

# STAFFS OF HEALTH AND ENVIRONMENT DEPARTMENT OF MAJLIS DAERAH SEMPORNA PERCEPTIONS TOWARDS THE GARBAGE AND CLEANLINESS PROBLEM IN SEMPORNA TOWN

# HASRINA HASSAN 2011808832

BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS (MARKETING) FACULTY OF BUSINESS MANAGEMENT UNIVERSITY TEKNOLOGY MARA KOTA KINABALU, SABAH

# Table of content

	Content	Page
Chapt	er 1 : Introduction	
1.1	Introduction	1
1.2	Background of Study	1
1.3	Problem Statement	2
1.4	Research Objectives	3
1.5	Research Questions	3
1.6	Limitation of Study	4
1.7	Significant of Research	5
1.8	Organization of the Research	5
1.9	Summary of This Chapter	5
Chap	er 2 : Literature Review And Theory	
2.1	Introduction	6
2.2	An Overview Of Sabah Tourism Industry	6
2.3	Overview Semporna Town	8
2.4	Overview Of Majlis Daerah Semporna	9
2.5	Overview of Health and Environment Operation Department	10
2.6	Theoretical Framework	11
2.7	Summary Of This Chapter	14
Chap	ter 3 : Data and Research Methodology	
3.1	Introduction	15
3.2	Research Design	15
3.3	Research Instrument	16
3.4	Research Population	16
3.5	Research Sample Size	16
3.6	Data Collection Method	17
3.7	Data Analysis	18
3.8	Statistical Software Use (SPSS)	18
3.9	Summary of This Chapter	19

Chapter 4 : Result And Finding	
4.1 Introduction	20
4.2 Results And Findings	20
4.2.1 Number of respondent	20
4.2.2 Frequencies Based on Demographic Profiles	21-22
4.2.2.1 Respondent's Gender	23
4.2.2.2 Respondent's Age	24
4.2.2.3 Respondent's Race	25
4.2.2.4 Respondents Status	26
4.2.2.5 Respondent's Level of Education	26
4.2.2.6 Respondents Working Status	27
4.2.3 Frequency based on Likert Scale	28
4.2.3.1 Management	28-30
4.2.3.2 Financial	31-33
4.2.3.3 Facilities	34-35
4.2.3.4 Staffs	36-38
4.2.3.5 Public	39-41
4.2.4 Frequency Based On Ranking	42
4.2.4 Cross Tabulation Frequencies	43-45
4.3 Summary of This Chapter	46
Chapter 5 : Conclusion and Recommendation	
5.1 Introductions	47
5.2 Conclusion	47-49
5.3 Recommendation	50
5.4 Summary of This Chapter	51
Appendices	52-62
Bibliography	63

### ACKNOWLEDGEMENT

First and foremost, I would like to say thank you to Allah s.w.t. for His blessing and consent for me to complete this research accordingly. He has been my source of strength spiritually, mentally and emotionally. Especially to my beloved family and I would like to dedicate this success to my parent Hj.Hassan Bin Hj.Pallah and Hjh.Afsah Binit Hj.Timpah who always encouraged me to excel and complete my study.

Not to forget, to my mentor and research advisor, I would like to express my deepest appreciations for all the guidance and advices that help me a lot to come up with an excellent result of research. I am very thankful for patiently giving advices from the beginning of the research towards the end. During the completion process of this research, there were several conflicts of opinions that might have occurred but I realized they were some new knowledge that I had gained apparently. In addition to that, I wanted to take this opportunity to apologize for any inconveniences caused throughout the completion of this project paper.

I also would like to thank all staff of Majlis Daerah Semporna especially to the staffs of Health And Environment Operation Department, whom without their support and help to distribute the questionnaires; this final report would not be completed successfully.

Last but not lease, I want to express a million appreciations to my respondents and everyone that involve directly or indirectly in helping me to accomplish this research. May Allah bless all of us.... InSya Allah

Thank you.

## **ABSTRACT**

Semporna Town is one of the most place that can attract large number of tourist to spend their holidays especially to those who love the island and scuba activities. There are several islands that always synonym with the Semporna such as Sipadan Island, Mabul Island and also Mataking Island. But for the past years, Semporna Town is facing the bad reputation and image affected from the garbage and cleanliness problem. This problem gives the effect towards the tourism industry. Majlis Daerah Semporna (MDS) with the control under the Pejabat Daerah Semporna (PDS) give the responsibility in order to take over the cleanliness around the Semporna Town.