TECHNIQUES ASSESSMENT FRAMEWORK FOR GREEN BUILDING ENVELOPE

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Abstract

Construction industry covers work on new or existing building that includes the construction of architectural and structural components of a building that is to be fixed wholly or partially on the original ground level or partially fabricated on site. The construction industry comprises of the construction management and technology that covers a broad aspects of methods and equipments. This includes the construction safety and health, workers management, site inspection, specifications, building codes, environmental concerns and last but not least the construction techniques for the construction of a conventional or a sustainable green building. The concept of sustainable construction had been introduced in Malaysia in year 2005 through the launching of the country's own Green Building Index (GBI). The Green Building Index (GBI) is Malaysia's green rating tools for buildings to promote sustainability in built environment and raise awareness among parties in construction industry about environmental issues and the responsibilities to the future generations (Redha Institute, 2013). This paper aims to develop an assessment framework on the construction techniques of green building envelope in relation with the indoor air quality (IAQ) that can be used as a guideline for residential building applying for Green Building Index (GBI). Calderone (2001) believed towards a sustainable construction and development, architectural components/envelopes should be designed to minimize energy consumption and reduce the greenhouse gas emission. Therefore, good building envelope can seize the opportunity to save energy by adapting to country’s weather conditions and enhance the indoor environment and air quality as well as the occupants comfort level. This paper highlights the problem statements, the objectives, the methodology, the hypothesis of the research and also the significant of the research outcomes.

Keywords: Construction Techniques, Green Building Index (GBI), Building Envelope
ASSOCIATED FACTORS OF MEDICAL WASTE MANAGEMENT PRACTICES IN DEVELOPING COUNTRIES: A REVIEW

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Abstract

The heterogeneous composition of wastes from healthcare facilities has been a big problem and management efforts have relied primarily on treatment and disposal technologies (technology-centered approaches), hinting at the fact that a one-for-all technology could be the solution. Thus routine management practices and vibrant thoughts have been minimally explored in the discussion on medical waste management. This has left, especially developing nations, with serious burdens. This review paper has examined the associated factors of medical waste management (MWM) practices in healthcare facilities in developing nations. Medical waste definitions and characterization have been examined. Factors associated with a medical waste management program from regulation and policy formulation to disposal have been examined. Desk study of existing studies and literature on the subject of MWM has been the source of information for this review paper. The paper identified nonexistent medical waste management regulations and policies in some countries, and in countries where they exist, they are poorly formulated or either as an offshoot of general environmental waste management regulations; poor training, segregation, handling and disposal practices; poor implementation of MWM programs and lack of specific responsibilities on the part of stakeholders. The paper has viewed the challenges of MWM practices in developing countries as being more of a management problem than it is a technological problem and has advanced routine management approaches within an integrated sustainable medical waste management (ISMWM) framework as a drive toward improvements in the system.
FACTORS PROMOTING THE KNOWLEDGE SHARING INITIATIVES BETWEEN QUANTITY SURVEYING FIRMS IN MALAYSIA CONSTRUCTION INDUSTRY

Nadirah Zolkepeli

Abstract

Knowledge Sharing has been identified as a major area for Knowledge Management (KM) and been portrayed as the key component of successful KM practices. In fact, Quantity Surveyor (QS) firm’s services are becoming more complex and complicated and to survive in this competitive construction industry they must enhance their technical skills and store them in a manner to speed up the work, before being able to compete with other consulting firms. This study describes an empirical investigation on promoting factors of knowledge sharing initiatives between QS firms in Malaysia Construction Industry. A total of 211 questionnaires conducted on 4 types of QS firms; sole proprietor, body corporate, partnership and multi disciplinary were collected and used for the study. T test statistics was run to identify the significant factors and relative importance indices (RII) were computed for each factor from the QS perspectives of different type of firms so as to determine the most critical successful factors. The findings show that there are top five factors help to promote or encourage knowledge sharing between other firms, include (1)expected reciprocity, (2) social responsibility, and (3) good non-business relationship, (4) the originality of knowledge and (5) effectiveness of KS tools (internet and intranet).

