

**UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE & POLICY
STUDIES**

**THE EFFECTIVENESS OF THE SOCIAL SUPPORT
PROVIDED BY DEPARTMENT OF SOCIAL WELFARE
FOR THE REGISTERED POOR PEOPLE:
A CASE STUDY AT ALOR GAJAH RESIDENTIAL AREA.**

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DECLARATION

We hereby declare that the work contained in this research report is original and our own except those duly identified and recognized. If we are later found to have committed plagiarism or acts of academic dishonesty, action can be taken in accordance with UiTM's rules and academic regulations.

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ABSTRACT

The Department of Social Welfare (JKM) was established in 1946 which is defrayed by the government on the mission to eradicate the poverty. JKM plays a responsible to distribute the government aids as a social support for the registered poor people who the eligibility for the aids is determined by a registered statistics whereby every applicant for the aid is required to make a statutory declaration as to their income and property. JKM has undergone several structural changes since its establishment, and therefore the issues on effectiveness of the social support distribution keep emerge. Thus, the purpose of this study, research was deployed in order to determine the effectiveness of the social support schemes provided by the Department of Social Welfare, a case study in Alor Gajah Residential Area. The study explores the factors of awareness, knowledge and change of the poor life that contribute to the effectiveness of the forms of social support provided by JKM. Stratified random sampling has been used with 40 respondents as the sample size. Assistance-administered questionnaire was used as the survey instrument as the source of primary data. Others reliable sources also served as secondary data, which were interview, journal, books, pamphlets, and sources from internet. By using analysis generated by SPSS (computerized statistical software), results are analyzed by using frequency analysis, reliability test, paired t-test, and one-way ANOVA. Finally, the finding of this study concluded that the social support provided by Department of Social Support is effective due to; there is awareness about the social support provided and it do give changes to the life of poor people. However, there is ineffectiveness due to the lack of information and knowledge about the social support provided. Therefore, in this study, there were several recommendations suggested to ensure the effectiveness of the social support provided by The Department of Social Welfare.

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