

FRAMEWORK FOR COMMUNITY EMPOWERMENT IN PLANNING AND
OPERATIONAL DECISION-MAKING IN ISKANDAR MALAYSIA

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DEDICATION

This thesis is dedicated to my beloved wife Zafikha Aida, who sacrifices, patients and continuously gives me support and love; to my children Nur Tihani and Muhammad Thaqif, who have to endure with my absences; to my beloved father and mother Zanudin Abdul Majid and Rohani Che Awang, who give me strength, encouragement and undying love; and to my parents-in-law and my siblings who are always support us throughout this journey. May Allah SWT grant us with barakah and happiness, InsyaAllah.

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ABSTRACT

Community empowerment is defined as a medium to increase the community's influence, especially the low-income segment in making decision that concerns their interest due to their incapability to genuinely participate in the decision-making process. The purpose of this research is to develop a framework to empower the low-income segment's capability in participating and influencing both the planning and operational decisions. It is grounded by the analysis of the current practice of community participation in the development plan-making and planning permission in Iskandar Malaysia, in which this research focuses on both Johor Bahru and Kulai districts. The content of planning documents such as the reports of the Public Inquiry and Hearing Committee for the local plans of Johor Bahru and Kulai, and the mixed development applications are gathered and analysed. A series of in-depth interviews and focus group discussions with key informants, namely the local public planners, residents' committees, local councillors and, private developers' representatives are performed to gather the primary data from the actors. A total of 43 in-depth interviews and nine focus group discussions involving 67 participants were conducted. Thematic analysis and document analysis are selected as the methods to analyse both the primary and secondary data. The findings indicate that the current community participation process in Iskandar Malaysia is ineffective in providing a genuine opportunity to the low-income segment to participate in the development plan-making and planning permission. It requires improvement in several aspects: the incorporation of community interest in decision-making and collaboration between the community and other stakeholders, community's access to planning information and process, intergovernmental relationship in the planning process, improvement to the community's awareness and knowledge, the community's representation, and the skill and attitude of the public planner in handling community participation. Hence, a framework to improve the empowerment of the low-income segment in the development plan-making and planning permission processes is developed. This framework comprises the key principles guidelines: the local planning authority's approach in engaging with the community, the capacity for both the local planning authority to provide platforms for communication and engagement, and the participation of the community in the planning process. The commitment from the planning authorities and non-government actors and the continuity in reviewing and evaluating the performance of the framework are also part of the framework. As a conclusion, the research contributes to expanding the researches in the area of community empowerment from the urban planning perspective. It also improves the current practices of community participation by the local planning authority and the community's awareness about its roles in urban planning.

ABSTRAK

Pemeriksaan masyarakat didefinisikan sebagai medium untuk meningkatkan pengaruh masyarakat khususnya kepada golongan berpendapatan rendah dalam membuat keputusan berkaitan dengan kepentingan mereka. Ini disebabkan oleh ketidakupayaan golongan ini untuk terlibat secara tulen dalam proses membuat keputusan. Justeru, tujuan kajian ini adalah untuk menghasilkan rangka kerja bagi memperkasakan kemampuan golongan berpendapatan rendah untuk menyertai dan mempengaruhi keputusan perancangan dan operasi. Ia berasaskan analisis amalan semasa penyertaan masyarakat dalam menghasilkan pelan pembangunan dan kebenaran merancang di Iskandar Malaysia, dengan memberikan tumpuan khusus kepada daerah Johor Bahru dan Kulai. Kandungan dokumen perancangan seperti laporan Jawatankuasa Siasatan dan Pendengaran Awam bagi rancangan tempatan Johor Bahru dan Kulai dan permohonan pembangunan bercampur dikumpul dan dianalisa. Satu siri temu bual yang mendalam dan perbincangan bersama kumpulan fokus dengan pemberi maklumat utama, iaitu perancang awam tempatan, jawatankuasa penduduk, ahli majlis tempatan dan wakil pemaju swasta, dijalankan bagi mengumpul data primer daripada individu yang bertanggungjawab. Sejumlah 43 temu bual dan sembilan perbincangan bersama kumpulan fokus melibatkan 67 peserta telah dilaksanakan. Analisis tematik dan analisis dokumen dipilih sebagai kaedah untuk menganalisis kedua-dua data primer dan sekunder. Penemuan kajian menunjukkan amalan semasa proses penyertaan masyarakat di Iskandar Malaysia adalah tidak berkesan dalam memberikan peluang yang tulen kepada golongan berpendapatan rendah untuk terlibat dalam menghasilkan pelan pembangunan dan kebenaran merancang. Ia memerlukan penambahbaikan pada beberapa aspek seperti penggabungan kepentingan masyarakat dalam membuat keputusan dan kolaborasi antara masyarakat dan pihak berkepentingan lain, akses masyarakat terhadap maklumat dan proses perancangan, dan hubungan antara kerajaan dalam proses perancangan. Penambahbaikan pada kesedaran dan pengetahuan masyarakat, perwakilan masyarakat, dan kemahiran dan sikap perancang awam dalam mengendalikan penyertaan masyarakat juga diperlukan. Satu rangka kerja bagi meningkatkan pemeriksaan golongan berpendapatan rendah dalam proses membuat pelan pembangunan dan proses perancangan telah dihasilkan. Rangka kerja ini terdiri daripada prinsip utama: pendekatan pihak berkuasa perancang tempatan dalam berhubung dengan masyarakat, kapasiti kedua-dua pihak berkuasa perancang tempatan untuk menyediakan platform untuk komunikasi dan penyertaan masyarakat dan keterlibatan masyarakat dalam proses perancangan. Komitmen daripada pihak berkuasa perancangan dan pihak bukan kerajaan dan kesinambungan dalam mengkaji dan menilai prestasi kerangka kerja yang dihasilkan adalah juga merupakan sebahagian daripada rangka kerja. Sebagai kesimpulan, kajian ini menyumbang kepada memperluaskan kajian pemeriksaan masyarakat daripada perspektif perancangan bandar. Ia juga meningkatkan amalan semasa penyertaan masyarakat oleh pihak berkuasa perancangan tempatan dan kesedaran masyarakat berkaitan peranan mereka dalam perancangan bandar.

