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# Abstracts

## ***AicE-Bs2016Edinburgh***

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*"Adapted and adaptable environments"*

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# Acknowledgement

This 7th Asia Pacific International Conference on Environment-Behaviour Studies, AicE-Bs2016Edinburgh, was made possible by many persons.

Deepest appreciation to our Co-Host, the Edinburgh School of Architecture and Landscape Architecture, Edinburgh College of Art, The University of Edinburgh, UK. which facilitated the smooth running and success of the conference.

Many thanks also to the more than 60 International Scientific Committee (ISC) / ajE-Bs & jABs Editorial Board Members, represented from 22 countries worldwide, for their continuous commitment and dedication for reviewing the conference papers.

Last but not least, our gratitude to the Distinguished Keynote Speakers, Abstract Contributors and Paper Presenters for disseminating their works and findings at this most memorable conference. Their continuous support in participation endorses the relevance and sustenance of more successful forthcoming conferences.

*Thank you all !*

# About the Conference

## Background

The M1iCEBS (Malaysia's 1st International Conference on Environment-Behaviour Studies) officially soft-launched by Malaysian Director General, Womens Development Department, Ministry of Women, Family and Community Development during 1nCEBS (14-15 November 2009) had been renamed the **ASIA Pacific International Conference on Environment-Behaviour Studies (AicE-Bs)**. **AicE-Bs** conference themes address Environment-Behaviour issues affecting the Asia/Pacific region. In particular, on issues affecting the Asian communities living in both Asian and non-Asian countries.

Prior to 2014, **AicE-Bs** were organized annually by **cE-Bs** (Centre for Environment-Behaviour Studies, FAPS, UiTM, Malaysia) in collaboration with **ABRA** (Association of Behavioural Researchers on Asians) / **AMER** (Association of Malaysian Environment-Behaviour Researchers) and **non-ASEAN ajE-Bs / jABs** Editorial Board member's establishment (as the National Conference, renamed Asian Conference on Environment-Behaviour Studies - AcE-Bs shall be held in Asian members' countries). Venues for **AicE-Bs** shall be determined by the willingness of any non-Asian **ajE-Bs / jABs** Editorial Board member's establishment to co-host the event. Post 2014, all conferences shall be organized by **AMER** and managed by **emAs** (AMER Event Management Services), under emAs emAs Resources.

Prior to 2015 all AcE-Bs and AicE-Bs Proceedings were published and accessible online in Elsevier's Procedia Social and Behavioural Sciences in [www.ScienceDirect.com](http://www.ScienceDirect.com), which were also indexed in **Thomson Reuters (TR) CPCI**, in their **Web of Science (WoS)**. In view that Elsevier's Procedia Social and Behavioural Sciences ceased publication from late 2015 (apart from the final AicQoL2016 proceeding), under initiative by emAs, future proceedings shall be published by the e-IPH (International Publishing House), Ltd.,UK, the international associate of emAs. The e-IPH shall submit all proceedings to TR for indexing in their WoS.

## **AicE-Bs2016Edinburgh Theme: Adapted and adaptable environments**

As humans, we strive for a better environment for living in the present, and for the existence of future generations. We learn to negotiate, adapt or seek to counter environments that may be damaged or no longer needed for their original intention or purpose, by modifying their use in creative ways. We may simply allow the environment to lead in this process. AicE-Bs 2016 Edinburgh invites discussions, exchange of ideas and debates on how through our diverse cultures, we carry on with our daily lives, communicating, working, learning, healthy ageing - all, conforming or modifying the environment, in response to the ever-changing environment, and vice versa....

AicE-Bs2016Edinburgh invites both conceptual and empirical papers which address those issues in relation to the following environment (though not exhaustive):-

Children's Environment; Commercial/Retail/Services Environment; Communications & Social Media Environment; Community Environment / Social Psychology; Construction Environment; Inclusive Environment; Educational/Learning Environment; Elderly Environment; General Psychology; Healing/Healthcare Environment; Hospitality/Tourism Environment; Landscaping Environment; Legal Matters; Leisure/Recreational/Sports Environment; Local Cultural/Heritage Environment (Food included); Natural Environment; Residential Environment; Rural Environment / Rural Psychology; Technology-related Environment; Transportation/Traveling Environment; Urban Environment / Urban Psychology; Workplace Environment; etc.

# Foreword

The AicE-Bs2016Edinburgh with "*Adapted and adaptable environments*" as the main theme managed to attract an overall total of 54 numbers of approved abstracts, from nine countries

Majority of the abstracts (35) were contributed by Malaysia. This was followed by Indonesia (6), Turkey (5), Egypt and Iran (2 each), and 1 each from China, Nigeria, Thailand and USA. The abstracts approved were simply grouped generally under 16 sub-categories, although quite a number could have been easily placed under more than one category. The top five categories in order of popularity involved the following environments:- Urban Environment / Urban Psychology (10), Local Heritage Environment (7), Educational / Learning Environment and Working Environment (6 each), and Community Environment / Social Psychology (4).

The Association of Malaysian Environment-Behaviour Researchers (AMER), the main organiser of AicE-Bs2016, together with the Co-Chair / Co-Host, the Edinburgh School of Architecture and Landscape Architecture, Edinburgh College of Art, The University of Edinburgh, UK., congratulate all contributors for making the conference a tremendous success!

Hopefully this conference will inspire and encourage more researchers to participate in our forthcoming serial conferences.

Thanks again for your continuous support as always, and hope for an enlightening conference!

## **Prof. Dr. Mohamed Yusoff Abbas**

Chair, AicE-Bs2016Edinburgh

President, Association of Malaysian Environment-Behaviour Researchers (AMER), 2012-2018.

President, Association of Behavioural Researchers on Asians (ABRA), since 2014.

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# **Children / Youth Environment**



A01:

CYE 001

## Comparison of Level Independence in Daily Living Skills among Adolescents with Autism

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### Abstract

**Background:** Autism is a neurodevelopment disorder characterized by problems in language and social interaction, as well as restricted and stereotyped patterns of behavior, interests, cognitive and activity. Autism is a lifelong disorder, and it affected mostly males compared to females. Some of the adolescent with autism experience difficulty in primary task necessary for independent living. Few researchers were also suggested that adolescent with autism having greater Intelligent quotient (IQ) have the lower score in the daily living task compared to the adolescent with lower IQ., the same controversy also seen in the age, when age increases the level of ability in the daily living skill was reduce. **Objectives:** the objective of this study is to 1. To identify the level of independence in daily living skill among adolescent with autism. 2. To compare the level of independence among the three different age group. **Method:** 65 subjects with autism were selected age range from 11- 13, 14- 16, 17 -20 years old. The study design for this proposed study is a cross-sectional study. The participants selected from the National Autism Society of Malaysia (NASOM) centers; the research instrument that is used to measure the level of independence in activities of daily living is The Waisman Activities of Daily Living Scale (W-ADL).The W-ADL is used to measure the level of independence in performing 17 items covering the domains of personal care, housekeeping, meal-related activities and activities outside the home. **Results:** The study result shows that adolescent with autism has Moderate Level of independence in daily living skills. One way ANOVA analysis shows there is the significant difference between three age group range at ( $P < 0.005$ ). **Conclusion:** The implication of this current study shows there was the significant difference in Level of independence among the adolescent with different age group. Future research needs to be done on socio-economic and environmental status affecting the independence in daily living skills.

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**Keywords:** Autism; Adolescent; Activities of daily living; Intelligent quotient

Topic Category: Children & Youth Environment

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A02:

CYE 002

## Social and Emotional Cry among Autism and Typically Developing Children

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### Abstract

**Background:** Autism is neurodevelopment disorder with unknown causes and has a significant deficit in social, communication and behavior. Previous studies reported that infant cry is the one of core signal for social and communication skill. Social cry occurs to seek for someone attentions and basic needs (e.g. food, water, eatables) from the caretaker. Emotional cry occurs during sadness; fear, hurt, anger, happy moment and lost. The cry is the one the important signal for social relationship. The early literature was neglected to identify specific underlying characteristics of social and emotional cry behaviors and cry questionnaire. Therefore, this current is aimed at deciphering the underlying social and emotional cry behavior in autism and typically developing children. **Objectives:** This study developed the Social and emotional cry questionnaire among autism, and the examined the social and emotional cry behavior in autism and typically developing children.

**Method:** 32 subject with autism and 32 typically developing children with age range between 7 to 12 years old. The sample recruited in Occupational Therapy clinic at University Technology MARA and school. 30 children with autism parents were required to fill the Social and emotional cry questionnaire (self-rated). Again the parents required to complete the questionnaire. The Cronbach Alpha used to determine the reliability for self-rated Social and emotional cry questionnaire. Descriptive statistic and Independent T-Test used to investigate the social and emotional cry behavior in autism and typically developing children.

**Results:** The study analysis that social and emotional cry questionnaire showed good reliability (Cronbach Alpha = 0.82). Descriptive statistic computed for this study. Independent T-Test had shown that there was a significant difference ( $p = <.005$ ) in social and emotional cry between autism and typically developing children. **Conclusion:** The implication of this current study shows there was the significant difference in social and emotional cry behavior among autism and typically developing children. Future study need to examine the underlying factor of cry and tears in autism.

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**Keywords:** Autism; typically developing children; cry, social; emotion

Topic Category: Children & Youth Environment

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# **Commercial / Retail / Services Environment**



A03:

CRSE 001

## Competency Framework for Property Management Industry

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### Abstract

Property management is a very complex and challenging profession due to its nature and coverage of work in managing not just the four walls but what inside and outside the four walls. In addition, the task also requires monitoring of 24/7 and 365 days. The team of property management consists of various backgrounds to ensure that it can cater the needs and requirements of each building. Thus, to deliver quality services would require a minimum competency according to their scope and area of work. This research is an inquiry to examine the property management competency framework that is applicable in the Malaysian property management service delivery. The method used is using focus group consists of the experts in the industry either private organizations or public institutions. Findings reveal that the knowledge base and technical skills required of today's property management professional have changed significantly. The competency requirements for a professional property manager include advanced technical knowledge, a good grasp of business operations and a working knowledge of the real estate business environment. The ability to integrate different business concepts, apply sustainability principles, to be cost effective and a strong ethical foundation is an essential element of a successful professional property manager. Hence, it is crucial to have the minimum competency level as a basis to deliver excellent quality service as well as to be adapted and adaptable to the environment, the stakeholders and the buildings.

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**Keywords:** Property management; competency framework; property management industry

**Topic Category:** Commercial / Retail / Services Environment

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A04:

CRSE 002

## The Impact of Dine in Café Atmospherics on Youth Behavioural Intention

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### Abstract

Store environment which plays an important role in influencing customer behaviour has received rising attention from academics and practitioners in current years. Thus, it explains why in today's business world, especially in the service industry, increased attention not only to the product itself, but also the purchasing environment in line with the business thinking has to be considered. This attention may be significant in the restaurant environment to investigate factors that influence customer behaviour. Clearly, it takes more than a meal to create a great dining experience that makes them feel enjoyed with merchandise and amenities that suit their desires. Foodservice outlets should offer food and amenities with good value in a favourable atmosphere as customers are becoming more cautious in their spending to maximize the worth of every dollar. Therefore, it is important for foodservice operators to identify customer's preferences so that those customers feel it is worthwhile to spend in the future. Along the same line, several researchers agree that fast-changing customer preferences influence foodservice industry. As such, foodservice operators must put serious effort in fulfilling customer's preferences through the favourable environment of the eating place. Thus, this study aims to investigate the impact of café atmospherics on Malaysian youth behavioural intention. Quantitative study through survey has been conducted through self-administered questionnaires. By using quota sampling, a total of 401 respondents were collected from 14 cafes in Selangor, Malaysia. In order to determine the significant relationship between café atmospherics and behavioural intention, empirical test by using factor analysis, reliability, correlation and multiple regressions has been used. The findings from the study indicate: (1) The youth preferences of store atmosphere in cafes include five factors, that is, lighting, facility aesthetic, employee factor, ambient intelligent and music; (2) Cafe atmospheric (lighting, facility aesthetic, employee factor, ambient intelligent and music) factors have significant positive correlation with youth approach behaviours. As a conclusion, this study is important to the foodservice operators to understand the youth intention to revisit a café. The foodservice operators also could understand the market segmentation so they will become competitive and utilize the target market wisely. Finally, this study proposes specific suggestions of how to create a pleasant store atmosphere in chain store cafes according to results of empirical analyses.

