
2.3 RESULTS OF SOCIO ECONOMIC AND TOURISM SURVEYS

This section analysed the results of the sampled socio-economic survey mentioned in section 2.1.5. Data from a tourism survey conducted in the previous UTM Study, 2000 was obtained and analysed to reveal the tourists behaviour.

2.3.1 Results of the Socio Economic Survey

As outline in section 2.1.5, a sample of 200 household were interviewed. The results of these social economic survey are described below.

(1) Particulars of Premises

(a) Type of Use

Of the total number of premises surveyed, 18.5 % were residential, 33 % constituted shop houses and 48.5 % were business units.

- Zones 1 to 5 and 8, appear to have larger concentrations of business premises while shop-houses are distributed almost equally in all zones.
- Premises solely used for residential purposes are found mainly in Zone 7 and Zone 2.

(b) Length of Stay at Melaka

- Zones 2, 3, 4 and 5 which constitutes the heart of the historical core of the Study Area, have been drawing in new residents from outside Melaka in the last twenty years.
- The tourist activity in the State has caused tremendous development and revival of business activity especially in Heeren Street and Jonker Street.
- Entrepreneurs see the great tourist potential the historic hub, particularly these two streets have, and have set up business in relatively large numbers.

(2) Perception of Premises

(a) Condition of Premises

This information was gathered through visual inspection of the premises by the enumerators; as such the results are highly subjective and varies with the enumerators. However, the following observations of the condition of the premises in the various zones can be made.

- Zones 3 and 4 have a relatively high proportion of premises in **good** condition
- Zones 7, 6 and 8 have a large proportion of premises in **average** condition.
- Zone 5 has the largest proportion (21 %) of premises in a **dilapidated** condition.

Figure 2.3.1 shows the percentage of good, average and dilapidated premises by the zones and the histogram depicts it graphically.

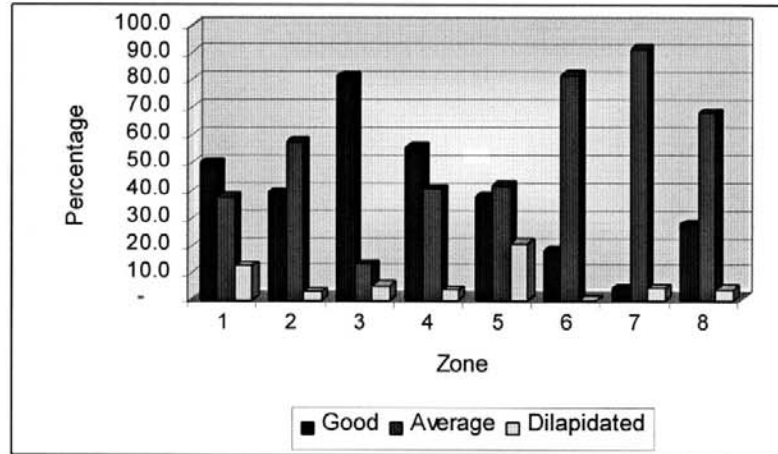


Figure 2.3.1 : Condition of Premises

(b) Historical, Architectural or Cultural Interest

- Respondents in Zone 3 (82 %) and Zone 1 (75 %) and Zone 2 (55 %) were confident that their premises had historical, architectural and cultural interest.

(c) Rating of Various Environment Elements

Historical (Figure 2.3.2)

- High proportions of residents in Zones 1, 3 and 5 consider the historical element in their areas as **very attractive**.
- A relatively high percentage of residents in Zone 8 however feel the historical element there is **less attractive**.

Architectural (Figure 2.3.3)

- While a relatively high proportion of respondents in Zone 3 see the architectural element as very attractive, the respondents in most other zones, do not. Residents in Zones 8 and 7 believe that their premises are architecturally less attractive.

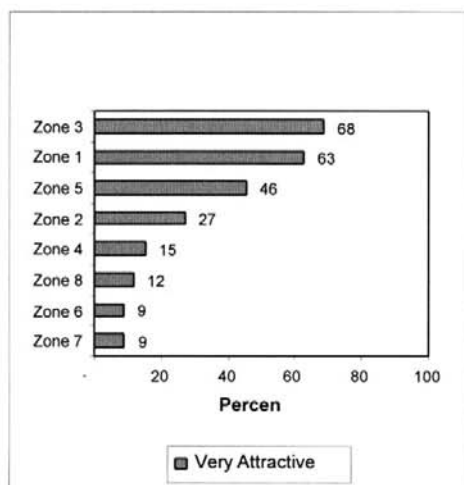


Figure 2.3.2 : Rating on Attractiveness of Historical Elements by Zone

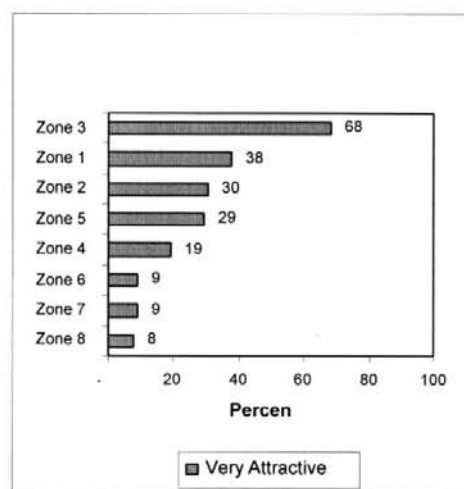


Figure 2.3.3 : Rating on Attractiveness on Architectural Elements by Zone

Culture

- The cultural element as a **very attractive** element is seen by a high proportion of respondents in Zone 3. Those in Zones 1, 2 and 5 also see it as attractive.

Access

- Accessibility to the precincts is seen as a very attractive element by those in Zones 1, 3, 6 and 7.
- Those in Zones 4 and 5 see it as less attractive given their locational advantage.

Living Comfort

- The premises in Zones 3 and 6 were reported to be exceptionally **very attractive** as regards the element “comfortable to live in”.
- Those in Zones 4 and 5 found this element just **attractive** while those in Zones 1 and 8 found living there was **less attractive**.

Heritage Precinct Location

- Residents in Zones 1 and 3 find the locational advantage **very attractive**.
- The respondents in Zones 7 and 8 in particular did not see the advantage of being located in the heritage precinct. These premises are located outside the historic hub and hence do not benefit as much as those in the other zones.

(d) Rating of Unattractive Environment Elements

The responses received on each of the following elements are as follows:-

Maintenance

- The proportion of respondents in each of the zones who found that maintenance to be **extremely unattractive** was very small. The highest was in Zone 3 where only 29 % found the service **extremely unattractive**.

Parking

- Lack of parking space was rated by many, especially in Zone 6 (95 %), Zone 4 (85 %), Zone 1 (75 %) and Zone 5 (67 %), as **extremely unattractive**.

Noise

- Only those outside the core such as in Zones 5 and 7, are relatively unaffected by the noise. Those in Zones 1, 3 and 4 however rate noise is **extremely unattractive**.

Traffic

- Traffic is found to be **extremely unattractive** by residents in Zones 1, 4 and 8 and at least **unattractive** by those in Zones 2, 3, 5 and 6.
- Only a relatively large proportion of residents in Zone 7 find that traffic is **not that unattractive**.

Costly Upkeep, Ventilation, Lighting and Fire Hazard

- All these elements affect premises in all the zones equally. There were no exceptionally significant differences in the reporting of rating of these elements between the zones.
- As such for the whole Study Area up to about 30 % of the residents reported the above elements to be **extremely unattractive**.

(e) Awareness of Gazetted Conservation Area

- Generally respondents were fully aware of the Gazetted Conservation Area.
- Only a majority in Zones 6 and 7 (those outside the historic hub) appear to be unaware of the Gazetted Conservation Area.

(f) Intention to Renovate

- While owners of premises in Zones 5 (80%), 2 (68%), 4 and 1 (57%) intend to renovate their premises, many, especially those in Zones 6, 7 and 8 are not intending to renovate.

(g) Awareness of Melaka Councils Conservation Guidelines

- All those owners of premises who intend to renovate the premises are aware of the need to comply with the Melaka Councils Conservation Guidelines.

(h) Perception on Elements to be Conserved in Study Area (Figure 2.3.4)

The respondents in the Study Area were asked to indicate the historical, architectural, cultural and other elements that they believe exist in each of the eight zones and which they want conserved.

The enumerators reported that some respondents were conversant with each of the zones and their importance. Some were not. Hence their answers need to be treated as purely indicative only. However the answers were aggregated and the following histograms generated.

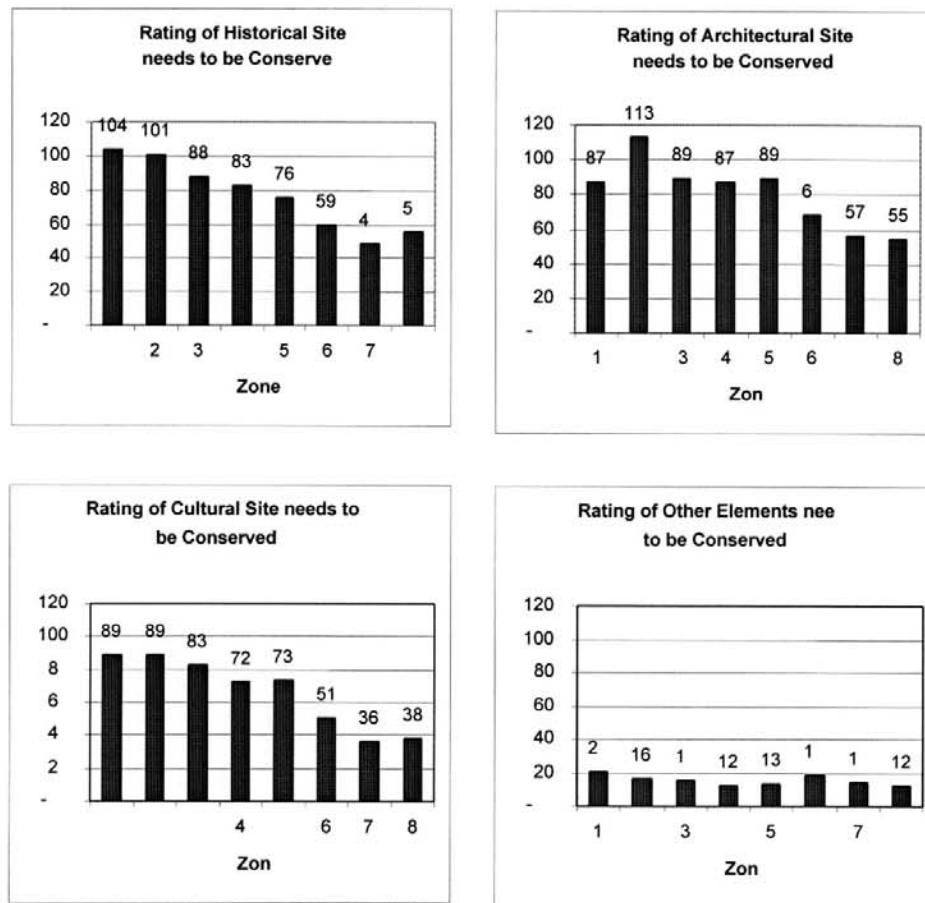


Figure 2.3.4 : Rating on various elements to be conserve by zone

Historical

- It is evident that residents in the Study Area perceive Zones 1 to 5 to have some historical features that need to be conserved.
- It is noted that Zones 1 and 2 followed by Zones 3 and 4 have historical sites that need conserving.

