CHAPTER 1

INTRODUCTION

1.1 Introduction

The process of globalization has been argued to be threatening to the local heritage. It has been suggested that flagship projects as the strategy of managing change have ignored the local residents and their social and heritage aspiration of the historic cities. Their heritage conservation is slowly phasing out and gives way to the development. In particular, managing change is an activity that can erode locally significant heritage by changing the nature of the cities, which have roles in sustaining such heritage. The feeling of the process "managing change" has highlighted the material expression in terms of the architectures of the developments that follow. This is only true in the western historic cities as evidenced by several studies (Feilden & Jokiletho, (1998); Kerr ,(1998); West, (1998) Pickard, (2001) and Clark, (1998)) but to the extent of which this is true Loh, (2000) ; Ameer Hamzah, (2000); Yahaya Ahmad, (2004) and Syed Zainol Abidin Idid, (2006), with Malaysia has not been looked into yet.

1.2 Research backgrounds

This research focuses on the aspect of monitoring strategies and indicators for cultural properties at Malacca and George Town World Heritage (WH) sites. As one of WH sites, it is an obligation for the government of Malaysia to pledge as stated in Article 4 of the General Conference of the United Nations Education, Scientific and Cultural Organization meeting, 1972:

> *Each State Party to this Convention recognizes that the duty of ensuring the identification, protection, conservation, presentation and transmission to future*

generations of the cultural and natural heritage referred to in Articles 1 and 2 and situated on its territory, belongs primarily to that State (UNESCO, 1972).

World heritage (WH) site, either cultural property or natural property, is a valuable and fragile treasure that cannot be replaced once it was gone (Fielden & Jokaletho, 1993). The lost of cultural heritage due to nature process or human negligence will cause the lost of human heritage, not only to the county but also to the international community. Some cultural properties have their outstanding universal value (OUV) for their invaluable qualities that need proper protection and care from any threats. Their OUV is priceless, which entails care, protection and guardian from any risk and threats of destruction (UNESCO, 2005). Orbasli (2008) wrote the importance of world heritage properties and sites to any country are undeniable through their contributions in being as importance parts of the built environment.

Promoting cultural identity of human culture has become the catalyst to domestic and international tourism and as the available economic and environment resources to be exploited. The heritage sites also preserved their significance value through the historical, arts (GCI, 2004) and also social value (Burra,1999) aspect to any country. Burke (2000) further emphasised there should be adequate protection of any heritage place, monument or site to ensure it maintains its cultural significance and its physical integrity regardless of time or any kind of influences in documented or recorded manner. Orbasli (2008) clarified that the effort of protecting cultural heritage actually is not only to protect the monuments, objects and sites, but also an individual's memory; its collective consciousness and identity. The inscription of any heritage site in the World Heritage (WH) List by international body is an effective effort by world organization that is UNESCO in protecting cultural heritage for present and future generation. In their opinion, this will contribute to new growth and development of

their surrounding area, especially in the aspect of political, economy and social. However, the opportunities offer at the WH sites need to be monitored.

There are many issues pronounce and threatened the sites. The big task of the Committee (ICOMOS, ICCROM and UNDP) is to ensure that the WH sites are protected and avoid from the removal from the list, although the responsibility to protect the heritage property is the obligation of the county. WH Convention requests all State Parties to submit report on monitoring of the properties in Periodic Report (PR). The reason for this report is to measure to what extent the implementation of the management plan (World Heritage Convention 1972) is successful and also to identify the physical condition and state of conservation of the site. UNESCO (2006) reported that there is a need to give more attention to monitoring the process and change over time on WH sites after reviewing the Periodic Report and regional programme due to issues alarming WH sites. As Mapstone (2004) defined, monitoring the world heritage site is about assessing the absolute status of value, not their relative status. Monitoring the significance of the WH site is to assess the site against the value/s for its listing as World Heritage site.

WH sites have a responsibility or obligation to ensure their OUV is being maintained over time and make known to the public. To achieve this, monitoring indicators have to be put in place and must be tailored to specific values of each WH sites. The data will be used for the report to local authority or stakeholders and the Periodic Report compiled for UNESCO.

The aims of such monitoring indicator are:

- To assess the state of preservation & interpretation of the site in a given year and measure change over time (recording); and

- To provide detailed data to the site managers so that they can improve the protection, interpretation and management of the site (UNESCO (2006).