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**Keywords:** atmospheric; youth; behaviour intention; Malaysia  
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# **Community Environment / Social Psychology**



A05:

ComE 004

## A Structural Equation Model of Improvement in Quality of Life in a Community-Based Development Projects in Nigeria

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### Abstract

The widespread and lingering problem of poverty has prompted many countries to adopt community-based development strategy towards improving the Quality of Life (QoL) of their citizens. Following a series of consultations between the World Bank and the Nigerian Government, the Community-based development program was adopted as a remedy for Poverty Alleviation in Nigeria. The program emphasizes the participation of local communities and civil societies in the planning, execution, and management of community-level projects. This initiative steered the establishment of the Kebbi-state Community-based Poverty Reduction Project (CPRP) in 2001. The target of the project is to improve the quality of life of the participating communities through poverty alleviation. Numerous studies have focused on assessing QoL by measuring the manifested (measured) variables and ignored the significant contribution of some "latent" factors. Using Structural Equation Modelling (SEM), this paper investigated the factors that influence improvement in the QoL in a Community-based Poverty Reduction Project (CPRP) in Nigeria. Based on the theoretical framework for measurement of QoL and Poverty reduction, the paper developed a conceptual framework for measuring the influence of participation in a community-based development project in Nigeria. The framework identified three constructs and fifteen variables for the measurement of community participation and seven indicators for measurement of poverty reduction. The authors selected two projects from each of the nine infrastructure sectors covered by the CPRP using stratified sampling procedure. Twenty households (ten each) from both participant and non-participants associated with the selected project are then randomly selected. The non-participants are to serve as a control group for the study. Accordingly, a total of 360 respondents were sampled for the study. The model indicates that the measured variables cause only 36% ( $R^2 = 0.36$ ) of the reduction in poverty level of the project beneficiaries. The model explained 36% of the variance accounted for by the joint influence of the predictors (participation in community development, empowerment, and social capital). However, among the three factors, social capital has a more significant influence (0.59) on the relationship. This results show that the combined influence of the variables of community involvement in poverty reduction is 36% while 64% does not influence poverty alleviation. This finding implies that there are other "hidden" factors responsible for the improvement in the quality of life. The findings of the study will widen the understanding of the multifarious factors responsible for the improvement in QoL of community-based development projects.

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**Keywords:** Quality of Life, Community-based Development Projects, Poverty Reduction, Structural Equation Modelling

**Topic Category:** Community Environment / Social Psychology

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A06:

ComE 001

## Adaptive Architecture in Alleyways

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### Abstract

Adaptive Architecture constitutes environments that accommodate multiple functions at the same time, sequentially, or at periodically recurring events. Changing technology, economic, ecological and social conditions have altered the playing field for architecture from singular purpose structures to interacting systems. The aim of this paper is to outline the major points of the author's forthcoming 2017 book by Routledge, *Adaptive Architecture: Changing Parameters and Practice*. A major constant in the evolution of architecture is change. Architecture has evolved from utilitarian edifices serving basic community needs like fortifications for defense, aqueducts for water supply, harbors for shipping, and roadways for land transport, all the way to today's highly fragmented and specialized creation of spaces for living, working, production, and conducting commercial activities. These diverse and fragmented spaces continue to influence our culture and vice versa. The book outlines how the development of Adaptive Architecture has undergone the same phenomenon, and that it will continue to shape the architecture of the future. The re-appropriation of alleyways demonstrates the thesis of this book on multiple levels. They relate to the urban fabric of a city, but they also operate on a smaller scale with their relation to individual residential and commercial developments. Research supports the activation and uses of alleyways as public spaces. Repurposed alleys encourage education of environmental issues, highlight local culture, and provide opportunities for micro-housing. The City of Chicago is redeveloping alleys with sustainable materials to assist in the reduction of Urban Heat Island effects. In contrast to the technical revision to Chicago's alleys, the ever-growing City of Phoenix is becoming known for its cultural murals, culminating in an annual event called "Paint PHX." Every spring local artists join forces with building owners, to create beautiful art throughout the city. The last example is of the development of micro-housing within narrow alleys. The Sliver House by Boyarsky Murphy Architects, in London, is a modern tiny house wedged between two traditional homes. With the current movement of tiny houses, alleys provide the perfect spacing for small structures, if permitted by local zoning and planning departments.

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**Keywords:** activities; antecedents; culture; human space use  
**Topic Category:** Community Environment / Social Psychology  
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A07:

ComE 002

## Corporate Social Responsibility In Malaysian Organizations: Environmental dimension and Islamic perspective

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### Abstract

The integration of social and environmental activities on a voluntary basis at organizational level suggests the concept of Corporate Social Responsibility (CSR). However, the current framework for CSR does not incorporate the Shariah principle to explain corporate involvement in addressing environmental issues. Hence, the Islamic Corporate Social Responsibility (i-CSR) Statement of Recommended Practice was developed to provide a holistic guideline for Islamic organizations on the implementation of CSR policies and practices that are in line with the philosophy and values as stated in the Qur'an and Sunnah. The new framework would be able to guide Islamic organizations when engaging in CSR activities along four dimensions: community, workplace, marketplace, and the environment. The engagement can be related to complying with Shariah principle and being accountable to Allah to protect the environment. Therefore, this paper looks at (i) the current state of CSR affairs regarding issues faced and developments in the programs from the Islamic perspective, and (ii) the behavioural dimensions of stakeholder engagement specifically regarding the community environment within Malaysian Islamic organizations. A qualitative method using semi-structured interview was employed for the data collection for this study. Interviews were conducted on nine personnel from top and middle management levels of nine Islamic organizations. The NVivo 10 software was used to analyze the interview data for patterns and emerging themes. The result from the study revealed that migration from philanthropy to Corporate Social Responsibility and then to Corporate Responsibility has taken place in several of these Islamic organizations. As to incorporate, not just the social responsibility but the economic impact too which can be linked to both internal and external environment, hence embracing a social responsibility over and above its business purpose. The result also indicates that the stakeholder engagement in CSR programs undertaken by these Islamic organizations does comply with the Shariah principle and which was influenced by multiple motivations or goal frames. The common limitation in the qualitative study includes among others the problems of generalization and personal perceptions of informants. The findings from this paper further advanced the literature on i-CSR. Further studies can be undertaken using case study or survey methods to examine i-CSR from all four dimensions.

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**Keywords:** Corporate social responsibility; corporate responsibility; environment; shariah

**Topic Category:** Community Environment / Social Psychology

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A08:

ComE 003

## Green Neighbourhood Adaptive Model for Urban Living: A conceptual review

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### Abstract

Green Neighborhood can be defined as a neighborhood area that meets the needs of people daily activities and allows communities to control pollution, save energy, increase employment, decrease crime rates, develop friendships, practice on-site renewable energy methods and preserve agricultural and environmentally sensitive areas. In such an environment, people make easy access to their home, workplaces, public facilities, transit facilities and green spaces within a comfortable walking scale. The guidance aims at assisting local authorities and agencies to implement five (5) selected green neighborhood initiatives; Provision of Pedestrian Walkway, Provision of Bicycle Lane, Rainwater Harvesting System, Waste Composting and Community Farming. These actions to be prioritized according to the Green Neighborhood Development Action Plan which has been identified to be a hassle-free, cost-effective, can be immediately mobilized and directly involve the local community. Lastly, in realizing the Green Neighborhood Development Action Plan, the collective support of local authorities, developers, planners and architects, and related agencies in the public and private sectors is instrumental. With visions and policies in place, developing an adoptive model of a green neighborhood is the best community driven. This study adopts multi-stage of data collection and methods. It is a cross-sectional research methodology which will be conducted in Subang Jaya Municipal Council based on green neighborhood indicators in the area. Since the establishment of sustainable development paradigm in 1992 together with its blueprint of Local Agenda 21, the theoretical aspects have evolved too many themes and fields. Green city is the dimension of a Sustainable evolution of Sustainability. The Local Agenda 21's central focus of local community and its people is very much needed to ensure the success of the program. Green Neighborhood Initiative is also seen as a contribution towards reducing the pollutants in the atmosphere, to lessen the greenhouse effects and hence Global Warming.

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**Keywords:** Green; neighborhood; environment; community

**Topic Category:** Community Environment / Social Psychology

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# **Construction Environment**



A09:

CoE 001

## Insights into the Adoption of Green Construction in Malaysia

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### Abstract

The construction sector is essential for providing physical development for nations to cater to the demand for education, housing, retail, and manufacturing. Meanwhile, the adverse impact of the building sector on the environment has triggered a growing awareness of the need for sustainability. Green construction is becoming expected in every construction project, and Malaysia is developing a national pathway to sustainable construction. Research methodology

The research is exploratory in nature to reveal the practices involved in green projects in Malaysia. Previously, a comprehensive literature review has been conducted and a list of green practices for construction projects identified. Based on the literature review conducted, this research uses expert interviews to explore current practices, with the interviewees being chosen by selective sampling based their experience in green construction in Malaysia. Semi-structured interviews were conducted face to face lasting 30-40 minutes each.

### Brief Result/outcome

Only a small number of interviewees were involved, as the study was only exploratory at this stage to confirm the relevance of the literature to the Malaysian situation. The findings reveal a general understanding of the concept of green construction and the motivating factors, drivers and barriers faced when delivering a green project. Of particular importance in the Malaysian context is compliance with government and industry through local by-laws and industry standard, for example, the Uniform Building By-Laws Code of Practice (MS1525:2014) (2nd revision) and Green Buildings Index (GBI) guidelines to deliver a green project. Also highlighted is that the most common barrier faced is the lack of sufficient awareness and relevant knowledge of the project stakeholders.

### Contribution

This study provides preliminary findings of the current understanding in Malaysia of term green, and the motivation factors and barriers to green construction, providing a basis for future research and increased green construction awareness of stakeholders in the Malaysian construction Industry and beyond.

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**Keywords:** Green construction; Green practices; Malaysian construction industry; Drivers; Barriers.

**Topic Category:** Construction Environment

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A10:

CoE 002

## Overcool Environment in Malaysian Office Buildings

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### Abstract

The issue of global warming is a growing concern that has surely impacted the building environment. Office buildings widely use heating, ventilation, and air conditioning (HVAC) systems as active design solutions to provide thermal comfort to building users. However, over-specification of HVAC systems has resulted in the overcooling effect. Overcooling in office buildings is a common phenomenon experienced by building occupants in Malaysia. As a result, the buildings consume excessive energy that causes adverse impacts to the environment as well as energy and financial loss. Additionally, overcooling also affects the productivity level of occupants due to thermal discomfort. While standards and guidelines for energy efficient building designs are available, it has not been imposed as a statutory obligation. This paper investigates the problem of the overcooling effect in office building environments in Malaysia. The investigation focuses on decisions made during the design stage and the consequences of those decisions to the quality of the indoor environment. The study adopted an inductive qualitative methodology using thematic analysis. A total of 39 respondents participated in face-to-face interviews conducted in individual meetings and a closed laboratory session. The respondents consisted of key building industry stakeholders that are professional building design consultants, local authorities, and developers. Research findings suggested that the design practice for mechanical and electrical works often show a mismatch with the architectural design that resulted to over-specification of energy requirements. In consequence, most buildings in Malaysia end up being too cold as oversized chillers are often specified. The misalignment between active and passive design considerations has continued in practice due to the way professional fees are determined which affects the implementation of energy efficient solutions. The results indicate that there is a need to review this in relevance to the complexity of the work involved to encourage energy efficient practice in building design. The building designers also raised concern that there is an increasing need to enforce the Malaysian Standard 1525 Energy Efficiency guideline on building standard regulations. Another concern was the need for standardization of organizations due to the fragmented nature of various divisions of green building organizations in Malaysia. The research findings provide useful information to policymakers regarding the overcooling phenomenon in Malaysia and highlight the importance of imposing energy efficient regulations.

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**Keywords:** building environment; energy efficiency; overcooling; thermal comfort

**Topic Category:** Construction Environment

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# **Educational / Learning Environment**



A11:

ELE 005

## Barriers in Waqf Property Management in Malaysia : A preliminary survey

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### Abstract

Waqf property is a privately owned property donated for a charitable purpose in a perpetual manner. In Malaysia, there is an increasing awareness among Muslim to establish waqf education through the development of Sekolah Agama Rakyat (SAR), Sekolah Agama Negeri (SAN), Madrasah and Pondok. The practice of waqf education has existed in Malaysia since the Islamic arrival in Tanah Melayu and has given a huge impact on the development of the ummah; especially in education sector. However, numerous studies on the waqf property have claimed that, there are several factors that cause the complexities in managing waqf property in Malaysia. These factors are perceived as barriers to the effectiveness of the waqf property management practice. As an effort to dig deep into the issue, this paper discusses the barriers in managing the waqf educational property in Malaysia. The research first identified the critical factors through a literature review of current waqf property management practices from thesis, established journals, articles and books in order to interpret the barriers from a global perspective. From the literature, five barriers that hinder the implementation of waqf property management include technical defects; managerial defects; political and legal defects; environmental and biological defects; and social and cultural defects, were identified. Questionnaire surveys were then distributed to relevant respondents at Sekolah Agama Rakyat Negeri Johor, SIRC (Johor) and School Management Unit, Johor Islamic Religious Department. The collected data was then analyzed using descriptive and ranking analysis. A preliminary finding concluded that the most critical barriers to waqf property management in Malaysia were a lack of maintenance fund, resource management problems and maintenance management problems. Through this research, hopefully an effective model of waqf educational property management can be proposed. This model is important to enhance the effectiveness of waqf delivery system among Muslim in Malaysia towards ensuring waqf educational property is capable of adapting rapid changes in the education sector.

