

## Appendix D : Research Questionnaire-Round 1 Delphi Technique.



### RESEARCH QUESTIONNAIRE-ROUND 1 OF DELPHI TECHNIQUE

Dear Sir/ Madam,

#### Exploring Strategies for Monitoring and Key Indicator Framework for Sustaining the Outstanding Universal Value of World Heritage Cities of Melaka and George Town

I am conducting a research as entitled above.

The main purpose of the research is to obtain opinions about Monitoring Strategies and Indicators for World Heritage Cities of Melaka and George Town. This is purely an academic study that is undertaken to fulfill the partial requirement of the degree of Doctor of Conservation management at University of Malaya, Malaysia. I appreciate if the survey attached could be answered by you as an expert to address this issues.

For this purpose, I would like to seek your kind assistance to spend a few minutes of your time to respond to the survey. There is no right or wrong answer, but it is your opinion's response that I would like to obtain. The responses will be in the strictly confidential manner. Upon completion of this survey, please e-mail to the address provided. Should you have any queries, please do not hesitate to contact me or my supervisor.

Your sincerely,

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### PART A: RESPONDENT'S BACKGROUND

Name :	e-mail address:
Profession :	
Organisation	
Please state your experience in term of year of your involvement in dealing with conservation management of WH sites	

#### Exploring Strategies for Monitoring and Key Indicator Framework for Sustaining the Outstanding Universal Value of World Heritage Cities of Melaka and George Town

Background

Melaka and George Town are historical towns that were jointly inscribed on the World Heritage List in 2008 at 32<sup>nd</sup> General Assembly held in Quebec City , Canada. As living historic towns, both Melaka and George Town are still inhabited by people; majority of them are descendants of the local groups that have inhabited the cities for generations. They are excellent examples of historic colonial towns on the Straits of Malacca, that have endured and experienced a succession of historical events mostly related to their former function as trading ports linking the east and West. They are excellent examples of living heritage towns where multi-cultural heritage and tradition South and East Asia coexistence; and where large examples of shophouses, in many different styles and cultural influences, can be found. the Historic Cities of the Straits of Malacca : Melaka and George Town, Penang which was inscribed under : Criteria (ii), (iii), and (iv) of the *Operational Guideline 2005*. based on the criteria stated in paragraph 77 of the *Operational Guidelines* for the implementation of the World Heritage Convention

## PART B: MONITORING STRATEGIES FOR URBAN FORM AND URBAN FABRIC AND HERITAGE BUILDINGS

There are eleven (11) Proposed Strategies and fifty two (58) Indicators for Urban Form and Urban Fabric and Heritage Buildings at WH Cities: Melaka and George Town, Malaysia identified from several workshops held at WH cites: Melaka and George Town ( from 2009-2011). Do you agree with the following;

Please state your opinion on the monitoring strategies for developing of the key indicator for Urban Form and Urban Fabric and Heritage Buildings framework

	Strategies		Objective	Yes	No	Not sure
A: Urban Form and Urban Fabric	A1	The new developments (infill)	To monitor the impact of new development including new infill projects, new infrastructure works, new structures etc. within core and buffer zones.			
	A2	Renovation works	To monitor the impact of the restoration and conservation of heritage buildings on overall heritage values			
	A3	Landscape	To monitor effect on the overall landscape and the setting of the sites.			
	A4	Infrastructure works (services)/ Facilities	To monitor impact of the new infrastructure works at sites			
	A5	Visual Link and Cognition (Images)	To monitor impact on the visual setting, characteristic and setting of the sites			
	A6	Traffic & circulation and Pedestrian	To monitor the impact of circulation at the site from both vehicle and human being to the heritage building and townscape			
B: Heritage Building	B7	Building Condition.	To monitor consequences on condition of the heritage buildings			
	B8	Building under disaster/damage	To monitor impact of building damage due to disaster.			
	B9	Building Use.	To monitor the impact on building inappropriately used.			
	B10	Intervention & Repair	To monitor the consequences of intervention and repair to heritage buildings			
	B11	Signage	To monitor the effect of inappropriate signage on the building to the overall character of the heritage buildings			

Item	Theme	Strategies	Indicators
A	Urban Form and Urban Fabric	6	36
B	Heritage Buildings	5	22
	Total	11	58

Please suggest new strategy if not appropriate.

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#### PART C: INDICATORS FOR URBAN FORM AND URBAN FABRIC

Following are key indicators for the above strategies:

A	Urban Form and Urban Fabric				
	Proposed Strategies	Proposed Indicators	Agree	Not Agree	Not Sure
A1	<p>The new developments (infill)</p> <p>To ensure the integrity and settings of urban form and urban fabric are retained and strictly controlled, especially within the property zone.</p> <p>-To ensure traditional urban fabrics; such as infrastructure, roads, pedestrians are sensitive to heritage setting</p> <p>-To ensure new developments within the core and buffer zones are sensitive to the existing settings, and enhancing overall heritage values.</p>	1, Number of approved and completed projects yearly within core and buffer zones (w/ +ve HIA)			
		2. Number of proposals/projects rejected ( technically due to negative HIA reports)			
		3 Number of on-going/completed projects that deem to threaten integrity and general settings. (high profile projects)			
		4. Number of new developments completed yearly that did not comply with the present guidelines. (high profile projects)			
		5. Number of completed projects that deem to threaten integrity and overall heritage values due to early approval before site being listed.			
		6.Number of stop works			

Comments: \_\_\_\_\_

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A2	<p>Restoration works</p> <p>-to ensure restoration work are carried out with proper manner according to conservation practice. (method of repair, materials used and appropriate technology applied)</p>	7.Number of application made yearly			
		8.Number of approved restoration work ( with amendment) yearly			
		9.Number of application rejected			
		10 Number of project approved to current guide lines			
		11.Number of project completed according to current guidelines			
		12.Number of stop works (identified threats/ inappropriate)			
		13. Number of illegal renovation works detected yearly			

Comments: \_\_\_\_\_

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A3	Landscape  To ensure the softscape and hardscape works are properly maintained, designed, appropriate and in-harmony with the character of the towns.( % green area provided)	14. Number of new works approved annually			
		15. Number of completed projects that enhance the OUV			
		16. Number of completed projects that deem to threaten integrity and overall of heritage characteristic.			