Architectural

- Zones 2, 3, 5, 1 and 4, in that order, have been indicated to have useful architectural elements that needs conservation.

Cultural

- Zones 1 to 5 have been indicated by the residents in the Study Area to have potentials of cultural elements that need to be retained.

Other Elements

- Not many indicated that there are other significant elements that need to be conserved. Those who did, referred to the trades that were disappearing.

(3) Business Particulars and Characteristics of Respondents

(a) Type of Business

- The businesses located in the historical hub especially in Zones 1 to 5 are mainly involved in antiques, souvenirs, handicraft, food and beverage and other tourist related goods and services.
- Those located in Zones 6, 7 and 8 are the normal wholesale and retail establishments, including several service establishments (e.g., hair saloon, which repair, motor repair, photo studio etc) which cater for the local market.
- New businesses (those established in 2000 and later) however appear to be increasing in Zones 2 to 5 to capture the perceived tourist market. Unfortunately there is not much diversity in the businesses set up here. There are already too many antique, souvenir, handicraft, food and beverage outlets in these Zones and insufficient business involved in local goods and services.

(b) Year of Commencement

- Half the total number of businesses surveyed were set up in the 80s and 90s;
- 30 % earlier than 1980
- The remaining 20 % in 2000 and later. These relatively new businesses were clustered mainly in Zones 2 to 5.

(c) Traditional Family Business

Except for some of the businesses along Jalan Laksamana and a very few along Jalan Tun Tan Cheng Lock and Jalan Hang Jebat, most of the traditional family businesses are found in Zones 6 and 7. These long established units are involved in wholesale, retail, cultural products (for religious and ceremonial use), and other such goods and services for the local market.

(d) Intention to Continue Current Business

While the majority would prefer to continue with their current businesses, there are a few particularly in Zone 5 who wish to discontinue.

(e) Plans to Change Nature of Business

Only a very small percentage of businesses from Zones 1 and 3 mainly, have plans to change the nature of business. They wish to operate food, handicraft and tourism products, while those in Zone 4 wish to open antique, furniture and boutique shops.

(4) Perceptions on Business

(a) Street/Area Elements Perceived as Important for Business

Heritage

- Heritage is seen to be very important by businesses mainly in Zones 3, 1, 2 and 5 in that order.
- Business in Zones 7, 8 and 6 find it less important.

Bus route

- Business in Zones 1, 3 and 6 feel that bus routes are very important.
- Those in Zones 2, 4, 5 and 8 feel least affected.

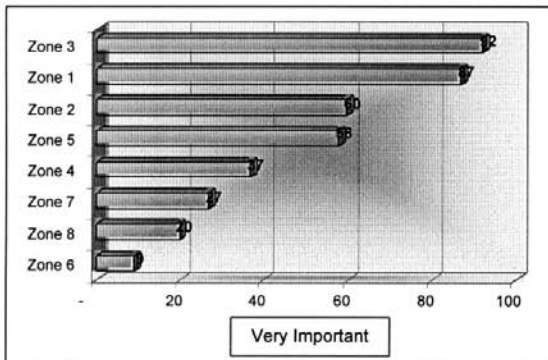


Figure 2.3.5 : Perception of Heritage as Important Element For Business

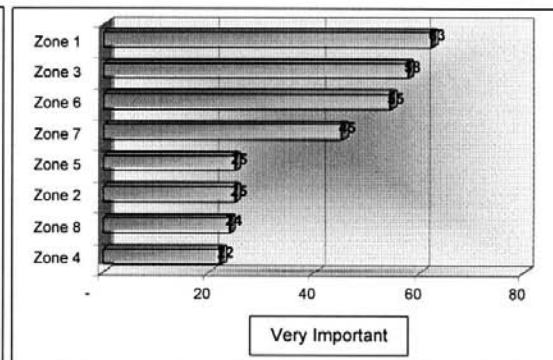


Figure 2.3.6 : Perception of Bus Transport as Important Element For Business

Diversity of Business

- The presence of a diverse range of goods and services in the area are seen to be very important by businesses mainly in Zones 3 and 6.
- Those in Zone 2 however have their target markets and clients for their specialized products and hence feel that the presence or absence of diverse businesses in the area is less important.

Parking (Figure 2.3.7)

- Is seen to be an important element by businesses in the Study Area as seen by the response. Businesses in almost all Zones feel parking is very important.
- Businesses in Zone 8 and 2 however because of their unique location feel this is less important.

Tourist Hub (Figure 2.3.8)

- Most of the businesses in Zones 1, 3 and 5 deal in goods and services for the tourist market. Hence these businesses feel being in the tourist hub is very important.
- Those who cater for the local market mainly feel their location in the tourist hub is less important.

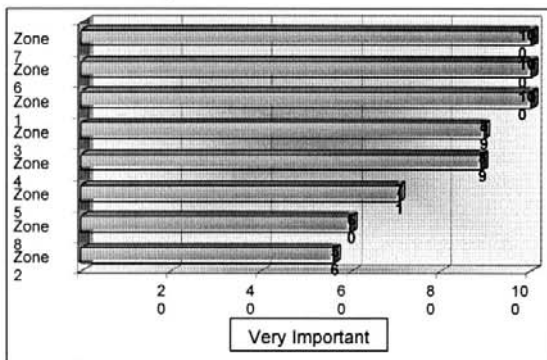


Figure 2.3.7 : Perception of Parking as Important Element For Business

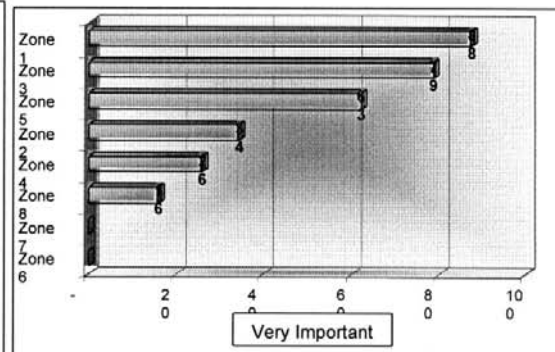


Figure 2.3.8 : Perception of Tourist Hub as Important Element For Business

Pedestrian, Civic Spaces, Landscaping/Open Spaces.

- Pedestrian access is seen by most businesses to be very important in almost all zones.
- Civic spaces, landscaping/open spaces was found to be rather difficult to conceptualise by most of the businesses thus high proportions of all zones reported that these two elements are relatively less important.

Brighter Streets at Night

- An exceptionally large proportion of businesses in most zones felt the brightening of the streets at night would be advantageous to their businesses.
- Those who thought it was less important were small proportions in each of the Zones.

Signages and Advertisement signage

- The question only required businesses to rate the importance of signages and advertisement signage in their streets/area.
- Mixed answers were received. A higher proportion of businesses in Zones 4 and 5 felt that signages and advertisement signages are less important elements for their businesses.
- Businesses in the other zones felt these elements are important if not very important.

(b) Road Closed to Traffic

- The answers received varied from road closure causing “considerable inconvenience”, especially in Zones 8, 4, 5 and 1 to “not at all inconvenient” to respondents in Zone 7. This is understandable as Zone 7 is on the periphery of the Study Area and has several access and exit roads.
- Overall almost half the respondents in the Study Area (50 %) believe that they would be considerably inconvenienced while only less than a quarter (23 %) claim they may not be inconvenienced.
- Of those who claimed that the closure of the road would create considerable inconvenience, almost half said that their business would be affected. Another quarter of them said that they might encounter problems in getting their goods loaded and unloaded. Other reasons such as parking problems, traffic jams, inaccessibility, etc were also provided by those who were against the closure of the road.

(c) Response to the Proposals on Road Closure

- More than half (55%) are against closing.
- 41% of the respondents are amenable to some form of controlled closure, as they believe it can be beneficial to both the businesses community and the local residents.
- Only 5 % feel the roads should be completely closed.

(5) General Perceptions on the Urban Environment

(a) Overnight Parking

- 69 % of those in the Study Area park along the road close to the premises while the remaining 31 % park them some distance away.
- Almost all residents in Zones 2 (93 %), 5 (82 %) and 7 (91 %) park their vehicles along the road close to their premises.
- Those in Zones 6 (64 %), Zone 1 (50 %) and Zone 3 (48 %) park them some distance away.

(b) Elements for Improvement and Development of the Study Area (figure 2.3.9)

- Existing economic activities to be encouraged was seen as an important element (49 % strongly agree and 35 % agree) to improve the Study Area.
- New activities were strongly supported by residents in Zones 6 and 7 (35 % strongly agree and 46 % agree).
- Integration of the communities and introduction of new activities are also seen as quite important for the developed and improvement of the Study Area.

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- The residents playing a proactive role was felt to be greatly significant by most residents in the Study Area. (66 % strongly agree and another 24 % agree).
 - Though the answers to this question were analysed by zones it is the results of the entire Study Area that should be given consideration.
 - The answers provided by the residents for the elements needed for improvement and development of the Study Area are as shown in the Histograms below.

(c) Present Condition of Their Street and Neighbourhood

- As seen from the Table below an exceptionally high proportion of respondents in almost all the zones, except in 2, 4 and perhaps 5, feel satisfied with the present condition of the streets and neighbourhood.
- Those in Zones 2, 4 and 5 wish to see some changes to their streets and their neighbourhood.

(d) Willing to Change their way of living

- All those living in the Study Area, especially those in Zones 6, 7 and 8 as well as in Zone 1 are willing to change their way of living that comes about with an improvement to their streets and neighbourhood. Only a very few especially in Zones 2, 4 and 8, appear to prefer the present lifestyle.

(e) Enjoy Good Relationships

- Almost all in the Study Area are enjoying good relationships with their neighbours. There are however a few households especially in Zones 2 to 5 who feel that they do not. Neighbours neglecting their premises, noise, encroachment into their premises etc were some of the negative attributes of the neighbours.

