

## **Issues and Challenges of Urban Residents in Waqf Land Area George Town, Penang**

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### Abstract

Studies on urban residents have been conducted extensively whether residents living in urban or suburban areas. However, without us realizing that there is a certain number of urban residents are composed of those who live in the area of waqf land. Indirectly, it has created an interesting new identity to study. Therefore, this study focuses on the urban population living in the waqf land area in the city of George Town, Penang. This study was conducted to identify what are the issues and challenges faced by the urban population in the area of waqf land surrounded by daily development vigor. This study involved 9 areas around the city of George Town, Penang. All informants are village heads in their respective areas. The research method used in this study is the in-depth interview method. The results of the study found that the urban residents living in the waqf land area have their own issues and challenges that are interesting to discuss. Through this study is expected to be used as a reference by the relevant authorities or agencies in understanding the real issues and challenges faced by the urban population and can be processed by other researchers.

Keywords: issues and challenges, urban population, waqf land, Penang

Kajian terhadap penduduk bandar sudah banyak dijalankan sama ada penduduk yang tinggal di bandar atau di kawasan pinggir bandar. Namun begitu, tanpa kita sedar bahawa terdapat sejumlah tertentu penduduk bandar adalah terdiri daripada mereka yang tinggal di kawasan tanah wakaf. Secara tidak langsung, ia telah mewujudkan sebuah identiti baharu yang menarik untuk dikaji. Oleh itu, kajian ini memfokuskan penduduk bandar yang tinggal di kawasan tanah wakaf di bandar raya George Town, Pulau Pinang. Kajian ini dilaksanakan bagi mengenal pasti apakah isu dan cabaran yang dihadapi oleh penduduk bandar di kawasan tanah wakaf yang dikelilingi oleh kerancaman pembangunan saban hari. Kajian ini melibatkan 9 buah kawasan di sekitar bandar raya George Town, Pulau Pinang. Kesemua informan merupakan ketua kampung di kawasan masing-masing. Kaedah kajian yang digunakan dalam kajian ini ialah kaedah temubual mendalam. Hasil kajian mendapati penduduk bandar yang tinggal di kawasan tanah wakaf mempunyai isu dan cabaran yang tersendiri dan menarik untuk dibincangkan. Melalui kajian ini dijangka dapat dijadikan rujukan oleh pihak berkuasa atau agensi yang berkaitan dalam memahami isu dan cabaran sebenar yang dihadapi oleh penduduk bandar serta dapat diolah oleh para penyelidik yang lain.

Kata Kunci: isu dan cabaran, penduduk bandar, tanah wakaf, Pulau Pinang

### **INTRODUCTION**

Urban development in Malaysia has grown rapidly. This rapid development has had a direct impact on the quality of life of the population to be better or vice versa. The urban environment is often seen as perfect with the facilities and infrastructure available. However, without realizing it, the urban environment also invites problems related

to the quality of life of its citizens, including urban residents who live in waqf land areas in the city. Urban residents, especially those living in waqf land, are part of the urban population. The urban changes that are taking place today have made their environment increasingly cramped. Even so, there is no sign that they are depressed by development. This study argues that there must be a certain level of quality of life that makes the urban dwellers living in this area of waqf land remain there.

Several previous studies have shown that quality of life plays a major role in measuring the quality of life achieved by the population or community group in an area. In fact, the urbanization process that took place not only involved migration among the population but also involved changes in the social environment of the urban population. Urban dwellers receive positive and negative effects as urban development progresses. The development of a city will shape the diversity of social activities, governance, economy and transportation in various sectors built along with physical development. The study of Rosniza and Valentino (2020), revealed that various planning and implementation for development has been done for most countries in the world in an effort to obtain the status of a developed country in line with the current modernization.

A study conducted by Mohamad, M.R., et al., (2020) on the development of waqf land has shown that there are development efforts undertaken by some of the State Religious Councils in several states in Malaysia. However, the results of their study show that the waqf building material that has been developed is found to have no specific identification by any party even though it is part of the elements of waqf property development that is important to know. Therefore, it can be observed that the development and waqf land are inseparable and complementary. This study argues that the quality of life of urban residents living on waqf land can be translated through the urban environment and the urban population itself.

The sample used to obtain the information of this study is a total of nine (9) people. All informants are individuals selected to be interviewed in depth in the selected areas around George Town, Penang. Informant information is as in the table: -

<b>Numbers</b>	<b>Informants Code</b>	<b>Research Area</b>	<b>Informants Details</b>
1	I1	Kampung Dodol	Village Head
2	I2	Kampung Jelutong	Village Head
3	I3	Kampung Kebun Lama	Village Head
4	I4	Kampung Makam	Village Head
5	I5	Kampung Masjid	Village Head
6	I6	Kampung Rawa	Village Head
7	I7	Kampung Rawana	Village Head
8	I8	Kampung Sungai Pinang	Village Head
9	I9	Kampung Syeikh Yusuf	Village Head

According to Norizam (2015) and Samsurijan, et al. (2018) a city can be defined as an area of focus of the population and has administrative, political, social and diverse economic activities. The people of the city are said to have a much more luxurious life than the people who live in the countryside and they are also different in terms of economic, cultural and social background. The urban system is also complex because each of its components is interconnected and has a close relationship between rural and urban. According to the 2nd National Municipal Policy 2016, cities are defined as gazetted and saturated areas that have borders and mergers under one boundary and have approved settlement areas. The minimum population is 10,000 people and at least 60 percent of the working population (aged 15 and above) are involved in non-agricultural activities. The minimum gross density of the population is 50 to 60 people per hectare and has municipal facilities (Malaysia, 2016).