It is clear that the information collected for the indicators is used to help measure the impact against the WH site's Statement of Significance as being approved by WH committee upon the inscription of each WH sites.

An initial review through interviews with the authorities in George Town and Melaka revealed that the existing guidelines that were adopted as part of the management plan of more technical and building oriented and as a means of assessing the absolute values of its OUVs to ensure the continuity being listed was absent. A method to measure the key indicators to ensure that the significance of its values are protected and sustained is urgently needed. The strategy for monitoring the significance of the WH site is also absolutely necessary.

Tan Sri Dr. Rais Yatim, the Minister of Culture, Arts and Heritage said:

> *It can be acknowledged that Malaysia is left behind when it comes to monitoring and administration of our own heritage. So much of our heritage artifacts have been destroyed, lost or taken out of the country by quarters who appreciate our historical artifacts and culture* (NST, 2005).

He further commented on the submission of both George Town and Melaka for the inscription at the World Heritage List and mentioned:

> *Comment received from UNESCO is that there is a lot of modern development at the sites, so it is difficult to decipher the heritage area.* (Star, 2006).

In Melaka for example, the state government has been experimenting with all kinds of gimmickry and unnecessary accessories such as imported plastic plants and trees from China to 'beautify' the town. In the process, it has destroyed or at least defaced a lot of real historical sites with coats of garish paint and outlandish 'ideas', including the present grand design of a 110 m high revolving tower built near the Stadhuys heritage zone here.

Tun Ahmad Sarji Abdul Hamid even expressed:

> *Lack of knowledge and decisions made on the "heritage worthiness" are often made by people who are not qualified by such authorities are themselves not well-versed in heritage* (Buletin Warisan, 2008).

UNESCO (2008) commented on the Application Dossier For Registration of Historic Cities of The Straits of Malacca (2007) as follows:

> *i.To submit a comprehensive conservation plan dealing with all the buildings and its schedule for implementation in both cities;*
> *ii.To develop a measure for decreasing motor traffic;*
> *iii.To improve the definition of key indicators for monitoring the architectural heritage* (UNESCO, 2008).

The conservation management programme of Melaka and George Town WH sites are focusing on the identified conservation zones, meaning that within the specific parameter and specific buildings / structures, the sites are recognized by the authorities. The cities presented themselves through projection of buildings based on sanitized representations of the past. Conservation is mediated through historic preservation and heritage. The raw materials of the natural and built environment are investigated with symbolic, as well as material value. The notion of conservation in the strategies may be hypothesised and defined by certain groups of people. Is this the political conception and ideas of what conservation should be and this certainly affects the way conservation zones being manage by who and for whom?

It is time to figure out how the Government of Malaysia can protect them and how much we should pay for it. The "monitoring system and key indicators" from the historic cities are regularized by imposing conservation policies and plans being adopted by the local authorities. How far these conservation policies and plans are effective in monitoring the values of these cities? At present, there is legal instrument in Malaysia for conservation with the creation of National Heritage Act, (Act 645,2005).

However, it does not detail the protection of cultural properties. A solution needs to be formulated to support the Act and to ensure cultural properties are protected.

Lim (2006) wrote some issues that many shophouses in Melaka have suffered from destructions or been demolished. In the absence of effective legal protection, Dutch period architectural elements, Victoria floor tile, Chinese gilded timber screen and other embellishments - all integral to the street's architectural story - have survived for generations only to be stripped out and discarded by new owners. Ismail (2005) wrote that one of the oldest building type shophouses in Melaka and George Town are under threat. He also mentioned a numbers of old shophouses in both cities are being rapidly reduced by demolition and some are converted into other use such as bird nesting house (Ismail ,2005).

No doubt, both cities constantly face development pressures. The management of the cities at the hand of the local authority must be made fully aware that the cultural values and integrity of the site depend very much on how they care and manage their buildings in the WHS in the long term. Cooperation and partnership between the authorities and 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.

Among the issues to WH cities of Melaka and George Town gathered during the interview (refer to Appendix A) with the local authorities, together with the literature gathered, as well as through site observation are;

    i) The challenges to manage the site

    Unlike most other WHS, Melaka and George Town are considered as large areas with many buildings and narrow streets. There are also negligible large vacant

spaces for recreation and open spaces. There are more than 4,000 buildings to manage in Malacca and 2,000 buildings in George Town.