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**Keywords:** Waqf Property Management; Waqf Education; Sekolah Agama Rakyat (SAR); Building Maintenance

**Topic Category:** Educational / Learning Environment

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A12:

ELE 003

## Does Learning Organization Culture Lead to Better Performance? : Telecommunication GLC in Malaysia

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### Abstract

Government-linked Companies (GLCs) is the backbone in shaping Malaysia's economic structure. The GLCs transformation program initiated by the government is aimed to ensure its competency, at the same time remain competitive and sustainable in achieving the nation's Vision 2020. One of the factors that lead to higher performance is through the learning organization culture which provides continuous learning and improvement, directly linked to competitive advantage. Despite its importance, seldom has it been reported in the literature that this paradigm has been examined, especially in the context of GLC in Malaysia. Hence, this study attempts to determine: (i) the relationship between learning organization dimensions and organizational performance; (ii) the relationship between levels of learning (individual, team and organization) and organizational performance. Data were collected from 150 employees of a telecommunication GLC in Malaysia using survey questionnaire. The findings revealed that only two of learning organization dimensions namely, inquiry and dialogue; and systems connection were found to be positive and significantly related to organizational performance. This indicates that the culture that supports questioning, feedback and experimentation will lead to higher organizational performance. Additionally, employees perceived higher organizational performance if they can see the link between their work and communities. The study also indicates that only organizational level of learning influenced the performance of the organization. In other words, the culture learning organization needs to be solidly established at the organizational level first, to affect the performance of the organization. This study is significant to the top management of the GLCs and the government in ensuring superior performance and survival of the GLCs in a knowledge-driven economy. The implications and consequences of the study findings for GLCs are further discussed.

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**Keywords:** Learning Organization; Organizational Performance; GLCs; Malaysia

**Topic Category:** Educational / Learning Environment

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A13:

ELE 002

## Enhancing the Physical Assets of Higher Learning Environment in Malaysia

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### Abstract

Physical assets have now become a prominent feature in the planning of education environment of institution areas. University is a huge institution with wide range of physical assets. Physical assets constitute a substantial percentage of the institution and level of this resource is there for very critical to educational effectiveness. Physical assets are one of the critical factors that can help to strengthen the system of higher education institutional. The significant emphasis on the physical assets study focuses on the functionality, cost effectiveness and the infrastructure optimization. Thus, this study is to attempt to strengthen the physical assets of Malaysia public universities in order to create creative learning environment and quality human capital. Corporate real estate (CRE) is property or physical assets owned, lease or used by organisation which do not directly involved in property line activities, but use them as platform for the purpose of operation. The study designed to achieve four main objective which are to identify the components of corporate real estate (CRE) in order to strengthen the physical assets of the university, to examine the current physical assets implementation in the public universities, to compare and contrast the implementation of physical assets in universities using benchmarking process and to recommend further improvement towards the physical assets of the universities. The methodology employed in the study included a review of relevant literature and multiple case studies conducted on five public universities in Klang Valley, Malaysia. The case studies approach utilised mixed methods which includes questionnaire survey with the corporate real estate manager, distributing questionnaires to the 500 stakeholder of five respective universities, layout plan, visual analysis and observation via inspection of the physical assets environment at the universities. The outcome of this study shown that the level of perception and awareness of evaluation is in average and physical assets performance generally seems to be unpredictable in term of quality standard and user satisfaction.

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**Keywords:** Physical Assets; Corporate Real Estate; Higher Education

**Topic Category:** Educational / Learning Environment

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A14:

ELE 006

## Flexible Curriculum for Flexible Schools? : A review of school design in Scotland

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### Abstract

Scotland has undergone one of the biggest reforms of its education system in history. Schools abruptly seize government's serious attention to improving the quality of teaching and learning. In 2010, a coherent, more flexible and enriched Curriculum for Excellence was launched to uplift the learning experience for children and young people. The new curriculum leads towards the subsistence of major school building programme, from improving school estates, refurbishing the existing, up to building new schools. The purpose, functions, design and the way school spaces are used have gradually changed ever since (Scottish Government and COSLA 2009). This paper aims to establish the nexus between curriculums with school design. The first fragment of the paper reviews the flexibility of Curriculum for Excellence, and how it inspire the contemporary teaching and learning in school. The second fragment appraises the concept of flexibility in school design by reviewing both academic kinds of literature and Scottish government documents. The link between the two disputes the approach in the last fragment of the paper. Two most recent primary schools governed by the City of Edinburgh Council are studied as preliminary research. Data collections are centred through observations of the designated sites, followed by semi-structured interviews with volunteered schoolteachers. This paper abridged three intriguing discoveries: 1) Curriculum for Excellence allows foremost flexibility in teaching and learning, which counterparts the 21st-century learning style. 2) The term 'flexible' is consistently cited in most lesson-learnt reviews and design guidelines for schools, either locally or elsewhere though the term is converse, still very extensive. It is uncertain whether the flexibility in school design signifies the flexibility of environment, space, place or the school itself. 3) School design stimulates, though not necessarily affect the way teaching and learning befall. Teachers play important roles in affording the learning experience in classrooms, having the pupils to insinuate their learning preferences. This paper concludes that school design complements the teaching and learning approach. Thus, it is most fundamental to ascertain the flexibility of each in safeguarding the quality of education for the children and young people in Scotland's schools.

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**Keywords:** Flexible; Curriculum for Excellence; School Design; Primary Schools;

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A15:

ELE 004

## Plagiarism: An Empirical Evidence of Business Students

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### Abstract

As the education world places countless emphasis on achievement and success, the issue of academic dishonesty particularly involving plagiarism has reached prevalent extents especially in the institutions of higher learning. It is a startling fact that students in higher education are mindful of the misconduct, but regardless of this awareness, they engage themselves in plagiarism. Such dishonesty violates the purpose of education in inculcating high standards of honesty and ethical responsibility in serving their relevant profession and society as well. Since this contemporary problem in higher education requires very urgent attention to curb, various factors were assessed for their influence on students' degree of plagiarism act. Therefore, this paper focuses on the extent of the business students' self-perceived plagiarism and factors contributing to the act. To examine the factors of plagiarism, internal (personal attitudes and lack of competence) and external factors (accessibility to the internet and pressure such as time and task) were identified and critically analyzed. Instruments were adopted from established sources and have high reliability values. All variables were measured using five Likert scales and were analyzed using SPSS. A total of 152 questionnaires were collected from final year students of four business degree programs in one of the public university in Malaysia, using self-administered questionnaires. The findings revealed that internal individual factors such as personal attitude, followed by competence lacking were the major contributors of self-perceived plagiarism. In other words, students plagiarized because of their negative attitude such as laziness and procrastination. Additionally, students who perceived themselves involved in plagiarism have poor knowledge and skills, perhaps in writing and understanding English. This study would be significance to the academics, institutions of higher learning, the Ministry of Higher Learning and community as a whole in understanding the factors that lead to plagiarism. Discussion and significance of the study are further discussed in detail.

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**Keywords:** academic dishonesty, self-perceived plagiarism

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A16:

ELE 001

## The Influence of Learning and Motivational Strategies among College Students in Higher Learning Institution

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### Abstract

Studies suggested that facilitating educational development for individual differences required a wide range of environments suited to their optimal learning. More importantly, a positive educational environment is essential to assist optimal adaptive student outcomes such as motivation, college adjustment, and achievement. Nevertheless, higher education institutions are facing new challenges such as educational attainment, diverse population, and retention issues, hence, result in educational providers to devote their attention to the support of freshmen students on their learning instructions and motivation. Nevertheless, questions still remain unclear on the relationship between learning strategies, motivation, and performance. Literature illustrated that there were distinct lines of research that did not integrate cognition and motivation. Hence, to what extent this is relatively true in our local university context. Therefore, this study was intended to investigate the learning and motivational strategies used by college students and its relationship to academic achievement. This study was descriptive in nature and it utilized a survey method using cross-sectional research design. A motivational and learning strategies questionnaire (MSLQ) with a 7-point Likert scales that contain 81 items was used to measure college students' motivational orientation and used of different learning strategies. The MSLQ was developed based on social-cognitive theory. The theory suggested that students' motivation is associated with their ability to self-regulated their learning abilities. It also assumes that motivation and learning strategies are not static traits of the learner, but rather that motivation is a dynamic and contextually bound and that learning strategies can be learned and brought under the control of the student. There were about 157 diploma students participated in this study. The finding revealed that there is a relationship between learning and motivational strategies on academic achievement. The multiple regression models were successful in indicating that these two predictors accounted for 4.6% of the explained adjusted variance in academic achievement. The discussion addresses practical implications and future research direction.

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**Keywords:** Learning approach; Motivational strategies; Higher learning institutions; Individual differences

Topic Category: Educational / Learning Environment

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## **Health / Healing Environment**



A17:

HE 002

## Characteristics of Autism Centres in Malaysia

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### Abstract

Autism Spectrum Disorders (ASD) is a group of developmental disabilities, characterised by persistent deficits in social communication and social interactions across multiple contexts. According to the DSM-5, there are three levels of ASD, namely requiring support, requiring substantial support and requiring very substantial support, which includes symptoms such as the deficit in social communication skills, repetitive behaviour or speech, insist on sameness, and hyperactivity. Realising these symptoms of children with Autism, there is a need to have Autism centres that can provide suitable programmes for different levels of ASD, at a reasonable cost that best suits different income bracket in Malaysia's population. Noting that, this paper aims to discuss the characteristics of autism centres in Malaysia. For the purpose of this study, 24 Autism centres located in Selangor and Federal Territory of Kuala Lumpur, Pulau Pinang, Johor and Sarawak have been identified, and phone interviews with the Autism centres owners have been conducted. Based on the theme analysis procedure conducted, it was found that the characteristics of Autism centres in Malaysia are comprised of autism classes, criteria of age requirement for Autism class enrolment, classes fees charges, the frequency of classes, diagnostic test and availability of Autism parental session. Zooming to each of the themes characterised above, it was found that majority of the Autism centres requires the children to undergo the diagnostic test, of which the range of fees is between RM 100 to RM 150 per test. It was also discovered that majority of the classes for Autism children have intervention and art classes that cater to children with Autism aged 2 to 10 years old. Also, the autism centres charged classes fees in the range of RM318 to RM 3,000 per month with five classes per week during weekdays. However, there are no specific classes provided for parents with Autism children. This paper concludes with the research implications and limitations of the study.

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**Keywords:** Autism Centres; Malaysia; Children; Healthcare

**Topic Category:** Healing / Healthcare Environment

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A18:

HE 001

## Facilities Management AUDIT in Managing Healing Facilities in Public Health Care Built Environment: User satisfaction viewpoint

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### Abstract

Healthcare organizations have recognized the powerful impact of supply breakdowns and have exploited supply chain management for their quality program, especially regarding lean operations. There are many contributors to poor working environments in the healthcare sector. Some studies relate to inadequate equipment, such as patient lifts and facilities for safe disposal of syringes, needles, and medical waste. However, one area that has so far largely been overlooked relates to the built environment. This study aims to investigate strategic Facilities Management (FM) as a function to support the objectives of providing efficient services to healthcare sector through measuring user satisfaction. Based on the findings, a guideline is proposed for the provision of health care environment focusing on public training hospital buildings. A public training hospital is a hospital that provides clinical education and training for health professionals while delivering patients medical care. The methodology consisted of a questionnaire survey, semi-structured interview, and case study on selected public hospitals in Selangor, Malaysia. The case study samples were located in highly dense urban area in Selangor, Malaysia. The variables that affect patients and non-patients /customers satisfaction were categorized into three main groups; (i) room features (ii) services by the facilities management and (iii) the environment. Hospitals need to be reliant on gained information regarding user's satisfactions to assist in the diagnosis, management, and education for better and improved services and practice, thus can allow the building management and health ministry to identify the weakness of healthcare services provided and improve it. From the study, it is found that patients are dissatisfied with several room features, some maintenance services, and the hospital environment. The result showed that the inadequate supply of social and technical infrastructure in private hospital affected patients' satisfaction. Based on the findings, this study proposed the establishment of facilities management and the implementation of systematic annual operation program to ensure that management and services are useful. Secondly, it is intended to establish certain policy instruments such as information tools and economic instruments for hospital management to meet the needs of patients in future hospital development.