Keyword: Knowledge Management, Knowledge Sharing, Malaysia Construction Industry, Promoting Factors
MATHEMATICAL GEOMATRY OF SPACE

Esmaeil Negarestan

Abstract

Iteration is a key in mastery. Nature is the best Designer, it has been doing so ever since its existence, constantly evaluating itself and evolving through time therefore we as Architects and Engineers could benefit tremendously by going to the source of design. For each problem Nature has a solution which we need to decode and use to our advantage to profit from this vast wisdom. Experimental sciences have benefited immensely from nature whereas despite some efforts from Buckminster fuller’s geodesic designs to fractal architecture it seems that the path of learning from nature has not been given the emphasis needed and there is a lot to be learned from this ever expanding body of knowledge.
POTENTIAL OF POZZOLANA – LIME MORTAR FOR SIMPLE HOUSING APPLICATION

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Abstract

There were not many alternatives other than cement Portland that can be accepted by society as a binder in housing construction. On the other hand Portland cement production process, besides causing air pollution through CO₂, also requires high energy which results to the high price of cement. This study shows that alternative cement with lime base material and fly ash can be used as a substitute of Portland cement in simple house construction, both as to the structural and non-structural constructions such as masonry and concrete blocks. With the simple production process and does not require high energy such things needed to produce Portland cement. This alternative cement has potential to reduce the cost of construction so that the achieved results are more economical and environment-friendly. The tests were carried out in various simple methods and definitely low cost. A comparative study was carried out of several mortars, in some cases using different additions of fly ash and various mix design compositions of alternative cement. The influence that these additives have on the mechanical resistance of the mortars was studied. As well as the possible use of these activated fly ashes as a replacement for Portland cement in producing mortar or concrete that meet requirements of the simple house.

Keywords: Compressive strength, Fly ash, Lime, Housing, Environment
FORTRESS STUDY IN THE WEST COAST OF PENINSULA MALAYSIA

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Abstract

Studies on defense structure in Malaysia have not been ignored but it received less attention compare to any other building typology and findings in the field of architecture. It has received numbers of interest towards its construction especially in the European countries. Defence structure or also known as military architecture erected where it plays significance for battleship preparation. Holding as a place for defence and offense, it becomes a nation pride to uphold dignity of the country from any foreign attackers. This resulting immense execution of built up such as city wall, fortress and stronghold. Material used to build fortress are merely using local material that suits with its surrounding. There are numbers of cities and fortresses that can be trace scattered around Malaysia, to be named among it include Kota A Famosa, Kota Johor Lama, Kota Jeram Ampai and Kota Margherita. Among them are examples of both Malay and colonial fortresses. Contradict with what can be witnessed on fortresses in Malaysia, it is less appealing. It is physically not bulky and rugged due to the different approach of its tactical scheme, its purpose of construction and the material used itself. It is unlike what ancient warfare has in other foreign country and yet these survivals of fortresses in Malaysia are nevertheless portraying a movement of aspiration towards the need of defending its colony and territory from any attackers. This study perhaps will explore the development, advancement and strength of Malayan fortress in relationship with its architecture.
PENGGUNAAN SPACE SYNTAX DALAM PENENTUAN KAWASAN RISIKO JENAYAH DI BANDAR

FAIZAH BINTI MD. LATIF
DR. NIKMATUL ADHA NORDIN

ABSTRAK

GIS AND REMOTE SENSING IN LAND USE PLANNING FOR CONSERVATION OF CULTURAL HERITAGE SITE IN BUJANG VALLEY

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Abstract

This paper was to study the application of GIS and satellite remote sensing as a land use planning tool for preserving and conserving cultural heritage site in Bujang Valley, Kedah, Malaysia. The aim for this research is to identify the catchment of heritage sites and determine the boundaries for development buffer. The analysis of catchment area of heritage site can be identifying by using GIS and satellite image, where analysis of distribution material around the area identified through the image and layering technique. The analysis will help to determine the area of the subsurface monuments thus will give predictable boundaries on the monuments distribution and help in preparing guidelines for future statutory document for land use planning of the area. The study has conducted in Bujang Valley purposely as its significant of physical proves of earliest civilization in the in Malay Peninsula. This fact upholds greater value in term of archeology and anthropology and due to rapid urbanization, the possibilities for development start to encroach into area may cause a huge lost for the national heritage and gives environment, economic, and social impacts.

