

**UNIVERSITI TEKNOLOGI MARA**

**THE PROCESS OF INTER-  
ORGANIZATIONAL  
COORDINATION IN  
HUMANITARIAN SUPPLY CHAIN  
DURING FLOOD DISASTER  
RELIEF IN MALAYSIA**

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## ABSTRACT

A humanitarian supply chain transfers food, equipment, rescue crews, first aid material, and relevant information between the victims of a disaster and actors involved to minimize the toll of death and human suffering. However, many humanitarian aids are criticized for inadequate planning, which results in poor delivery of relief aid and goods in the event of disasters. Recent disasters in Malaysia have exposed the necessity for better management in humanitarian relief work. Thousands suffer huge losses annually due to the rising occurrences of flood disasters in Malaysia. NGOs and government bodies have suggested plans of action to serve as guidance for disaster relief management. Still, until this point, there is a dearth of existing frameworks for humanitarian relief based on supply chain management concepts during flood disaster relief. An organization may be ready to respond in the event of a disaster, but efficiency may be lost when cooperating within a large-scale event. As such, this study will undertake the effort to understand the inter-organizational coordination process in Humanitarian Supply Chain (HSC) during flood disaster relief. Using a qualitative case study approach, this research examines the coordination processes from the HSC's perspective specifically agility, adaptability, and alignment. This thesis meets its four research objectives by examining inter-organizational roles and components in the Humanitarian Supply Chain during flood relief in Kuala Krai (2014) and Shah Alam (2021). These case studies highlight key lessons and offer insights into improvements in Malaysia's flood disaster management over time. This framework enhances existing knowledge of inter-organizational supply chains in crisis situations. It aims to improve disaster preparedness and response among government agencies, relief organizations, and communities during future floods. The findings support strategic efforts such as the RM15 billion Flood Mitigation Plan under the 12th Malaysian Plan, designed to strengthen long-term climate change adaptation. In line with Malaysia MADANI's vision, this work reflects the principle of *Ihsan*—promoting care, empathy, and compassion in disaster management and national development.

Keywords: Humanitarian Supply Chain, Coordination, Inter-Organization, Flood Disaster.

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# CHAPTER 1

## INTRODUCTION

### 1.1 Introduction

Malaysia faces frequent floods, particularly during monsoons. The National Security Council's (MKN) "Directive 20" guides disaster management (Rosmadi et al., 2023). Heavy rains and inadequate drainage systems displace thousands annually (Muhamad Tamyez, P. F., Gerth, N. C. I., Zahari, A. R. and Abdul Rashid, M. N., 2021). Floods, droughts, landslides, haze, and man-made disasters are common (Chan, 2015). Kelantan sees yearly floods, with devastating deluges like in December 2014. Late 2019's heavy rains flooded Peninsular Malaysia's east coast, displacing over 12,000 families (International Federation Cross and Red Crescent Societies [IFRC], 2019)

To achieve progress towards Malaysia MADANI, the government has identified important changes that the country must do in keeping with the MADANI framework. Within the MADANI framework, one of the six principles is the concept of caring and compassion, sometimes referred to as Ihsan. This concept involves displaying kindness, empathy, and benevolence towards others. In essence, caring and compassion are fundamental principles that guide humanitarian supply chains, shaping every aspect of their operation from planning and execution to the delivery of aid and support to those in need.

Malaysia's current disaster management agency is the National Disaster Management Agency (NADMA). NADMA, which brings together the NSC Disaster Management Division, the Prime Ministers Departments' Post Flood Recovery Unit, and the Special Malaysia Disaster Assistance and Rescue Agency under the Prime Minister's supervision (Jusoh, Z. S. M., Alwi, S., Yaziz, M. F. A., & Al Faizee Wan Ab Rahaman, W. M. ,2024). The Malaysian Civil Defence Forces (MCDF) have been appointed as the Secretary of the Disaster Management Committee at both the state and district levels. Their main role is to improve community resilience and reduce the risk of disasters. To ensure effective coordination, the MCDF has set up a Disaster Management Secretariat office to oversee and supervise the activities of the team operating at the state and district levels (Khairul, M., Che Omar, B.Z., 2017).