

**QUALITY OF LIFE IMPROVEMENT MODEL FOR FLOOD  
VICTIMS AT TEMPORARY FLOOD TRANSFER CENTER**



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## ABSTRACT

The analysis from previous studies found that the low of quality of life (QoL) in the Temporary Transfer Center (TFTC) cause of lack of facilities provided and facing with a lot of management issues including exposing to dangerous diseases cause by water pollution during flood event. Normally, number of studies show that research regarding to QoL more focusing on four major domains, namely physical health, mental health, social support and environment. In order to improve flood victims living condition at TFTC, this research attention to proposing spirituality into QoL model. By using IBM SPSS AMOS, the results indicates that proposing QoL Model among Flood Victims at TFTC consist with physical health, mental health, social support, and environment and together with spirituality was proven in good fit. This study was using Confirmatory Factor Analysis (CFA), CFI, TLI, and RMSEA values in order to confirm the model in good fit. According to CFA, only 4 items spirituality elements remain and focusing on inner spirituality such as believing on fate, flood disaster as a test in their life, and believe there wisdom behind what happens. The next attention of this study to observing in difference way perspective by identify the potential an element under sub domains based on life of humanity toward level of QoL among flood victims. Therefore, this study also aims to identify the needs and services required by the flood victims at TFTCs. By using IBM SPSS Statistics and AMOS, the results indicate that Flood Victims Quality of Life Index (FVQoL-Index'17) was positively in order to predict the level of QoL among flood victims at TFTC. The findings from this study reveal that FVQoL-Index'17 allowed to measure meaningful differences between states in the East Coast of Malaysia and each sub-indexes especially in being and becoming domains. The findings also found that the shortage faced by the flood victims was in line with the needs and services required at TFTC. The data was conducted during flood events occur at East Coast Region of Malaysia from November 2016 until May 2017.

## CHAPTER 1

### 1.0 INTRODUCTION

Early November 2016, Malaysia Ministry of Science, Technology & Innovation started to warn Malaysian citizen regarding to incoming heavy raining session (Monsoon Season) during 3 to 5 days expected flood event at East Coast Country (MOSTI, 2016). At the end November 2016, 83 victims from 16 families from Kemasik, Kemaman has been the first group transfer to SMK Badrul Alam Shah and SK Telok Kalung (Temporary Flood Transfer Center). Heavy rains have caused increasing water level at a few main rivers at Kemaman Terengganu together with high tide phenomena contribute to worse condition (Astro Awani, 2016a). Meanwhile, in the early December 2016, another four Flood Transfer Center started to operate in order to manage 329 victims come from around Kuala Terengganu, Malaysia (Astro Awani, 2016b). Similar scenario happen at Pasir Puteh, Kelantan. The unexpected flood event requires three Flood Transfer Center to operate in order to manage 57 victims come from 18 families (Astro Awani, 2017).

Results of previous studies found that the low of quality of life in the temporary flood transfer centers (TFTCs) because of evacuation conflicts exist due to inadequate food, no understanding fellow evacuees and centers transfer congested with infrastructure and equipment that are not suitable and insufficient (Zulhafiz Mohd Said et al., 2013). Thus, flood victims are also exposing with deathly diseases due to E-coli and Coliform including Leptospirosis which delivered from water pollution (Astro Awani, 2016c). Besides that, flood victims also facing with invasion of personal space and privacy issues lead to stress, worry, and aggression condition (Othman et al., 2016). The results from previous studies also found that 4 main domains of quality of life, namely, physical, psychological well-being (mental health), social networks and environment. Meanwhile, studies done by William, et al. (1991), Mohd et al. (2013), Sipon et al. (2015), and Mohd Subri, et al. (2016) highlight spirituality elements have significant to

# TABLE OF CONTENTS

	<b>PAGES</b>
Letter of Report Submission	ii-v
Letter of Offer (Research Grant)	vi-vii
Acknowledgements	viii
Tables of Contents	ix
List of Tables and Figures	x
Abstract	xi
1.0 Introduction	1
1.1 Background and Problem Statement	2-3
1.2 Purpose of Study	3
1.3 Research Questions	3
2.0 Literature Review	4
2.1 The Relevance of QoL with Flood Victims	4
2.2 The Role of Spirituality in QoL	5
3.0 Research Methodology	6
3.1 Research Design	6
3.2 Sampling Technique	6
3.3 Population and Location	6
3.4 Conceptual Framework	6-7
3.4.1 Hypothesis	7-8
3.5 Data Collection	8
3.5.1 Primary Data	8
3.5.1.1 Questionnaire	8-9
3.5.1.2 Semi – Structured Interview and Focus Group Interview	9
3.5.2 Secondary Data	9
3.6 Data Analysis	9-10
4.0 Data Analysis and Result	11-24
5.0 Conclusion and Recommendation	25-32
6.0 Acknowledgements	33
7.0 References	34-36
8.0 Appendices	37