Comments: \_\_\_\_\_

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A4	Infrastructure works (services)/ Facilities  -to ensure the infrastructure works (new/ repaired/maintenance) sensitive to the existing setting.(e.g; road, drainage/sewerage, power supply, light pole, telecommunication cable -To ensure the existing facilities are being maintained and serviced regularly, and does not cause possible harm. To ensure new facilities are being designed and integrated harmoniously without threatening the authenticity of the properties	17 Number of new works approved annually			
		18 11. Number of completed projects that enhance the OUV			
		19 Number of completed projects that deem to threaten integrity and overall heritage characters.			
		20. Number of the maintenance works yearly			
		21. Number of new facilities being integrated into buildings			
		22. Number of reports on inappropriate equipment placed on the buildings (a/conditioning blower, aerial TV,ASTRO etc)			

Comments: \_\_\_\_\_

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A5	Visual Link and Cognition (Images) -To ensure the elements/character along the street entraps the eye with heritage values (e.g; Landmarks, edges, paths, streets, squares etc, texture of the town, topography and waterfront/edge)	23 Number of new elements (eye catch –up) that being introduced in the heritage setting ( physical environment) ( obtained approval from authority) that give negative impact to the heritage value.			
		24. Number of buildings (new / extension) are of different height (Sky line and the roofscape) give negative impact to the heritage value.			
		25. Number of reclaimed area approved along the edge/waterfront yearly.			
		26 Number of completed reclaimed area within core and buffer zones that enhance the OUV			
		27 Number of reclaimed area within core and buffer zones that deem to threaten the OUV.			

Comments: \_\_\_\_\_

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A6	Traffic and pedestrian circulation -To improve the existing traffic condition and to encourage sustainable mode of transport. - to provide pedestrian linkage from one place to another place.	28. Survey of the traffic volume annually			
		29. Number of the road maintenance yearly			
		20. Statistic of accidents reported annually			
		31 Number of approved road works yearly			
		32Number of approved pedestrian way yearly			
		33 Number of rejected proposal for traffic circulation yearly			
		34 Number of rejected proposal for pedestrian way yearly			
		35 Number of works that enhance the heritage value			
		36 Number of completed work that deem to weaken the OUV			

Comments: \_\_\_\_\_

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#### PART D: INDICATOR FOR HERIATGE BUILDING

B	Heritage Buildings				
	Proposed Strategies	Proposed Indicators	Agree	Not Agree	Not Sure
B7	Building Condition. To ensure the buildings are in good state of repair -rate of condition of he buildings are driven to the state of obsolescence through neglect and poor up-kept. -To ensure the buildings are safe to use.	37. Number and percentage of buildings that are in good, fair, poor and ruined conditions.			
		38. Number of buildings that structurally dangerous and not safe			
		39. Number of common defects reported by homeowner /stakeholders/users			

Comments: \_\_\_\_\_

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B8	Building under disaster/ damage - to ensure the buildings are protected/ prepared from nature and man-made disaster.	40. Number of buildings involved in natural disaster ( Flood, earth quake, storm, tsunami etc)			
		41. Number of buildings involved in manmade disaster (fire)			

Comments: \_\_\_\_\_

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B9	Building Use. To ensure the buildings retain their traditional use; and/ or have	42. Records of building use when inscribed (2008)			
		43. Records of building use annually.			

	acceptable use	44 Number of licensed buildings			
		45 Number of unlicensed buildings (illegal use such as bird nests)			
		46 Number of compound to buildings owners			
		47 Number of court cases recorded			

Comments: \_\_\_\_\_

B10	<p>Intervention &amp; Repair</p> <p>-to ensure the authenticity and integrity of the heritage building is maintained and retained</p> <p>-To ensure repair and conservation works are sensitively done and in accordance to the acceptable conservation practices.</p> <p>To ensure the internal layout of traditional buildings, especially, the shophouses and townhouses, are generally retained, and any intervention should respect traditional layout and values.</p> <p>-To ensure traditional materials, tiles, decorative elements and other parts and details and are being conserved, repaired and/or replaced with appropriate materials and using suitable techniques.</p> <p>-To ensure overall design, proportion and details of front facades are retained, and to minimize integration with new materials.</p> <p>-to ensure the repaired works</p>	48. Record of intervention annually			
		49. Number of projects that won local, national and international awards			
		50. Number of projects funded by government or other agencies			
		51. Number of projects (minor repair) carried out by homeowner themselves			
		52. Number of completed projects that deem to threaten integrity and overall heritage values.			
		53. Number of project need to re-instate (to regained the authenticity of the heritage buildings)			

Comments: \_\_\_\_\_

B11	<p>Signage</p> <p>To ensure building signage are sensitively placed and not covering details of the front facades.</p> <p>Many heritage buildings facades are being covered/screened by advertisement boards that disguise the unique feature of these building.</p>	54. Number of buildings with signage compliance to new guidelines			
		55. Number of new application for signage annually			
		56. Number of no rejected application that deem to threaten the heritage value.			
		57. Number of licensed signage that give positive impact on the building as well as the overall character of the building			
		58. Number that refused to remove that give negative impact to the building and heritage value.			

Comments

**‘Thank you very much for your time and participation’**