Keywords: Heritage site, GIS, remote sensing, land use planning, conservation
EFFECTIVENESS OF TASK LIGHT AND DAYLIGHT DESIGN FOR THE OFFICE SPACE IN THE TROPICS

LIM GENE-HARN
MSC (ARCHITECTURE) SUSTAINABLE DESIGN

Abstract

Developing countries are displaying the ever increasing energy demand as cities grow, particularly the building sector and it is important for energy efficiency practices to be adopted. Evidences reveal that conventional office lighting design have inherently produced unacceptable visual comfort that affects work productivity and also wasting unnecessary lighting power. Literature shows the benefit of daylight and also the integration of task light to reduce the ambient lighting level that improves visual comfort and energy consumption, however none have explored the usage of task light and daylight integrated environment for office space in the tropics specifically. The research investigates the office occupants’ mood, preference and energy saving value for the lighting design of 2 different office spaces, one which is sufficiently day lit and equip with task lights, and another space which has conventional electrical lighting brightness design of 300-500 lux according to MS1525 standards. A triangulation mixed mode research is carried out where questionnaires, physical observation and field measurements verify the preferred lighting environment for the office space. The result argues that occupants in a day lit design office can accept brightness level as low as 150 lux without affecting work performance as oppose to the minimum 300 lux recommendation of MS1525. It also shows that significant majority of occupants prefer working space with primarily daylight assisted lighting design and supplemented by electrical lighting. Also, it has also shown 95% of energy savings achieved in the office space that utilizes daylight design and supplemented by task light in comparison to conventional office electrical down light design.

Keywords: Lighting Power, Office Lighting, Visual Ergonomics, Visual Comfort, Daylight, Task Light, Hybrid Lighting System, MS1525.
INCIPIENCY OF MALAYSIA’S BUILT HERITAGE CONSERVATION FRAMEWORK ON EVALUATION OF POST CONSERVATION PHASE

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Abstract

Apparently, the realm of built heritage conservation in Malaysia is gaining a special place in the construction industry nowadays. The problems inflicted by heritage buildings in Malaysia may affect a more serious threat to the two states of the country, namely, Melaka and George Town, whom have been recognized as the World Heritage Site by UNESCO in the cultural category on 7th July 2008. As theoretical basis agrees that evaluation is a powerful tool for future improvements of existing programme hence quality enhancement of built heritage conservation in Malaysia is the prime aim, this paper attempts to; reveal the incipiency of Malaysia’s built heritage conservation framework, consulting the local authorising bodies and subsequently introducing the Post Conservation Evaluation (PCE). Interviews based on key informants approach have been conducted to investigate the current scenario and lacklustre in Malaysia’s conservation endeavours. Conclusively, the incipiency on Malaysia’s built heritage conservation framework has derived the essentiality of having evaluation programme to evaluate heritage buildings which have undergone conservation intervention.

Key words: Built Heritage, Conservation Framework, Evaluation, Malaysia, Post Conservation Evaluation (PCE).
DETERMINING THE POTENTIAL BENEFITS AND POTENTIAL RISKS OF FM SERVICE DELIVERY IN KLANG VALLEY SHOPPING CENTRE

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Abstract

Shopping centre’s is one example of large buildings which facilities management can create a clean, safe and welcoming environment. It is necessary to identify the relevant sources strategies in order to decide whether to use outsourcing or retain in house FM service delivery. Without a proper basis of decision making in FM service delivery option, this will affected the service provided by the shopping centre. This paper aim to determine the potential benefits and potential risks of FM service delivery in Klang Valley shopping centre as a factors that influencing the decision-making by shopping centre managers. This study adopted the quantitative approach as an appropriate method to determine the potential benefits and risks of FM service delivery. Questionnaire is used as tool to collect the primer data. The results obtained are from the pilot study and the main findings of this research have identified that shopping centre in Klang Valley understand and practice both in-house and outsourced services delivery. For in-house services, the main potential benefits and potential risks identified are physical factor and organizational factors respectively. Meanwhile for single service contracts, the main potential benefit identified is the organizational factor and main potential risk is the cost factor. Hence, this study is significant to help shopping centre management in making decision in selecting the best option of FM service delivery based on the potential benefits and potential risks.

