

## ABSTRACT

This research has been carried out with the aim to establish a monitoring framework for heritage values of Melaka and George Town. The Operational Guidelines of UNESCO on the management of the World Heritage Site stipulates that all State Parties are required to submit the monitoring report to UNESCO on a 6-years circle, with the objective to evaluate the state of conservation of the inscribed sites. UNESCO has come up with the monitoring format for all State Parties to use, but this format is vague, not specific and general in nature.

This research has been carried out with the clear objectives to provide a specific monitoring framework to monitor the Outstanding Universal Values (OUV) of Melaka and George Town, specifically those values under criteria (ii), (iii) and (iv) of the Operational Guidelines. None of the of the inscribed sites has developed such details framework to date. This research is also done to develop key indicators for the monitoring strategies for the stage of conservation of the mentioned properties. Therefore, there is a need to review all international guidelines such as charters, recommendations and resolutions on the conservation of historical town issued by the international agencies such as UNECSO and ICOMOS to develop a framework for monitoring the cultural properties.

No doubt, as the capital cities, George Town and Melaka are constantly faces with the issues such as development pressures, mass tourism and also providing facilities for tourist. The management of the cities by the local authority must be made fully aware that the cultural values and the integrity of the sites depend very much on how they care and manage their sites in the long term. Cooperation and partnership between the

authorities and the private building owners form the basis for a good working relationship that is vital to keep the values of the WHS intact for future generations.

This research adopts various approaches of study. The case study and qualitative survey methods are the main strategies for data collection. The Initial framework was developed based on the related literature, as well as the outcome of site visits to the other inscribed sites such as Hoi An, Vietnam and Macau PRC. Face-to-face structured interviews were carried out with the officer in-charge at MBMB and MPPP, as well as professionals in managing the WH sites. It was then refined by focus group meeting in Malacca and later in George Town and also by the local experts. The Draft framework was circulated to the international experts through Delphi method for verification and agreements before being finalized.

The research established 11 strategies and 58 indicators for Melaka and George Town. The strategies for urban form and urban fabric include the new developments, restoration works, landscape, infrastructure works (services)/facilities, visual link and cognition (images) and also traffic and circulation and pedestrian. Meanwhile, the strategies for heritage buildings include building's condition, building under disaster/damage, building use, intervention , and repair, as well as signage.

## ABSTRAK

Kajian ini telah dijalankan dengan tujuan untuk mewujudkan rangka kerja pemantauan bagi nilai-nilai warisan Melaka dan George Town. Garis Panduan Operasi UNESCO mengenai pengurusan Tapak Warisan Dunia menetapkan bahawa semua Negara dikehendaki mengemukakan laporan pemantauan untuk UNESCO setiap enam tahun, dengan objektif untuk menilai keadaan pemuliharaan tapak warisan. UNESCO telah mengemukakan format pemantauan bagi semua negara anggota untuk digunakan, tetapi format ini adalah kabur, tidak spesifik dan umum sifatnya.

Kajian ini dijalankan dengan objektif yang jelas untuk menyediakan rangka kerja pemantauan yang khusus untuk memantau Warisan Sejangat (OUV) Melaka dan George Town, khususnya nilai-nilai di bawah kriteria (ii), (iii) dan (iv) Garis Panduan Operasi. Tiada satu pun daripada tapak ini yang membangunkan rangka kerja terperinci setakat ini. Kajian ini juga dilakukan untuk membangunkan petunjuk utama bagi strategi pemantauan untuk peringkat pemeliharaan hartanah yang dinyatakan. Oleh itu, semua garis panduan antarabangsa seperti piagam, cadangan dan resolusi atas pemeliharaan bandar sejarah yang dikeluarkan oleh agensi-agensi antarabangsa seperti UNECSO dan ICOMOS perlu dikaji semula untuk membangunkan satu rangka kerja untuk memantau hartanah warisan.

