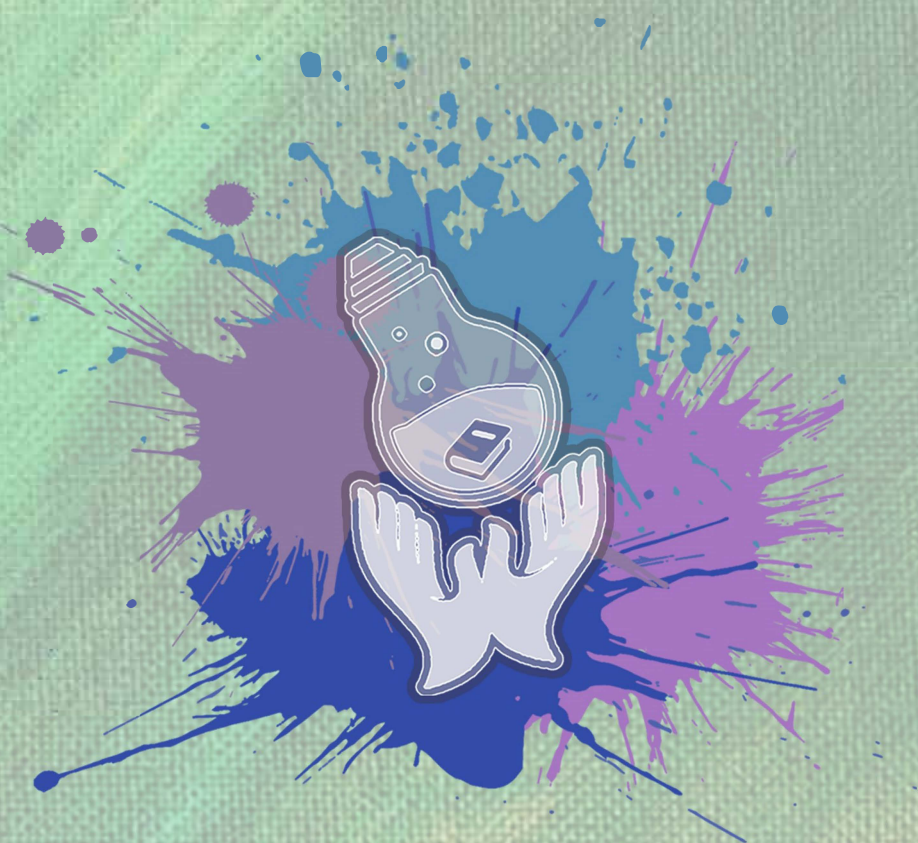




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# ISSUES ON THE RESETTLEMENT OF PASAR BESAR SITI HAJAR, KELANTAN

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## **Abstract:**

The purpose of this study is to identify the challenges faced by market vendors on their resettlement. The objective of this research is to identify the facilities provided at Pasar Besar Siti Hajar, Pasir Puteh, Kelantan on the resettlement facilities provided to them. This study also focuses on the challenges faced by market vendors regarding the facilities provided at Pasar Besar Siti Hajar. In order to achieve the aim of this study, questionnaires were randomly distributed to the market vendors and observation of the area was conducted. Findings from this study revealed that the market vendors faced challenges such as high cost of rental, cost of mobilization, size of market and the location of the new settlement. This study sheds some light on why some vendors choose not to move to the Pasar Besar even though they were instructed by the local authority to do so.

## **Keywords:**

Satisfactions; Market Vendors; Resettlement; Pasar Besar Siti Hajar

## **1.0 INTRODUCTION**

The commercial sector in Malaysia has been growing rapidly years by years. The government has strived to develop and provide the best facilities for the country that can be used or rented by the people. In 2012, 'Persatuan Peniaga Kecil Dalam Pasar Pasir Puteh Kelantan' had been notified by the Pasir Puteh District Council that the Pasar Besar Pasir Puteh will be closed in 2017 as it will be relocated to a new market site known as Pasar Baru Siti Hajar, Bandar Baru Pasir Puteh. Kelantan State government has set up a resettlement programme to market vendors to improve the facilities at these trading places. The market vendors were required to move from the old location (Pasar Besar Pasir Puteh) to a new location (Pasar Besar Siti Hajar). Some of them refuse to move, which has caused the operation at Pasar Besar Siti Hajar not fully operate as planned.

### **1.1 Problem Statement**

The chairman 'Peniaga Kecil dan Pembekal Pasar Besar Pasir Puteh', Kamarzaman Che Ngah stated that when the market (Pasar Besar Siti Hajar) was completed in 2016, the vendors claimed that the market was not built according to the features and specification that was promised beforehand. Even so, some of the sellers moved anyways because they obliged the authorities' instruction but there are some who refused to do so due to their own reasons.

Although the market vendors have been provided with all kinds of facilities, the development did not exclusively benefit them. The chairman of 'Peniaga Kecil dan Pembekal Pasar Besar Pasir Puteh', Kamarzaman Che Ngah stated that some problems exist such as the size and design of market, it costs a lot to move, the high monthly rental and non-strategic location. Hence, there is a need for a study to determine the challenges faced by market vendors at 'Pasar Besar Siti Hajar' on the resettlement facilities.

Overall, the state government had spent a huge expenditure on the new market (Pasar Besar Siti Hajar) but the main objective still could not be achieved due to the vendors' refusal to move. However, all the vendors still need to eventually move as instructed since the old market will be closed completely. Therefore, this research will assist the Pasir Puteh District Council to overcome this issues among the market vendors.