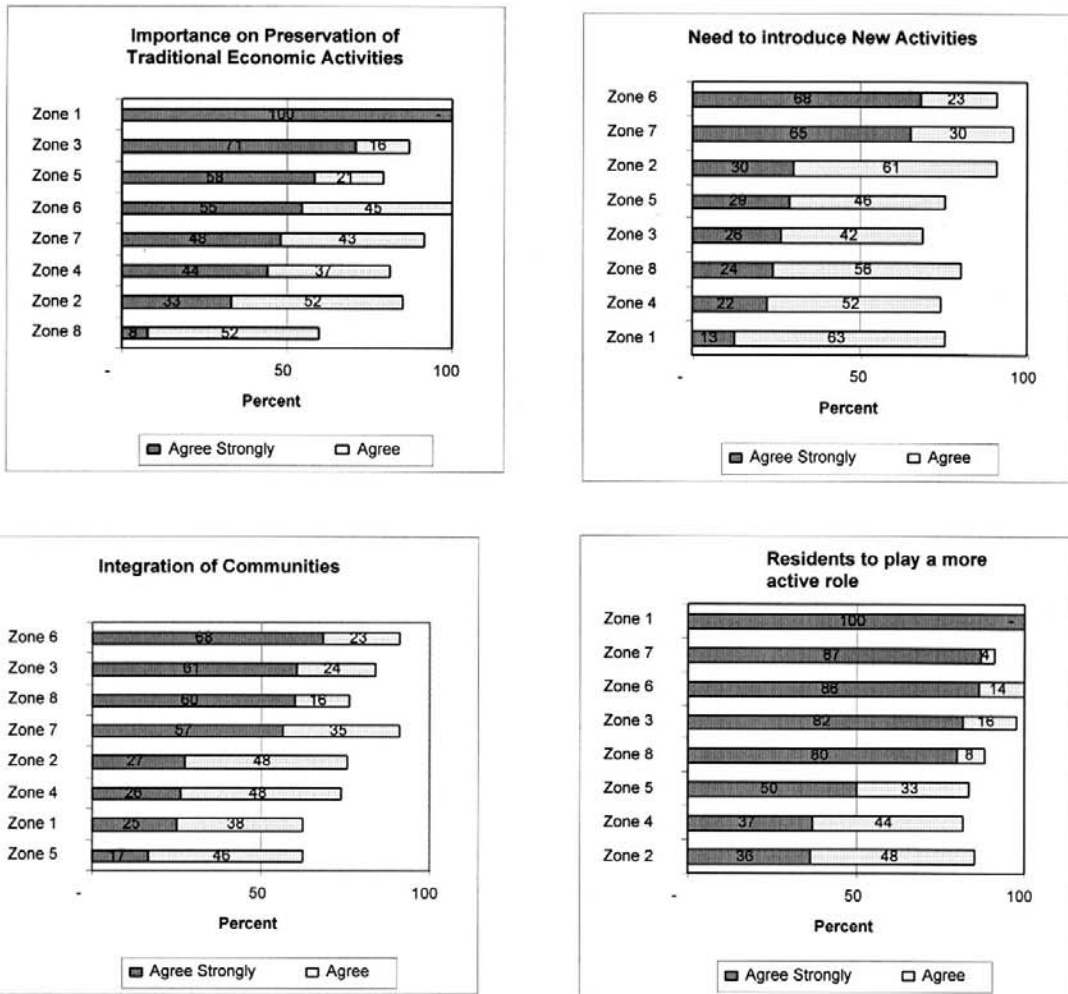


Figure 2.3.9 : Perception on the ‘Elements Important for Development of the Study Area’

(f) General State on Maintenance of Environment

- The responses vary within the zones. Up to a third of the respondents in each zone (more in Zone 8) feel unsatisfied with the way the cleanliness of the roads, and pavements. Waste removals are satisfactorily undertaken but up to a fifth of the residents in each zone would like to see some improvement.
- Though the general state of signage is satisfactory, residents in Zones 4, 5 and 8 feel improvement could be made. Building maintenance can be said to be fairly satisfactory in all zones.

(g) Elements the Authorities Should Address

- Lack of parking space and air pollution from vehicles were singled out as the two most high priority issues the Authorities need to address. This was the view of the residents in all zones.
- Too much traffic, lack of pedestrian pavements and level of traffic noise too high were the next three issues in that order which the residents perceived the Authorities should attend to.
- Only residents in Zone 8 (63 %), Zone 2 (48 %) and Zone 5 (42 %) view the high incidence of accidents as a lot priority issue to be addressed.

(h) Supporting Improvement of Back Lane

- The answers provided varied from zone to zone. Most residents in Zone 3, 4 and 5 felt the question of back lane improvement was inapplicable.
- A relatively large %age of residents in Zone 1 (50 %) did not support the idea and another 37 % in that zone felt the question was inapplicable.
- A majority of the residents in Zones 7 (65 %), Zone 6 (59 %), Zone 2 (54 %) and perhaps Zone 8 (48 %) however supported the idea.

(i) Contribute Some Land to Back Lane Improvement

- Most of those residents in Zones 7, 6, 2 and 8 who support the idea are prepared to contribute some land towards the improvement of the back lane.

(j) Approval of Jonker Walk

- The proportion of the residents who approve of Jonker Walk again varies within the zones. Almost 91 % in Zones 6 and 7 approve of Jonker Walk with the other supporters in descending order are Zone 1 (88 %), Zone 4 (81 %), Zone 8 (76 %), Zone 3 (71 %) and Zone 2 (64 %).
- It is only in Zone 5, where there are almost equal proportion of supporters (58 %) as those against (42 %).
- Jonker Walk is perceived good for tourism, culture and business by those who support it.
- While the main objections by those who do not support Jonker Walk are that is like any other night market, lack cultural value, creates traffic jam and is noisy. Some resident businesses in Zones 2 and 3 feel their business is affected.

(6) Particulars of Household, Employment and Income

The responses received and analyzed are mainly from residential and shop-house premises in the Study Area.

As no variation in attributes between zones is expected this analysis is made for the entire Study Area of about 37 sample units.

(a) Gender

The male and female population in the Study Area is in the ratio of 55 : 45.

(b) Marital Status

55 % are married.

(c) Age Distribution

Below 15 years - 8 %; 15 – 64 years -90 %; Over 64 years - 2 %

(d) Work Force

60 % of those in the 15 to 64 years age group are gainfully employed with about 20 % housewives, 13 % school leavers going for higher education and the remaining 7.7 % unemployed.

(e) Ethnicity

The Chinese, form about 90 % of the population, with about 6 % Malay and 3 % Indian and about 1 % others.

(f) Mean Household Income

The average household surveyed gets a monthly mean income of about RM 2,800. While about 70 % of those working are in the Study Area, 30 % commute to work outside the Study Area.

(7) Summary of Findings

The findings of the Survey can be summarized as follows:-.

(a) Perception of Premises

- About 80 % of premises fronting the roads are shop-houses and commercial units. Most of the businesses in **Zones 2 and 3** have been set up in the last ten years.
- The premises in **Zones 3 and 4** are generally seem to be in **Good** condition while a large number in **Zone 5** are in a **Dilapidated** condition.
- Almost a very high proportion of the respondents in **Zone 3** felt that the **historical, architectural, cultural, access, living comfort and locational elements** were all **very attractive**.
- Only a high proportion in **Zones 7 and 8** felt these elements were **less attractive**.
- **Parking and traffic** were singled out by most residents in the Study Area, particularly on **Zones 1, 3 and 4**, to be **extremely unattractive**.
- It is pertinent to note that the residents in the Study Area value the **historical, architectural and cultural elements** in **Zones 1 to 5** and **strongly believe they should be conserved**.

(b) Perception of Businesses

- Main activity in **Zones 1 to 5** is selling antiques, souvenirs, handicraft, food and beverage and tourist related goods. **Zones 6 to 8** are mainly engaged in service and distributive trades.
- **Parking, signage, pedestrian access and street lighting** were pointed out as **very important** facilities needed for their business.
- While 55 % are against the closure of roads completely to traffic, 45 % agree to some form of controlled closure.
- Encouraging existing economic activities to continue, having new economic activities to be set up and the integration of the communities in the town centre are strongly supported by the businesses in the Study Area.

(c) Household Income

- The monthly average household income varies from between RM 1,029 in Zone 8 to RM3,619 in Zone 6. **The average for the Study Area is RM 2,807.**
- With each working member receiving about RM 1,000 per month, the Study Area comprises mainly of people who are salaried workers or those in self-employment in the low income group.

(d) Conclusion

- The repeal of the Rent Control Act has had a detrimental effect especially on the artisans and tradesmen who had been operating in the Study Area. Some have either ceased operating or shifted elsewhere out of the Area. To revitalize the historic hub, new type of activities offering high order goods and services need to be encouraged which would help bring back talented entrepreneurs such as artists, fashion designers and specialist craftsmen, etc. These high income earners moving into the hub could help check the declining population and also help boost the low monthly household income prevailing now in the Study Area.
- Though the findings are based on a sample of premises fronting the streets, the issues, both planning and socio-economic, are generic. These issues and the other elements for the improvement and development of the Study Area are taken into consideration in the development of the Area Wide Plan.

2.3.2 Results of Tourism Survey

(1) Tourist Arrivals

The number of tourist arrivals to the State of Melaka increased significantly from 1.2 m. in 1999 to 3 m. in 2002 (Table 2.3.1). Domestic tourists comprised 48% of the total tourist arrivals in 1999 but by 2002, the proportion of domestic tourists had increased to 60%. Although there is no available data on the number of tourist arrivals into the conservation area, it can be assumed that every tourist would at least spend half a day visiting the tourist attractions within the civic area, notably during weekends/public holidays. Thus it can be surmised that the historic core is experiencing tremendous pressure as a result of the rapid increase in tourist arrivals.

Table 2.3.1 : Melaka Tourist Arrivals, 1999 – 2002 (in million)

Category	1999	2000	2001	2002
Domestic tourists	0.56	0.84	1.48	1.80
Foreign tourists	0.62	0.78	1.02	1.20
TOTAL	1.18	1.62	2.50	3.00

Source: Tourism Promotion Unit Melaka, 2002

In terms of guest-nights, it can be seen that tourists from the ASEAN region constituted the bulk of tourist arrivals to Melaka in 2000 (74 %) (Table 2.3.2). After domestic tourists (52 %), Singaporeans contributed 20% to the number of tourist arrivals in 2000. It is also interesting to note that, although regarded as an emerging market, tourists from mainland China was the third highest group, contributing 14% of the total.

Table 2.3.2: Total Number of Guest-Nights, 1999 to 2002

Country	1999	%	2000	%	Growth Rate %
1. Asean	807,625	68	1,186,830	73.8	46.9
Malaysia	555,028	47.3	837,134	52	50.8
Singapura	237,647	20.3	319,914	19.9	34.6
Thailand	1,162	0.09	2,221	0.14	91.1
Indonesia	11,697	1	23,525	1.46	101.1
Filipina	1,628	0.13	3,556	0.22	118.4
Brunei	463	0.04	480	0.03	3.8
2. Asia & Pacific	304,019	25.9	340,390	21.2	11.9
Japan	47,732	4.07	49,542	3.08	3.8
Chinese Taipei	15,449	1.3	34,976	2.17	126.3
Hong Kong	15,841	1.35	18,296	1.14	15.5
India	1,677	0.14	2,258	0.14	34.6
Korea Selatan	2,459	0.2	3,307	0.21	34.5
China	209,901	17.9	218,958	13.6	4.3
Middle East	1,248	0.1	1,521	0.09	21.9
Australia	7,662	0.7	9,102	0.57	18.8
New Zealand	2,050	0.2	2,430	0.15	18.5
3. Europe	38,880	3.3	49,037	3.05	26.1
United Kingdom	13,301	1.13	13,947	0.87	4.9
Germany	6,137	0.52	7,060	0.44	15.2
Ireland	532	0.04	949	0.06	7.8
France	4,373	0.37	4,393	0.27	0.5
Norway	274	0.02	650	0.04	137.2
Sweden	942	0.08	1,259	0.08	33.7
Denmark	748	0.06	932	0.06	24.6
Finland	308	0.03	506	0.03	64.3
Belgium	748	0.06	602	0.04	19.5
Luxemburg	122	0.01	505	0.03	313.9
Holland	4,277	0.36	9,034	0.56	111.2
Italy	1,509	0.13	2,245	0.14	48.8
Other Western Europe					
Europe	3,812	0.32	5,267	0.33	38.2
Eastern Europe	1,797	0.15	1,688	0.1	6.1
4. Americas	11,144	0.95	12,794	0.8	14.8
USA	8,569	0.73	9,582	0.59	11.8
Canada	2,158	0.18	2,760	0.17	27.9
Latin America	417	0.04	452	0.03	8.3
5. South Africa			1,459	0.09	
6. Others	11,297	0.96	17,833	1.1	55.9
Total	1,172,965	100	1,608,343	100	37.1

Based On 63 Hotels Only

Source : Tourism Promotion Unit, Melaka

The analysis of data on tourist flow within the conservation area shows that a high pedestrian flow of more than 500 tourists/day was recorded within St. Paul's Hill, followed by a moderate volume of between 100 – 499 tourists/day along Jalan Kota, fronting the derelict warehouses and Maritime Museum (Figure 2.3.10)

More significantly, certain streets within the old quarter are also experiencing a moderate volume of pedestrian flow such as Jalan Tun Tan Cheng Lock, Jalan Hang Jebat and Jalan Tokong/Jalan Tukang Emas/ Jalan Tukang Besi. Hence, it can be concluded that the old quarter is currently experiencing a significant volume of tourist visitation despite the relative lack of established tourism attractions as compared to those within the civic area.