Keywords: facilities management; FM service delivery; shopping centre; Klang Valley
CUSTOMER-DRIVEN SERVICE QUALITY DESIGNS AND STANDARDS: A CATALYST FOR EFFECTIVE PROPERTY MANAGEMENT

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Abstract

The study evaluated tenant/occupier satisfaction on selected high rise residential properties in Ikoyi and Victoria Island of Lagos, Nigeria. The study adopted a cross-sectional research design approach. The data were collected through the aid of questionnaire survey to investigate 54 quality service and property performance indicators and were analysed quantitatively. 106 questionnaires were returned from the 207 tenants of the selected buildings representing 51.2% response rate. The mean item score (MIS) for satisfaction level for each indicator was calculated and expressed in percentages to arrive at importance index for the purpose of ranking in line with the highest derived satisfaction level of the respondents. The study found that tenants are highly dissatisfied with communication, and lack of interaction becomes a major reason for non-satisfaction of service quality. Out of 52 indicators, only 8 environmental indicators show no significant difference between expectation and perception. Tenants were least satisfied with communications, service management, water quality and cost. Property management service delivery in Nigeria is not customer/user driven with 44 out of 52 indicator having significant differences between tenant expectation and perception of service quality and delivery.

Keyword: Customer satisfaction, High-rise building, Service quality, Property management
EFFECTIVE PROJECT COMMUNICATION MANAGEMENT VIA FOCAL PERSON: A CASE STUDY OF THE MALAYSIA-BRUNEI FRIENDSHIP BRIDGE PROJECT

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Abstract

The 120m Friendship Bridge between Malaysia and Brunei Darussalam spans across the Pandaruan River was built between 2012 and 2013 connecting Limbang, Sarawak and Temburong District, Brunei. The bridge is the last missing link on the Pan Borneo Highway which stretches nearly 2300 kilometers from Kuching, Sarawak to Tawau, Sabah and passing through Brunei. The project was initiated by an executive decision by leaders of Malaysia and Brunei Darussalam during their 15th Annual Leader’s Consultation 2011 in Bandar Seri Begawan. A Focal Person (FP) from both governments was elected mainly to facilitate project communication and to ease the organisation of the bilateral meetings and functions. However within the Public Works Department or the Ministry of Works, the FP who has the technical experience of managing infrastructure projects but lacks exposure in bilateral communication, public relations or managing of international projects. This proves to be a stumbling block for the FP as there is also no reference point or training provided for this specific job. The management of project communication for an international political project is a critical success factor due to the high interest of its stakeholders. An efficient project communication model of using a FP can ensures timely and satisfactory delivery of the project, avoid miscommunication; and determine achievable milestones. This research hopes to capture the experiences and practices of the FP using a mixed method single case study including expert interviews, participatory techniques and review of documented evidence. The proposed main output of this study is a draft Standard Operating Procedure (SOP) encompassing the functions and tasks of an FP for similar bilateral infrastructure projects implemented by the PWD. Upcoming bilateral projects involving the PWD Malaysia would include the Malaysia-Thailand (Rantau Panjang and Pengkalan Kubor Bridges) and the Malaysia-Singapore Friendship Bridge Projects.
THE DEVELOPMENT OF THE TOWN OF TANAH RATA IN CAMERON HIGHLANDS IN PENINSULAR MALAYA

