

**USERS' PERCEPTION OF ENVIRONMENTAL FUNCTIONS PROVIDED
BY LOCAL GOVERNMENT**



**RESEARCH MANAGEMENT INSTITUTE
UNIVERSITI TEKNOLOGI MARA
40450 SHAH ALAM, SELANGOR
MALAYSIA**

BY:

**ZAHERAWATI BINTI ZAKARIA
ERNY ARNIZA BINTI AHMAD**

FEBRUARY 2009



Tarikh : 19 Mac 2007
Surat Kami : 600-IRDC/SSP 5/3/1963

Pn. Zaherawati Zakaria
Pensyarah
UiTM Cawangan Kedah
Kampus Sungai Petani
Peti Surat 187
08400 Merbok
KEDAH

Tuan/Puan,

DAFTAR PROJEK PENYELIDIKAN MENGGUNAKAN PEMBIAYAAN SENDIRI

Projek : Users Perception Of Environmental Functions Provided By Local Government

Dengan segala hormatnya perkara di atas adalah dirujuk.

Sukacita dimaklumkan bahawa projek penyelidikan menggunakan pembiayaan sendiri tuan/puan telah di terima dan didaftarkan oleh pihak IRDC sebagai status Aktif.

Tuan/Puan hendaklah menghantar 2 salinan *hard copy* projek penyelidikan apabila tamat projek kepada pihak IRDC bagi tujuan penukaran status Aktif kepada Tamat.

Semoga projek penyelidikan tuan/puan dapat dijalankan dengan jayanya.

Sekian, terima kasih.

Yang benar


PROF. DR AZNI ZAIN AHMED
Pendong, Naib Canselor (Penyelidikan)

- s.k
1. Pengarah Kampus
UiTM Cawangan Kedah
 2. Prof. Madya Dr Rodzyah Hj Mohd Yunus
Ketua Penyelidikan (Sains Sosial & Pengurusan)

1a

TABLE OF CONTENTS

	Page
RESEARCH LETTER OF OFFER	ii
RESERACH LETTER OF SUBMISSION	iii
LIST OF PROJECT TEAM MEMBERS	iv
ACKNOWLEDGEMENT	v
TABLE OF CONTENTS	vi
LIST OF TABLES	ix
LIST OF FIGURES	x
ABSTRACT	xi

CHAPTER 1: INTRODUCTION

1.0	Background of Study	1
1.1	Problem Statement	3
1.2	Research Objectives	7
1.3	Hypothesis	8
1.4	Significance of the Study	9
1.5	Scope of the Study	9
1.6	Limitation of the Study	10
1.7	Definitions of Key Terms/ Concepts	10
	1.7.1 Local Government Functions	10
	1.7.2 Environment Functions	10
	1.7.3 User	10
	1.7.4 Perception	11

CHAPTER 2: LITERATURE REVIEW AND CONCEPTUAL FRAMEWORK

2.0	The Historical of Environmental Functions in Malaysian Local Government	12
	2.0.1 Beautification Programme	13
	2.0.2 Sanitation	14

2.0.3	Cleanliness	14
2.0.4	Collection and Disposal Wastes	15
2.0.5	Drainage and Sewage	17
2.1	Research Framework	18

CHAPTER 3: RESEARCH METHODOLOGY

3.0	Introduction	20
3.1	Research Design	20
3.2	Population	20
3.3	Sampling Technique	21
3.4	Unit of Analysis	21
3.5	Measurement	21
3.6	Data Collection	22
3.7	Data Analysis	22
3.8	Conclusion	22

CHAPTER 4: FINDINGS

4.0	Introduction	23
4.1	Profile of Respondents	23
4.1.1	Gender of Respondents	23
4.1.2	Age of Respondents	24
4.1.3	Marital Status	26
4.1.4	Race of Respondents	27
4.1.5	Monthly Salary	28
4.1.6	Education Level	29
4.2	Result of Findings (T-Test)	30
4.2.1	Independent Sample Test	30
4.2.2	One Sample T-Test	32
4.2.3	Paired Sample T-Test(Gender and Cleanliness)	33
4.2.4	Paired Sample T-Test(Gender and Beautification)	33

ABSTRACT

This research is about users' perception of environmental functions provided by local government focused on Kedah Local authorities. The primary objective of this study is to investigate the factors affecting the users' perception of environmental functions provided by local government in Kedah. Instead of that, the study also aims at examining the relationship between environmental functions and level of users' perception in Kedah, and finally to determine the most factors affecting the users' perception towards local government functions in Kedah local authorities. The sampling of this research is about 300 respondents in Kulim Municipal Council, Sungai Petani Municipal Council and Alor Star City Council. In this study, simple random sampling was used where only 100 respondents in each local authority were selected. This research used Pearson Correlation, Descriptive Statistic T-Test and ANOVAs for data analysis purposes. Data were collected from 228 users in October 2007 until January 2008. In this research five hypotheses were tested. The hypotheses which include cleanliness, collection and disposal wastes, drainage and sewage, sanitation and beautification programme was not rejected. Findings indicated that all independent variables have significance with user's perception of environmental functions provided by local government in Alor Star City Council, Sungai Petani Municipal Council and Kulim Municipal Council.