(2) Tourist Profile

Data of a tourist attitude survey conducted by the UTM's study on a total of 208 respondents was analyzed. These respondents comprised of 128 domestic tourists and 80 foreign tourists. Of the foreign tourists, the majority were from Singapore (58%), followed by Western Europe (25%) and China (13%)

In terms of typology, more than half of the domestic tourists were organized mass tourists traveling in groups (57%) and most of them stayed in the hotels/resorts. within the city or around the city fringe at Ayer Keroh. About 25% of the domestic tourists traveled independently with their families while 12% were students. In contrast, only 41 % of foreign tourists traveled in large groups, followed by traveling with family members (30%) and independent travelers (19%).

In terms of age group, almost half (43%) of the domestic tourists were between 26 to 40 years, followed by 41 to 55 years (2%), 18 to 25 years (21%) and above the retirement age of 56 years old (7%). In contrast, the foreign tourists sampled were relatively younger with 70% below 40 years old.

In terms of occupation, a significant proportion of the domestic tourists comprised the middle class i.e. either having clerical jobs (29%), professionals (15%) or holding managerial posts (19%). The pattern is similar with the foreign tourists but the percentage of students was relatively higher (24%).

More than half of the domestic tourists traveled as part of package tours (57%), followed by 25% traveling with their families. About 11% traveled as part of a club or association outing and only 7 % traveled independently. In comparison, there was a relatively lower percentage of foreign tourists traveling on package tours (41%) but a higher proportion of independent travelers (19%).

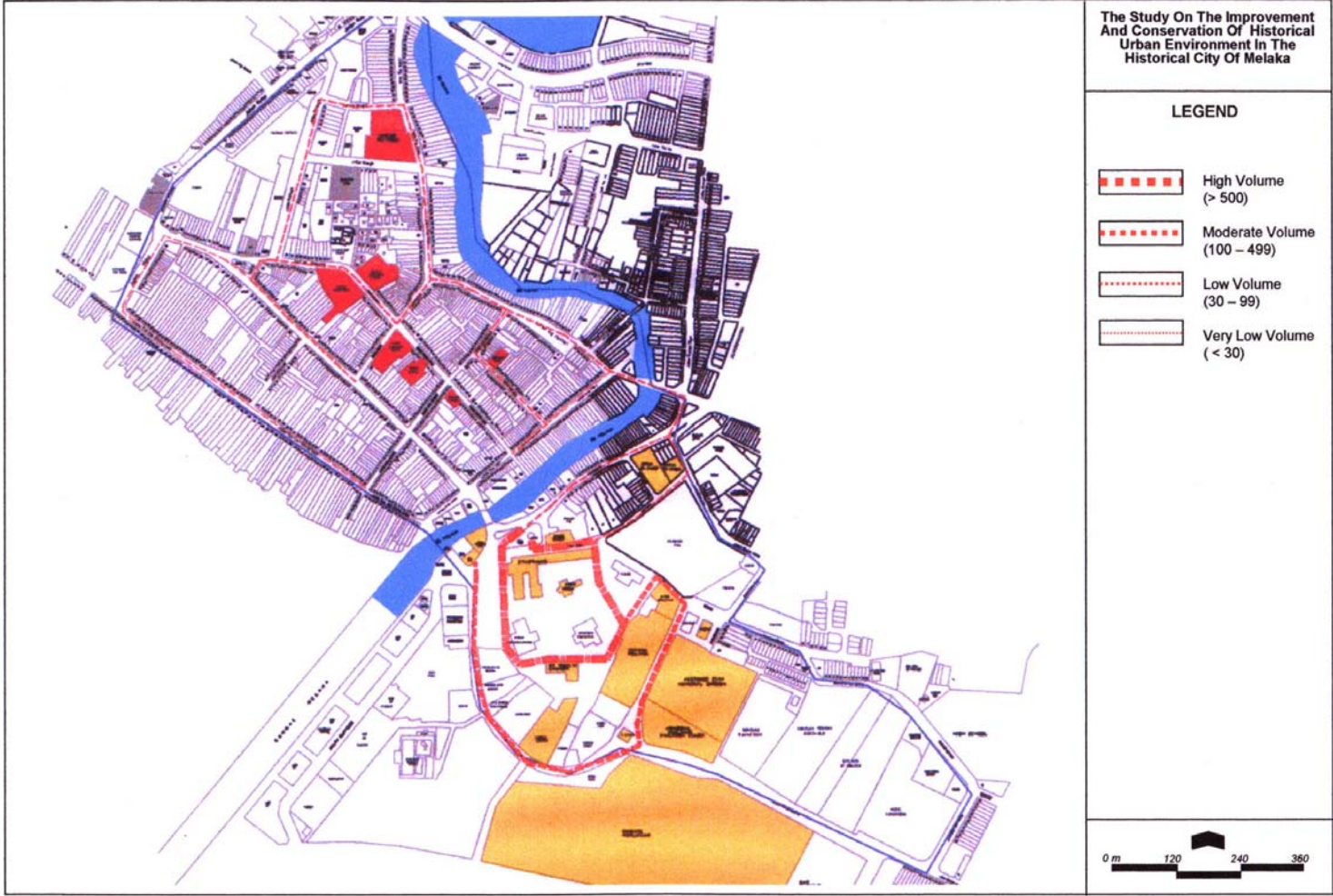
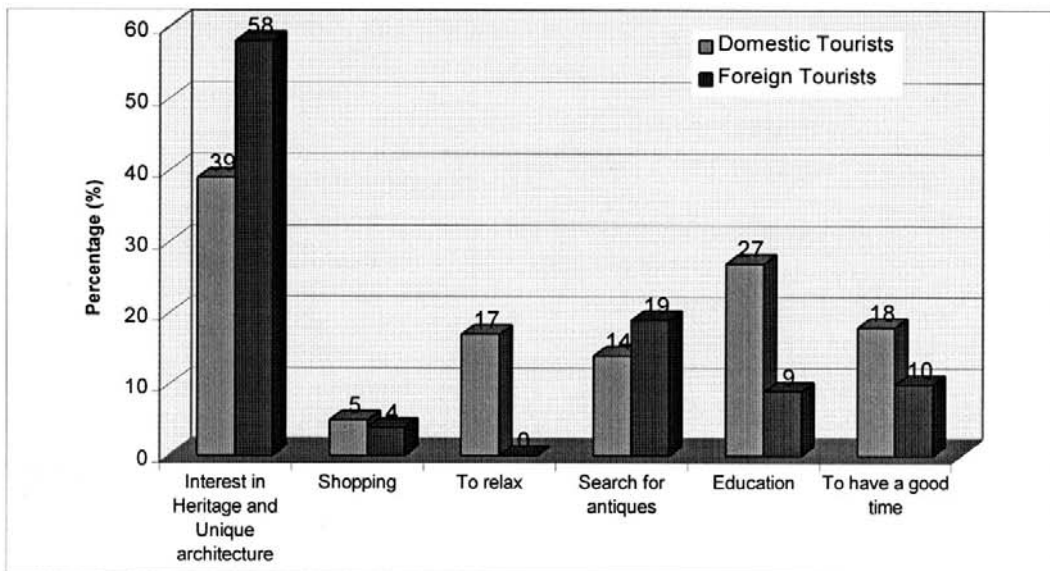


Figure 2.3.10 : Tourist Flow In Conservation Area

(3) Tourist Motivation and Activities

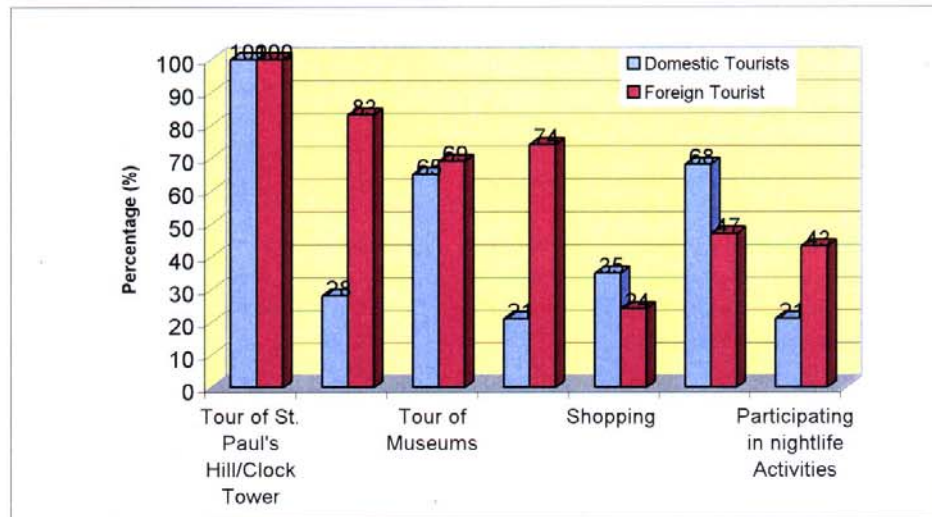
Although more than half of domestic tourists were organized mass tourists, a significant proportion stated that their main travel motive was the 'interest in heritage and unique architecture' (39%). However, only 28% visited the old quarter and the majority confined their visit to the area around St. Paul's Hill/Clock Tower.

Interest in heritage and the unique architectural blend was also the main motive for visiting the area among foreign tourists (58%). More importantly, the majority of foreign tourists included a walking/trishaw tour of the old quarters as part of their itinerary (83%) (Figure 2.3.11 and Figure 2.3.12).



Source: Action Plan for Conservation Area in Historical Melaka, 2000

Figure 2.3.11 : Tourist Motivation

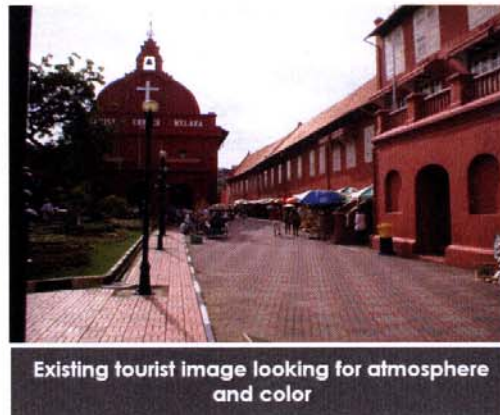


Source: Action Plan for Conservation Area in Historical Melaka, 2000

Figure 2.3.12 : Tourist Activities

(4) Tourist Image

Melaka's traditional tourist image is based on heritage sites and monuments associated with the Portuguese, Dutch and British era. However, recent portrayal of Melaka's image by the State and Municipality is slowly shifting from the more tangible but sterile tourism resources around St. Paul's Hill to the intangible but colorful mix of cultural resources within the old quarters, symbolized by the existence of places of worship located almost next to each other along Jalan Tokong and Jalan Tukang Emas.



In contrast, the tourist image of Melaka as argued by NGOs such as Badan Warisan Malaysia should portray the old world charm represented by traditional traders comprising the blacksmiths, goldsmiths, coffin makers, etc. The most appropriate tourist image for the Study Area might well be a combination of all three. Furthermore, changes currently taking places such as Jonker Walk and the adaptive reuse of buildings for tourism uses will continue to affect the future tourist image of Melaka .