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Abstract

The paper is about the development of the town of Tanah Rata from 1884-1957. The development of Tanah Rata is traced through eight criteria. These are: (1) location (in the upper Bertam Valley); (2) size (an area for a township and surrounding areas (km\(^2\)); (3) city ranking (the town is meant to be the administrative centre of Cameron Highlands); (4) purpose (relaxation, health (a sanatorium should be established) and amusement); (5) layout a. circulatory part (roads, streets and lanes), b. central part (post office, library, district office and district council), c. educational/religious part (schools, churches, temples and mosques), d. built up part (bungalows and houses), e. recreation areas (golf course); (6) facilities a. general (post office and library), b. administrative (district office and district council), c. education (schools), d. religious (churches, temples and mosques), e. recreation areas (golf course); (7) architecture (British and local (Malay, Chinese or Indian) and (8) surrounding areas (agriculture and plantations). Location, size, city ranking, purpose, facilities, architecture and surrounding areas are as in the eight mentioned criteria. The layout differs as mentioned in these eight criteria. Different areas in the town of Tanah Rata are reserved for a hospital, town hall or district office and quarters, market, police station, post office and a reserve for extensions. Around Tanah Rata are areas for a residential site, for the armed forces including volunteer forces, for a natural park, for viewpoints, for a recreation area, a golf course, for the Brinchang Valley Reserve, for waterworks and where people are close to a school or hospital.

Keywords: Hill stations, Mainland Southeast Asia, Peninsular Malaya, Cameron Highlands, Tanah Rata.

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THE INFLUENCE OF PROJECT COMPLEXITY ON PROJECT MANAGEMENT PERFORMANCE

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Abstract

Project complexity has been considered for further investigations because of its negative influence upon project management process and in particular the performance, the lack of consensus on what project complexity is has become a crucial problem as project complexity is closely related to the project management process and the project management performance. Therefore, an understanding of project complexity is of a significant importance to address the problem of project management performance, this study aims to understand project complexity in project management and assess how this can contribute to project management performance. By reviewing the literature on project complexity relevant to project management, It is proposed that project complexity can be interpreted and measured in terms of differentiation and interdependencie. The corollary to project complexity is integration by coordination, communication and control. The concept of project complexity and its influence on project management process is worthy of further consideration. The development of complexity theory has led to the observation that organizations, including projects, can be complex (Baccarini, 1996). Many researches raise questions as to how complexity can be measured in a robust manner, that takes account of structural, dynamic and interaction elements. In addition to investigating definitions and models of complexity, as they apply to projects, this study also explores the possibility of ‘measuring’ or assessing complexity. The researcher concludes that there is an increasing agreement that understanding complexity is important for project management because of the difficulties associated with decision-making and goal attainment that appear to be related to complexity.

Keywords: Project Management; Project Complexity; Project performance
INNOVATIVE USE OF SPACE UNDERNEATH A FLYOVER OF DHAKA

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Abstract

The planning and implementation of flyovers in Dhaka- the capital city of Bangladesh- took place within a short period of time resulting in negative consequences in neighboring areas. The flyovers, viewed as a necessity and a sign of progress, are aimed at expanding mobility, alleviating congestion, promoting economic development, and enhancing connectivity with other districts. Investigation of the flyover projects in Dhaka city, however shows a different scenario of how they affect the communities by disrupting their social and physical environment. They disconnect neighborhoods, produce undesirable views, and act as physical and psychological barriers making the pedestrians’ experience unpleasant. With the construction of flyovers, empty spaces result and the unclear territoriality of these spaces lead to land misuses such as dumping debris, abandoning of cars, or illegal activities. This research work is initiated in respond to these resulting scenarios from recent overpass construction in Dhaka city and later extended investigations on the implications of flyovers on the socio-physical environment. The research proposes to investigate in two phases- analyzing the environmental and social impacts of flyovers in Dhaka city and informed by the findings from this phase, later suggesting ways in which any negative effects identified might be ameliorated through more integrated design strategies. The research is accompanied by literature reviews and site observations and casual interviews with locals, planners and urban thinkers. The research provides with the key findings from freeway history mostly with their after-effect in cities, where they were implemented. It deliberates the impacts, that cities around the world had experienced with the construction of the grade separated roads and presents these cities’ contemporary perspective of their past practice of similar projects. Previous implications, established from the historical development of flyovers and their similar typologies are explored for acknowledging their probable link with the ongoing flyover projects in Dhaka city and thereby create a basis for evaluating their present effectiveness.