Tidak syak lagi, sebagai bandar utama, George Town dan Melaka sentiasa menghadapi isu-isu seperti tekanan daripada pembangunan, pelancongan yang pesat berkembang dan juga menyediakan kemudahan untuk pelancong. Pengurusan bandar oleh pihak berkuasa tempatan hendaklah menyedari bahawa nilai-nilai budaya dan integriti tapak

banyak bergantung kepada kaedah mereka menjaga dan menguruskan tapak mereka dalam jangka masa panjang. Kerjasama dan perkongsian antara pihak berkuasa dan pemilik bangunan persendirian menjadi asas bagi hubungan kerja yang baik yang mana ianya penting untuk mengekalkan keutuhan nilai-nilai WHS untuk generasi masa depan.

Penyelidikan ini menggunakan pelbagai pendekatan. Kajian kes dan kaedah kaji selidik secara kualitatif adalah strategi utama bagi pengumpulan data. Rangka kerja awal telah dibangunkan berdasarkan hasil penulisan yang berkaitan, serta hasil lawatan ke tapak warisan lain seperti Hoi An, Vietnam dan Macau, China. Temuramah berstruktur secara bersemuka telah dijalankan dengan pegawai yang bertanggungjawab di MBMB dan MPPP, serta ahli profesional dalam urusan tapak WH. Ia kemudiannya diperhalusi dalam perjumpaan dengan kumpulan sasaran di Melaka dan kemudian di George Town dan juga pakar-pakar tempatan. Rangka kerja awal telah diedarkan kepada pakar-pakar antarabangsa melalui kaedah Delphi untuk pengesahan dan persetujuan sebelum dilengkapkan.

Penyelidikan ini telah menetapkan 11 strategi dan 58 petunjuk bagi Melaka dan George Town. Strategi untuk bentuk bandar dan fabrik bandar termasuklah pembangunan baru, kerja-kerja pemuliharaan, landskap, kerja-kerja infrastruktur (perkhidmatan / kemudahan), pautan visual dan kognisi (imej) dan juga lalu lintas, laluan dan pejalan kaki. Sementara itu, strategi untuk bangunan warisan termasuklah keadaan bangunan, bangunan di bawah bencana / kerosakan, penggunaan bangunan, campur tangan, pembaikan, dan juga papan tanda.

## ACKNOWLEDGEMENT

First and foremost, my greatest thanks should go to Allah the Almighty for letting me be 'here' in order to be able to write all of these with His guidance and reason, *Alhamdulillah*.

My deepest gratitude goes to my supervisor, Associate Professor Dr Sr. Yahya Ahmad for his valuable and close supervision, guidance, comments, resources, encouragement and friendship. Without his continued support and interest, this thesis would not have been the same as presented here.

The author wishes to acknowledge the University Putra Malaysia for the award of scholarship and study leaves. Without this financial support, I could not have focused on my research and made fairly smooth progress in my research.

I would like to express my gratitude to all those who give me the possibility to complete this thesis. In particular, a special thanks to all Deans of Faculty of Design and Architecture, UPM, Professor. Dr. LAr Mustafa Kamal Mohd Shariff, Associate Prof. Dr. LAr. Osman Mohd Tahir and last but not least Professor Dr. Rahinah Ibrahim, for their continuous moral support and courage.

I am also grateful to 56 groups workshop attendees who share valuable experiences, thought, knowledge, and time; 58 questionnaire survey participants and my 11 conservation experts who provided support and time. I am also obligated to MBMB, MPPP, and information on the case study cities.

To my friends in UPM and Um (DyBerg Group) thank you so much for the advice and collaboration during my study. Many thanks go to my beloved Mak, My late Ayah: for

their supports and encouragements, not forgetting all my siblings for always available when I need their helps.

Finally, I want to express my deepest and utmost appreciation and love to my family, to whom this thesis is dedicated; Ayah and Mak. and dearest husband Kamaruddin for his patience and moral support throughout this lengthy journey. Particularly, I owe to my kids, Shuhaib, Muadz, Rufaidah, Musfirah, Fatimah and Rukhoyah, for spending far too many days on my study as a times when they needed my attention and company most.