(5) Tourist Experience

The analysis of tourists' perception of the quality of the tourist experience revealed that the majority of tourists were not exposed to a cultural experience that is comparable to Melaka's tourist imagery. Based on a scale of 1 – 10, in which 10 is the highest score, both foreign tourists and domestic tourists rated safety, accommodation and aesthetic value highly but were not impressed by the cultural experience, cleanliness and overall quality especially for walking. This has important implications on the quality of the interpretation materials being presented to the tourists in the Study Area.

It is also surprising to see the high rating for safety especially by the foreign tourists, despite the rise in petty crime against tourists in the old quarter. Most of the tourists also rated lowly the overall ambiance for walking which is essential in providing a high quality tourist experience. Therefore, pedestrianization or temporary closure of certain streets to motorised vehicles are imperative (Table 2.3.3).

Table 2.3.3 : Tourists' Rating on Quality of Tourist Experience

Criteria	Average Rating (D.T)	Average Rating (F.T)
Quality of accommodation	8	8
Cleanliness	4	5
Aesthetic value	7	6
Safety	9	7
Accessibility to tourist attractions	6	6
Hospitality of locals	8	7
Variety and quality of cultural attractions	3	5
Overall quality especially for walking	4	3

Note DT : Domestic Tourists, FT = Foreign Tourists

(6) Tourist Satisfaction

An analysis of tourist satisfaction was also carried out using a rating scale of 1 – 10. The result shows that the majority of foreign tourists and domestic tourists were satisfied with the quality of the accommodation facilities and the variety of tourist attractions. Both groups of tourist rated the quality and authenticity of the attractions as being above average. Finally, both foreign and

domestic tourists rated lowly the quality of the tourist guides and the whether or not the real attractions matched their pre-visit tourist image.

Table 2.3.4 : Tourists' Perception of Trip Satisfaction

Criteria	Average Rating (D.T.)	Average Rating (F.T.)
Variety of attractions	8	6
Quality of attractions	6	5
Matching tourist image	5	4
Authenticity	6	5
Quality of accommodation	8	7
Service	5	6
Uniqueness	5	6
Quality of interpretation	6	4
Quality of tourist guides	4	4

Note DT : Domestic Tourists, FT = Foreign Tourists

(7) Perception of Jonker Walk

Data from a tourism impact survey conducted on 316 local residents regarding their response towards the advent of tourism in the Study Area was also analysed. About two-thirds (73%) of the sample were Chinese Malaysians, followed by Malays (14%) and Indian Malaysians (9%). The largest age group was between 41 to 50 years (28%), followed by 51 to 60 years (22%) and 31 to 40 years (21%).

In terms of occupation, the biggest group was general workers (26%), followed by government servants (20%), students (18%) and professionals (14%). Slightly more than half of the sample (53%) earned less than RM 2000/month whilst 36% were earning between (RM 2000 to RM 5000/month).

About 66% of the sample were in favour of the Jonker Walk project, of which the main reason was that 'it would attract more tourists' (33%). The next favourable reason was that 'it provided good entertainment' (23%). The main reason cited among those who disapproved (34%) was that 'it causes traffic congestion' (10%).

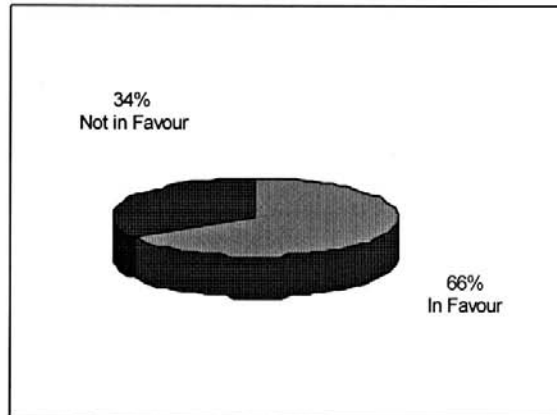


Figure 2.3.13 : Opinion Regarding Jonker Walk Project

As to whether or not they were aware of the proposal to expand Jonker Walk, 58% knew about the proposal whereas 42% were unaware. Almost 60% were not in favour of the planned expansion and the main reasons cited were 'it will affect business' (36%) and 'cause traffic congestion' (18%).

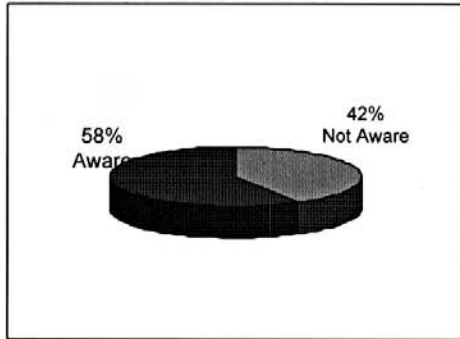


Figure 2.3.14 : Knowledge About Proposed Expansion of Jonker Walk Event

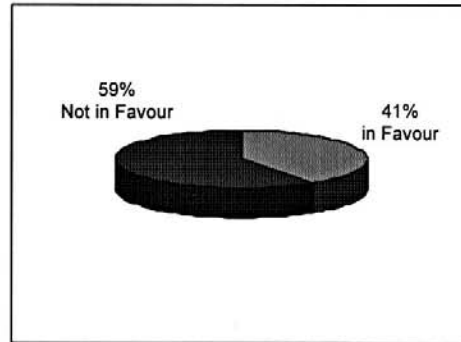


Figure 2.3.15 : Perception Towards Proposal Expansion of Jonker Walk Event

(8) Change of Name to Harmony Street

An overwhelming majority (82%) did not approve the street names, Jalan Tokong, Jalan Tukang Emas and Jalan Tukang Besi to be changed to the more touristic name, Jalan Harmoni (Harmony Street). The main reasons cited for the retention of the existing names were 'they are nice names' (33%) and 'they have historical value' (18%).

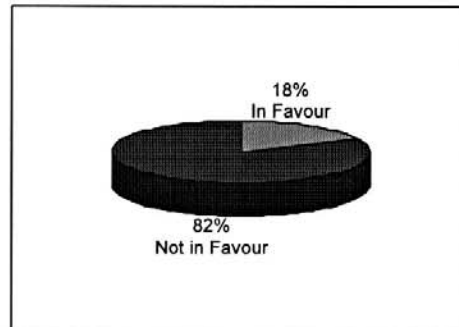


Figure 2.3.16 : Opinion Regarding Change of Name To Harmony Street

(9) On Regarding Number of Sidewalk Cafes and Souvenir Shops

Almost half (49%) agreed and 23% strongly agreed that they were too many modern sidewalk cafes within the Study Area. However, a significant percentage disagreed, arguing that the area needs more facilities to attract tourists (25%). Meanwhile, a larger percentage agreed (58%) and strongly agreed (25%) that they were too many souvenir shops in the Study Area.

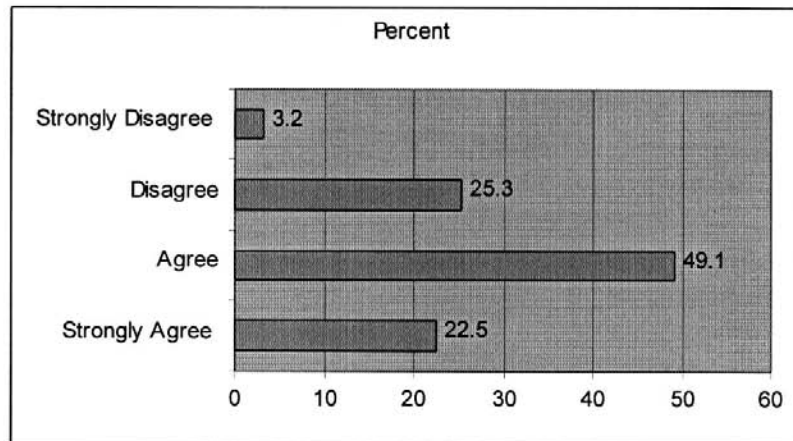


Figure 2.3.17 : Opinion Regarding The Proliferation of Modern Sidewalk Cafes

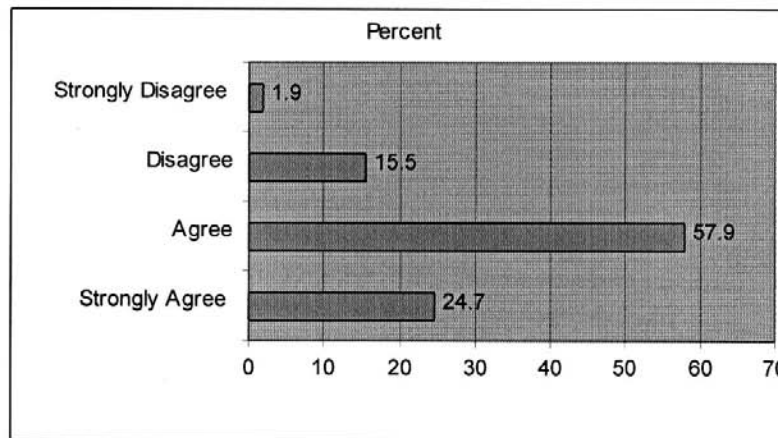


Figure 2.3.18 : Opinion Regarding The Proliferation of Tourist Souvenir Shops

(10) Opinion Regarding Turning Old Quarter into a Heritage Theme Park

Although 42% of the respondents agreed and 30% strongly agreed that the old quarter should be turned into a heritage theme park, it is questionable whether or not the respondents had understood the meaning and reality of a heritage theme park. This contradiction can be seen in their response to the question whether the existing building should be preserved and restored.

As 70% strongly agreed and 25% agreed, it can be surmised that the majority of the respondents wanted the overall character of the place to be preserved. Nevertheless, their interpretation of the principles of conservation differ from the purists because 47 % agreed and 21% strongly agreed that cobbled streets should be introduced in the Study Area.