Erne (2009) stated her observation that every day the cities faced traffic congestion, especially during peak hours. It faced constant development pressures, as well as no green field sites to plan for change and to meet the needs of the community. As the city centre, both cities are state capitals in Peninsular Malaysia and there are frequent demands to demolish buildings and rebuild with higher plot ratios to extract the most values out of the urban land in the cities. As living cities, they faced problems with pollution from the cities' economic activities. Water, air and noise pollution have to be contained and managed. Urban utilities and services are under pressures from developments and population growth (Erne, 2009).

In his personal view (Tan, 2009), although the state and local authorities have drawn plans to manage the city centres and to protect the heritage values as early as in the 1980s, the pressures continue to exist as the cities have to adapt to change and grow with times while trying to conserve their heritage values.

ii) Displacement and loss of the residential population

These two historic cities still have a relatively large pool of residential population, where the threat of displacement and the loss of population is real and has to be contained before it gets into a state beyond control. In George Town, a survey of the area has shown an already 30% decline in the population since 2000 (Gov. of Malaysia, 2007).

In Melaka, the gentrification of certain streets in the core zone has also resulted in the displacement of residential population, partly because of the emergence of mass tourism that is believed to impact negatively on the residential population through loss of privacy and traffic congestion (Gov. of Malaysia, 2007).

The presence of an aging population is another threat to the WHS. An aging population has different lifestyle that not only changes the cities' economies, but also their use of space. Retail business that thrives on consumer-oriented society is challenged into trying to survive. These are also other indirect impacts as the aging population lacks the necessary occupational skills to engage in new businesses and to attract a wider range of new investments into the city conservation zone (Erne, 2009). The loss of residential population is compounded by the lack of living spaces to attract younger people, especially those with families to live in the WH sites (Tan, 2009). Most of the younger people who work in the city centre do not live there; those who do stay with their parents but they have lower skills and are not able to afford places of their own. In their opinion, the potential negative effects from displacement and aging population are due to:

* The slow out migration of traditional businesses away from the core zone due to a lack of business;

* The closure of schools that are part of the cities heritage;

* The declining number of population to sustain the vibrancy of the cities;

* The loss of multi-culturalism; and

* The gradual decline of traditional skills and crafts from the lack of available replacement from existing population (Erne, 2009 and Tan, 2009).

iii) Threats due to mass tourism

According to Erne (2009), other major threat to Malacca WH site is the pressures generated by the blow of mass tourism. Tan (2009) in the interview mentions that mass tourism is believed to raise traffic congestion in George Town WH sites as well. The key strength of both sites is their strong tourism attraction and potential and yet, if they are not managed properly, mass tourism could bring with it undue pressures and challenges that may undermine the long term sustainability of the WH cities. Both Melaka and George Town, like many growing cities, have encountered difficulty with their increasing traffic generated from a rise in private vehicle ownership over time. As such, the local authorities in the respective areas have been taking various measures to manage traffic congestion generated internally (Gov. of Malaysia 2007).

Tan (2009) thought that special attention should be given to the WH cities of Melaka and George Town because of their narrow streets and lack of parking spaces. However, with the rapid expansion of tourism in the two cities, traffic congestion has increased and at times, it threatens the liveability of the site. The narrow streets of the WH cities would have to now cope with tourist buses, more private motorcars and haphazard parking. The traffic problem is further compounded by the inadequate public transportation and pedestrian connectivity in the WHS. Attempts have been made by the different levels of authorities to address these two problems in the WH sites but their progress remained slow and difficult. Even the use of buses in the core zones of both cities has resulted in damages to the heritage buildings. In this respect, there is a need for a comprehensive appraisal of the approach to tackle the traffic problem in the WH cities. According to Shuhana

(2011), the old shophouses in the old town are also subjected to be demolished due to various reason such as traffic congestion and building by-laws requirements.

iv) Gentrification

According to Tan (2009) and Erne (2009) in the interviews, another issue is gentrification as building owners respond to new demands for their buildings to cater to tourism and other new needs. Gentrification is known to bring about a change that is unfamiliar to the living cultural landscape. Although urban regeneration is welcomed, uncontrolled gentrification of the Core and Buffer Zones without proper research and sufficient information and knowledge could undermine the architectural integrity and cultural values of the WH sites. Poorly executed restoration and renovation and sometimes, illegal works, would damage the integrity and authenticity of the WH cities. Tan (2009) expressed his concern that gentrification can bring about a displacement of the original communities and their multi-cultural lifestyles. Some property owners have restored their heritage buildings to their former glory and turned them into restaurants, galleries and small hotels. The replacement of living spaces with commercial and business uses brings about a change of the original character of streets in the WHS and destroys the intrinsic value created from multi-culturalism of the sites. The development of hotels, restaurants and shops could induce a major transformation in the cities that may not always be positive on the urban landscape and is not always welcomed by the communities living there. Such changes have to be guided and monitored so that they do not undermine the core values of the WH cities.

