

UNIVERSITI TEKNOLOGI MARA

**SOCIAL IMPACTS OF TRAFFIC CONGESTION ON
RESIDENTS OF HERITAGE AREA**

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DIPLOMA IN TOWN & REGIONAL PLANNING
August 2021

AUTHOR'S DECLARATION

I declare that the work in this Planning Project Paper was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This project paper has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Undergraduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

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ABSTRACT

Traffic congestion continues to occur every day as this is the outcome of the development of the city, Georgetown, Penang. Apart from that, there are many aspects that contribute to this problem. This has led to many impacts especially towards the working population in the city. The aim of this research is to examine the social impacts of traffic congestion on residents of heritage area. Analysis will base on primary data gained from the questionnaire that has been answered by 35 respondents. The methods for this analysis are the descriptive analysis and mean value. Result of the analysis shows that the social impacts of traffic congestion on residents of heritage area are divide into two category which include positive impact and negative impact. Each category have their own main impact. The main positive social impact of traffic congestion on resident of heritage area are in terms of more opportunities to upgrade facilities such as outdoor recreation facilities, parks, and roads, but brings crowdedness in theatres, movies, concerts, and athletic events. Beside, the main impact of negative social impact is worsening of the local air quality. In order to minimize those impacts, recommendations are suggested as follows are provision of safety measures for pedestrians and cyclists, construction completed as quickly as possible, but with higher daily traffic flows and peak hour restrictions on movements of heavy goods vehicles (HGVs).

ACKNOWLEDGEMENT

Bismillahorrahmanirrahim

Presentation inspiration and motivation have always played a key role in the success of any venture. In the time of the Pandemic Covid-19 that is plaguing the world, every individual needs to play an important role and have high mental resilience to overcome and deal with the problem of this Pandemic, especially for students, the energy of education and not forgetting also for working people. This is because all work and learning process must be through into social media or internet platforms provided. Every work and learning process is very limited.

Thus, it is a genuine pleasure to express my deep sense of thank and gratitude to my supervisor Gs Dr Muhamad Asri bin Abdullah Kamar, for his enthusiasm, patience, insight comment, giving me a lot of guidance, help me in learning a process to complete the study, spending his times for discussion with me and unceasing ideas that have helped me tremendously at all times in research and writing this report. Without his guidance, I would not be able to complete the study on the time given. I also want to thank Miss Ana Kashfi Muhamad as Planning Project Paper Coordinator, for her guidance, tolerance, supervised and reminded us the important dates during this semester and also thank for Dr Syazwani Ahmad, PhD as a Programmed Coordinator.

Finally, I would like to express my very profound gratitude to my parents and family for providing me with physical and mental support in process of researching and writing this thesis. Last but not least, most thankful to all my friends for supporting and encouraging me in completing this thesis. This accomplishment would not have been possible without them. All your kindness will be never forgotten. Thank you.

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