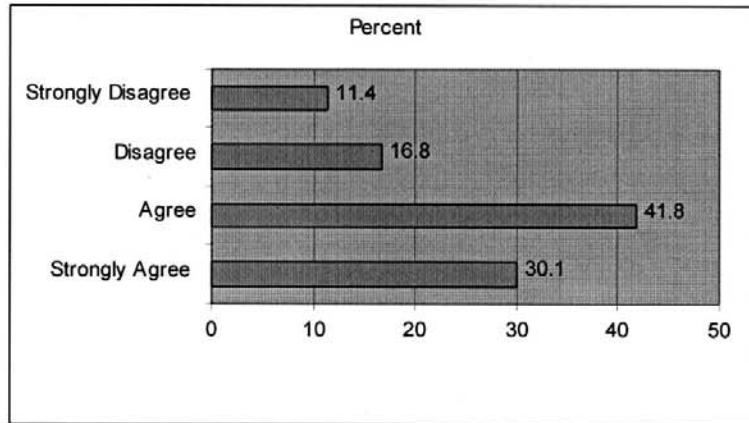


Figure 2.3.19 : Opinion in Support of Heritage Theme Park

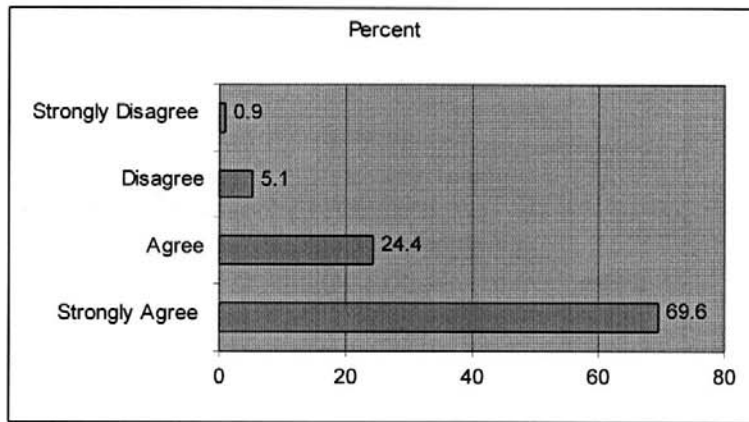


Figure 2.3.20 : Opinion Regarding the Needs for Preservation of Existing Buildings

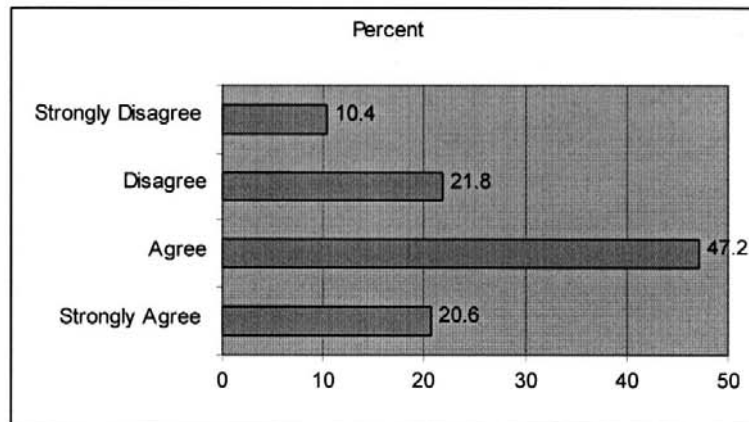


Figure 2.3.21 : Opinion Regarding the Introduction of Cobbled Street

(11) Opinion on Proposed Entrance Fee To Historical Areas

Although the majority strongly disagreed (38%) or disagreed (34%) that tourists should pay an entrance fee to enter the historic core, a significant percentage agreed with the suggestion (22%).

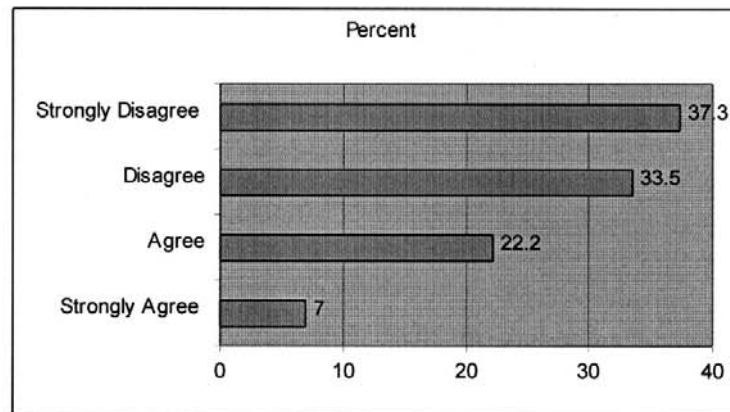


Figure 2.3.22 : Opinion Regarding the Collection of Entrance Fee

(12) Opinion on Commercial Signage

Similarly, the majority of the respondents agreed (46%) and strongly agreed (25%) that there are too many commercial signage in the Study Area. However, about one-third of the respondents disagreed with the statement.

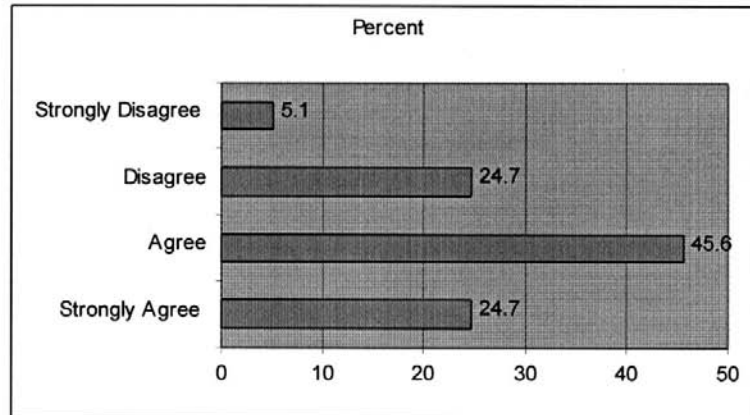


Figure 2.3.23 : Opinion Regarding Proliferation of Commercial Signages

2.4 PUBLIC AWARENESS OF PRESENT SITUATIONS IN THE STUDY AREA

2.4.1 Outcomes of the Public Participation Workshop #1

As mentioned in section 2.1.6, the first public participation workshop was conducted on May 04, 2002 at the St Francis School in Zone 1. The objectives are to raise the awareness of the public on the study and to discuss issues pertaining to the urban environment and conservation planning.

The outcome of this workshop 1 is that 42 participant attended and participated although a total of 77 invitations were sent out by MPMBB.

Secondly, awareness for the study and environemnt issues among the participants was raised, judging from the degree and depth of discussion they displayed at the warokshop. They were requested to spread their learning and experience at the workshop to their peers, fellow stake holders, organization they belong to.

Thirdly, the participants shared and further understood the complexity and interrelatedness of the various environemntal and conservation issues raised at the workshop. They became more aware that for the improvement of their urban environemnt, cooperative efforts between governemnt, local residents and other comminuty groups or leadership is needed.

2.4.2 Level of Public Awareness on Heritage Conservation in Study Area

Among the various issues raised and discussed, it is judged that many of the local community and residents are aware of the need for heritage conservation as well as the on-going efforts by the local authority and other NGO's.

For instant, it it found that local residents are aware of the fact that the local authority has the power to control building renovation, building uses and signages. However, many are not sure of how to seek profesional help or advice if ever they need them.

In the social economic survey described in Section 2.3.1, those interviewees who indicated their wish to renovate their premises also stated clearly the need for such renovation to comply with MPMBB guidelines.

From the survey the respondent are very aware on the attractiveness of their living environment interms of its historical, architectural and cultural assets. Many businesses also see these improtant elements as important for the sucess of their trades.

On the other hands, it is also clear from the survey that many respondents when asked about what elements in their urban environment need to be conserved, their opinion differed. This indicates that more dissimination of information and more education on the priority in conservation of cultural, architechtural and historical values to local residents are needed.

2.4.3 Pressing Issues Raised in the Public Participation Workshop

The following issues are summarized from the workshop participants.

(1) Traffic Circulation

Participants appeared to appreciate the reduction of traffic pressure in the Study Area. The new bridge was identified as the main contributing factor to this. Some noted that one-way traffic also helped traffic circulation and allowed for more car parking bays.

Conversely, participants felt vulnerable from fast moving vehicles, high traffic density as well as heavy vehicles. Traffic management was an issue identified for improvement, this included car parking, traffic routing and public transportation routes. There were requests for better planned traffic routes as well as for improved public transportation

(2) Parking

Participants generally felt the need to at least retain if not increase the number of car parks in the Study Area for their own convenience as well as the need to control and manage tourist related traffic, particularly tour buses. It was also suggested that commercial loading and unloading be better managed

(3) Pedestrian Network

Participants felt that the pedestrian network in the Study Area needed improvement and management. They felt that as pedestrians, they were vulnerable to heavy vehicles, tourist buses and heavy, fast-moving traffic. Some of the issues raised included five-foot ways that were often blocked and not continuous, lack of landscaping that brought a hot and uncomfortable environment as well as open drains that were hazardous to pedestrians.

(4) Infrastructure

It appears that the most significant infrastructure issue is cleanliness and solid waste management. This has reportedly brought on other issues such as vermin and poor drainage caused by drains clogged-up with rubbish.

Participants also highlighted the need to improve toilet and sewage treatment facilities.

(5) Streetscape

Participants identified good lighting, control and management of building facades and their colour as well as of street signage as important factors. They emphasised the importance of good quality and informative signage preferably in the main languages. Participants also noted the importance of retaining original street names, as these were part of the heritage of the Study Area.

(6) People and Community

Two important elements were highlighted by participants, namely community activities and security. Participants felt that both of these needed to be addressed and strengthened

(7) Local Businesses

Participants noted the importance of tourist in local business and the opportunities it presented for residents. However, this needed to be managed to minimize its impact on community activities including religious and school activities as well as some rare and specialized trades.

(8) Historical Places and Buildings

Participants highlighted the importance of maintaining and improving the heritage assets of the Study Area and to maintain its unique character. They also emphasized the importance of high quality presentation of these heritage assets. At the same time, participants also placed importance on the needs of the existing residents whose presence gave the area its unique character.

(9) Tourism

Generally participants felt that tourism was important for the Study Area however they were of the opinion that the local community should be able to participate in its development and influence the way it is carried out. Participants were concerned about possible negative effects arising from tourism such as the maginalising of the trades and the increase in the level of noise in the Area. Participants also emphasized the importance of introducing world-class programmes and facilities including information and signage. The need to improve the quality of the light and sound show was raised by the participants.

(10) Building Use

Two key elements on building use that were highlighted were the continued enjoyment of existing community assets and control over new developments. Specifically, participants were concerned about the future of the schools in the Study Area, which they felt are an integral part of the living heritage of the Area. They were also concerned over the use of some premises in the Area for new uses such as bird's nest houses for the collection of bird-nest which is sold internationally at premium prices. They strongly feel the authorities should take action on these entrepreneurs. Participants highlighted the importance of maintaining the living heritage of the Area and feel that activities and developments that would gentrify it should be discouraged.

2.5 EXISTING INSTITUTIONAL SETUP AND LEGAL PROVISIONS ON HERITAGE MANAGEMENT

2.5.1 Existing System of Cultural Heritage Management in Melaka

Presently three government agencies – one Federal one two State and one local authority – are entrusted the task of safeguarding the cultural heritage of the State. Between them they carry out preservation and conservation work on identified monuments and buildings.

(1) Department of Museums and Antiquities

The **Department of Museums and Antiquities** is a Federal Department, which operates under the provisions of the **Antiquities Act, 1976**, to preserve national heritages. Under this provision, the Department of Museums and Antiquities confined its functions to the protection and preservation of those gazetted national and state heritage buildings or monuments only. This legal provision hence does not provide the necessary protection on non-heritage or non gazetted buildings such as those found abundant in the Melaka conservation area.

(2) Melaka Municipality (MPMBB)

The **Melaka Municipality (MPMBB)** is the Local Authority which is one of the State agencies, entrusted with development control within the conservation zone designated in the Structure Plan.

(3) Melaka Museum Corporation (PERZIM)

The **Melaka Museum Corporation (PERZIM)** is the other State agency which administers and manages the conservation of heritage sites in the State working jointly with MPMBB and other local authorities under the powers conferred by the Preservation and Conservation of Cultural Heritage Enactment For The State of Melaka, 1988. Under the Enactment, **PERZIM** is conferred with the authority to declare a certain cultural heritage by notification in the gazette, which by virtue of its appearance or significance is to be subjected to preservation and conservation. Once a cultural heritage is declared as such, it become a controlled heritage whereby the owners' freedom to deal with the property is somewhat restricted.

Several heritage projects have been undertaken under the 7th Malaysian Plan (1996 – 2000) and many more are committed for the 8th Malaysian Plan (2001 – 2005) (Tables 2.5.1 and 2.5.2) In carrying out the heritage conservation work, many working committees have been drawn from both the government and private sectors to provide the required expertise and assistance. (e.g., MHT, Working Committee on Historical and Cultural Heritage Sector, etc).