v) Dilapidated and vacant premises

Although there is a relatively large pool of heritage buildings in a good state of conservation in the WH sites, the presence of many dilapidated and vacant building in the conservation zone is worrying. Upon the nomination of inscription of Melaka and George Town as the WH sites, there has been a growing interest in buildings and land located within the WH sites as their investment potentials have raised. However, although some of these premises have changed ownership, they have not been restored or improved but are left vacant (Lim, 2008).

Erne (2009) mentioned that the change of owners has also impacted negatively on the tenancy, with rents moving upwards and becoming expensive for the existing residential population, especially for the lower income groups.

Leaving the heritage premises vacant and in dilapidated conditions undermines the integrity and safety of the area. Empty and vacant buildings are often vulnerable to thefts of parts and squatting by undesirable parties such as drug addicts and vagrants. They are fire hazards not only to themselves, but also to the surrounding neighbourhood. The presence of these premises has to be monitored and controlled, and if possible, to be acquired by a third party and restored for the benefit of the entire community and WH sites (Erne, 2009 and Tan, 2009).
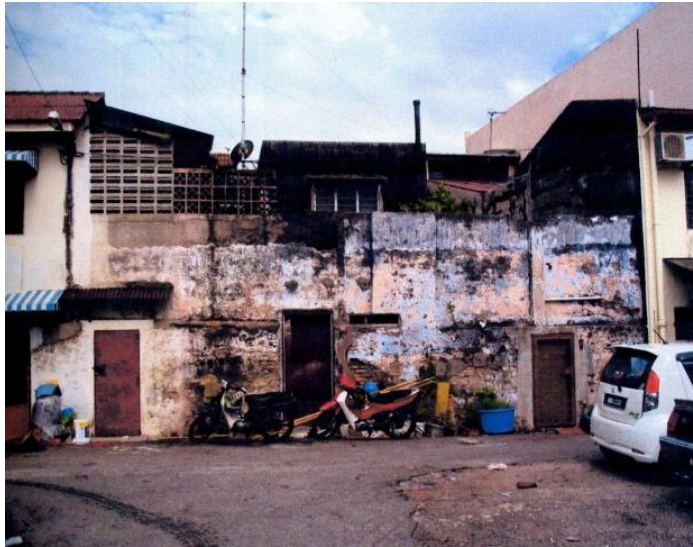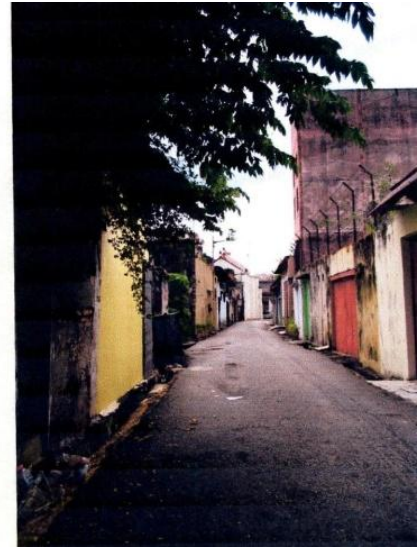
Figure 1.1: Buildings in poor condition at   Figure 1.2: Poor condition at
WH city (2009)   back lane of the building (2009

vi) An Absence of a Monitoring System and Funding

It is understood that living in the heritage city, buildings are constantly in use, being adapted, repaired and remodelled by tenants and owners according to their needs and resources. Such modifications require permissions and approvals of the authorities, without which, these modifications could threaten the living heritage in the area. According to Erne (2009) and Tan (2009), there are statutory requirements in place for managing changes and modifications. The local authorities have relied on a set of statutes and guidelines for renovation and restoration. Erne (2009) and Tan (2009) stated that rules and guidelines are being drawn by the authorities to try to fit loopholes in laws and statutes on restoration and renovation to heritage buildings. In both areas, the authorities are facing challenges when the owners have claimed a lack of knowledge and absence of information, which cause them to do a poor job of renovations and restoration (Buletin Warisan, 2008).