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**Keywords:** Sustainable; Quality of Life; Facilities Management Audit; Public Healthcare; Built Environment

**Topic Category:** Healing / Healthcare Environment

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# **Hospitality / Tourism Environment**



A19:

HTE 002

## Servicescape, Green Values and Behavior Intention in Eco Resorts: A structural model using SmartPLS

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### Abstract

Servicescape and behavior intention studies become empirically notable by scholars particularly in hospitality service industry. Remarkably, Malaysia has an enormous significance of natural environment attraction and magnetism which promotes the development of eco-tourism. At the meantime, previous studies discovered that environmentally conscious people especially tourists are likely to engage in eco-friendly behavior which encourages them to display green consumer behavior. Besides, people nowadays are devoted to being eco-friendly due to the increasing number of a natural disaster such as earthquake, haze, tsunami, and a big flood, El-Nino and La-Nina phenomena occur rampantly around the world. This happens as results of immoral human being that love to throw waste, burning trees, craft pollution, as well as disinterest on the earth save. Consequently, it is proposed that consumers that perceived greenness cause their behavior to choose an environmentally friendly resort to stay. Nevertheless, previous studies failed to link the servicescape, green values and behavior intention and scholar also not yet examined those variables together as relating to each other. Therefore, the structural model is established for further empirical analysis via structural equation modeling. The model suggests that green values should be predicted by servicescape and influence behavior intention. Data was collected from 227 eco-resort guests in Malaysia through self-administered questionnaires. The hypotheses were tested using Partial Least Squares (PLS) analysis. Findings indicate that green values were found to mediate the relationship between servicescape and behavior intention. Hence, the study proves the vigor of green values is the vital prediction of behavior intention as well as become the outcomes of servicescape by eco-resorts guests. The implications of the findings will further develop urgency for the government to pay great attention more on eco-tourism hub. Further, limitation of this study could enhance future researcher to consider green consumer values as a significant variable that could bring intervening effect to the environment studies.

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**Keywords:** Servicescape; Green values; Behavior intention; Eco resorts

Topic Category: Hospitality/Tourism Environment

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A20:

HTE 001

## When Environmental Changes: Distinctiveness supports tourism

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### Abstract

Due to the rapid tourism development growth, a tourism environment requires the peculiarity of tourism objects, both tangible and intangible elements. The peculiarity refers to place identity, as a concept of distinctiveness that distinguishes one place to others. The identity of an environment takes a significant role in forming environmental characteristic. An environment tends to change its characteristic due to rapid globalization growth. In this way, place identity can be regarded as a tool to response to environmental characteristic changes. Hence, its existence should be maintained to obtain better environment for living in the present and future generation as well. Place identity was constructed by four principles, one of them is distinctiveness. This research aims to examine the distinctiveness principle about attachment to tourism environment by investigating the guide variable, i.e. landmark, and uniqueness. It focuses on tourism environment in Karo Regency, North Sumatra Province, Indonesia, which includes five sub-districts, namely Bukit Gundaling, Pasar Buah, Desa Lingga, Air Terjun Sipiso-Piso, and Bukit Kubu. The area is chosen because of the richness of its geodiversity, biodiversity, and cultural heritage as well. Hence, Karo District is highly potential to be natural or cultural tourism destination in North Sumatra. This research combines the quantitative and qualitative methods to obtain the respondents' perceptions of distinctiveness principle and attitudes toward support for tourism development. In the qualitative method, eight in-depth interviews with tourism stakeholders and field observation respectively were conducted on five sub-districts environments. Meanwhile, the quantitative method employs the questionnaire survey of 360 respondents, include local people and tourists. The results showed that the existence of landmarks was identifiable which indicates an initial sign of respondents' imageability on tourism environment. Moreover, respondents were highly impressed with the uniqueness of tourism objects, both tangible and intangible elements such as the natural scenery, attractive cultural activity, and traditional house.

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**Keywords:** Tourism Environment; Place Identity; Distinctiveness; Karo Regency

Topic Category: Hospitality/Tourism Environment

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## **Legal Matters**



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A21:

LM 002

## Legal Protection of ICH in Kelantan

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### Abstract

Although intangible cultural heritage is recognised under section 2 of the National Heritage Act 2005, it is confined to forms of expressions, sounds and music, dances and performances. It appears that the scope of intangible cultural heritage which is protected under the National Heritage Act 2005 is narrow, unlike the broad range of intangible cultural heritage under section 2 of the Convention for the Safeguarding of the Intangible Cultural Heritage 2003. However, it appears that to a certain extent, Malaysia could fulfil the aspects of safeguarding intangible cultural heritage at the national level which under Part III of the Convention. The paper analyses the existing laws in Malaysia focusing on the State of Kelantan. Further analysis is the role of statutory bodies and how the existing system can be improved to serve best the interest of local peoples and future generations of Malaysians.

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**Keywords:** Kelantan; intangible cultural heritage; National Heritage Act 2005, state law

**Topic Category:** Local Cultural / Heritage Environment (Food included)

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A22:

LM 001

## The Prosecution of Halal Description Infringements in Malaysia: A dual environment

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### Abstract

In Malaysia, the prosecution of halal description infringements is governed both by federal and state body with different entities, rights, duties, powers, and jurisdictions. The Department of Islamic Development Malaysia (JAKIM) as the only body which has the authority to certify any product with halal certification and halal logo has no absolute power in prosecuting the halal description infringements in the country. The full authority to prosecute is within the powers of Ministry of Domestic Trade, Cooperatives, and Consumerism (MDTCC) and States Religious Department (JAIN). What are the legal underpinnings which build such division of powers, rights, and duties of JAKIM, MDTCC, and JAIN? JAKIM and MDTCC both are federal government bodies which are governed by federal laws while JAIN is a state government entity which is regulated by state laws. Is there any difference of jurisdiction which governs on MDTCC and JAIN in prosecuting halal description infringements in the country? Why must be two levels of authority to deal with the matter? What are the issues and challenges behind those scenarios? This paper investigates on the dual environment of prosecution of halal description infringements both at federal and state level in Malaysia. Qualitative method approach has been applied in this study with the purpose to gain understanding on the legal issues and challenges in respect of the prosecution of halal description infringements in Malaysia as well as to analyse the governing position of federal and state law about such matters. Literature review available and several interviews are the materials in guiding towards such investigation. In fact, few legal issues are found which need for further discussion and research. Such legal matters determine the results of this study in improving the legal paradigm of prosecution of halal description infringements in the country which eventually could assist all the relevant parties in handling all the legal issues of the matter effectively and efficiently.

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**Keywords:** halal; prosecution; federal level; state level

**Topic Category:** Legal Matters

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# **Local Heritage Environment**



A23:

LHE 006

## Adaptive Re Use in Corridors Heritage to Attract Tourism: Golden Triangle, Semarang City

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Architecture Departement, Engineering Faculty, Universitas Diponegoro,Indonesia*

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### Abstract

Most of heritage open spaces and corridors in Java, Indonesia, changed become commercial area, full with modern retail building and tend to neglect the traditional market. Based on the historical roots of Indonesian culture, the existence of the market has been always in the open spaces / circulation path. Their instinct to occupy the space in line with the theory of economic experts. According to Mari Elka Pangestu, Minister of Trade of Indonesia (2004-2008), the potential of traditional market is big enough to contribute to the region income. In the near future, the ministry issued guidelines for managing both modern and traditional markets by looking at the environment. In Japan, the concept corridors belt arrangement by making connections between markets and adjacent areas which could attract tourism. The concept of a shopping belt corridor made several corridors in the world become the most expensive property.

Semarang have 3 heritage corridors – called the golden triangle - that lost their identity. There is no clue for young generation to remember the historical from that corridor. There are many modern and traditional markets and also street vendors along the corridors, but tend to compete each other. How to conserve that place for a better environment for living in the present, and for the existence of future generations? How to increase the value of heritage area?

Theory will be built by doing grounded research, making field mapping and surveys as well as interviews with road users, users of buildings and related agencies (industry and trade office, public work office, tourism office). Semarang serial ancient map will make it easier to make a historic linkage of several areas.

Historically the triangle corridors are a part of the pathway postweg built by Daendels (1809-1811), original way that connect the port with the inland Mataram kingdom and an area toward the residence of the king of sugar at that time. Structural linkage between the ancient and modern market building and visual linkage that connects the golden triangle has been formed naturally and becomes the new model of adaptive reuse in urban design based on heritage. It is important to creates the development of the city's design-based on heritage. Heritage conservation is not only physically, but also how to turn the region by creating Linkage with the bustling shopping activities and provide commercial activities. as activity supports along the corridor that connects the building's heritage.

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**Keywords:** Heritage; shoopingbelt; Semarang; corridor.

**Topic Category:** Local Cultural / Heritage Environment (Food included)

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A24:

LHE 004

## Design Proposals for the Landslide Areas in the Historical City Center of Izmir, Turkey

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### Abstract

Izmir is located in western part of Turkey, is the third most populated city of the country. The city has been inhabited continuously from approximately 8500 BC. For the preservation, regeneration and development of the historical areas in the city center, Izmir Metropolitan Municipality has been carrying out a multidisciplinary "Izmir Tarih (History) Project" with the participation of the many actors such as local administrations, central public institutions, local public enterprises, non-governmental organizations, the private sector, fund provider institutions and the local community. The project has nineteen sub-regions which have its own set of characteristics. The aim of this paper is to propose some design approaches for one of these areas, called as landslide site. Landslide site, which is about 56 ha, is surrounded by the archaeological sites such as Kadifekale (Ancient Castle), ancient theatre and Roman road. The region is almost in the center of the city and also has many vista points. More than 2000 buildings were expropriated and demolished by Izmir Metropolitan Municipality in this area. Today, stabilization works in the area have been carried out by the municipality and universities. The studies and the workshops carried out by the municipality and universities show that the most important environmental need for the local community of the region is some recreation areas. However, the function of recreation area will only be sufficient for local communities. Based on the potentials of this area and for the development of the area for also other citizens of Izmir and also the tourists who come to this area, this study suggests the arrangement of the region as Archaeology Park with the recreation area. As a large and empty area, arrangement of the region as Archaeology Park may also support by the construction of Museum of Archaeology by considering the city silhouette. Locating in the center of the archaeological and historical sources, the function of Archaeology Park has many advantages. As a historical complex with the recreation areas, arrangement will improve the knowledge of the people about the history of the city and will serve as an intersection point for the local community, other citizens and tourists.

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**Keywords:** Landslide Areas; Izmir History Project; Participatory Design; Archaeology Park

**Topic Category:** Urban Environment / Urban Psychology

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A25:

LHE 007

## Heritage Conservation Management in Egypt: Heritage conservation and real estate development in Alexandria

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### Abstract

Old cities face many challenges in the search for a better quality of life. They have an obligation towards their past, as they grow and develop. They should not lose their identity or destroy their history. The conservation of cultural heritage is one way for old cities to look up to a sustainable future. But with rapidly changing markets and inflexible legislative systems, this improvement needs motivation.

In Egypt, and especially in the old city of Alexandria, the battle between heritage conservation and real estate investment exists and raging. How to reach a proper balance in this correlation is the issue discussed in this study. Are we obliged to keep old buildings although they have lost their original settings? The counter argument in this research is about the completely modernised street fabric in many old neighbourhoods, where there is no physical evidence of the past, except for some scattered old listed buildings. In other words, the question is; do we have the right to say that some of these old inherited building should be demolished? And what kind of policy advocates this situation?

The debate of either keeping or demolishing some of the heritage stock in Alexandria, for the sake of stimulating investment and harmonising street-scape, is argued in this research at the administrative, public and private levels. Other questions are; what limits do the local administration have on densification and public utilities in older city parts? And what is the public benefit from applying new Regulation Lines for widening streets in traditional urban fabrics? This study argues heritage conservation management in Alexandria, with regards to real estate investments and building laws in the last six years, since the establishment of the Technical Secretariat of the Standing Committee of the Heritage Conservation Commission in Alexandria. The presented case study discusses the situation at the San-Stefano municipality in Alexandria where almost all evidence of its heritage disappeared.

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**Keywords:** Heritage Conservation Management; Heritage Buildings Inventory; Real Estate Investment; Public Interest

**Topic Category:** Local Cultural / Heritage Environment (Food included)

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A26:

LHE 002

## Mandala and its Legacy upon the Royal Settlements of Malay Archipelago

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### Abstract

Mandala is an ancient knowledge of art and science flourished in many city-states of early civilization in the Malay Archipelago. The doctrine fostered from Hinduism and Buddhism concepts that driven the early civilization in the archipelago long before the arrival of Islam. It was common for the ancient kingdoms and city-states across the region to be influenced by the Hinduism and Buddhism theologies due to the location of the archipelago strategically located between the Emperor's land and Maharajah's empire. The philosophy was observed by many ancient kingdoms such as Funan, Angkor and the mighty Srivijaya and Majapahit as part of their political model of empire, defense strategies, and the planning concept of settlement. This era had been known as the Indianization period of the Malay Archipelago. The people of the region either were strongly associated with Buddhism or Hinduism or in some places, an amalgamation of both theologies as part of their faith and identity. In this case, the paper controversially tends to highlight the influence of Mandala philosophy in several existing royal settlements, which includes the remaining attributes, associations, and characters, despite the significant contribution of Islam to the local identity. The wave of Islam in the early of 14th century later, it is being layered upon the Hinduism and Buddhism heritage that provided a platform for the Malay civilization and cultural. A vast literature based on Malay civilization, cultural and history and art is taken into the consideration throughout the research. The process covers the meaning of mandala, its characters, and attributes and crucially stressed on how mandala affected the idea of form and planning in existing royal settlements. Further, the research attempts to create a close relation of Mandala and the establishment concept of royal settlements based on historical facts that can redefine the present form of the royal settlements.

