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**A Study On Quality Of Service Delivery In Garbage  
Collection In Kota Samarahan Area.**

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## TABLE OF CONTENTS

### CHAPTER 1: INTRODUCTION

1.1 Introduction	1
1.2 Background of study	1
1.3 Problem statement	2
1.4 Research questions	3
1.5 Research objectives	3
1.6 Scope of study	3
1.6.1 Level	3
1.6.2 Territory	4
1.6.3 Time	4
1.7 Significance of study	4
1.8 Definition of term	5
1.8.1 Local authority	5
1.8.2 Local authority area	5
1.8.3 Garbage collection	6
1.8.4 Household	6
1.8.5 Service delivery	6
1.9 Conclusion	7

### CHAPTER 2: LITERATURE REVIEW

2.1 Introduction	8
2.2 Effect of failure in collecting garbage towards society	8
2.3 Factors that effecting failure of garbage collection	12
2.4 Roles of local authority related to scavenging services according to provision	14
2.4.1 Sarawak Local Authority Ordinance 1996	14
2.4.2 Street, Drainage, and Building Act 1974	15
2.4.3 Local Government Act 1976	16

# **CHAPTER 1**

## **INTRODUCTION**

### **1.1 INTRODUCTION**

This chapter aims to introduce the background of the study itself which we emphasize on the delivery service made by local authority in collecting garbage in Kota Samarahan area. The efficiency of local authority being questioned by public as the public faced a few problems in collecting garbage management. Hence, problem statement had included in this chapter to study the issues. Research questions will be stated in this chapter regarding collecting garbage management. Research objectives were proposed in this chapter in order to state the reasons why this study conducted. The scope of study will cover level of group, territory of Samarahan and time frame of conducting study. This chapter also will emphasize on the significant of study and closes with the definition of terms.

### **1.2 BACKGROUND OF STUDY**

This background only emphasize on the garbage collection issue in Kota Samarahan area only. Collecting garbage is one of the responsibilities of the Local Authority. We choose Kota Samarahan are as our place background of study in this chapter. We also emphasize on the problem statement that arise regarding collecting garbage issue. The issues of garbage collection arose mainly caused by inefficient service delivered by garbage collector and local authority failed to addressed this issues. We provide research questions in order to make evaluation for this issue. The responsibilities of local authority were being questioned as collecting garbage is one of their scopes. We also will evaluate on how the failure of garbage collection will affect the society in term of cleanliness and healthy. The factors of the failure will be investigated through this study. In the end of this study, we manage to find the

## **CHAPTER 2**

### **LITERATURE REVIEW**

#### **2.1 Introduction**

In this chapter we will review the previous study on the responsibilities of local authority related to scavenging services according in the provisions, the effect of failure in collecting garbage towards society, the factors that effecting failure of garbage collection and the propose the suggestion to improve garbage collection. In this chapter also we will discuss about conceptual framework of this study.

#### **2.2 Effect of failure in collecting garbage towards society.**

As populations of the peoples increased from day to day the quantity of the garbage also increased. This has become main challenges faced by every local government nowadays and every local government should take serious action in order to reduce problems in collecting garbage in their area. One of the effect failure in collecting garbage towards society is cannot live in healthy environment. This is because the bad smell rats and maggots due to garbage occurred when local government did not have proper system in collecting garbage. This can lead to healthy problem facing by local peoples when their live in unhealthy environment.

According to Abas and Wee (2014), ineffective of garbage collection can give negative impact towards human healthy and well being which is spread of disease. For example chlorella is easy to take place at the dump site area. Besides, failure in garbage collection will lead to the air pollution according to authors. The open burning at residential