Table 2.5.1 : Completed Heritage Projects in and near Study Area, under 7th Malaysia Plan, 1996-2000

No	Description of Completed Projects	Total Budget	Funding Source/s
1	Restoration of 'Chetty House' (A Straits-born Indian Home)	RM0.83 mil	Federal Government (FG)
2	Restoration of Kampung Hulu Mosque	RM0.84 mil	(FG)
3	Restoration of Tengkeri Mosque	RM0.85 mil	FG
4	Restoration of Kampung Kling Mosque	RM0.88 mil	FG
5	Conservation of old British Period Government Office (Bangunan MAIM)	RM1.3 mil	FG
6	Restoration of old Dutch Residence Government (Bangunan LAM)	RM1.5 mil	FG
7	Conservation of old British Period Cottage (for Literature Museum)	RM1.0 mil	State Government (SG)
8	Conservation of Studthuys (Phase I) for History Museum	RM1.5 mil	SG
9	Conservation of old Malacca Club	RM0.9 mil	FG

Source: Culture Heritage Management and Tourism-A Case Study on Melaka, April 2000

However, the present heritage management system is confined only to gazetted national and state heritage buildings and monuments. To ensure that the urban environment of the historical city, which also includes non-heritage and non-gazetted buildings and sites are sustainably improved and conserved, a single entity with sufficient legal provisions and staffed with conservation specialists, adequately empowered with legal provisions, able to control, monitor, and enforce activities conducive for conservation of the heritage of the city is needed. Such an entity should also carry out research and prepare a comprehensive Conservation Management Plan for the systematic conservation and preservation of the valuable heritage assets of Melaka.

Table 2.5.2 :Heritage Projects In The Pipeline under the 8th Malaysia Plan, 2001-2005

No.	Description of Completed Projects	Location	Implementa- tion Period	Total Budget	Funding Source/s
1	Conservation of St. Paul's Hill (Monuments and Landscape)	Study Area	2001-2005	RM4.0 mil	Federal Government (FG)
2	Conservation of old High Court Building	Study Area	2001-2005	RM0.7 mil	FG
3	Facade Conservation along Heeren Street and Jonker Street	Study Area	2001-2005	RM2.0 mil	FG 7& State Government (SG)
4	Conservation of St. John Fort	Study Area	2001-2005	RM0.1 mil	FG
5	Restoration of Dutch Fort at Kuala Linggi	30km away	2001-2005	RM0.1 mil	FG
6	Restoration of Portuguese Church Ruins at Tampoi	15km away	2001-2005	RM0.05 mil	FG
7	Restoration of Kampung Duyong Mosque	10km away	2001-2005	RM0.16 mil	FG
8	Conservation of old Dutch Bungalow (former State Museum)	Study Area	2001-2005	RM0.8 mil	FG
9	Portuguese Settlement Enhancement	2km away	2001-2005	RM1.0 mil	SG
10	Indian Chitty Village Enhancement	2km away	2001-2005	RM1.0 mil	SG
11	Kampung Morten (Malay Village)	2km away	2001-2005	RM1.0 mil	SG
12	Malacca River Enhancement	Study Area	2001-2005	RM0.5 mil	SG

Source: *Culture Heritage Management and Tourism-A Case Study on Melaka, April 2000*

2.5.2 Role of the MPMBB

The MPMBB, like any other local authority in Peninsular Malaysia, is a multi-purpose body, given considerable powers, to carry out its municipal duties and provide services many of which are obligatory and some are discretionary.

(1) Functions of MPMBB

The functions of local authorities in general, and the MPMBB in particular, are entrenched in the Federal Constitution and they come under the exclusive jurisdiction of the State Government. By virtue of this constitutional position the Melaka State Government has wide legislative powers to control the local authorities and direct their operations.

The Federal Government through a consultative body called the National Council for Local Government (NCLG) exerts its influence to ensure that the State and the local authorities follow national policies. The NCLG with representatives from both the Federal and State do

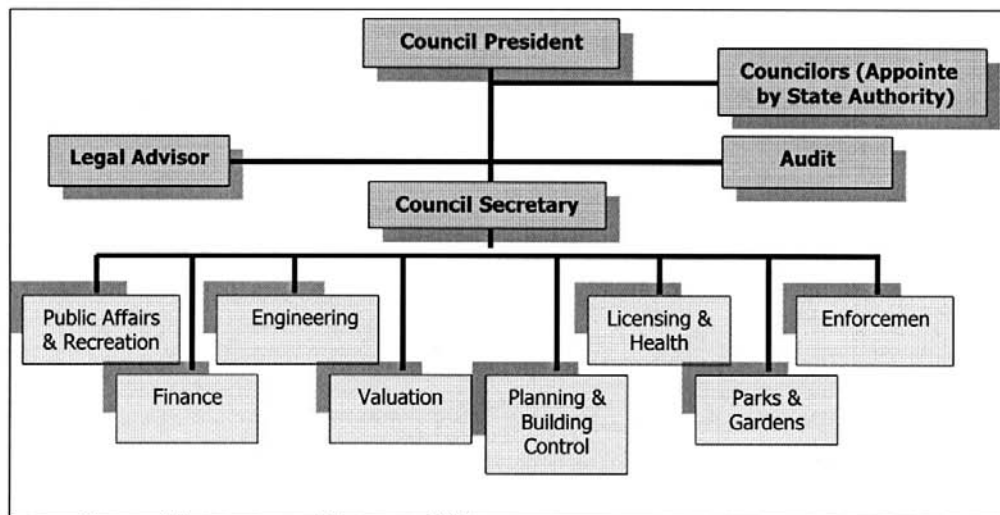
meet to discuss policy matters related to the local authorities. The decisions made by the NCLG is binding on both the Federal and State Governments.

It is pertinent to stress here that the jurisdictional competence of local authorities are limited by the principle of *ultra-vires*, that is, the local authorities can only perform those functions expressly enumerated in its statutes and within its gazetted areas.

(2) Organisation of MPMBB

The MPMBB is led by the Council President who is assisted by Councillors – appointed by the State Authority – to manage the affairs of the Council.

As can be seen from Figure 2.5.1, the operations of the Council are carried out by eight departments each under a department head, they are all answerable to the President through the Council Secretary.



Source: Extracted from www.mpmmb.gov.my, 2002

Figure 2.5.1 : Organisation Chart of MPMBB

The total staff is strength about 635 including some 26 contract employees. The Council is well managed and plays a crucial role in the development and maintenance of the District under its jurisdiction.

Among its main functions are the provision of facilities such as roads, culverts, drains, street lighting, markets, transport infrastructure; the provision of health and sanitary services; waste disposal; planning and implementation of town beautification projects such as parks and gardens; provide facilities for petty traders; and implement planning strategies and undertake building control within the Council area.

(3) Financial Position of MPMBB

From published budget estimates of MPMBB for the years 1998 to 2001 (Table 2.5.3), it is evident that MPMBB is not only well managed but is also financially sound.

Table 2.5.3 : Budget Estimation of MPMBB, 1998 to 2001 (RM million)

	1998	1999	2000	2001
Revenue				
1. Tax Revenue				
Assessment (including arrears and Government contributions in lieu-of-rates)	46.7	46.4	54.2	61.2
2. Non-Tax Revenue				
Licences and permits, services, rental, fines and compounds, interest and dividends	17.1	16.5	17.2	18.7
3. Receipts from Government				
- Federal Government	2.9	2.9	2.9	2.7
- State Government				
- Road Grant				
Total Revenue	66.7	65.8	74.3	82.6
Operating Expenditure				
1. Emoluments	15.3	15.6	12.6	14.6
2. Services and Supplies	26.9	24.9	29.6	33.7
3. Assets	2.8	3.0	4.5	4.9
4. Others	3.2	3.2	3.3	6.2
Total Expenditure	48.2	46.7	50.0	59.4
Operating Surplus	18.5	19.1	24.3	23.2

Source: Budget Estimates, 1998 to 2001, MPMBB

Its tax revenue estimate of RM 61.2 million in 2001 accounts for over 74 % of MPMBB's total revenue. This component was only 70 % in 1998 and is seen to be increasing at an average annual rate of 9.4 %.

The total estimated revenue of MPMBB for 2001 is RM 82.6 million and the corresponding operating expenditure is RM 59.4 million or 72 % of the revenue, the payment of wages and salaries (RM 14.6 million) and services and supplies (RM 33.7 million) account for over 81 % of the operating expenditure.

Estimated operating surplus of RM 18.5 million in 1998 increasing to RM 23.2 million in 2001 makes MPMBB one of the few local authorities in Peninsular Malaysia that manages its finances very efficiently.

The operating surplus is generally transferred to the Development Fund of MPMBB to enable it to carry out development projects such as the construction of wet markets, food stalls, drains and culverts, major renovations to bridges, construction of public toilets, landscape and town beautification, bus terminals, sports and recreation facilities.

2.5.3 Existing Legal Provisions Under Which MPMBB Operates

Existing legislation under which MPMBB operates includes the following:

(1) Local Government Act, 1976 (Act 171)

Local government development in the country up to the 1960s was uncoordinated and was generally considered to be in a state of disarray. There was within its system an assortment of local authorities namely Municipal Councils, City Councils, Town Councils, District Councils, Local Councils and Town Boards, totalling 373 in number in Peninsular Malaysia. Most of them were unable to carry out their duties and functions efficiently due to financial problems, and, in many instances the respective State Governments had to directly administrate the affairs of the local authorities.

The Local Government Act 1976 (Act 171) was enacted in 1976 mainly to restructure, downsize and streamline the operations of these local authorities. In 1985 when the Act became operational, the total number of local authorities was reduced to 90 in Peninsular Malaysia, with MPMBB being one of the 15 Municipal Councils. The restructuring of the local authorities encountered several administrative problems and hence the long delay in its implementation.

Under this Act, MPMBB is allowed to obtain its revenue from taxes, rates, rents, fees and fines from the rate payers within its administrative district and is also entitled to receive grants and contributions in lieu-of-rates from the Federal and State Governments.

Federal annual grants received by the local authorities up to the 1980s were based on only two criteria: the population and the total revenue of the local authority; and, the maximum amount provided was only RM 107,500. This low quantum was deemed to have no incentive effect on the performance of the local authority.

Arising from a new formula approved by Cabinet in August 1990, all local authorities had substantial increases in grants. The maximum grant payable by the Federal Government to a local authority under the new Annual Equalisation Grant (AEG) was increased substantially to RM4 million. The AEG, provided by the Federal Government to MPMBB, through the State Government in accordance to State Grants (Maintenance of Local Authority) Act 1981, is RM 1.8million.

In most local authorities, the tax revenue obtained from assessment of properties is insufficient to make them financially viable. The total operating expenditure of most small to medium size local authorities usually exceeds the total revenue, causing them to operate on a deficit budget.

(2) Town and Country Planning Act, 1976 (Act 172)

This Act details out the planning powers of the local authority and enables it to be not only a local planning authority but also a development agent authorised with the role of a catalyst, for development of the area under its jurisdiction.

Development control, which emphasises land use and buildings, is a mechanism practised by the local authority to carry out the management of its area. It ensures that all types of development conform to technical requirements, by-laws, development plans and Government policies, so as to offer maximum protection to the interests of the local community.

In keeping abreast with rapid physical development and changes in the country and within the State, the Act has provided for amendments to be incorporated within it (e.g., Town and Country Planning (Amendment) Act, 1995). More recently, in 2002, amendments are also being proposed to provide for adequate legislation to support **heritage conservation**. Once implemented it would become mandatory for local authorities to preserve and conserve buildings and site of heritage value.

