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Assessing Social Welfare Department Service Delivery System towards Vulnerable and Disadvantages Group in Malaysia: Case Study of Perak

By:

**Mariana Mohamed Osmana* and Nurul Izzati
Binti M Bakrib, Syahriah Bachok, Mansor
Ibrahimd, Mohd Zin Mohamed**



Kulliyah of Architecture and Environmental
Design (KAED),
International Islamic University Malaysia,
Jalan Gombak, 50728, Kuala Lumpur,
MALAYSIA.

Mailing Address:

P.O Box 10, 50728 Kuala Lumpur 1
Tel: +603 6196 5226/5221 Fax: +603 6196 4864

INTRODUCTION

- **Good governance** guarantees the vulnerable and other disadvantaged groups are included in the decision-making processes and considering the provision of services that affect their lives from the formulated policies and programmes.
- **Human rights** or citizen rights always have been the major concern for every development policy.
- Each community **play a significant role** in ensuring the stability of their economic, social and political growth as human rights set out safeguards, based on fundamental ethical principles. (Hannon,2005)
- **help government agencies** - to identify and address exclusion and inequity more effectively as it can strengthen the accountability aspects of planning and evaluation.



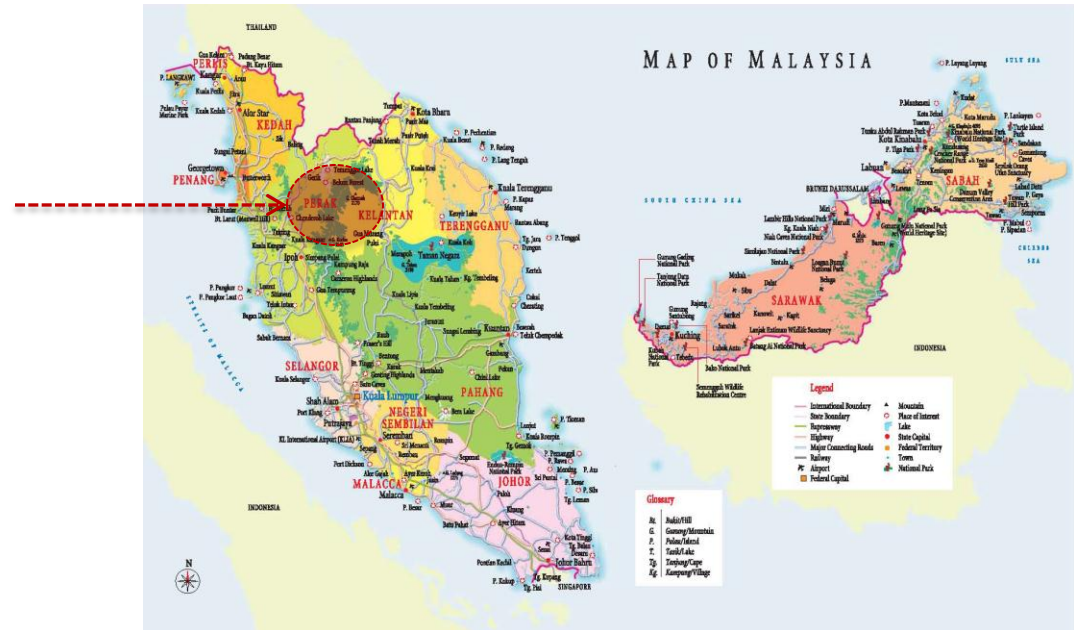
SOCIAL SUSTAINABILITY



- **Social regeneration** incorporates the concept of **social sustainability** in urban regeneration process into its definition.
- the **importance of barrier free environment** ,especially to the disabled and vulnerable groups within the society, **has been an active gesture in the urban regeneration process.**
- Part of sustainability is the longevity of social well-being of all members of the community. These well-being aspects **included health, education, social interaction, recreational, religious freedom and cultural-value or beliefs expression, among others** (Darchen and Ladouceur, 2013).
- many initiatives for these vulnerable and disadvantaged groups to participate in the collective community activities, **yet their impact in terms of outcomes is less than satisfactory** (Hannon ,2005 and Rezaul Islam,2014).
 - Raising income generation potential of bottom 40% households
 - Strengthening social safety net to reduce vulnerability of disadvantaged groups (10th Malaysia Plan).
- the implementation of government delivery services to these groups - the main indicators to measure the effectiveness and efficiency of services delivered and offered by the government.

INTRODUCTION

MAP OF PERAK



Source: <http://divezone.net/wp-content/uploads/2012/07/malaysia-map.jpg>

- population density of 2.5 million in year 2013
- expected to increase up 2 million population in year 2020.
- The vulnerable and disadvantaged groups included those categorized under disability, children, youth, women, the elderly, the poor, disabilities people, families, single parents and they were registered under Social Welfare Department
- the registered number of disabled people recorded was 34,639 in year 2011 and expected to increase year by year.