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LIST OF ABBREVIATIONS

B40	-	Bottom 40%
CDP	-	Comprehensive Development Plan
CR	-	Community Representative
DP	-	Private Developer's Representative
DPB	-	Development Permit Board
DPRJ	-	Dasar Perumahan Rakyat Johor
FGD	-	Focus Group Discussion
GCAP	-	Vancouver Greenest City 2020 Action Plan
HCP 2016	-	Helsinki City Plan 2016
IM	-	Iskandar Malaysia
IDI	-	In-depth Interview
IRDA	-	Iskandar Regional Development Authority
JMB	-	Joint-Management Body
JPBD	-	Jabatan Perancangan Bandar dan Desa
LC	-	Local Councillor
LP	-	Local Plan
LPA	-	Local Planning Authority
M40	-	Middle 40%
MC	-	Management Committee
NCLG	-	National Council of Local Government
NPP	-	National Physical Plan
NPPC	-	National Physical Planning Council
OSC	-	One-Stop Centre
PMR	-	Plan Melbourne Refresh
PP	-	Public Planner
PPP	-	Public-Private Partnership
RPC	-	Regional Planning Committee
SAP	-	Special Area Plan
SPC	-	State Planning Committee
SSP	-	State Structure Plan
T20	-	Top 20%
TCPA 1976	-	Town and Country Planning Act 1976

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Table 1.1 Issues and challenges concerning urban planning and urban governance

		Habitat III: Policy and Issue papers									Malaysia's National Urbanisation Policy 2 (2016-2025)																	Local Public Planner																							
		HD	FG	LC	GG	II	CR	CG	LP	IS	RG	RM	IC	SL	ID	LD	SU	UB	UC	IG	GE	QG	UP	FT	TV	FU	SW	DS	AQ	CC	UP	FI	AA	CR	ER	TC	AH	SD	MF	LP	PP	CG	CC	IC	CA	LL	n/45				
Issue by Theme	LC																																															0.35			
	CE																																																		0.40
	GG																																																	0.10	
	DY																																																0.30		
	UR																																																0.33		
	ME																																																0.22		

Issue by Theme

LC – Local Government Capacity

CE – Community Empowerment

GG – Good Urban Governance

DY – Disparity and Inequality

UR – Urban Resilience and Sustainability

ME – Monitoring and Evaluation Mechanism

Habitat III: Policy and Issue papers

- HD – High Dependency Between Multilevel Government
- FG – Fragmentation Between Local Government
- LC – Need of Local Capacity Building
- GG – Importance of Good Urban Governance
- II – Integrating the Informal Characteristic in Formal Setting
- CR – City Resilience in Addressing Conflict and Environmental Issue
- CG – Coordinating Between Multilevel Government is a Challenge
- LP – Insufficient of Monitoring and Evaluation Urban Policies
- IS – Unequal Provision of Public Services