According to Erne in the interview, research on buildings and materials is an on going task and some efforts   are   made   to   provide   owners   with   available

information but there are still gaps. She agreed that monitoring and enforcing are weak. All of these require manpower and resources among the authorities and these have yet to be effectively in place. Erne (2009) stated that many owners in the WH cities do not have the financial resources to undertake repairs and restoration. Supported by Tan (2009), one of the challenges is the lack of available incentives. Some are in place but they appear insufficient to stimulate and motivate owners to do more. Figures 1.1, 1.2,1.3 and 1.4 show the condition of the buildings on the WH site in Melaka.

Figure 1.3: Building in poor condition (Author, 2009)

Figure1.4: Vacant lot at WH site (Author, 2009)

These are among the most threatening factors to WH cities not only faced by Melaka and George Town but it is also similar at many other WH sites as the city requires development for economic gain. These are the challenges to the management to have long term conservation and protection of the cultural properties if the WH cites want to sustain their status as WH sites at UNESCO List.

At present, the protective designation for both Melaka and George Town confines to the common principle of practice that are undertaken by various government agencies within the country. To this effect, the agencies, ranging from the recently established Department of National Heritage, the Department of Museum (both within the Ministry of Information, Communication and Culture), the Department of Town and Country Planning and various local authorities (both within the Ministry of Housing and Local Government) in the whole Peninsular Malaysia, played very important roles in maintaining and safeguarding the heritage entities within the country. Each of the departments mentioned have, within themselves, operative measures govern by respective legislations and procedures. The following are the general statutory

frameworks at the national level that are available in this country and adopted by various relevant agencies for implementation. The Department of Heritage, Ministry of Information, Communication and Culture is the agency responsible for the management and monitoring of the country's heritage as a whole, including properties within the core and buffer zones

At local level, monitoring of the heritage properties in the Historical City of Melaka is being carried out by the newly formed agency called Malacca World Heritage Sendirian Berhad. Meanwhile, monitoring of the heritage properties in the Historical City of George Town is being carried out by the newly formed George Town World Heritage Incorporated, which will manage the non-statutory issues pertaining to the George Town World Heritage site. Issues that could arise include matters pertaining to public transportation, public relations, security, research, tourism, and education and training.

Under the existing by-law in Malaysia, the Town Planning and Country Planning Act, Act 172 (1976), building and/or landowners are required to obtained permission from the municipal council for building works involved in repairs, renovation and restoration, as well as for the construction of new buildings. In the case of minor works, a simple form stating the work to be carried out has to be submitted while for major works, a building plan submission with necessary architecture and construction drawing are required.

At present, applicable for both the Historical Cities of Melaka and George Town, the applications are evaluated by their respective Heritage Units. For Historical City of Malacca, the Heritage Unit is placed under the Department of Urban Planning and

Development while for the Historical City of George Town, it is under the jurisdiction of the Department of Building.

The Building Departments of both municipal councils have building inspectors who monitor building construction work on site but not on the state of conservation of the building, which urgently need a conservation manager for both WH cities. Both historical cities are in the developing database for heritage building using Geographical Information System (GIS) to monitor the state of conservation of the cultural properties. The records of the heritage building inventory include the condition they are kept and maintained by the Heritage Units within the Planning Departments of the respective municipal councils.

UNESCO (2008) reported that during the inscription for nomination, three indicators have been used by both Melaka and George Town in measuring the state of conservation, which are state repair, before and after conservation works, and awards received from the local and international institutions. The monitoring of the state of repair is being carried out on regular basis and the physical condition of the buildings is characterised as very good, good, fair or bad. The monitoring and recording before and after the conservation works is also carried out progressively when the owners make the applications for the repairs and restoration (UNESCO, 2008, p. 82).

Melaka and George Town even have such legal protection such as the Enactment of Conservation and Restoration of Cultural Heritage in Melaka (1988) and Guidelines for the Conservation Area and Heritage Buildings for George Town (2010) in George town to protect and conserve the heritage buildings but at present, the conservation at WH cities of Melaka and George Town is mainly building-oriented rather than the whole of cultural properties. These are revealed during the interviews with the local authorities.

The guidelines provided are mainly for the heritage buildings. The absence of management plan during the nomination means that there is no monitoring strategy, which is vital to ensure the state of conservation of the cultural properties is protected and conserved.