RESEARCH OBJECTIVES

- To determine what is considered the vulnerable and disadvantaged groups in the study area.
- To identify current physical facilities provided for vulnerable and disadvantaged group in the study area.
- To evaluate the performance of service delivery by social welfare department in Perak towards vulnerable and disadvantaged groups.

METHODOLOGY

- a face to face semi-structured questionnaire survey to 250 respondents from various categories of vulnerable and disadvantaged groups within Perak
- Stratified Convenient sampling
- The questionnaire survey was divided into three categories consisting of:
 - a) Section A: Perception and reaction of respondents towards the effectiveness of service delivery mechanism as according to Client Charter
 - b) Section B: Perception of respondents/clients towards overall service delivery performances of Social Welfare Department
 - c) Section C: Respondent's Socio-demographic characteristics



FINDINGS

Result below indicates that majority of the respondents are Malay with 57.8% (214), followed by Chinese with 24.9 % (92) of the respondents. Meanwhile, Indian is the least respondents answered the questionnaire survey with 17.3 % (64).

Table 1: Summary of Socio-Demographic Distribution

Variables		Frequency	Percentage (%)
Ethnicity	Malay	144	57.8
	Chinese	62	24.9
	Indian	43	17.3
Gender	Male	138	55.1
	Female	112	44.9
Age Classification	<20 years old	37	14.9
	21—30 years old	63	25.1
	31-40 years old	81	32.2
	41-50 years old	26	10.5
	>51 years old	43	17.3
Education Level	primary school	105	41.9
	secondary school	120	48.1
	diploma	19	7.6
	degree	6	2.4

Source: Questionnaire Survey (2014)

FINDINGS -Analysis of Respondent's Satisfaction

Description	Mean	Ranking
Q4. Granting services required by clients with the right answer at first attempt	3.15	1
Q1. 1. Giving right information on process that is required by the customers	3.14	2
Q2. 1. Providing services and handling customers' problems within time scheduled	3.0	3
Q3. Providing services as been promised	2.7	4

*Rating value given in the questionnaire survey form as below:

Scale				
Excellent (5)	good (4)	satisfied (3)	Less satisfied (2)	Poor (1)

FINDINGS -Analysis of Respondent's Satisfaction

Description	Mean	Ranking
Q1. Customer feeling safe while dealing with the respective agencies	3.2	1
Q3. Convenient operation hours	3.0	2
Q4. Services provided achieve your expectation	2.9	3
Q2. the concept of "Customer always Rights" and "Customer always First" is applied	2.9	4
Q5. Overall service Performance	2.8	5

Type of impairment	Purpose Going to Social Welfare Department									
	Advice		Complaint		Payment		Registration		Others	
	No	%	No	%	No	%	No	%	No	%
physical	125	50	85	34.1	0	0	56	22.4	106	42.5
visual	15	6	37	14.6	0	0	17	6.9	17	6.9
Hearing	31	12.3	98	39.0	0	0	0	0	34	13.6
normal but received other assistant	79	31.7	30	12.2	250	100	160	63.8	90	35.8
Celebral Palsy	0	0	0	0	0	0	17	6.8	3	1.1
TOTAL	250	100	250	100	250	100	250	100	250	100

DISCUSSION

- the service delivery performances of government agencies dealing with the vulnerable and disadvantaged groups are categorized under satisfactory.
- There is requirement for service delivery improvement in terms of customer service aspects, Social Welfare Department's Staff and overall service performances in ensuring the government agencies transformation successful.
- The overall service performances is still less satisfied mainly because the vulnerable and disadvantaged groups did not receive services as they have been promised and the services did not achieve their expectation.
- dealing with the vulnerable and disadvantaged clients is challenging as most of them experienced difficulty in their life.
- the vulnerable and disadvantaged tend to have high expectation, impatient and sensitive while receive services .
- rejecting good services to these least fortunate groups is likely rejecting their rights to have equal opportunities in the society.

CONCLUSION

- research illustrates the **socio-demographic characteristics** of these marginalized community members as well as the Respondent's Satisfaction on Service Delivery
- In **promoting social sustainability**, high consideration on various actions pertaining to the vulnerable and disadvantaged groups should be take into account.
- Realization on the important of social security of this so less fortunate group of people has become one of the indicators to measure the effectiveness and efficiency service delivery practiced by the government, indirectly ensure social sustainability.
- The relationship between local government and civil society always gives critical impact on the potential for local government to promote the

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