Malaysia's National Urbanisation Policy 2 (2016-2025)

- RG – Existence of Regional Gap
- RM – Rapid Migration
- IC – Lack Inclusivity
- SL – Lack of Skilled Labour
- ID – Inconsistency in Defining Urban Area
- LD – Inefficient Land Use Distribution and Uncontrolled Urban Sprawl
- SU – Segregation of Land Use
- UB – Inability to Determine Urban Growth Boundary and Urban Containment Boundary
- UC – Lack of Urban Competitiveness
- IG – Existence of Income Gap
- GE – Lack of Green Economy
- QG – External Perception on Quality of Government
- UP – Rapid Increase of Urban Population

- FT – Fragmentation of Public Transport System
- TV – High Traffic Volume
- FU – Unable to Provide Equal Formal Utilities
- SW – Poor Management of Solid Waste
- DS – Poor Maintenance of Drainage System
- AQ – Deterioration of Air Quality
- CC – Climate Change
- UP – Urban Poor and Vulnerable Group
- FI – High number of Foreign Immigrants
- AA – Unequal Access to Basic Amenities
- CR – High Carbon Production
- ER – Lost of Future Environment and Resources

Local Public Planner

- TC – Traffic Congestion and Lack on Integrated and Connectivity
- AH – Lack of Affordable Housing
- SD – Lack of Capacity to Accommodate the Service Demand
- MF – Market Force Influence the Land Use Distribution
- LP – Delay in Completing and Gazetting
- PP – Level of Public Participation is Still Low and Less Inclusive
- CG – Coordinating Between Multilevel Government is a Challenge
- CC – Competitive City and Council
- IC – Incompetent Local Councillor
- CA – Integrating Community Aspiration
- LL – Lack of Legislation to Empower Local Authority

Following the informal interviews with high-ranked public planners from Kuala Lumpur and Johor Bahru, and literature reviews, **the issue of community empowerment can be associated with the capability of the community predominantly the low-income segment to participate and influence in planning process.** Apparently, the local planning authorities (LPAs) in Peninsular Malaysia face a daunting challenge to balance between the interests of the community and private sector, henceforth incorporate community's interest in the decision-making.

"...in term of development control and local interest such as affordable housing, it will become a challenge for the city council to address in incorporating between the community's interest and market demand."

Abdul Jalil Tasliman, Deputy Director of Planning Department in Majlis Bandaraya Johor Bahru (13th March 2017)

Based on past researches, the urban planning system in Peninsular Malaysia is made of top-down approach where the national interest is overshadowing the local interest (Manaf *et al.*, 2016; Mustapha *et al.*, 2013). Eventually, this limits the capacity of the LPA to autonomously plan and regulate the local development, hence hinders the incorporation of community's interest in decision-making (Maidin, 2011).

In addition, the low-income segment appears to be lack of capability to participate effectively in process of urban planning, hence exerting their interest in decision-making. It has resulted in the low-income segment being marginalised from the beneficial impact of urban development. The incapability of the low-income segment to access a better quality of life is prompted by excessive urban growth, low educational level and lack of skill (Siwar *et al.*, 2016).

"...concern is surrounding the involvement of the smallholders as they seem to be marginalised from the formal process of development plan compare to the private developer and community that live around the city centre."

Chew Lee Ting, Planning Officer in Majlis Bandaraya Iskandar Puteri (4th April 2017)

The deficiency of capability among the low-income segment to participate effectively in the decision-making can be related to the scarcity of conventional participatory planning in educating and collaborating with the community, making such move a mere tokenism by the government. Several researches underlined the inequality of access to information and participatory platforms among the community segments as one of the factors that led to the marginalisation of low-income segment from participating in the planning process (Marzuki and Hay, 2013; Mustapha *et al.*, 2013; Ngah and Zulkifli, 2014; Yaakob, 2012).

The way of the planning information is being reported and shared through the publicity and development plan also contributes to the ineffectiveness of community participation. The technicality of the report, and the lack of detailed information presented to the public, has restricted the community especially the low-income segment from understanding the essence of the process (Maidin, 2011; Marzuki and Hay, 2013; Mustapha *et al.*, 2013; Omar *et al.*, 2007; Yaakob, 2012).

“Public participation is still at low level with the approaches is towards focus group discussion based on specific subject. Only those who are related are invited and attended. The technical term used in the legislation has caused confusion and discourage the public to actively participate in the development plan-making.”

