

APPENDIX E : Research Questionnaire-Round 2 Delphi Technique.



RESEARCH QUESTIONNAIRE-ROUND 2 OF DELPHI TECHNIQUE

Date 12th January 2012

Dear Sir/ Madam,

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

Notes and instruction to an expert:

1. Based on your experience and judgment indicate your opinion on **Strategies for Monitoring and Key Indicator Framework for Sustaining the Outstanding Universal Value of World Heritage Cities of Melaka and George Town**
2. Please review (where is necessary) your previous position on each item; and if you think that you want to make amendment. Please tick your responses using the following: Agree, Not Agree and Not Sure.
3. In the event that your response to particular question were more than one classification away from the groups, please state your reason(s) for differing from the majority opinion.

Your sincerely,

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PART A: RESPONDENT'S BACKGROUND

Name :	e-mail address:
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Exploring Strategies for Monitoring and Key Indicator Framework for Sustaining the Outstanding Universal Value of World Heritage Cities of Melaka and George Town

This Survey consists of Part B, C, and D, which is the previous proposal. Part E is comments received from Round #1 for your response.

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 cities: 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.

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	The new developments (infill)	1. Number of approved and completed projects yearly within core and buffer zones (w/ +ve HIA)			
	To ensure the integrity and settings of urban form and urban fabric are retained and strictly controlled, especially within the property zone. -To ensure traditional urban fabrics; such as infrastructure, roads, pedestrians are sensitive to heritage setting -To ensure new developments within the core and buffer zones are sensitive to the existing settings, and enhancing overall heritage values.	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			
A2	Restoration works -to ensure restoration work are carried out with proper manner according to conservation practice. (method of repair, materials used and appropriate technology applied)	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			
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.			
A4	Infrastructure works (services)/ Facilities -to ensure the infrastructure works (new/ repaired/maintenance)	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.			

	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	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)			

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.			

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			

PART D: INDICATOR FOR HERIATGE BUILDING

B	Heritage Buildings				
	Proposed Strategies	Proposed Indicators	Agree	Not Agree	Not Sure
B7	<p>Building Condition. To ensure the buildings are in good state of repair</p> <ul style="list-style-type: none"> -rate of condition of the 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			
B8	<p>Building under disaster/ damage</p> <ul style="list-style-type: none"> - 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)			
B9	<p>Building Use. To ensure the buildings retain their traditional use; and/ or have acceptable use</p>	42. Records of building use when inscribed (2008)			
		43. Records of building use annually.			
		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			
B10	<p>Intervention & Repair</p> <ul style="list-style-type: none"> -to ensure the authenticity and integrity of the heritage building is maintained and retained -To ensure repair and conservation works are sensitively done and in accordance to the acceptable conservation practices. To ensure the internals layout of traditional buildings, especially, the shophouses and townhouses are generally retained, and any intervention should respect traditional layout and values. -To ensure traditional materials, tiles, decorative elements and other parts and details and are being 	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)			

	conserved, repaired and/or replaced with appropriate materials and using suitable techniques. -To ensure overall design, proportion and details of front facades are retained, and to minimize integration with new materials. -to ensure the repaired works				
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B11	Signage To ensure building signage are sensitively placed and not covering details of the front facades. Many heritage buildings facades are being covered/screened by advertisement boards that disguise the unique feature of these building.	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 deems 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 gives negative impact to the building and heritage value.			

PART E. These are suggestion from Round #1 for Monitoring Strategies and Indicators to be considered for monitoring WH sites. Please state your opinion

Item	Descriptions	Agree	Not agree	Not sure
1	Amount of works being carried out without approval			
2	Number of projects using expert heritage advice			
3	Access to traditional building trades and materials			
4	Authenticity of fabric, spaces, streetscapes			
5	Diversity of traditional building uses remaining			
6	Diversity of traditional trades / crafts / shop uses remaining			
7	Street vendors remaining			
8	Other street uses remaining (markets, play, food, festivals)			
9	Diversity of transport inc. traditional (rickshaws)			
10	Cross section of population inhabiting areas (balance of low to medium income earners) (balance of different religions, cultural practices)			
11				
12	Items for sale produced locally (including food)			
13	Archaeological issues addressed			
14	Interpretive strategies integrated into project?			
15	Projects that had early consultation with heritage bodies			
16	Percentage of tourism related uses			
17	Retention of domestic commercial uses (egg chemist, baker, hairdresser, doctor etc?) in WH area (and not all relocated to shopping malls)			

Comments: _____

ONCE AGAIN, THANK YOU FOR YOUR COOPERATION