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Keywords: Mandala, identity, Malay civilization, royal settlement  
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A27:

LHE 005

## Morphology of Traditional City Center in Semarang towards Adaptive Re Use in Urban Heritage Based on Coastal and Riverfront City Concept

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### Abstract

This study is a continuation of dissertation research and studies after that. The concept of a traditional city in Java that has a concept as a waterfront city, North-South axis, located along the beach or river, the palace in the Southern, the market in the Eastern and religious building in the western. Old Semarang used to have to move the city center four times. The all four ex- traditional city centers laid along the river such as Jumatan (depicted on old map Semarang 1695), Gabahan (1659), Sekayu (1666) and Kanjengan (1670). Only Sekayu and Kanjengan which still has a character as the former center of the city administration. Semarang chose among 28 cities in Indonesia participating in the Program Planning and Preservation of Heritage Cities. But there is no explanation about the formerly of the city form to support the planning.

How were the traditional city patterns at the time? By uncovering the pattern of the traditional city center, how to conduct adaptive reuse to promoting the establishment of heritage cities in Indonesia to be recognized as World Heritage Cities (World Heritage City) by UNESCO?

KITLV. NL, Tropenmuseum and Atlas Mutual Heritage have enough old maps to uncover the old Semarang, but have no data about the formerly Semarang. The serial maps will superimpose on the recent aerial view from google earth. Analysing using sketch and computer aided design will peel the layering of the development of the city along the river. The result will compare with the Johannes Racht's hand drawing of Semarang in 16s centuries.

The morphology of Semarang in 16s-18s centuries will be important as new knowledge about the remnant indigenous city center along Semarang river similar to the Malaka world Heritage site to attract tourism. All the old ex-city center Semarang had existed long before the Dutch came. So the focus of conservation along the Semarang river could be highlighted. This study is expected to be awakened a series of research in the heritage city as coastal cities in Java based on the maritime power at that time.

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**Keywords:** Semarang; river; coastal; city center.

**Topic Category:** Local Cultural / Heritage Environment (Food included)

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A28:

LHE 003

## Revitalization of Ottoman Industrial Heritage in Kemeraltı and Izmir History Operations Plans

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### Abstract

The Industrial heritage, which become idle in course of time as a result of urban industrialization process, carry a binary value both being a witness of an important period in human history and being the reason for this period to occur. In this study, conservation and renovation proposals for Hamdi Dalan Sabunhane (Soap Factory), where industrial production was carried out at various times especially after the Industrial Revolution, have been developed within the scope of integrating it with its built environment, settlement identity and public/social life. The building is located in Izmir Historical Kemeraltı zone and due to the technological developments of the later period and production oriented economic policies, has lost its function and has been abandoned. Today, the building is under threat because of social and economic collapse. It is vital to protect cultural heritage, integrate these areas to modern life and provide sustainable urban development. This paper aims to discuss a process of participation, implemented and intended works whose pros and cons will be determined. To achieve this, Izmir Metropolitan Municipality has carried out a multidisciplinary "Izmir Tarih (History) Project". Local administrations, central public institutions, local public enterprises, non-governmental organizations, the private sector, fund provider institutions and the local community have an important role as a participant. Izmir History Project has a nineteen sub-regions and each sub-region contains renovation, revitalization and restoration works. In the context of work, situated in the location which combines Anafartalar Boulevard, Kızıllara?as? Han, Clock Tower, Hisar Mosque, Kemeraltı Mosque, Ba?durak Mosque, ?ad?rvanaltı Mosque and many Ottoman cultural heritage like inns, baths and Roman cultural heritage like Agora, located within the Kemeraltı renewal area, Hamdi Dalan Soap Factory, interpreted within the frame of participation process assessed Izmir History Project. Before Izmir History Project, local municipalities decided to restore the building with the function of Soap Museum. However, participatory decision determining process of Izmir History Project proposes other functions for the building. Based on its location and spatial characteristics, this study proposes cultural facilities for the factory building by conserving its original historical and architectural characteristics.

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**Keywords:** Revitalization; Izmir History Project; Hamdi Dalan Soap Factory; TARKEM

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A29:

LHE 001

## Traditional Streetscape Adaptability: A tale of three Indonesian streets

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### Abstract

As an emerging country, Indonesia has experienced fast growing economy with high impacts on urban developments. The changes are sometimes leading to the better urban environment and economic prosperity but often having a devastating impact on them. There is a concern on how these urban tissues can resist, absorb, accommodate and recover from the impact of the continuous transforming urban landscape. Successful urban space should accommodate changes in various conditions. Adaptable urban space is assumed to have a greater chance of taking the impact of a stressor (Desouza and Flanery, 2013) and better cope with diversity and change while retaining their identity (Karrholm et al., 2014). This paper attempts to assess the adaptability quality of three Indonesian traditional streets, especially related to their physical and functional transformation as part of urban negotiation and response to the ever changing environment of Indonesian cities. Three traditional streets were qualitatively measured utilizing field observations including physical mapping and behavioural mapping. In-depth interviews with groups of users and managers of the retails were utilized to gain their perception regarding adaptability of their urban environment. The overall finding shows the transformation of physical and building use may lead to urban gentrification, which results in people displacement. The urban gentrification has also led to the changes of the kampong plot pattern and the character of the traditional streetscape. The adaptation of building design especially facade is linked to the urban policy, which may affect the businesses endurance and street resilience. The research recognizes the importance of adaptability quality of such traditional urban streets in coping, accommodating, address the impact of the continuous changes and then reconfigure to continue its existence and sustainability.

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**Keywords:** traditional street; adaptability; gentrification; business; Indonesia

**Topic Category:** Local Cultural / Heritage Environment (Food included)

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# **Natural Environment**



A30:

NE 001

## Environmental Performance: Accountability of ISO 14001 companies in emerging economies

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### Abstract

Organizations' commitment to the on-going environmental debate is now becoming a major concern for stakeholders. To demonstrate and convince the stakeholders of their commitments in addressing environmental issues, more and more organizations globally are seeking environmental certification such as the ISO 14001 Environmental Management System as proof of their commitment towards addressing and mitigating environmental issues in their business. The aim of the study is to examine the extent of environmental performance by ISO 14001 companies in emerging economies such as Malaysia. Content analyses of the annual and sustainability reports of ninety (90) ISO 14001 certified companies in environmentally sensitive industries in Malaysia for the year 2014 were undertaken to provide insights on the environmental performance of these companies by evaluating the quality of environmental information disclosed by the ISO 14001 companies to their stakeholders. Environmental information provided was assessed based on 6 (six) dimensions namely; Corporate Commitment, Environmental Management, Environmental Pollution Control, Environmental Achievement, Environmental Related Financial Information and Negative Environmental Information. The environmental information was then ranked based on a scale of 0 to 4 to evaluate the quality of information provided. The results of the analyses revealed that information related to Corporate Commitment towards the environment were the most disclosed information, and this information was published in the Chairman or CEO statement of the annual and sustainability reports. The construction industry revealed the most information concerning Corporate Commitment followed by companies in the Industrial Products industry. However, for the other environmental dimensions, the Plantation industry disclosed the most information.

The results revealed that the Construction and the Plantation Industries were the leaders in providing information about their environmental performance. However, the information provided were more of qualitative in nature which involves positive news. The results of the study suggest that the commitment to addressing environmental issues among ISO 14001 companies in Malaysia were still industry driven. The qualitative nature of the information provided suggests that top management of the ISO 14001 companies are aware of their environmental responsibilities and are addressing the environmental issues in their business operations. However, more efforts need to be exerted by these companies to quantify the impact of their actions on the environment including actions taken to reduce or control the environmental impact of their business operations on the environment in line with the certification of ISO 14001.

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**Keywords:** Environmental Performance; ISO 14001; Accountability; Content Analysis

**Topic Category:** Natural Environment

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A31:

NE 002

## Spatial Adaptation of Protected Area Buffer Zones in the Urban-Nature Setting: Linking human impacts and impacts on human

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### Abstract

Around the world, Protected Areas (PAs) provide solutions to biodiversity conservation; climate change crisis; healthy well-being and eco-tourism opportunity. Buffer Zones (BZs) are proven necessary to safeguard the PAs so it can function properly for the above needs. A major challenge for a BZ is to delineate the size and width. Since the surrounding areas belong to various stakeholders (people who can affect, or can be affected by others' decisions), their input is important to reflect the collective responses to human-nature interface problems. An important issue of a BZ is to reach the common understanding between the stakeholders to ensure the BZ contributes significant advantages to all stakeholders. Thus, the study looks t the role of BZ that contributes toward the socio-economic and environment. This research assesses the BZ-stakeholder relationship, mutual understanding and consensus among them which will be translated into criteria for BZ delineation. The research objectives include identifying stakeholders and their role in BZ delineation; stakeholder experiences with decision-making processes (perception about involvement and influence); stakeholder relationship (potential collaboration) and existing relationship (cooperation and conflict). The site is Forest Research Institute of Malaysia (FRIM), a PA which was declared as a National Heritage site in 2012 and now gearing towards being a UNESCO Heritage Site. It is one of the largest man-made forests in the world, pride to Malaysia. FRIM is located in Kepong, Kuala Lumpur and is surrounded by the Bukit Lagong Forest Reserve on one side and new developments, mainly residential and commercial areas; on the other side. The method used to collect the data is a semi-structured interview with stakeholders of FRIM and the area surrounding it (potential BZ). The research uses ATLAS.ti software which includes coding, theming and quantifying. An MCDM-AHP is used to weigh the score and the result determines the criteria suitable for BZ delineation. The findings also help to identify the activities suitable for the BZ and alleviate the pressure on the FRIM.

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**Keywords:** Buffer Zone; Protected Areas; delineation criteria; FRIM National Heritage Site; MCDM-AHP.

**Topic Category:** Natural Environment

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# **Residential Environment**



A32:

RE 001

## Adapting the Social Order into Spatial Order: Comparing the traditional vs. modern settlements

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### Abstract

This conceptual paper intends to explore how the traditional and modern settlements are arranged and formed. It argues that the early or traditional settlements are influenced by the social-cultural factors of its inhabitants. Studies have shown that traditional settlement tends to increase and encourage social integration among its inhabitants. Nevertheless, the colonisation era has left indelible impact toward the development principles of the local traditional settlement. This paper further argues that the adaptation of the British town planning principles neglects the social-cultural factors of the local people in the development of the settlement. Thus, the paper questions, if traditional settlements are being adapted in the modern settlement, to what extent has the adaptation taken place. In answering the research questions, an illustrative case study is employed using five (5) elements of space use pattern introduced by Amos Rapoport. Kampung Sayong in Kuala Kangsar, Perak, a traditional Malay settlement is chosen as a case study area to be compared with Petaling Jaya modern settlement. The data will be analysed using space syntax as a research instrument. Adopting space syntax affirms the connection between space and culture. However, it is presumed that with modern vs. traditional settlement as a context, the result requires a significant modification pertaining to the aforementioned connection.

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**Keywords:** social-cultural; spatial; settlement; Space syntax;

**Topic Category:** Residential Environment

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A33:

RE 002

## Strategies to Improve the Implementation of Planning Mechanisms for Urban Housing Development

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### Abstract

In Malaysia, the current planning mechanisms were recognised as important tools in the housing planning process especially in urban area. It is possible that town planning may impose constraints on housing development through development plan by which the land is identified for future development together with development policies on intensity, designs and land use zoning. In addition, through development control, the local planning authority sets out procedures to be followed, processing requirements, planning standards and guidelines, and duration of its activities as to preserve, control and protect the environment. The issues concerning development control process include delay of planning approval, lack of consistency in decision-making, the poor content of the development plans, lack of manpower resources. The weaknesses and ineffectiveness of the planning system involve in preparation of development plans (policy and development strategies) and its implementation through development control (housing application and approval) has significantly give impact to the housing production process. Thus, the objective of this paper is to explore strategies for facilitating the effectiveness of the implementation of housing planning and control among decision makers and implementer involved in housing development. The study is conducted through a face-to-face expert interview approach with the government planners and planning consultants in the Selangor State as a sample. This in-depth interview is aimed to explore their strategies or plan of actions for ensuring the effectiveness of planning activities such as policy formulation, land location and size determination, as well as housing application procedures. A purposive sampling method was employed to locate information-rich key players for the purpose of this study. A total of fifteen respondents of sample size including planners from government and private sector was involved in this study. A number of strategies to streamline and strengthen housing planning and control process are outlined and discussed as the main findings of the study. It was indicated that the strategies classified into two stages; during the preparation stage and implementation stage. The result of this study's analysis suggests that several major steps are needed in order to ensure the effectiveness of implementation in housing planning and control process as the pulse towards success urban housing development and better living environment.