1.3   Problem Statement

The newly formed agencies, George Town World Heritage Incorporated and Melaka World Heritage Sendirian Berhad are responsible to manage the non-statutory issues pertaining to the assigned sites. The absolute responsibility for reporting the state of conservation of the cultural properties as a whole to UNECSO is under the responsibility of the Department of Heritage, Ministry of Information, Communication and Culture of Malaysia.

However, as discussed previously in Section 1.2, the real problems encountered in terms of the monitoring strategies and indicators of cultural properties at Malacca and George Town WH sites are:

☐ The designation of Melaka and George Town as UNESCO World Heritage sites has brought along the urgent needs to have management plan for both cities and;

☐ Monitoring strategies and indicators to assess the state of conservation of cultural properties are absence.

George Town and Melaka are developing their management plan. At present, there are guidelines available at the local level. This guideline are building-oriented, which focused on building condition, façade and height control. However, this compliance is very subjective when most information about the monitoring strategies and indicators

for the state of conservation is not available. The local authorities needs a proper monitoring strategies and indicators to assess the states of conservation of cultural properties, and without this, the values of authenticity and integrity of the sites could be affected and gradually diminishing the outstanding universal value that will deem to be delisted from the World Heritage List. The study put two strategies to be met for OUV of the sites. These strategies were presented through focus group discussions and expert verification of: 1) urban form and urban fabric; and 2) heritage buildings.

1.4   Research Aim and Objectives

The study aims to develop monitoring strategies and key indicators to sustain the heritage values of Melaka and George Town WH cities. Due to the fact that such strategies should take into account the local requirements and expectations, as well as national and international research findings, thus the following objectives have been derived:

i.To understand the issues related to monitoring of WH sites;

ii.To understand the Periodic Report requirements by UNESCO. Therefore, there is a need to review all international guidelines such as charters, recommendation 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;

iii.To develop monitoring strategies and indicators for sustaining the heritage values of Melaka and George Town WH cities; and

vi.To validate the appropriateness of the proposed framework in Malaysian context.

The research looked at reports by UNESCO (1989, 1993, 1994,1995, 2003 and 2004) on the issues faced at WH sites in monitoring the tangible cultural properties at the WH

sites. Reports by other WH sites have been referred to establish the indicators frameworks for George Town and Melaka WH sites. The research identified the main issues and challenges recognized by the international bodies that threaten the universal values of cultural properties. Therefore, it is vital;

   i. To access the policies and guidelines for protection of cultural heritage adopted by the local authorities of George Town and Melaka, in which monitoring is part of the management system in conservation management that leads to:

- propose the monitoring strategies; and
- key indicators in safeguarding the cultural values of George Town and Melaka WH sites.

The above objectives are discussed in such order to acquire the understanding of requirements from UNESCO for managing cultural properties, where monitoring and key indicators are parts of the managing change for WH sites. Reviewing reports from other WH sites are vital to anticipate the issues related to monitoring cultural properties and how these issues are handled. There are also international guides developed over time to suit the present conservation practice that is appropriate for local adaptation. In addition to that, the lesson learnt from those sites may be adopted to formulate the framework for developing appropriate monitoring strategies and key indicators, which are designed to be adopted specifically by the local authorities for Melaka and George Town in monitoring the state of conservation of our cultural heritage, as well as to be modelled for other heritage properties in Malaysia.

1.5 Research Limitations

This study on "monitoring the state of conservation" at world heritage sites is the first one in Malaysia either at undergraduate or postgraduate levels. Printed and published data related to this topic are difficult to get and not readily available and sensitive documents from government are difficult to access

Firstly, the size of the local survey was limited to 58; hence, it is acknowledged that the criteria were proposed to specific group (purposive). The sample obtained for the quantitative study is adequate to enable generalization of objectives of the research.

Secondly, due to time limitation and financial constraint the survey is confined only to two cities (i.e. Melaka and George Town) as their status as WH site. It is expected to visit more WH sites especially Historic Cities with similar criteria or OUV. Furthermore, documents on related matters (reporting on state of conservation) are archived in UNESCO Paris which cannot be retrieved. Therefore, references are also made to natural sites as a guide in developing the framework .

Thirdly, the research is confined to only WH sites. However, the findings from this study could be considered as a framework for monitoring strategy and key indicators for cultural property for other historical cities in Malaysia.