Keywords: Dhaka, Flyover, Overpass, Transportation, Environment
THE ROLE OF INDO-PAK SECONDARY CITIES IN ACHIEVING SUSTAINABLE DEVELOPMENT: THE CASE OF FAISALABAD AND CHENNAI CITIES

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Abstract

The rate of urbanization in the developing world has been rapidly increasing in comparison with the developed world. The built-up areas have expanded on a scale never known before. There is important question that how we can improve the quality of life of this growing urban population, and how to steer the development of settlements towards a more sustainable path. To tackle the present challenges of rapid growth; these cities are now acting dynamically and sustainably. These secondary cities have flourished themselves as one of their state/country’s major industrial centers, regional hubs for rural products and urban services. They do not only accommodate rural migrants but also help in reducing congestion from metropolitan cities of the country. Secondary cities also act as district headquarters and sub-headquarters in achieving good regional governance. They absorb major concentration of population, creating new avenues for economic development and setting of institutions. The secondary cities play a crucial role for the sustainable development of their own territories and their respective countries. This paper largely emphasizes on the investigation of Indo-Pak urban areas of Faisalabad city of Pakistan and Chennai City of India as the case study areas. It will explore how these secondary cities of India and Pakistan have stimulated sustainable development in their own regions. The results revealed that India should now consider other cities as secondary cities because the pace of development has slow down in Chennai. Further development and expansion of the city may result in over burdening civic amenities and employment and in increasing the slums and squatter settlements in the city. Whereas, Faisalabad city has great scope and potential in all aspects for faster development because it is still in development process. It is also concluded that the development of secondary cities is as much important as development of metropolitan cities; to achieve sustainable and balanced development at local, regional and national level.
THE EVOLUTION OF CITY DEVELOPMENT CONCEPTS AS A MEASURE TO ENSURE CITY SUSTAINABILITY

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Abstract

As geographical and legal boundaries of cities become erased by rapid globalisation and ease of capital movement, cities must adopt strategies to remain competitive and sustainable. Although the Sustainable Development agenda were only formally propagated through the Brundtland Report in 1991, modern city development strategies have been implemented in the late 19th Century with the Garden City movement. With the Sustainable Development agenda comprising economic, environmental and social dimensions, various city development models have been spawned, such as Green City, Sustainable City, Liveable City and recently a model identified as Smart City. By undertaking a review and critical evaluation of past researches on city development, this paper aims to discuss the evolution of city development concepts from Garden City to Smart City, providing characteristics of each concept and establishing the timeline of each concept. A matrix will show any overlapping and unique features of these city development concepts. This paper contributes to the academic and practical understanding of different strategies used to ensure city sustainability.

Keywords: Cities, City development concepts, Sustainable Development, Sustainable cities.
THE IMPLEMENTATION OF LIFE CYCLE COSTING AMONG CONSTRUCTION PRACTISER IN THE MALAYSIAN CONSTRUCTION INDUSTRY

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Abstract

The focus of the study will be based on the knowledge and awareness in implementing Life Cycle Costing (LCC) among construction practiser in the Malaysian construction industry; to identify the level of knowledge and awareness of LCC among construction practisers; to explain the suitability and effectiveness using LCC. The research methods used in this study is on literature review and questionnaires. The study discusses about LCC approach towards enhancing project values/performances. This principal finding provides useful information in order to develop a model/framework for construction clients to evaluate the LCC and enhance the project values/performances.