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**Keywords:** Strategy; Development Plan; Planning Control; Urban housing development

**Topic Category:** Residential Environment

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A34:

RE 004

## The Role of Open Spaces of Residential Complexes in Improving Social Capital

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### Abstract

Modern Architecture in recent years has realized that the between blocks open spaces in a residential complex can play a major role in increasing the living quality of the inhabitants. Now the question is how the physical shapes of open spaces in a residential complex create an impact on the ways the cultural though and social behaviors of the inhabitants are constructed? Can a practical design for open spaces bring interactions and collaborations between complex residential inhabitants with diverse and different cultural values?

Iran is a mosaic country consist of collective ethnic groups with various and different cultures. The inhabitation of capital Tehran residential complexes is a reflection of these ethnic groups. Therefore, open spaces in residential complex practical design need to be compatible with these ethnic groups cultural values, and the improving conceptual reconstruction of the design should bring in consideration that these open spaces are a place for diverse and different cultural and social interactions amongst the inhabitants and should improve the living standards in these residential complexes.

The question that this research shall raise how the results of this re-conceptualized design for open spaces in residential complexes bring impact on inter-cultural interactions, and how it provides facilities for the realization of social capital and would increase the social life qualitatively in a residential complex. This research shall use a comparative method and studies the open spaces in two neighborhoods of 1 and 22 districts area in Tehran where the inhabitants come from ethnic groups with diverse and different cultural backgrounds.

The findings in this research will show if in an effective practical design for open spaces one includes physical factors of symmetry and repetition these then would reflect the Kurdish, Bakhtiari, and Qashqai ethnic groups cultural values, circle and square geometrical shapes reflect Azari and Bakhtiari ethnic groups cultural values, curved lines reflect Kurdish, Qashqai, and Gilaki ethnic groups cultural values, vertical lines reflect Gilaki and Bakhtiari ethnic groups cultural values, and finally placing centre as focus point reflect Kurdish, Qashqai, and Azari ethnic groups cultural values. Thus introducing these geometrical shapes in a conceptual reconstruction of design for open spaces can create felling and though for self-realization and internalize others as a reflection of self for intercultural interaction and therefore realization of social capital at the same time.

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**Keywords:** open spaces in a residential complex, cultures, ethnic, social capital

**Topic Category:** Residential Environment

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# **Rural Environment / Rural Psychology**



A35:

RuE 001

## Adaptability of Post Flood Victims on Food Insecurity Problem

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### Abstract

Floods continue to pose the greatest threat to the property and safety to human population especially in the sense of food security. Food security occurs when all people, at all times, have physical and economic access to sufficient, safe and nutritious food that meets their dietary need and food preferences for dynamic and healthy life. If any of the food security components is disrupted, it will lead to food insecurity condition. Food insecurity, the limited or uncertain availability of nutritionally adequate and safe foods, may be associated with disordered eating and a poor diet, potentially increasing the risk for obesity and many health problems. The estimation of food insecurity prevalence and factors associated with it is important for policy makers and relevant agencies for developing future food security policy. Therefore, the objectives of this study were to determine the prevalence and to estimate factors associated with food insecurity. This cross-sectional study utilizing convenient sampling was able to sample 210 households among those post-flood victims in Bera, Pahang Malaysia. Based on our findings, 34.9% of households were reported to have food insecurity. Large household composition (OR=1.18; 95%CI:1.02-1.37;p=0.032), limited supermarket and grocery stores (OR=2.85; 95%CI:1.46-5.58;p=0.002), less variety of foods available in markets (OR=2.02;95%CI:1.12-3.64), affordable food choices (OR=5.94;95%CI:2.80-12.64) and undamaged house (OR=0.45; 95%CI:0.03-0.88) were significant predictor for food insecurity status. These findings provide guidance on how to built more sustainable, resilient communities that immune to food security crisis over the long term and help the government to plan proper policy regarding food security during the flood. The findings of this study provide new information to the local government and non-government organizations besides providing valuable perspectives for them to handle the flood victims in future to cope with the food insecurity problems during and after the flood disaster.

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**Keywords:** Flood, food insecurity, households, post-flood victims, Malaysia

**Topic Category:** Rural Environment / Rural Psychology

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# **Technology-related Environment**



A36:

TeE 001

## Intention to Revisit and to Purchase: The effects of user's attitude in game advertising

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### Abstract

The gaming industry in Malaysia will continue to see strong growth as most consumers are very enthusiastic and receptive towards this technology. Increased use of interactive advertising by marketers and the rapid growth of the games industry suggest the importance and need for studies to be carried out to fill the gaps found in the area of behavioral psychology relating to persuasive advertising. Despite the current economic growth in Malaysia, it is important to note that the marketing industry worldwide is shifting to an age of content creativity to engage with consumers. The content creativity is driven by innovativeness and fantastic content that stand out from others advertising medium with the aims of capturing users' attitude, intention and behavior towards the in-game advertising content via product, brand, persuasive messages and so on. Game content was used as persuasive advertising medium and attitude to predict behaviors of users or game players. Positive attitudes should predispose approachable tendencies that can cause game users attention to purchase the advertised brand or to revisit the game, whereas negative attitudes should predispose avoidance tendencies that cause game users to pay less attention. To fill in this gap, the aim of this study is to explore the effects of attitude on the user's intention to purchase and to revisit the game. This experimental study was recruited 224 subjects on the voluntary basis through random sampling using a survey method. A questionnaire was used as an instrument to gather the data for this study. Data were analyzed using multiple regression analysis. The results found that attitude ( $\beta = .517, p < .00$ ) significantly affected purchase intention of game advertised. The results also revealed that attitude ( $\beta = .726, p < .00$ ) significantly influenced users' intention to revisit the game. In conclusion, the findings of this study would provide a better understanding of the importance of user's attitude in game advertising for the game marketers to develop in-game advertising strategy and increasing sales performance.

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**Keywords:** Attitude, Game advertising, Purchase intention, Revisit the game

Topic Category: Technology-related Environment

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# **Travel / Transportation Environment**



A37:

TTE 001

## Adaptable Driving Behavior among Educated Young Adult in Urban and Rural Environment

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### Abstract

For the last few years, a group of researcher under traffic research and cognitive ergonomics (TRACE) from Universiti Teknologi MARA, have comprehensively conducted a research in understanding drivers behavior and their respond within their environment. The purpose of this study is to explain the adaptable driving behavior among educated young adult in the urban and rural environment. This study was specifically focusing on the young adult from all over Malaysia, which had multiple socio-demographic backgrounds. Each respondent was asked to fill in four pages of Attitude towards Safe Driving Scale (ASDS) questionnaire. The questionnaire contains two parts. The first part consists of 24 questions regarding demographic data followed by 46 questions related to safe driving attitude (N=318). A total of 52 (16.4%) male and 266 (83.6%) female with the age range in between 17-24 years old were participated in this study. Near half of the respondent 157 (49.4%) were from rural followed by 161 (50.6%) from urban. The result showed no significant differences between rural and urban respondent in term practicing safe driving attitude ( $P=0.806$ ) and some traffic rules neglected ( $p=0.722$ ). The study concluded that the rural drivers never adapt and vary in term practicing safe driving behavior compared with urban drivers. This could explain that driving behavior is one of the most common adapted behaviors in our daily life. However, further research is needed to investigate the human and environment components that may contribute to this phenomenon. This similarity of safe driving attitude between these two environments required for one specific intervention. This study also suggests the relevant agencies to use a holistic and specific client centred approach in addressing road traffic issues among education young adult in Malaysia. Therefore, plan for rehabilitation program and improvement safe driving practice should not differ in between urban and rural road users.

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**Keywords:** Adaptable Behavior, urban environment, young road users

Topic Category: Transportation / Travelling Environment

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A38:

TTE 002

## Euclidean Distance and Network Distance: Are they related or independent?

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### Abstract

It has been repeatedly referred that gravity models have been adapted to planning and geography studies more than any other mathematical model. Gravity-based urban models, also gravity-based accessibility measures, were originally derived from Physics, and have then been successfully applied to social sciences to analyze the interaction between various urban functions and human activities. According to the model, the interaction between the two areas increases with an increase in the size of the areas in question. Together with the size of the masses, distance is the predominant factor in determining the magnitude of the interaction. Thus, measuring distance is a major issue in these studies. In the recent years, measuring distance using spatial networks has gained popularity with the help of rapid spreading of geographic information systems and declining costs of digital spatial data. The basic idea behind using network distances is that the Euclidean distance on a plane fails to generate realistic distances at the urban scale. It is speculatively argued that the difference is more than 20% when the Euclidean distances are below 400 meters. However, the relation between the Euclidean distance (crow fly distance and Manhattan distance) and network distance has not been subject to an extensive empirical study. In this study, we calculate and compare Euclidean distance and network distance for 10 randomly selected European cities: Berlin, Milan, Rennes, Madrid, Nuremberg, Glasgow, London, Brussels, and Paris. First, the digital street network data for each city was obtained in a 15-kilometer radius circular area. The center of this circular area for each city resides at the very city center, namely a famous public square or a public building. Then 10 origin points and 10 destination points were randomly generated in each city, which makes a total of 100 distance measures for each city, at varying distances from the city center. The shortest distances for a total of 1000 origin and destination pairs are calculated using network distance, Euclidean distance, and Manhattan distance. Finally, the relation between the network distances and Euclidean distances (including Manhattan distances) are examined. The results show that there is a measurable relation between the network distances and Euclidean distances, and the nature of this relationship alters with the distances from the city center.

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**Keywords:** gravity model; urban; network distance; Euclidean distance

**Topic Category:** Transportation / Travelling Environment

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# **Urban Environment / Urban Psychology**



A39:

UE 009

## A Specific Walkable Space under Heterogeneous Networks of Street Vendors

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### Abstract

In light of the crucial role of walkability plays, research into walkability is urgent according to distinct conditions. It is a universal law in contemporary Chinese cities that street vendors frequently emerge in spaces where abundant people are walking and staying. That phenomenon provides a great opportunity for understanding properties of walkable space through a network of relations regarding the pervasive street vending. Harvey(1969) explicitly mentions that spatial properties cannot be discriminated from object 'in' space, and they have to be studied from external spaces as a system of social, economic and political relations. Namely, one of the spatial properties for walkability can be connected to heterogeneous networks of street vendors, which are sets of systems of social processes, economic forms and political structures. It leads to a new perspective for walkability in network topologies across human geography, in which space is arranged into hierarchies and orders according to both physical and nonphysical features. Generally, a kind of walkable space emerges from heterogeneous networks of street vendors.

The method of this study is Actor-Network Theory (ANT), which analyses a series of social and material processes (relations, objects and subjects) as intertwined networks within complex associations. This paper mainly includes four sections that consist of metaphor, function, meaning and discussion. The first section metaphorically points out a positive position and three general threads (versatility, flexibility and adaptability) of street vendors in the walkable space. In light of function (versatility and flexibility) of street vending, the second section includes a background of two groups of people, various functional categories, and a cultural spirit of places in the walkable space. In light of meaning (adaptability) of street vending, the flowing section analyses a bottom-up and self-organised system due to the demands of everyday life (i.e. a spontaneous order), which is about a social reciprocity and common economy in regions. The final section discusses these heterogeneous layers of features, properties and systems in an entire and comprehensive network to deeply understand the phenomenon of street vending as a typical walkable paradigm. According to my previous reviews, this study is the first exploration to implicate street vendors as a possible method to understand and re-map walkable spaces in terms of network topologies. In contemporary Chinese cities, the networks hidden from the commonplace phenomenon of street vending will contribute to the rational understanding of the complexities and properties of walkable spaces in an alternative way.

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**Keywords:** Walkability, Street vendors, Heterogeneous networks

**Topic Category:** Urban Environment / Urban Psychology

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A40:

UE 010

## Analysis on Form and Content of the Local Plan in Selangor: Adaptable Environment

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### Abstract

Nowadays, planning system in Malaysia which is development plan was recognized as importance tools or instruments to control the development, especially in the adaptable environment. In generally, development plan consists of State Structure Plan, Local Plan, and Special Area Plan, but this research only focuses on the local plan. In this context, local plan is a document and written statement and supported by the proposal plan. Usually, local authority responsible for preparing the local plan and controlling the development. Basically, in the content of the local plan, the environment is the importance aspect that emphasized to create a balance in the development. In the content of the local plan, it includes sectoral, guideline, policy, existing land use, and projection. For the sectoral it also covers one sector for the environment, and the main purpose of development in the local plan is to conserve or to improve the elements of the environment. The objective of this paper is to evaluate whether the how adequate is the form of local plan in application of local plan in the related local authority area and content of the local plan preparing process to meet the requirements of the Town and Country Planning Act (Act 172) by using the descriptive statistical analysis and Mann-Whitney U-Test. According to the analysis, it was found that form and content contribute to the pattern of development in the area based on the proposal plan. Unfortunately, the process of preparation of the local plan in term of form and content are not standardized between the local authorities in the State of Selangor. The analysis indicated that the different form and content local plan prepared by the local authority in the State of Selangor influence the physical development in the urban area and adaptable environment as a catalyst to create a holistic development.