Suhaimi Mohamed, Deputy Director of Planning Department in Dewan Bandaraya Kuala Lumpur (22nd February 2017)

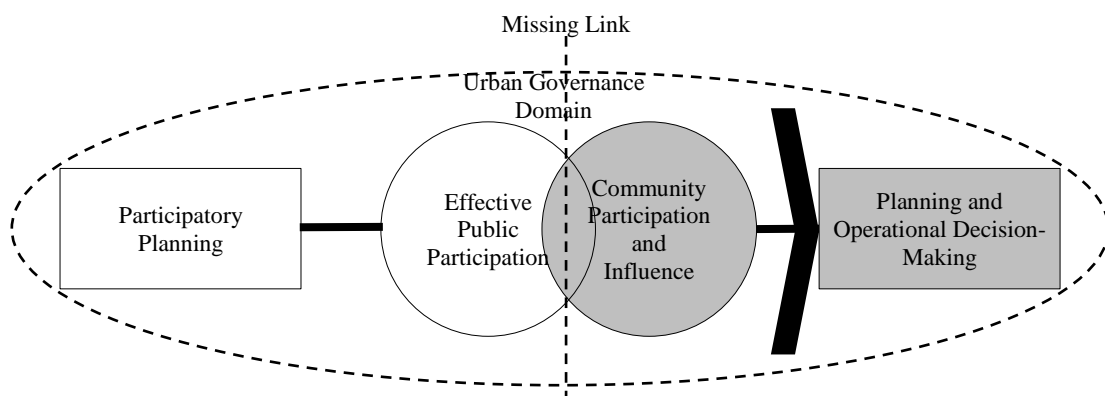


Figure 1.2 Missing link between participatory planning and planning and operational decision-making

Subsequently, this research agreed with past researches about focusing on the effective public participation in the development plan-making which is the planning decision for the LPA. However, past researches failed to place sufficient focus on the capability of the community especially the low-income segment, to participate and influence the planning and operational decisions namely the development plan-making and planning permission processes, despite the fact that these decisions are interrelated (Figure 1.2). Thus, this research intend to address this subject.

1.3 Research Gap

Key literature has been selected and reviewed in order to establish the research gap. A literature search is applied to identify literature within the timeframe between 2007 until 2017; using the keywords "decision-making", "local government", and "urban planning". Next, the results of the literature search are filtered using the "community", "public", "community" and other similar terminologies (Figure 1.1). SCOPUS and Web of Sciences are the secondary databases used in finding the key literature. Both databases comprise a large number of peer-reviewed journal and article that have been published.

These key literature are reviewed and organised using the literature map, an approach that has been introduced by Cresswell (2014) (Figure 1.3). Following the literature search, five themes have emerged namely community in decision-making, public officials in decision-making, local councillors in decision-making, civil society in decision-making and system of decision-making.

The literature map has suggested several research that focused on the decision-making process by the local government from the perspective of the community. It is corresponds with the New Urban Agenda in empowering the community as part of the effort to accomplish effective urban governance (UN-Habitat, 2016). Based on the literature map, most research had focused on the aspects of community participation in planning decision (Brown and Chin, 2013; Pandeya and Shrestha, 2016) and community perception on planning decision-making (Scott

et al., 2015; Manaf *et al.*, 2016). Manaf *et al.* (2016) also focused on community's perception of the importance of participation in decision-making and its outcome. Adamson and Bromiley (2013) and Taylor *et al.* (2016), on the other hand, had extensively researched community's influence in decision-making.