Finally, the study obtained validation on the appropriateness of the strategies and indicators to the current state of conservation from conservation experts. This means, themes defined for strategies and key indicators are relevant in sustaining the state of conservation of cultural property in Malaysia

1.6 Research Methodology

In order to achieve the above objectives, this research is carried out in three stages :

Stage 1: Review of Literature

Review of literature and overview of international practices in conservation of management, where monitoring is part of the management of cultural properties.

To establish possible research aims and objectives, a thorough literature study was conducted, including both primary and secondary sources on monitoring the state of conservation of cultural property of UNESCO sites in general. Specific attention was given to identify appropriate monitoring strategy and key indicators for Melaka and George Town WH sites. Thus, an evaluation and review of monitoring strategies and indicators for WH sites was carried out. The composition and review of international documents and the review of international practice will enhance the credibility of the research.

Stage 2: Case Study

Since the monitoring strategies and indicators to relate the value of each cultural property is different from one site to another and the context must be specific as it involved stakeholders' participation, therefore this study adopted the case study approach and qualitative methods as the strategies for data collection. In order to assess the current practise at local level (WH sites), two (2) sites were chosen as the case study. This involved cases of Bandar Melaka, Melaka and George Town, Penang.

To achieve objectives (iii) and (iv), this research explores the perceptions of related parties on the monitoring of WH sites by interviewing the officer-in-charge that looks

after the properties, group discussion that involved the stakeholders, and questionnaire survey of the focus groups.

Stage 3: Qualitative Methods

This research also adopted qualitative survey method as the first strategy for data collection and to answer the first objective. Face-to-face structured interviews were carried out with the officer-in-charge that looks after the properties, as well as professionals to identify the policies and actions of the local authorities in managing WH sites. Secondly, to get their view on how management perceived their cultural properties and to determine whether the sites are being monitored through identified indicators to benchmark the states of the properties.

Focus group discussion were conducted twice. The purpose of the first discussion is to identify the appropriate and relevant monitoring strategies as the framework of the survey on WH sites, while the second discussion refines the questionnaire survey for experts' verification on the proposed framework for monitoring and key indicators by means of Delphi method.

Delphi method was conducted via electronic mailing since most of the selected experts are international experts. However, only 11 out 29 (final number of respondents) participated through this technique. All data were analysed by qualitative techniques.

1.6.1 Research Process

A simple but comprehensive research development strategy was formulated to ensure that all relevant areas are explored in a systematic manner and to assist in the analysis of the data. The research followed a three-stage approach as shown in Figure 1.5. The

figure illustrates the subject of the examination and analysis in each stage, as well as the flow and links within each stage and between the stages. The stages in the research are as follow:

i. Stage 1:Background study and research framework.
ii. Stage 2:Development of questionnaire survey.
iii. Stage 3:Verification of proposed key indicators in monitoring the significance of the WH sites in Malaysia from the experts using Delphi method.

Figure 1.5 Research process for developing monitoring strategies and key indicators for sustaining the heritage values in Melaka and George Town.

1.7 Scope of the Research

As previously discussed in Section 1.2, this study focused on the monitoring strategy and key indicators for Melaka and George Town WH sites. This research addressed and focused on the issues of conservation of heritage within the scope of monitoring the state of conservation of cultural properties in Malaysia as the research instruments to examine the issues, considering that these sites have been acknowledge as WH sites (UNESCO, 2008), and monitoring the state of cultural properties had long been established since the Convention of 1972 (UNESCO, 2007). Their outstanding universal value is priceless, which entails care, protection and guardian from any risk and threats of destruction (UNESCO, 2005). It is undeniable about their contributions in being the important parts of the built environment. The characteristic of cultural properties found at both Malacca and George Town WH sites are recognized, and the three criteria of outstanding universal values in their cultural properties are highlighted (UNESCO, 2008). There are protection measures and the commitment of the Malaysian government on the conservation agenda (Gov. of Malaysia 2007). However, many shophouses have suffered destructions (Lim 2008). Furthermore, there is an increasing demand for rooms and buildings to cater for tourists and other new needs. Based on the official records from the Tourist Promotion Units, Chief Minister's Department 2006, 4,695,762 tourists arrived in Malacca, while 3,060,000 tourists for George Town . In terms of tourists' accommodation, in total there are 85 hotels and 6,652 rooms in Malacca, where 7 hotels and 628 rooms are located in the conservation zone. Out of this, 2 hotels with 70 rooms are located in the heritage buildings. George Town has a total of 11,099 hotel rooms. Within the conservation area, there are many family-owned restaurants, coffee shops and eating places. Nowadays, there is a tendency to convert old buildings into chic restaurants and café, shops and colleges. In general observation, part of the problem of the old buildings in Malacca being demolished is the residents cannot afford

to maintain or renovate the buildings and will take offers from buyers who keen to cash in on tourism (Jsmrombungaraya 2012, 2008). Therefore, there is a need in proposing framework for monitoring cultural properties in Malaysia based on the findings of the research methods employed in the monitoring strategies and key indicators for sustaining the values of cultural properties of George Town and Melaka WH sites.