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**Keywords:** Form and content; local plan; local authority; environment

**Topic Category:** Urban Environment / Urban Psychology

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A41:

UE 003

## Assessment of Adaptable Urban Environment for Public Art Integration through Observation Study: Johor Bahru City Centre

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### Abstract

Public art had evolved and established in a variety of forms and materials; from an integrated artwork on the building surface (mural and graffiti), free standing sculpture, statue and monument, towards modern technology-integrated artwork such as digital display and vertical greenery. Instead of standing as a landmark in a city centre, series of public art could provide a visual sequence that improves connections between spaces, enhance the visual experience for the public and consequently help them to understand and memorise the legibility of the city. In Malaysia, there is an unprecedented interest and excitement on public art, especially in the major cities. Notwithstanding the increasing interest, however, the installation, locality and rationale of public art integration are extensively debatable. Therefore, this paper aims to examine the adaptable urban environment for public art integration towards enhancing the image of Johor Bahru City Centre, through an observation study. The objectives of this paper are (i) to assess the five elements of legibility (landmarks, nodes, districts, paths and edges) used in observation study, on the case study, and (ii) to explore the place, content and visual sequence of contemporary urban setting. The research methodology was designed based on the data obtained from qualitative urban theories; (i) Imageability study and (ii) Serial Vision study. Results shown several elements of legibility are not adequately effective to depict the identity of Johor Bahru City Centre. Lacking of clear visual cues thought-out Serial Vision study in particular places has led to an inefficient linkages' system. The study had also identified the uniqueness of Johor Bahru City Centre urban morphology that substantiates development of a suitability plan for public art placement, whilst refining the legibility, connectivity and urban fabric in the local context. The outcome of this paper is expected to reinforce understanding of public art integration and its contribution to the contemporary urban environment. Henceforth, it is hoped to assist the multi-disciplinary professional to define the appropriate location to integrate artworks towards a liveable city in creative manners for the present and future generations.

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**Keywords:** Public Art; Urban Environment; Adaptable Environment; Urban Morphology

**Topic Category:** Urban Environment / Urban Psychology

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A42:

UE 001

## Exploring End User Preferences for Adaptive Parks Design and Adapted Outdoor Recreation in Kuala Lumpur

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### Abstract

Public parks play significant roles in the urban open space for the conservation of urban biodiversity and ecosystem as well as the provision of recreational and leisure facilities. Public parks also offer various physical activities and social interactions, promote psychological wellbeing and general public health of users. However, many issues regarding the underutilization of public parks in Kuala Lumpur arose over the years. Inaccessibility and disconnectedness are among factors for public parks to be non-functional. Adapted outdoor recreation and restoration works in public parks, which also known as the adaptive park have been introduced to encourage the urban residents to utilise the parks and its amenities. The objectives of this study are to investigate the preferred design features of adaptive public parks and adapted outdoor recreation based on users' preferences. Preliminary site studies were undertaken in eight public parks around Kuala Lumpur, followed by more detailed data collection at two case-study sites: the Perdana Lake Garden and Titiwangsa Lake Park. The selection of case study is based on the location and well known of public parks in Malaysia. Perdana Lake Garden is the first, largest and oldest park in Malaysia. It is located within a walking distance from Kuala Lumpur city centre while Titiwangsa Lake Park is one of the four major parks in the city and is located near to residential area. Methods employed were observation, photo and survey questionnaire as well as interview. Users were invited to respond to photographs of adaptive parks design and indicate their preferences through survey questionnaires using the Likert scale. The study reveals three primary factors: Firstly, concerns the good accessibility and linkages dimensions. Secondly, associated with the degree of comfort and image. And thirdly, related to the social activities and attractions. The majority of the participants chose social activities and attractions as the main factor in designing a park followed by good accessibility and linkages dimensions and degree of comfort and image. The study confirms the inadequacy of existing public parks and the potential for planning and designing much more preferred public-responsive improvements for the future.

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**Keywords:** Kuala Lumpur; Likert Scale; Public Parks; Underutilization

**Topic Category:** Urban Environment / Urban Psychology

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A43:

UE 007

## Glare Impact from Highly Reflective Building Facade towards Surrounding Environment in the Tropics

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### Abstract

With the rapid growth and use of modern architecture practices on high-rise buildings, high reflective materials have been adopted extensively for thermal and aesthetic reasons. However, daylight glare from highly reflective facades might cause thermal and visual problems towards commuters and occupants in neighbouring buildings. Currently, most of the mandatory building codes worldwide do not specify thresholds limits for façade reflectance. The aim of this study is to determine whether and how daylight glare from building facades can affect nearby pedestrians, drivers, and occupants in neighbouring buildings. For this, qualitative and quantitative methods were employed namely; walkthrough, surveys, interviews and field measurements. All of these were conducted in Singapore at the central business district (CBD) area. SUN path simulations were also additionally performed. Buildings with facade reflectivity values above 20% shown to have a significant thermal comfort impact on road users and occupants of neighbouring buildings. Pedestrians are the most affected by façade glare, particularly in the summer months. Workstations that are near the façade's perimeter experience high luminance level and significantly increased discomfort glare towards the occupant of the neighbouring building and likely impact their work performance. The adaptive behaviour of adjacent buildings' occupants and road users was significantly affected by the intensity of solar glare from highly reflective building facades. The façade's mean surface temperature and air temperature differences were in the range of 2°C to 6°C.

The geometric location of the sun, geographical location of the buildings, building geometry and orientation were the main significant variables that shown to influence facade glare. Understanding and benchmark these different parameters, especially in buildings with specular or highly reflective façades are fundamental for a good and sustainable urban planning, alleviating urban heat island (UHI) problems in tropical cities such as Singapore

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**Keywords:** Reflective façade, reflected glare, adaptive behavior, road users, building occupants

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A44:

UE 006

## Physical Environmental Quality and Urban Design Education in Palestine and Turkey

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### Abstract

Urban designers and planners should create environments that would satisfy the user needs. However, designers fail to design such environments quite often, and they do so more often in some geographies than in others. There may be two reasons. First, the economical constraints may limit the applications of good designs and maintenance of good environments. Second, designers do not gain the necessary knowledge to create better environments through their education. This study aims to compare the well known city centers in two countries, Palestine and Turkey. The photographs of the city centers from each country is compared subjectively. Results showed poorer conditions for Palestine city centers. Then education system in two countries are compared based on the following criteria; the number of planning departments in each county, the course titles and course contents in each department, the quantity and profession of instructors in each department, presence of a course related to environment and behavior studies or design theories. The data related to education in each department is gathered through the meta data on the web for each department and via a pilot survey. A pilot study was held to understand to what extend user needs are discussed in planning departments in Palestine. Results showed differences in design education in two countries. In Palestine, planning education is usually given under the faculties of engineering and the programs of planning are integrated in the architecture study plan and the students start the planning concentration only the last year before graduation while they study all remaining courses as architecture design students. On the other hand, in Turkey planning education is usually given under the faculty of architecture and instructors usually specialized in areas related to planning. What needs to be improved in design education to create better environments is discussed as well as the directions for future studies.

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**Keywords:** education, planning, urban design, urban quality, design studies

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A45:

UE 003(4)

## Solar Radiation and Urban Wind Effect on Urban Canyon in Hot and Humid Region

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### Abstract

Unplanned rapid urban development contributes significant impact on current Urban Heat Island (UHI) effect. The cumulative effect of high-density urban area generates the consequences of land surface anthropogenic heat modification, high energy demand, and obstruction of urban thermal comfort. One of the causes is the improper and unresponsive climatic urban configuration that results in the urban temperature increase. Hence, it is imperative to achieve the best urban micro-climate level through the suitable scenario of urban configuration as concerned strategies of urban planners and designers. This study, in the application of empirical case, investigates to what extent solar radiation and urban wind affect overall micro-climate level in the different setting of urban configuration. Urban canyon, a typical configuration of urban blocks and streets spaces pattern was chosen to simulate the hypothetical urban model that situated in Kuala Lumpur as the study area, in a hot and humid region. Urban canyon direction was set according to the solar radiation exposure and urban wind direction to investigate the significant impact of solar radiation and urban wind on the urban micro-climate level. Cardinal directions, East-West and South-North were used to measure the solar radiation impact. While parallel to the urban wind direction (South West-North East) and perpendiculars to the wind direction (South East – North West) were used to measure the urban wind impact. Envi-met (V3.1 beta), 3D micro-climate simulation was performed as the tool of the analysis. The result presents that East-West Canyon received the highest absorption of solar radiation that outcomes the worst level of air temperature and meant radiant temperature. The finding scientifically demonstrates that in this empirical case of Kuala Lumpur, even though the slow urban wind speed influences urban canyon micro-climate, however, solar radiation has more significant impact. This issue causes the higher air temperature in South West–North East Canyon over South East–North West Canyon. As it situated closer to the exposure of solar radiation (West area) even though the canyon was set parallel to wind direction. This finding contributes to urban planners and designers to strategise the best setting of urban configuration to minimise solar radiation impact in mitigating the urban temperature increase and UHI effect in Kuala Lumpur.

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**Keywords:** Solar radiation, urban wind, urban microclimate, urban canyon

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A46:

UE 002

## The Analysis of Suitability of Urban Settlements in Terms of Urban Development by Means of GIS: Cigli District

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### Abstract

The dense urban areas become attraction centers because of comfort and well-accepted socio - economic conditions in the cities. Accordingly, the construction of housing units and the demand for land near urban areas have increased to meet the housing need of growing population. The demand for the urban land and the increase in land prices result as every empty space in the city has occupied by a building. These areas are inadequate to meet this increasing demand by the time and so urban settlements have shifted towards to unsuitable areas to settle such as agricultural areas, forests, pastures, etc. This shift has caused to be damaged of natural areas, to become unbalanced ecological conditions and to lead to the occurrence of various disasters. Recent opportunities exist to build livable and well-planned cities. The establishment of new settlement areas that are planned and articulated the current settlements and also the urban renewal of residential areas within the scope of unplanned and incompatible with the current residential areas are two important opportunities.

The purpose of the study is to examine whether the new development areas in Cigli district in Izmir are suitable to settle.

The correspondence analysis is used as the method that is one of the multiple criteria decision-making methods. The data are collected for the air quality, slope, population, the size of open and green areas, the vehicle density, the presence of natural gas infrastructure, the ratio of height of buildings and the width of the road, the transportation infrastructure and the distance to the urban facilities for Cigli district in Izmir, Turkey for the year 2015.

According to the results, the new urban residential areas located in the north of study areas and selected areas for the urban renewal are suitable to settle in terms of selected parameters. Results and policy issues are discussed.

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**Keywords:** Urban development; suitability analysis; Geographical Information Systems (GIS); multiple criteria decision-making methods

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A47:

UE 005

## Urban Challenge Meets Hidden Potentials: Sustainable development of El-Max Fishermen Village in Alexandria, Egypt

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### Abstract

Slum upgrading programmes in Egypt focus only on two of the three pillars of sustainable community development; the services provision and the inhabitants' economic situation. Social and environmental needs are often neglected, resulting in social and security repercussions; threatening the stability of society. Handling requires a combination of efforts and creative ideas through a community-driven approach that will unfold the hidden potential of a slum community.

Community-driven development (CDD) gives control of decisions and resources to community groups. CDD treats poor people as assets and partners in the development process, building on their institutions and resources. Support to CDD usually includes i) strengthening and financing inclusive community groups, ii) facilitating community access to information, and iii) promoting an enabling environment through policy and institutional reform. Experience demonstrates that by directly relying on poor people to drive development activities, CDD has the potential to make poverty reduction efforts more demand responsive, more inclusive, more sustainable, and more cost-effective than traditional centrally led programmes.

This paper discusses the case study of El-Max Fishermen Village in Alexandria- Egypt, to illustrate the validity of the proposed approach. It is a slum community area defined by its unique urban pattern. To be closer to their jobs and look out for their boats, the fishermen of El-Max built small housing units on the two banks of an agricultural drainage canal which makes its way through a hill to the Mediterranean Sea. Due to negligence over the years and mass displacement threats from the government; buildings' conditions deteriorated, sanitation levels fell, the economy and education levels declined. Not to mention, the severe environmental problems causing a threat to human health.