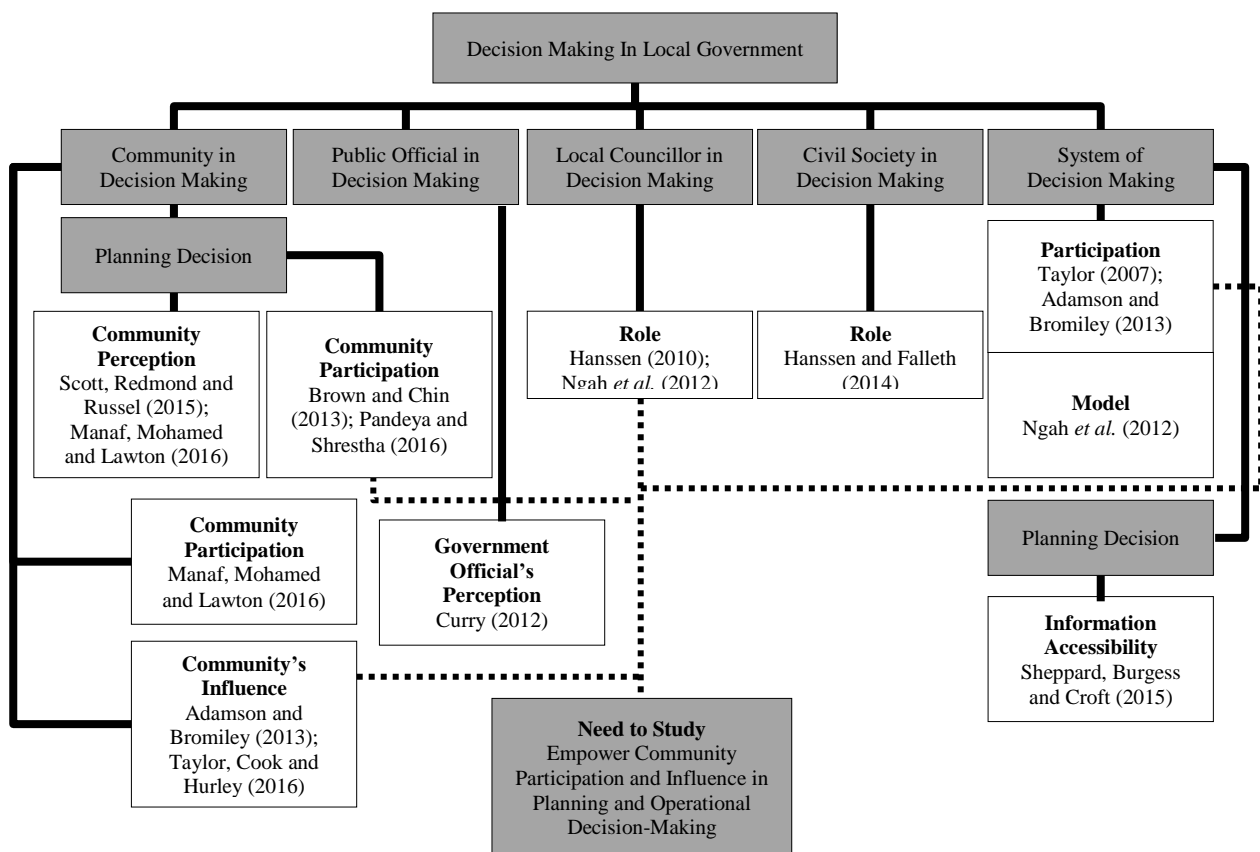


Figure 1.3 Literature map of decision-making in local government (Adapted from Cresswell, 2014)

However, there have been limited studies on the aspect of empowering community participation and influence in planning and operational decision-making that refers to the development plan-making and planning permission. Considering the impact of neoliberalism on the urban planning system, this research attempts to fill the current gap (Figure 1.3). This research is also anticipated to expand the knowledge of previous research which focused on the representativeness of local councillor in exerting community's interest in decision-making (Hansen, 2010; Nghah *et al.*, 2012).

It is crucial to link the effective community participation with the capability of the community to influence the decision-making. It corresponds to Stahlberg and Helander's (1975) argument that a democratic government is symbolised by the ability of the community to influence the decision made by the government. It is inadequate to only focus on the community participatory in a public process without incorporating their capability to influence the decision (Stahlberg and Helander, 1975; van Empel, 2008). The capability of the community to participate effectively in this research implied low-income segment's capability to influence the decision-making. It is correspondence to the concept of community empowerment which is to improve community participation, henceforth their influence in decision-making (Brinkerhoff and Azfar, 2006; Kasmel and Andersen, 2011; Lyons *et al.*, 2001).

1.4 Research Questions

To address the research problem about the capability of the low-income segment to participate effectively in the development plan-making and planning permission processes, this research intends to answer these questions.

- (a) To what extent does the current participatory avenue offer a genuine opportunity to the low-income segment to participate in the development plan-making and planning permission processes?
- (b) What constitutes the effectiveness of community participation and the incorporation of community's interest in the planning and operational decisions?
- (c) How far is the low-income segment able and willing to participate in the planning process?
- (d) What makes a local councillor effective in representing the low-income segment's interests in the planning and operational decision-making?
- (e) How can the capability of the low-income segment to participate effectively and influence the planning and operational decision-making be empowered?

1.5 Research Purpose and Objectives

The purpose of this research is to develop a framework to empower the low-income segment's capability to participate effectively hence influence both the planning and operational decision-making. It is based on the practices of community participation in urban planning by LPAs in Iskandar Malaysia (IM). In this research, only Johor Bahru and Kulai districts and its respective LPAs are focused as both districts cover nearly entire area of IM. Besides, the urbanisation rate in both districts are also higher compared to Pontian district.