Keywords: Life Cycle Costing (LCC), Construction Industry
PERCEPTION OF PRE-WAR SHOPHOUSE OWNERS TOWARDS THE CONSERVATION OF PRE-WAR SHOPHOUSES IN GEORGE TOWN, PENANG

Moey Sui Min

Abstract

Pre-war shophouses make up most of George Town’s built environment and are both home and work place for most of the residents living there. An understanding of the residents’ perception towards the conservation of pre-war shophouses is needed in order to produce a set of conservation guidelines which is practical and comprehensible to the general public. Therefore, this paper aims to evaluate the perception of pre-war shophouse owners towards the conservation of pre-war shophouses based on existing conservation guidelines in George Town, Penang. Firstly, literature related to the conservation of shophouses in George Town were critically reviewed and structured under three chapters: (1) conservation; (2) pre-war shophouses; and (3) existing conservation guidelines in George Town. A structured survey was then carried out by interviewing owners and tenants of pre-war shophouses along Campbell Street, George Town Penang. The survey evaluated the perceptions of pre-war shophouse owners towards the conservation of pre-war shophouses and also their awareness towards existing conservation guidelines. By examining the problems and needs of the owners of pre-war shophouses, it is hoped that a comprehensive guideline or manual can be prepared to aid them in the conservation of their heritage pre-war shophouses.
PERCEPTION OF MALAYSIAN HOUSE BUYERS TOWARDS MASS CUSTOMISATION OF HOUSING

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Abstract

Mass Customisation (MC) is a concept used in many industries to provide products that meet individual customer’s specific requirements. Among others, MC can reduce wastage, increase customer satisfaction and create brand loyalty, which subsequently can enhance producers’ competitiveness. MC has been introduced in the housing market of many countries including Japan, Australia, USA, UK, the Netherlands, etc. In Malaysia, some degree of limited customisation has been made available to house buyers. For instance, developers now offer a few choices of kitchen floor finishes for terraced houses in new housing schemes. Additionally, housing literature has revealed how current house buyers have increasingly preferred to personalise their homes as a reflection of their identity, as evident in the flourishing ‘lifestyle housing’ in other countries. The trend of housing renovation and modification among Malaysian house buyers on their standard terraced houses supports these developments. Despite these developments in the Malaysian housing market, little is known about how house buyers perceive mass customised housing. This study examines the receptiveness of house buyers of the mass customisation concept and aspects of the building that they wish to customise. Adopting a quantitative approach, a questionnaire survey was administered on 200 respondents comprising owners of renovated terrace houses in the Greater Klang Valley. Data is analysed using Statistical Package of Social Science (SPSS). This paper presents the preliminary findings of the questionnaire survey. The findings can be of interest to policy makers and academicians who are interested in learning about the latest preference among house buyers.
ASSESSING THE HOUSING ASPIRATION OF ELDERLY: 
A COMPARISON OF URBAN AND RURAL

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Abstract

There is no solid and definite age used in defining the ‘elderly’ as the usage of age group of elderly differs among the gerontology researchers. However, Malaysia has adopted “60 years and over” as the cut-off point in defining elderly. In relation to this, the Department of Statistics Malaysia (2010) had indicated that the elderly population in Malaysia is around 8 percent out of the total Malaysian population, as there are 2.2 million elderly out of 28.5 million Malaysian. The speed of population aging is peculiar to that of the world’s developing regions in which Malaysia will confront the doubling of elderly population in less than 30 years. Additionally, the experiences of elderly are diverse, thus understanding the diversity require an expanded consideration of elderly in various context. The location of elderly, in terms of rural and urban area can be one of the contexts. Currently, there are a few researchers that link gerontology with the environmental and geographical/spatial elements, for instance, highlighting the significance of the space element, in terms of the rural area. Thus, this paper seeks to compare the housing aspirations of elderly, living in Malaysian urban and rural areas. A total of 384 questionnaire survey was administered on the elderly living within the Federal Territory of Kuala Lumpur (urban) and Kelantan (rural) area. The data obtained was further analysed using Statistical Package for the Social Science (SPSS). The finding reveals that, in general, the elderly in Malaysia prefers to age-in-place and prefers to stay in an environment which they are familiar to.

