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An Assessment Service Delivery of Social Welfare Department Dealing With Vulnerable and Disadvantages Group in Perak

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Abstract

A high-quality service delivery of Social Welfare Department (SWD) has encountered in promoting social inclusion towards the vulnerable and disadvantaged groups. This paper assesses the performance of SWD in the state of Perak, Malaysia by applied a semi-structured questionnaire survey of 400 respondents from a varied category of vulnerable and disadvantaged group within Perak. This research identified there is a correlation between service delivery performed and the quality of life of the respondents in social sustainability. The outcomes associated with strong justifications will offer alternatives to help in the betterment of the delivery system for these types of groups.

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Keywords: Service delivery performance; social welfare department; vulnerable and disadvantaged groups; quality of life

1. Introduction

Social inclusion by allowing equal opportunity and social equality for all has recognized to be as the basic structure of social sustainability. The need of promoting equal opportunity and social equality through the service

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delivery system, specifically towards this marginalized group of people has become a principal criterion to evaluate the SWD performances in terms of the effectiveness and efficiency of services delivered. The competitive and challenges environment worldwide has raised various issues that required courteous service delivery performed exclusively, awareness towards social rights of these less fortunate groups need to be promoted as it would increase their quality of life. Nonetheless, this research will highlight varies demographic characteristics of vulnerable and disadvantaged group of people in Perak and the service delivery performances rendered to them.

1.1. Research objective

The objectives of this study are as follows:

- To recognize the categorization of vulnerable and disadvantaged groups in Perak;
- To determine the current issues regarding service delivery of SWD in Perak;
- To evaluate the performance of service delivery by SWD towards the vulnerable and disadvantaged groups in Perak;

2. Literature review

Social Sustainability often described as the practices that ensure the continuity of stability, social well-being of all members within the community. Current discussions of these well-being aspects included health, education, social interaction, equal opportunities, recreation, religious freedom and cultural-value or beliefs, expression, among others (Darchen and Ladouceur, 2013). Throughout the years, many initiatives have introduced, envisioned to increase the opportunities and directly improve the quality of life for these vulnerable and disadvantaged groups within the collective community, yet their impact in terms of outcomes is less than satisfactory (Hannon, 2005 and Rezaul Islam, 2015). Hence, they were continuing excluded from the society and faced real difficulties in accessing employment, education, housing, and public spaces and facilities. These scenarios have brought attention among the scholars and governments around the world in helping out and reducing the burden faced by these less fortunate groups of people. Therefore, the SWD in Perak, a state in Malaysia expected to provide an efficient and effective service delivery, primarily to those who currently have limited access or even no access to these services.

2.1. Excellent service delivery performance, improves the quality of life

In nowadays society, most people, including the vulnerable and disadvantaged groups demand and require assistance provided by the respective government agencies to reduce difficulty experienced by them in performing the daily activities. The best option is by providing an excellent service delivery and makes the services closest and available to the vulnerable and disadvantaged groups at any time and in any area. In most cases, an excellent service delivery mechanism for this marginalized group, successfully improve their quality of life. Peter (2007) and have agreed that an excellent service delivery performance is needed to help the marginalized group of people and it arrives when the duty or jobs provided accomplish within the time given. Meanwhile, Beaker and Gerhard (1996) suggested that the measurement of service delivery performances should be done against a certain recognized standard of accuracy, completeness, cost, and speed. This measurement has been used as one of indicator to attain excellent performance in delivering services specifically to the vulnerable and disadvantaged groups Dercon and Krishnan (2000). Along with the availability services and assistance provided to help the vulnerable and disadvantaged groups to perform their daily routines.

Lee (2008) in other hand suggested that the encouragement and support through educations towards the vulnerable and disadvantaged groups will be fostering the skill, self-reliance and self-confidence as part of promoting an inclusive environment in the social development.

After all, the quality of life of the vulnerable and disadvantaged groups improves through excellent service delivery performance rendered by the SWD. Thus, by making sure that the quality of life and the social development of these marginalized is guaranteed, enhancement in terms of skill through increment of education and awareness will be useful in enabling the vulnerable and disadvantaged group practicing their rights and have equal opportunity to participate in social and economic activities and directly contribute to social and economic development.

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