Following the underlined research problem, the community in this research is refers to the low-income segment, focused on the low-cost apartments' residents around IM. It is supported by Idrus and Ho's (2008) study that housing developers incline to provide high-density housing for the low-income segment in order to limit the total area build for low-cost component in urban area. Empowerment meanwhile is signified as the vehicle to increase the capability of the community to participate effectively, hence influences the planning and operational decisions (Bailey, 2010; Brinkerhoff and Azfar, 2006; Gaventa, 2004; Lyons *et al.*, 2001). Planning and operational decisions in this research refer to the process of development plan-making and planning permission. It is adapted from Faludi's (1987) terminologies in defining both planning processes. Development plan-making as the planning decision helps guide the decision-makers in approving a development application as the operational decision. In the context of Peninsular Malaysia, the Town and Country Planning Act 1976 (TCPA 1976) has underlined that in deciding on a development application, LPA needs to ensure that the proposed development conforms to the gazetted local plan (LP) or the one that is under preparation.

This research also aims to address the Sustainable Development Goals (SDGs) 10 and 11 that emphasise on reducing the inequalities between community segments, as well as making the urban area more inclusive and sustainable (UN-Habitat, 2016). This research, moreover, attempts to invest into the new national agenda – to empower the community, predominantly the low-income segment in the urban area through the introduction of National Community Policy (NCP) that is

billed recently (KPKT, 2018). Following the research purpose, a number of objectives are outlined.

- (a) To examine the current state of low-income segment's participation in the development plan-making and planning permission processes.
- (b) To evaluate the factors of effective community participation and incorporation of community's interest in the planning and operational decision-making.
- (c) To investigate the capability and willingness of the low-income segment to participate in the planning process.
- (d) To assess the representativeness of local councillor in exerting the low-income segment's interest in planning and operational decision-making.
- (e) To develop a framework for empowering low-income segment's participation and influence in the planning and operational decision-making.

1.6 Research Scopes

The scopes of this research concerned the capability of the low-income segment namely the low-cost apartment's residents around IM (Johor Bahru and Kulai Districts) to participate effectively in the development plan-making and planning permission processes (Figure 1.4). Both planning processes are legislatively connected under Section 22(2)a, TCPA 1976, which stated that in granting planning permission, a proposed development should conform to the gazetted LP.

IM has been selected as the study area to explore the research subject empirically. The selection of IM is justified by the current trend of development in the metropolitan region, as well as its role as the catalyst to economic growth for Peninsular Malaysia and Johor. It causes the LPAs in IM a daunting challenge to plan and develop sustainable and inclusive development in the region. It is an enormous task for the LPAs to incorporate the community agenda in the region's

development strategy due to the lack of community participation in urban planning in IM (Choy *et al.*, 2009; Nadalutti, 2015; Rabe *et al.*, 2016).

The current state of low-income segment's participation in this research is examined by analysing the scope of community participation in both the development plan-making and planning permission. It is based on the data that comprises in the reports of Public Inquiry and Hearing Committee for selected LPs of Johor Bahru and Kulai; and the mixed development applications. The reports contain the information on the background of the LPs, the methods for communication and engagement, the profile of objectors and the type of objections; and the outcome of the inquiry and hearing session. The development applications provide the information on the background of the development, the justification to the approval, the communication and engagement with the community; and the outcome of the One-Stop Centre (OSC) committee meeting.

In relation to the factors of effective community participation and the incorporation of community's interest, several aspects will be analysed following the in-depth interviews (IDIs) with the local public planners around IM, community representatives for low-cost apartment's resident and private developers' representatives cum the applicants for development applications.

These aspects are the methods used for communication and engagement, perception of the participation process, community representation in urban planning, intergovernmental relationship in urban planning and approaches for incorporating community's interest. The variables that are recorded through the interviews are intergovernmental relationship, access to information and process, coordination and collaboration between stakeholders, legislative framework, capacity of local authority, skill and attitude of public officer, influencing capability, transparency and accountability, participatory method, public awareness and knowledge, residents' committee; and community representation (Figure 1.4).

For the capability and willingness of the low-income segment to participate, and the representativeness of the local councillor, a number of aspects are analysed

following the IDIs with the community representatives and local councillors; and focus group discussions (FGDs) with the residents' committee members for low-cost apartment. The analysed aspects are the state of engagement between the community and other actors, community's access to the planning information and process, public planner and community perception and attitude; and community's knowledge and awareness. The analyses also focus on the local councillor's engagement with their community, local councillor's capability to represent and influence, and their perception of the participatory process (Figure 1.4).