This research examines the sustainable urban development of El-Max fishermen Village informal settlement based on its potential as a city attraction due to its unique urban pattern and characteristics. The research raises a question about the ability of an informal settlement to reach sustainability goals through a community driven approach. The study sets out a framework for urban development, to answer this question, emphasising the goal of socially sustainable development built on good governance and urban management.

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**Keywords:** Slum Upgrading, Sustainable Urban Development, Community-Driven Development (CDD), Urban Management

**Topic Category:** Urban Environment / Urban Psychology

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A48:

UE 008

## Urban Design Qualities Related Walkability in a Commercial Neighborhood

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### Abstract

Urban change nowadays goes very quickly. This changes in the physical urban space should be adaptable to changing demands of the city's residents. Thus, the physical urban environment must meet the adaptability aspect, which is the ability to adapt to change. The literature in the field of urban design reveals that a good quality urban design will provide an opportunity for users to adapt quickly to the urban environments as a place of their activities. Which means, a good quality urban design refers to the high quality of the adaptability of the physical environment. In this context, the quality of urban design is necessary to be studied.

Meanwhile, in recent years, the field of urban design and health science have paid attention to pedestrian communities in urban areas. This situation shows the importance of the design of the physical environment in public spaces such as streets in the urban area. In this context, walkability becomes an important concept in urban design. The literature in urban design further suggests numerous perceptual qualities that may affect the walking environment. Classic literature in the urban design provide some references on the perceptual quality of urban design. City planners and urban designers assume that perceptual quality of the built environment (urban design quality) is important for the physical activities, such as walking. Unfortunately, the empirical evidence to prove it is still very limited. Therefore, the research intended to fill this gap.

This article reports some parts of an on-going research that aimed to identify urban design qualities related walkability in commercial neighborhoods in the city of Malang, Indonesia. The case study of a commercial street reported in this paper located in the Central Business District of Malang City. This study used survey research method using a set of instruments consisting of a self-administered questionnaire applying multiple rating scale technique. One hundred respondents were randomly selected using systematic random sampling method. Descriptive statistics and regressions analysis were employed to answer the research questions. Results indicated five urban design qualities related walkability in the commercial area, i.e. imageability, enclosure, human scale, transparency, and complexity. The research further identified some physical features that enhance the experience of people walking down the street. Implications of the findings will be discussed in the paper.

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**Keywords:** Urban design quality; Walkability; Commercial neighborhood; Malang-Indonesia

**Topic Category:** Urban Environment / Urban Psychology

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# **Working Environment**



A49:

WoE 005

## Enhancing Level of Satisfaction: Employee with Improved administration building quality

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### Abstract

The workplace is an important space where people spend more than 50% of their time. Applied spaces for Staff are spaces which are desirable qualities so as to provide satisfaction and comfort for the employees. Unfortunately, these qualities have not been sufficiently considered in Iran in recent years, and the buildings which were repurposed have been used as an office building. Ultimately, such actions would lead to increased dissatisfaction among employees and reduce their sense of belonging to the environment as well as their productivity. The question that this research shall raise is how can we increase staff satisfaction with their workplace by using low height transparent partitions and also providing suitable ventilation, sufficient light and proper light in the office? This aim of this research is which physical factors of an office space lead to improving the quality of that space and increase employee's satisfaction. The research methodology was used is included two parts such as library research and observer research. During the library research phase, the physical factors required for creating suitable office spaces were studied. In the observer research phase, a questionnaire designed based on the physical factors obtained from the first phase was used to evaluate staff satisfaction. The case study for this research is a building that residential building repurposed for serving as an office building, located in Saadatabad neighborhood in the north of Tehran. Forty questionnaires were randomly distributed among the employees. The findings that obtain from this research showed that the research hypothesis was correct; namely, the factors of "visual access to landscape" and "ventilation" were essential factors in designing office spaces. Besides, it was observed that noise level and the colors are used in the interior in office spaces. As well as the color and form of office furniture also greatly affected staff satisfaction.

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**Keywords:** office space,physical factors ,staff satisfaction  
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A50:

WoE 002

## Manifestation of Work-Life Balance in the Malaysian Banking Workforce: Transformational leadership the potent enabler

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### Abstract

It is notable that Baby Boomers have been dominantly occupying the current workforce. The cohort is however soon to be on the threshold of retirement and the vacancies will inevitably be filled by the Xers and Millennials. The two younger cohorts, however, are drastically different (the latter in particular) from their senior echelon, they seek for challenges, and work-life balance is of utmost importance to them rather than organisational loyalty. These pose perplexing structural and policy challenges to the employers in their engagement models. Many variables have articulated to fostering the practice of work-life balance in the workplace. Frequently, transformational leadership has been highlighted as the potent factor. Transformational leadership through its four unique behavioural dimensions of idealized influence, inspirational motivation, intellectual stimulation and individualized consideration, can manage human capital in strategic ways; nurturing the employee values proposition thus believe to accommodate the expectations of the younger cohorts. This study, therefore, aimed to examine the extent of the relationship between transformational leadership and work-life balance. The study took place at two local banks and questionnaires were distributed to collect the data. Findings reported the evidence of the relationship between transformational leadership and work-life balance. Surprisingly, no differences are shown between demographic profiles of age, gender and marital status and work-life balance, indicating contradiction evidence from the theoretical perspective. The findings, however, denote several fruitful implications to the employers. First, work-life balance is no longer an issue that should specifically address to the younger cohorts; instead, it should be viewed collectively from all cohorts of employment. Second, a rigid model of working arrangement is irrelevant in the current workforce; employer, therefore, needs to find a fit between the expectations of younger cohorts and the business strategies. It is unavoidable considering that the older cohort is soon leaving the workforce. Since transformational leadership has been empirically shown to be relevant to work-life balance, employers, therefore, should reorient their leadership to transformational leadership. Initiatives that encourage and develop transformational leaders in the organisation are essential. This leadership is not only able to personify the younger cohorts but also claimed in spearheading the organisation to success.

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**Keywords:** work-life balance, transformational leadership, modern workforce, Malaysian banking

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A51:

WoE 004

## Minimum Wage and Productivity: The perspectives and implications of Malaysian hotel employees

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### Abstract

Malaysia is still in its infancy regarding Minimum Wage. In fact, the minimum wage orders of Malaysia had just commenced in 2013 with the coverage of RM900 for the Peninsular Malaysia and RM800 for West Malaysia. This paper explored the implications of Human Resource practices of the introduction of a National Minimum Wage (NMW) with particular reference to the Malaysian hotel sector. The composition of HR practices within Malaysia (especially the wage scheme in the Malaysian hotel industry) differs from other countries in the world. The introduction of a National Minimum Wage brought in a debate on how the industry would cope with the anticipated implications, in particular on the wage scheme. As wages are usually left for the market to determine, the National Minimum Wage would cause changes within organizations, especially with regards to HR practices. As the wage scheme composition changes will involve increases in cost, the impact is predicted to hit HR practices as a whole. This paper further explores the effect of the newly introduced National Minimum Wage (NMW) on the productivity of Malaysian hotel employees based on the insight of several domains which include the analysis of government policy, literature reviews, fieldwork and stakeholder views. The fieldwork includes an extensive employee quantitative survey research to explore their responses to the potential impact of the NMW on their productivity. The findings of this study highlighted the knowledge of the productivity concept based on the employees' understanding and perspective. Based on the results of this research, regarding productivity, it is clear that the employees are ready to respond positively to the changes in their work pattern provided wages are increased. This thesis makes a significant contribution towards assisting the key players in the hotel industry (policy makers, hotel associations, trade unions, employers and employees) to develop a more strategic and practical approach to the implementation of the NMW.

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**Keywords:** Minimum Wage;Productivity;hotel industry; Malaysia

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A52:

WoE 006

## The Effects of Colour in Work Environment: A systematic review

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### Abstract

Colour is one of the most crucial interior design elements with a great impact on human perception especially in the context of the work environment. In recent years, the way we work has shifted to become global and evolved with the changes in physical workplace conditions. The use of colour is giving way to an approach that providing humans with aesthetic enjoyment as well as reflecting in business and company's brand. Understanding how colour in the work environment can effect on human is even more important. The aim of this review is to investigate and analyse the existing studies that are relevant to this issue.

A systematic of the peer-reviewed literature using search terms related to colour perception and colour effect in the workplace and built environment. There are numerous identified that fitted the inclusion criteria for this study. Of these, 45 articles were selected to review. The results show that colour in the work environment has significant effects on the human in three categories: Psychological effects (e.g. mood, positive and negative emotion); Physiological effects (e.g. comfort, stress, healing and wellbeing); Outcomes (e.g. performance, productivity, job satisfaction and creativity). The evidence so far affirms that the positive work environment leads to the positive outcome. However, the study on colour in the work environment is very limited and there are some conflicting and unclear regarding in colour effects which indicated in some studies that involving with the difference in preference across human particularly gender, age and culture as well as the context setting. The review also found that most studies focused on a few prominent colour such as red, blue, green, and certain research have attempted to compare the effect of one colour with another colour while very few study was done to examine the combination of colour in the space.

Therefore, more research needed to identify the effect of colour in the work environment as it seems to play an important role in human's outcomes especially relating emotional health and wellbeing. Attention should be concern both universality and individuality of colour perception and preference. The expecting results will help to create colour design guideline for employers, architects, designers to enhance awareness and make effective workplace design.

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**Keywords:** colour perception; colour psychology; work environment; environmental psychology

**Topic Category:** Workplace Environment

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A53:

WoE 001

## Validation of a Framework for Implementation of Green Management Practice in Manufacturing SMEs through Delphi Technique

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### Abstract

Environmental aspects are increasingly becoming a priority in the implementation of standard-based management systems and practices to increase firm competitiveness in the market. However, many firms, especially small and medium enterprises (SMEs) are unable to perform all these practices. Despite the importance of manufacturing SMEs as a catalyst for the economic development in many countries, they face resource constraints on resolving conflicts between environmental issues and manufacturing activities. As an alternative way, green management practice (GMP) has been introduced to enable firms to simultaneously improve their operational and environmental performance towards achieving competitive advantage. However, the existing GMP frameworks are more appropriate for large firms than for SMEs. Therefore, a framework for implementation of GMP has been developed by merging the 5S (sort, set in order, shine, standardize, sustain) and 3R (reduce, reuse, recycle) practices to meet the needs of SMEs in the Malaysian manufacturing sector. Previous studies show that the performance of SMEs improves through 5S implementation without requiring a large investment, whereas 3R activities are fundamental GMP elements. A framework for GMP implementation is developed based on survey questionnaire and multiple case studies. The purpose of this paper is to validate the proposed framework through the use of Delphi technique. This technique focuses on collecting opinions of experts, which planned to reach a concentration of opinions on a specific practical issue. The work continued over two iterative rounds until consensus is reached. Result from the first round is used to provide further improvement of the proposed framework as well as basis to construct the questionnaire for the second round of the Delphi study. The result of round two indicates that the items have reached consensus of mean scores more than 3.50. Based on the validation results from this Delphi technique, the framework has been modified and refined. As a conclusion, the final framework for implementation of GMP is presented

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**Keywords:** Delphi technique; green management practice; implementation framework; manufacturing SMEs

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A54:

WoE 003

## Work-Life Balance and Job Satisfaction among Malaysian Healthcare Employees

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### Abstract

The balance between employees' work and life has been the subject of debate among academics, practitioners and policy makers due to the growing concern of sustainable development of social and human capital. With the increasing participation of women and dual career couples into the employment world, together with the establishment of non-standard work status have affected the employees' ability to juggle between work and non-work demands and therefore influencing the satisfaction in performing their job especially among those who are working in 24-hour operating companies such in a healthcare industry. Previous studies in work-life balance and job satisfaction had also warranted the need to ascertain the differences among various groups of employees in experiencing the balance between their work and life domains as well in overall job satisfaction. Hence, this study had quantitatively explored the significant relationship between work-life balance and job satisfaction among 681 employees of various ranks and work status in healthcare organizations of Malaysia. The results showed that there was a positive and significant effect of satisfaction with work-life balance towards job satisfaction and additional analysis was conducted to identify any significant differences in terms of satisfaction with work-life balance and job satisfaction among groups of gender, ethnicity, marital status, job level, and work status. Interestingly it was found that male workers were significantly more satisfied with their jobs as compared to the female counterpart. On the other hand, employees who were married and permanently employed were found to have a better work-life balance as compared to the singles and contract workers. Additionally, this study also found that there were no significant differences among groups of gender, ethnicity and job level with regard to satisfaction with work-life balance. Hence, this study provides references to work-life balance researchers and all employers in determining satisfaction of all employees that could be different according to their demographic characteristics and workplace environment.

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**Keywords:** Work-life balance; Job satisfaction; Gender; Job-level

**Topic Category:** Workplace Environment

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