## 1.2 Research Questions

Based on the issues and problem statement, the research questions are as follows:

- i) What are the facilities provided at Pasar Besar Siti Hajar, Pasir Puteh, Kelantan?
- ii) What are the challenges faced by the market vendors at Pasar Besar Siti Hajar, Pasir Puteh, Kelantan at their new settlement?

## 2.0 LITERATURE REVIEW

The old location of Pasar Besar Pasir Puteh is located in the middle of town and all traders are instructed to move to Pasar Besar Siti Hajar, in Pasir Puteh Sentral - the rebranding of Pasar Besar Pasir Puteh. The number of vendors in Pasar Besar Pasir Puteh is 516. According to Sulong (2017), Pasir Puteh District Council is reported to have spent almost 7 million to build Pasar Besar Siti Hajar, which includes 2.3 million to improve the premises as claimed by the merchant. The vendors refused to move because of the size and design, non-strategic location, moving cost and monthly rental. Some of them have been in the business since the last 39 years ago. The distance between the two markets is about 1 kilometer. According to 'Persatuan Peniaga Kecil Dalam Pasar Pasir Puteh Kelantan' (2017) 258 vendors of Pasar Besar Pasir Puteh filed a summons on 27<sup>th</sup> September 2017 to seek compensation from Pasir Puteh District Council before but failed.

The High Court allowed the Pasir Puteh District Council application to disqualify the claim because there is no solid evidence. Pasir Puteh District Council has also warned that on 20<sup>th</sup> October 2017, water supply and electricity will be cut off on 25<sup>th</sup> October 2017. The old premise will be locked up and closed to prevent the vendors from doing business activities there. For the record, water and electricity supply has been cut off on 20<sup>th</sup> October 2017 but the vendors were determined to stay in the dark and heat and keep their business running.

According to President of Pasir Puteh District Council Mohd Anis Abdul Rahman, in a series of previous discussions the vendors asked the Pasir Puteh District Council to improve some of the facilities at Pasar Besar Siti Hajar and Pasir Puteh District Council has fulfilled their wishes. Pasir Puteh District Council spent RM2.3 million for the improvement of water and electricity supply. According to Mohamad (2017), 309 out of 516 Pasar Besar Pasir Puteh vendors have agreed to move to the new market, Pasar Besar Siti Hajar.

## 3.0 METHODOLOGY

This research was carried out with primary data (Questionnaires and Observation) and secondary data (Journal, Previous Research Paper, Relevant Website) to identify the issue clearly. After the data were collected and analyzed by using Quantitative Analysis with Statistical Package for Social Science (SPSS) software and Microsoft Excel.

## 4.0 ANALYSIS AND FINDINGS

The numbers of questionnaires that have been distributed were 145 sets. Majority of the respondents were females followed by males with the percentage of 66.90% and 33.10% respectively. Based on the analysis, it shows that the majorities of respondents have been doing the business at the old market for more than 15 years (35.20%).

For this section, observations were made to identify the facilities provided at Pasar Besar Siti Hajar in order to know whether they are available or not. The study has identified two (2) major elements for this section namely infrastructure facilities and social facilities. Balogun (2012) listed some facilities and services that need to be considered in the development of market centres, which are as follows:

Table 1: Facilities at Pasar Besar Siti Hajar: - Social Facilities

|   |   |
|---|---|
| Social cultural facilities  | √ |
| Health and care facility in case of emergency.  | X |
| Security services to safeguard their properties.  | √ |
| There should be market council of elders in place saddled with the responsibility of managing the market. | √ |

Table 2: Facilities at Pasar Besar Siti Hajar: - Infrastructure Facilities

|   |   |
|---|---|
| Access roads for ease movements of people and goods, vehicles for loading and offloading of goods | √ |
| The drainage system adequate and well maintains.  | √ |
| Toilet facilities are adequate for market users.  | √ |
| Adequate parking space, loading and offloading must be provided.                                  | √ |
| Provision of adequate shops and stall to prevent on street trading.                               | √ |
| Provision of adequate waste disposal facilities.  | √ |
| Provision of hydrant in case of fire outbreak   | √ |
| Provision adequate of water supply  | √ |

Note: - √ is available, X is not available

For this section, questionnaire were structured using the rating scale questions where the respondents answered based on a scale from 1 until 5. The purpose of this section is to identify the challenges faced by the market vendors at Pasar Siti Hajar, Pasir Puteh.

Table 3: Mean score for challenges faced by market vendors

| ITEMS | CHALLENGES FACED BY THE MARKET VENDORS | SCORE MEAN | RANKS |
|-------|--|------------|-------|
| 1     | High cost rental                       | 3.78       | 1     |
| 2     | Cost of mobilisation                   | 3.50       | 2     |
| 3     | Size of market                         | 2.63       | 3     |
| 4     | Location of new settlement             | 2.56       | 4     |

Note: Scale = Strongly Disagreed (1.00-1.50), Disagreed (1.50-2.50), Moderately Agreed (2.50-3.50), Agreed (3.50-4.50), Strongly Agreed (4.50-5.00)

The result in Table 3 shows that the biggest challenge faced by the market vendors is the high cost rental at Pasar Besar Siti Hajar with the mean of 3.78, followed by cost of mobilisation (M=3.50) and size of market (M=2.63). Lastly is the location of new settlement with the mean of 2.56. From the result, it shows that the market vendors actually faced a few challenges with their new settlement.

## 5.0 CONCLUSION

In conclusion, the facilities provided at Pasar Besar Siti Hajar were adequate and most of the market vendors consider that they are served with good facilities. However, health and care facilities in case of emergency is not provided at Pasar Besar Siti Hajar. The challenges faced by market vendors had been determined. Hopefully, this study would help the district council to consider to take action regarding the situation of vendors refusing to move to the Pasar Besar even though they were instructed by the local authority to do so.

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