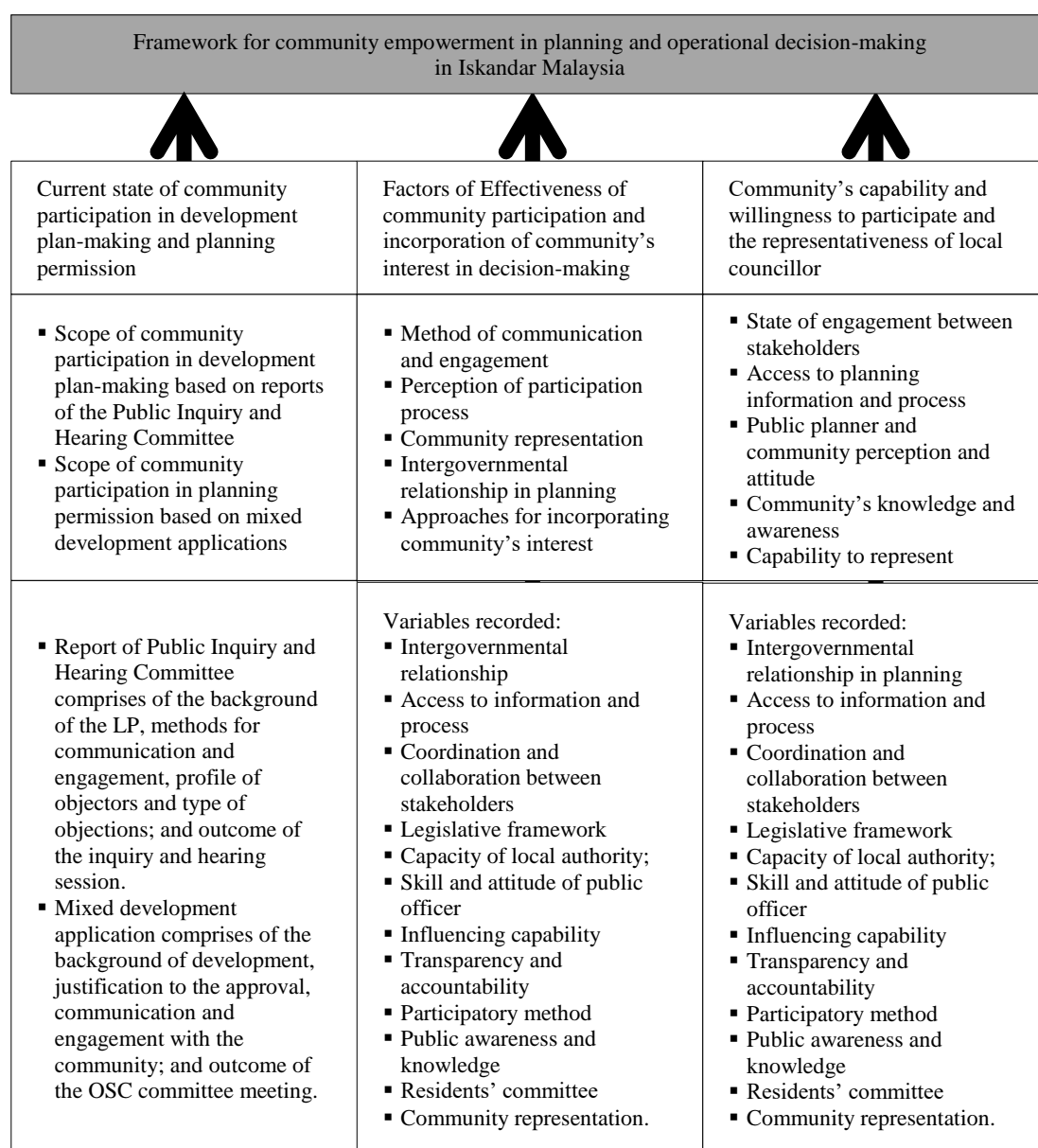


Figure 1.4 Research scope for developing framework for improving community empowerment in planning and operational decision-making

Similar variables are recorded through the IDIs and FGDs namely the intergovernmental relationship, access to information and process, coordination and collaboration between stakeholders, legislative framework, capacity of local authority, skill and attitude of public officer, influencing capability, transparency and accountability, participatory method, public awareness and knowledge, residents' committee, and community representation.

