

**SOLID WASTE MANAGEMENT WITHIN RESIDENTIAL AREAS OF  
JOHOR BAHRU TENGAH**

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## **ABSTRACT**

Solid waste management is the collection, transportation, processing, and recycling or disposal of solid waste materials and is carried out to reduce impacts on our environment. The management of waste continues to be a major challenge in urban areas throughout the world but particularly so in the rapid growing cities and towns of developing countries. Recently, improper waste management has become one of the most significant environmental issues in the country. The improper waste management can have a considerable impact on the environment, our health and mental wellbeing. The residents of Taman Ungku Tun Aminah Flats have been forced to live with the unforgiving stench of rotting garbage which has not been collected for more than a week due to the failure of Southern Waste Management Sdn. Bhd. contractors to carry out regular garbage collections. Some of the residents had fallen ill due to the filth from the uncollected garbage. The scenery of uncollected garbage created not just foul aroma but attracted animals which come scavenging for food. Hence, the research is conducted to highlights on the satisfaction level of residents and the problems associated with solid waste management, and their opinions on the procedures of improving solid waste management services. Survey data were collected through questionnaires at the four fastest growing housing estates within Johor Bahru Tengah Municipal Council (MPJBT) with a sample size of 120 families. The data were analyzed using SPSS and the results show that most of the residents from medium income families were not satisfied with the waste management services. Appropriate procedures such as enforcement programs, fines, educational programs and integrated system should be administered to overcome the weaknesses of the current waste management by the authority and Southern Waste Management (SWM) for the benefit of all residents.

## **ABSTRAK**

Pengurusan sampah merangkumi pengumpulan, pengangkutan, pemprosesan, dan kitar semula yang dilakukan untuk mengurangkan kesan terhadap alam sekitar. Pengurusan sampah menjadi cabaran utama di seluruh bandar dunia khususnya kawasan yang sedang membangun. Sejak kebelakangan ini, pengurusan sampah yang tidak teratur telah menjadi salah satu isu alam sekitar yang serius di negara kita. Pengurusan sampah yang tidak teratur telah membawa impak yang mendalam terhadap persekitaran, kesihatan dan kesejahteraan. Baru-baru ini, penduduk Taman Ungku Tun Aminah telah menghadapi masalah kegagalan pengumpulan sampah selama lebih daripada seminggu disebabkan kegagalan kontraktor Solid Waste Management Sdn. Bhd. menjalankan tugasnya. Beberapa orang penduduk di taman tersebut telah ditimpa penyakit yang disebabkan oleh kotoran daripada sampah yang tidak dikutip. Sampah yang tidak dikutip bukan sahaja mendatangkan bau busuk tetapi telah menarik perhatian binatang. Oleh kerana itu, kajian ini dilakukan untuk menganalisis tahap kepuasan penduduk terhadap masalah yang berkaitan dengan pengurusan sampah dan pandangan mengenai kaedah untuk meningkatkan lagi kualiti perkhidmatan pengurusan sampah. Kajian ini melibatkan 120 sampel penduduk dari empat kawasan perumahan yang mempunyai pertumbuhan paling cepat di bawah Majlis Perbandaran Johor Bahru Tengah (MPJBT). Data dianalisis dengan menggunakan

SPSS dan hasil daripada keputusan itu menunjukkan bahawa sebahagian besar penduduk dari keluarga yang berpendapatan sederhana tidak berpuas hati dengan perkhidmatan pengurusan sampah yang tidak