Key words: elderly, Housing, Housing needs, Housing aspirations, urban-rural
VALUATION-BASED APPROACH TO INDUSTRIAL POLLUTION CONTROL IN NIGERIA

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Abstract

With particular reference to land, water and air pollution, the pace of industrial development in Nigeria had led to the systematic depletion of its natural resources, and imposed huge social costs on its people. This paper seeks to help to bring about a change in the behavior of industrial investors through the instrumentation of industrial property valuation where no market exists. The fundamental question focuses on why we need to control industrial pollution, and how to change the behavior of industrial investors. The paper examines industrial pollution control approaches in Nigeria, the valuation basis, method and approach to industrial valuation for financial statements, and integrates sustainability as an obsolescence factor in order to drive compliance with the strict legal and Command and Control regulations. The approach synchronizes with an existing environmental economic theory of Starvins (1992) and Runde and Thorye (2010) that sustainability initiatives should seek to avoid externalities, then minimize, and mitigate it by internalizing costs. This paper recommends an integrated approach that embraces the sustainability dimension for operationalization. The prime contribution of this study is that it has been able to show that there is an impact perspective to the study of environmental sustainability in real estate valuation.

Keywords: valuation, pollution, CAC, Regulations, sustainability, externality
ASSESSMENT OF HOUSING AFFORDABILITY PROBLEMS AMONG YOUNGER WORKING HOUSEHOLDS IN GREATER KUALA LUMPUR

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Abstract

Problems relating to housing affordability are closely linked to economic and social factors. Faced with rising rural urban migration, increasing house price, low income growth and high cost of living, the younger working households (YWH) struggle to own a house especially in the private housing market in urban area. Current housing policies do little to help YWH afford a house. The main aim of this study is to examine the problems of housing affordability among YWH. This study further intends to address the policy implications of these problems. Four main research questions were addressed. Firstly, what are the problems faced by YWH in finding affordable housing. Secondly, what are emerging policy and schemes formulated to address these problems. Thirdly, to what extent should the state intervene in these problems and finally how can the state address these problems. Drawing upon a case study of YWH in Greater Kuala Lumpur, questionnaire surveys are conducted amongst 420 respondents through random sampling with pre-determined criteria. Additionally, in-depth interviews were also conducted to gain further insight into these problems. Views of the state concerning key issues in addressing housing affordability problems were also sought. The findings revealed that the main problem faced by YWH is limited supply of affordable housing in the market. Even more, the perceived affordable housing in the market is open to all income groups which suggest that YWH has to compete with other income groups in the open market for homeownership. The state has to a certain degree intervene in the market by introducing National Housing Policy (NHP), My First Home Scheme (MFHS) and 1Malaysia People Housing Scheme (PR1MA) to provide affordable housing to this group of YWH. Nevertheless, this intervention is viewed as insufficient. In conclusion, this study suggests that the state should introduce more housing schemes such as the shared ownership schemes to address these problems. It is also recommended that state should perhaps consider properties to be rented to YWH as well as introducing a comprehensive affordable housing system.
UNDERSTANDING THE INFLUENTIAL PARK CHARACTERISTICS ON PERCEPTION OF SAFETY AMONG ADOLESCENTS IN URBAN PARKS IN IRAN

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Abstract

Parks provide the opportunities to partake in physical activities, enjoyment of nature, social interaction, and escape, and they contribute to the improvement of health and the well-being of users. Particularly, urban parks provide a space for adolescents to explore and develop their social and individual identities. Previous studies have considered safety as one of the important factors that influence people’s decisions to use parks. Different parameters influence people’s perception of safety, and therefore influencing the use of parks. However, few researches have examined the influential parameters on perception of safety among adolescents in urban parks. This study examines parameters that influence the perception of safety in urban parks from the perspective of adolescents. Influential parameters on perception of safety were identified through interview with adolescents (n=17), then, these parameters were assessed quantitatively with survey with adolescents aged 15-18 (n=514). The results of this study contribute to enhancing the understanding the parameters that can improve the adolescents’ perception of safety in urban parks.

Keywords: safety, adolescent, park use, urban park.
THANK YOU

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