(3) Street, Drainage and Building Act, 1975 (Act 133)

Act 133 presents the procedures the local authority need to follow for controlling the building development in its area, especially to the building and infrastructure facilities that are to be provided to the buildings.

The above three legal instruments basically cover the entire scope and coverage of operations of MPMBB. In addition the State Government in response to the growing public concern of preserving and conserving the cultural heritage assets of the State has passed the following Bill in 1988

(4) Preservation and Conservation of Cultural Heritage Enactment, 1988

This Enactment is to make provisions for the preservation, conservation and enhancement of cultural heritage buildings in the State.

Under *Clause 3*, a Preservation and Conservation Committee comprising six public service personnel and not more than five other persons, who in the opinion of the State Authority have wide experience and expertise in the field of preservation and conservation of cultural heritage are to form the Committee headed by the Chief Minister.

Further, *Clauses 4 to 7* provide MPMBB - the Local Authority of the Central District - a wide array of powers ranging from designating heritage sites, developing and maintaining a register of heritage or conservation areas, and **formulating proposals and programmes for the preservation and conservation of cultural heritage or conservation area**.

In addition to the above, through *Clauses 8 to 13*, the Enactment also empowers MPMBB to **inspect premises for restoration; acquire buildings of heritage value; and carry out restoration work with arrangement with the owners**.

A **funding mechanism** is also deemed necessary and hence *Clauses 14 to 16* provide for the establishment of a preservation and conservation fund; the provision of incentives and tax relief to the owner of the designated conservation property, in respect of income earned there from. In carrying out all the above mentioned duties, MPMBB is protected by the Public Authorities Protection Act, 1948 (Act 198) whereby no action shall be brought against it in respect of anything done or omitted.

The above enactment though generally excellent in principle was not readily implementable due to several practical problems.

There are at least two major obstacles in the implementation of this Enactment.

- (a) Its scope is rather wide and straddles across the job functions of the Federal Museum which is governed by the Antiquities Act, 1976. Furthermore, “cultural heritage” as defined in the Enactment includes “antiquity, historical object, historical site, works of art, coins, special architectural, aesthetic, historical, cultural, scientific, economic and any other interest or value”. This scope extends beyond the jurisdiction of the MPMBB.
- (b) MPMBB functions in providing municipal services, administration and the enforcement of regulatory measures. It has neither the trained manpower to look after conservation areas, nor the ready guidelines to impose building controls specifically for designated heritage buildings.

A possible way to implement the Enactment is to assign PERZIM as the implementation agency and have a specialist conservation unit set-up within MPMBB to assist PERZIM to carry out the functions as stated in the Enactment.

This is what has actually happened now in Melaka with PERZIM taking over the role of the lead agency. This practice was a result from an amendment to the Enactment in 1993. It has since collaborated with MPMBB in controlling development and conservation in the State.

(5) Proposed Amendments to Town and Country Planning Act, 1976 (Act 172) to Incorporate Heritage Conservation

Effects of the Rent Control Act of 1966 and Its Repeal

The Rent Control Act of 1966 was enacted originally to protect the lower income group from being evicted out of their place of residence by the owner through increases in rental charges, due to shortage of housing stock in those days. However the negative aspect of this Act was that rent set at the 60s was never reviewed and it did not reflect the true cost of building maintenance. Overtime, owners were unable to put up capital costs in carrying out major repairs to the building structures. As a result, many old buildings in Penang and Melaka were left neglected and some in ruin. But, on the other hand, it is precisely because of this Rent Control Act that has relieved development pressure on these old buildings that they were preserved to this day.

With the repeal of this Rent Control Act of 1966, the Cabinet at its meeting in August 1994 agreed with the proposal of the Ministry of Housing and Local Government to introduce a new law to conserve and maintain old buildings so as to preserve the cultural heritage of the nation.

Inclusion of Heritage Conservation in the TCP Act

It was the opinion of the Attorney-General that the preservation and conservation of national heritage should be under the purview of the Town and Country Planning Act, 1976 as this Act is an effective mechanism for the preservation and conservation of national heritage as it is jointly enforced by the Federal Government and the State Governments working through the National Physical Planning Council and the respective State Planning Committees.

The amendments to the Town and Country Planning Act 1976 (Act 172) to incorporate the heritage conservation aspect is currently underway and it would soon become mandatory for local authorities to preserve and conserve buildings and sites of heritage value. Various incentives including the setting up of a conservation fund to undertake conservation are part of the amendments made to this Act.

Coordination Process and Implementation on Heritage Conservation

With the amendment to the Act to include conservation and preservation of heritage sites under its preview the National Physical Planning Council is to be given the responsibility to advice state governments on matters relating to heritage conservation. There is also a proposal to set up a National Heritage Fund to assist states needing money for the conservation of heritage sites.

Figure 2.5.2 illustrates the planning and implementation process that could be adopted for implementing the heritage project in Melaka. It attempts to draw together the aspects of the Federal Government, State Government, Local Government and the land owner in a proactive and coordinated manner.

The amendment of the Act is only in its initial stage and is not likely to come into force in the near future. During the interim period it is proposed that the Melaka State Government take over the role of the Federal Government and initiate the following:

- set up a Conservation Unit in MPMBB
- establish a Conservation Fund
- bid for Federal Grants under the Mid-Term 8th Malaysian Plan; and
- provide training for Conservation Unit and MPMBB staff on conservation and preservation of historical sites.

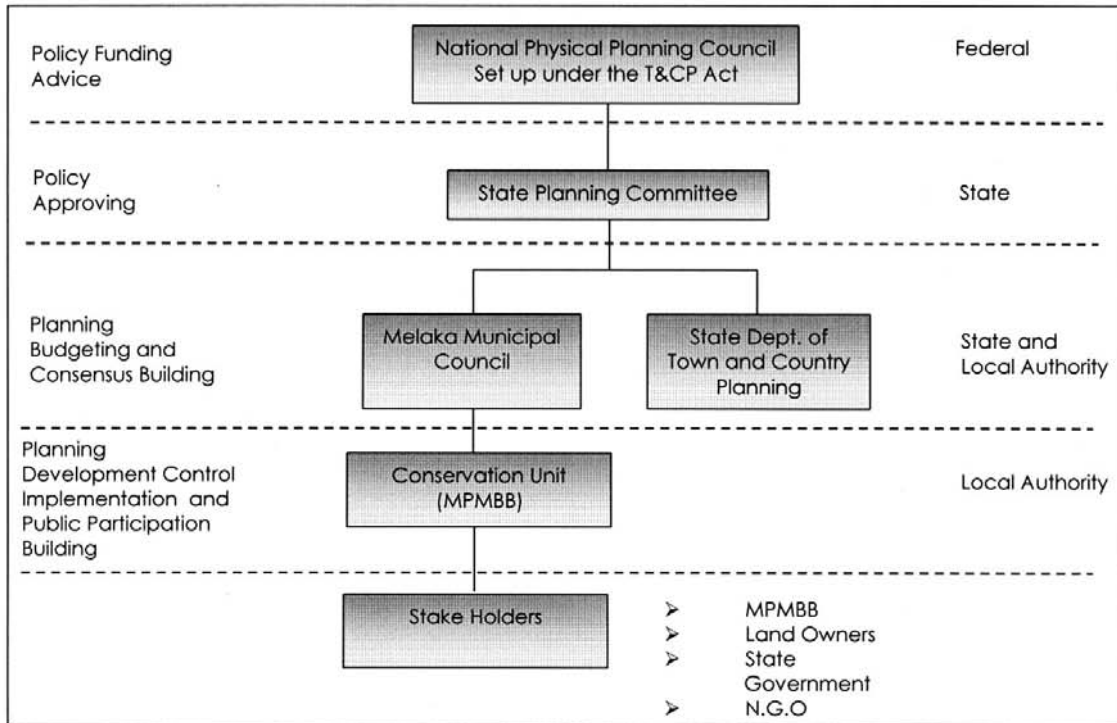


Figure 2.5.2 : Coordination and Implementation Process Proposal in the Amendments to the Town and Country Planning Act

2.6 IDENTIFICATION OF PLANNING, ENVIRONMENT AND CONSERVATION ISSUES

This section summarizes the various planning, environment and conservation issues identified and discussed in the various sub-sections above. These issues were obtained from :

- The Public Participation Workshop described in Section 2.4
- Analyses of the socio-economic survey and tourism surveys described in Section 2.3
- As well as various analyses of the present situations described in Section 2.2.

These issues are summarized into the following 5 categories:

- Socio-economic and demographic changes
- Deteriorating urban environment and streetscape
- Inadequate infrastructure facility and amenities
- Protection on buildings and cultural heritage
- Tourism and its impacts.

2.6.1 Socio-economic and Demographic Changes

The following are issues faced by the Study Area with respect to socio-economic and demographic changes over the last two decades:

- Economic declines with loss of traditional trades, while facing pressure from new and modern services and commerce,
- Declining employment opportunity due to relocation of commercial establishment, warehouses,
- Repeal of Rent Control Act of 1966 which forces out some of the local businesses and traditional traders,
- Out migration of younger population and thus loss of heritage and cultural inheritance opportunity from the older to the young generations,
- Pressure from outsiders in redevelopment of properties,
- Negative impacts from new and tourist related businesses.
- Lack of local leadership or grass-root organization,
- Local businesses affected by such events as Jonker Walk Bazaar.

2.6.2 Deteriorating Urban Environment and Streetscape

- High speed traffic threatening safety of pedestrians and residents,
- Traffic noise and air pollution,
- Need to reduce through traffic by better traffic information and signages,
- Need to control building and land uses to reduce traffic demand,
- Indiscriminate on-street parking causing congestion and noise,
- Uncontrolled loading and unloading of large trucks causing congestion and noise,
- Uncontrolled commercial signage causing poor and messy townscape hence lost of cultural/heritage values,
- Intrusion of new development/buildings affecting traditional architectural elements and designs,
- Unkempt and unhygienic back lanes.

-
- New uses (karaoke, western style café and pubs) causing excessive noise until the night and increase in traffic/parking.

2.6.3 Inadequate Infrastructure Facility and Amenities

- Lack of safe and comfortable pedestrian network facility, linking civic areas with other heritage sites,
- Inadequate public toilets and rest areas,
- Unsuitable pedestrian pavement materials and designs,
- Blockage of traditional sheltered five foot ways by merchandise and goods,
- Poor maintenance of drains and garbage collection bins,
- Unsightly overhead utility lines,
- Lack of centralized sewerage system.

2.6.4 Protection on Buildings and Cultural Heritage

- Lack of comprehensive listing of historical, cultural, religious and architectural significant buildings,
- Poor enforcement of new development in or at the fringe of the conservation area which adversely affected the historical views and vista.
- Deteriorating building structures due to lack of good maintenance brought about partly by the outdated Rent Control Act of 1966,
- Blatant demolition of old structure with legal permission,
- Lack of more stringent enforcement of violation on building demolition, renovation/addition, and painting,
- Illegal use of vacant buildings for bird nesting harvesting causing irreversible damages to structures.

2.6.5 Tourism and Its Impacts

- Poor presentation and maintenance of existing historical sites (eg. Hang Jebat and Hang Kasturi Mausoleums),
- Lack proper visitor management plans,
- Absence of well organized cultural events, celebrations and activities to attract tourists and lengthen their stays,
- Lack of visitors itinerary such as heritage trails,
- Over commercialization of tourist related services and businesses threaten traditional life style,
- Lack of professionalism among tour operators and guides,
- Lack of a coordinated tourist revenue capturing system.