1.8 Thesis Structure

The description for thesis specific chapters are as follows:

Chapter One

This chapter establishes the context of the research, describing the background and focuses of the research, its objectives, the methodology used and the structure of the thesis

Chapter Two

Firstly, this chapter outlines the general background of Melaka and of George Town WH cities. This chapter also provides the significance of Malacca and George Town as world heritage sites. This is done by examining the outstanding universal values (OUV) of both cities and assessing the current practice in conservation programme in Malaysia. The challenges and threats are also discussed as this can weaken the values of the WH sites, which are presented in the second part of the chapter.

Chapter Three

This chapter concentrates on reviewing the literature on Periodic Report (PR) and the requirements on monitoring the state of conservation of cultural properties, which is part of the conservation management of UNESCO sites. It reviews the international context of conservation of historic towns and cities from charters, recommendations and

guidelines to discover important aspects, outlook and approaches of developing the monitoring strategies. Overall, this chapter assists in defining the monitoring aspects and indicators that are related to value of the sites.

Chapter Four

This chapter focuses specifically on the discussion of the research design and methods. The chapter incorporates the research methodology and describes the data collection, development of questionnaire process and analysis that have been conducted.

Chapter Five

This chapter sets out to develop the monitoring strategies and key indicators questionnaire through focus group discussion and questionnaire survey locally. This is to ensure that views from stakeholders of Melaka and George Town WH sites are incorporated in all stages of gathering the tentative monitoring framework. It is hypothesised that new framework could made acceptable to the local conservation practice if it reflects the understanding of local player's primary concern in pursuing the monitoring strategies and key indicators for state of conservation of properties assessment. The procedures and results are presented and the discussion on the development of questionnaire derived from this focus group discussion results is also presented.

Chapter Six

In the first part, this chapter analysed the questionnaire surveys, followed by how the validation process is carried out. Analysis of the empirical findings of small quantitative survey and Delphi technique for participated experts (11) are performed in this survey. The outcome is presented at the end of the chapter.

Chapter Seven

This chapter summarises the research and states the conclusion. Conditional statements are made with respect to the application of the proposed key indicators framework in the monitoring strategies of the WH sites in Malaysia. The possibilities of further research are suggested at the end of the chapter. The research structure is presented in Table 1.1.

Table 1.1: Research structure: Monitoring strategies and key indicators for sustaining the heritage values of Melaka and George Town

Research Statements	Research Objectives and Chapter	Methods		
		Methods/ activities	Instruments	Analytical techniques
The designation of Historical Cities of Malacca and George Town as UNESCO World Heritage sites has brought along the urgent needs to have management plan for both cities; and Monitoring strategies and indicators to assess the state of conservation of our properties is absence	Chapter 1,2 ,3 & 4 RO 1. To understand the issues related to monitoring of WH sites RO 2 : To understand Periodic Report requirements by UNESCO	Literature review Document sources analysis Interviews Visits Case study Qualitative	Structured interview with local authorities/ conservation manager Site visit & observation	Qualitative analysis Identify issues at WH sites (cultural properties)
Without proper monitoring strategies and indicators to assess the states of conservation of cultural properties, this could affect the values of authenticity and integrity of the sites and gradually diminishing the outstanding universal value that will deem to be delisted from the World Heritage List	Chapter 5 & 6 RO 3. To develop monitoring strategies for sustaining the heritage values of Malacca and George Town WH cities RO 4. To develop key indicators for the proposed strategies as a means for benchmarking the stage of conservation of mentioned properties	Workshop/ seminar Focus group discussion Questionnaire survey Analysis data Quantitative	Local Questionnaire Survey: Focus group (58) Group discussion (56) Questionnaire survey with Delphi technique 11nos Questionnaire survey with Delphi technique 11 nos. valid returned	Qualitative analysis Qualitative analysis and interpretation
Chapter 7 Findings and conclusion				