Based on the analyses, both the aspects and variables analysed throughout the research provide significant understanding and insight of the research subject. A framework is developed following the triangulation of the findings regarding the empowering capability of the low-income segment in IM, to participate effectively in both the planning and operational decision-making.

1.7 Structure of the Thesis

This research is structured into eight chapters (Figure 1.5). Chapter 1 covers the overview of the capability of the community which focused on the low-income segment to participate, hence, to influence the planning and operational decisions. This is the primary problem that needs to be addressed in this research following the process of defining the research problem (Figure 1.1). This chapter also examines the research gap, proposes the research objectives, questions, and purpose as well as determines the scope of the research.

Chapter 2 discusses community empowerment in the context of planning and operational decision-making in a complex and dynamic urban governance domain. The chapter focuses on community participation and influence as the fundamental aspects of empowerment. The concept of collaboration in urban planning is also explained as the paradigm shift to conventional participatory planning. Successful practices of community empowerment in planning and operational decision-making are also empirically reviewed through three case studies involving the metropolitan areas. A theoretical framework is established at the end of this chapter based on the

theoretical discussions and case studies, hence used as ground knowledge and guidance in data collection and analysis processes.

<p>CHAPTER 1 INTRODUCTION</p>	<p>CHAPTER 2 THEORETICAL FRAMEWORK FOR COMMUNITY EMPOWERMENT IN PLANNING AND OPERATIONAL DECISION- MAKING IN URBAN GOVERNANCE</p>	<p>CHAPTER 3 COMMUNITY PARTICIPATION IN PLANNING AND OPERATIONAL DECISION-MAKING IN PENINSULAR MALAYSIA</p>	<p>CHAPTER 4 RESEARCH METHODOLOGY</p>
<ul style="list-style-type: none"> ▪ Problem statement ▪ Research gap ▪ Research question ▪ Research purpose & objectives ▪ Research scope 	<ul style="list-style-type: none"> ▪ Governance, planning and decision-making ▪ Community empowerment in decision-making ▪ Collaborative planning for community empowerment in urban planning ▪ Case studies of community empowerment in planning & operational decision-making in metropolitan area 	<ul style="list-style-type: none"> ▪ Overview of planning system in Peninsular Malaysia ▪ Community participation in planning & operational decision-making ▪ Limitation of community participation in planning & operational decision-making in Peninsular Malaysia 	<ul style="list-style-type: none"> ▪ Research framework & approach ▪ Research strategy ▪ Pilot study ▪ Research process ▪ Methodology ▪ Data Saturation ▪ Data collection ▪ Data analysis ▪ Reliability and validity
<p>CHAPTER 8 CONCLUSION</p>	<p>CHAPTER 7 COMMUNITY'S CAPABILITY AND WILLINGNESS TO PARTICIPATE AND THE REPRESENTATIVENESS OF LOCAL COUNCILLOR</p>	<p>CHAPTER 6 EFFECTIVENESS OF COMMUNITY PARTICIPATION AND INCORPORATION OF COMMUNITY'S INTEREST IN DECISION-MAKING</p>	<p>CHAPTER 5 THE STATE OF COMMUNITY PARTICIPATION IN PLANNING AND OPERATIONAL DECISION- MAKING IN STUDY AREA</p>
<ul style="list-style-type: none"> ▪ Research findings ▪ Framework for community empowerment in planning and operational decision-making ▪ Policy implication ▪ Contribution of the research ▪ Limitation of research ▪ Area for future research 	<ul style="list-style-type: none"> ▪ Engagement between stakeholders ▪ Capability to participate ▪ Willingness to participate ▪ Capability to represent and influence ▪ Local councillor's perception ▪ Opinion on improving the capability of community to participate & representation of local councillor 	<ul style="list-style-type: none"> ▪ Intergovernmental relationship in urban planning ▪ Method of communication and engagement ▪ Local authority perception on community participation ▪ Representation of community's interest ▪ Incorporation of community's interest ▪ Opinion on improving community 	<ul style="list-style-type: none"> ▪ General background of study area ▪ Scope of community participation in development plan-making ▪ Scope of community participation in planning permission ▪ Issue of community participation

Figure 1.5 Structure of the thesis

Chapter 3 reviews the participatory planning in Peninsular Malaysia, which highlights the current participation avenues in development plan-making and planning permission, along with the capability of the community to influence both the planning and operational decisions. Besides, this chapter also identifies the shortcoming of community participation in the planning process in Peninsular Malaysia based on previous research.

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