The people of the city are not spared from facing the issues and challenges that occur. Based on studies conducted by Siti Haslina and Mastura Mahmud (2020), Anisa Rizki (2019), and Muhamad Fadly Saputra (2019) show that the urban environment does affect the quality of life of urban residents. Urban residents are also faced with some environmental issues in the city. Environmental issues faced by urban residents are that they are faced

with unclean air pollution, garbage piles and drug abuse cases. The continuous increase in the number of motor vehicles until congestion in the city is seen as a major contributor to the occurrence of air pollution in the city. Apart from that, the problem of garbage piles caused by the increase in population as well as the inefficient collection system of the relevant parties is also an environmental issue that arises among the urban population. In addition, drug abuse among the urban population, especially adolescents is also a worrying issue among the urban population. This clearly shows that the same situation or issue is faced by the urban population living in the area of waqf land.

### **Urban Resident**

According to Saleh Y., et al., (2020), Ramli & Sheikh Dawood (2017), Rosniza & Mutsamy (2020), urban residents can be defined as a group or community living in an area within a city. The urban population consists of various races and religions and lives in some areas with land status in the city such as privately owned land, commercial land, waqf land and so on. household income in the countryside, but the poor and low-income in the city have to face problems in other aspects that are even worse. One of them is the fact that the poor and low-income people in the city have to face the problem of finding livelihoods. With low incomes, many of them have to live in squatter areas that are usually crowded and irregular and face the problem of lack of basic facilities such as piped water supply, electricity, toilet facilities, drainage systems and irregular garbage disposal. The migration of the villagers to the cities allows them, including the poor, to earn a higher average income compared to the household income in the countryside, but the poor and low-income in the city have to face other worse problems. One of them is the fact that the poor and low-income people in the city have to face the problem of finding a place to live.

The total population of Malaysia recorded in 2019 is 32.6 million people with the total number of men is 16.8 million people while women number 15.8 million people covering the population living in urban and rural areas (Jabatan Perangkaan Malaysia, 2019 ). Statistics have shown that the total population in the state of Penang is 1.64 million people in 2020 compared to 1.36 million people in 2019. The gender ratio of the population in the state of Penang is 101 men per 100 women. This indicates that the number of men is more than women. The number of men is 890.9 thousand people while women are 882.7 thousand people. The highest population in Penang is in the northeast district with a total of 588.2 thousand people while the district of Seberang Prai Selatan is 198.0 thousand people (Jabatan Perangkaan Malaysia, 2020).

The existence of the urban population is not a new thing to the urban environment. A study conducted by Mohamad Shahrudin et al., (2019) also revealed that the urban population consists of various forms of community, some live in waqf land areas, some live in resettlement environments, some live in traditional and recent village areas urban residents living in certain apartments, condominiums and lands undergoing changes. The existence of this community is also affected by the urban development that takes place in their environment.

Vigorous development is indeed happening in urban areas not only in Malaysia but most of the countries in the world. However, despite the urban population being squeezed by the development around them, they still continue to live there. This is supported by Vivian et al., (2019) in their study who said that environmental elements must be in good condition because if the environment in a particular area is dirty and polluted then it will directly affect individuals, community groups or groups certain who live and reside in their respective areas. According to M. Nushi et al., (2018), Devi et al., (2017), residents are able to remain in the urban environment if the environmental elements in the surrounding area are free from pollution and satisfactory.

### **Scope of the Research**

The study of issues and challenges of urban residents focuses on urban communities living in waqf land areas in urban environments. This study analyzes and evaluates the ability of urban residents to achieve quality of life status through assessment of urban environment and assessment of urban population. The assessment is to understand the form of influence and opportunities available in the urban environment and be able to have a direct impact on the urban population living in the waqf land area. The focus of the study area is the urban area and is

located in the waqf land area around George Town, Penang. The scope of the study location is focused on 9 urban areas living in waqf land, namely Kampung Jelutong, Kampung Syekh Yusof, Kampung Kebun Lama, Kampung Dodol, Kampung Rawa, Kampung Sungai Pinang, Kampung Rawana, Kampung Masjid and Kampung Makam. The background of the study area briefly discusses the city of George Town and the administrative powers of the local authorities involving the size of the city and the population:

## **RESEARCH METHODS**

The research method describes in detail the design of the study to prove the ability of urban residents to achieve quality of life status through assessment of the urban environment and urban population. This study uses a qualitative analysis approach. A qualitative approach is applied in this study to find a clearer meaning of things that are subjective as a result of field observations. This study uses an in-depth interview method approach in obtaining information from selected informants in the study area. The reality of the qualitative approach is the effort to clarify, illuminate and illustrate the reality of the ability of urban residents to achieve real quality of life status through the assessment of the urban environment and urban population. The reality of a qualitative approach has an interpretive element that aims to find the meaning of a thing or event experienced (W. Lawrence Neuman 2014, Othman Lebar 2007). The urban areas involved in this study are areas on waqf land only around the city of George Town, Penang.

Qualitative research methods have different and distinctive data compared to quantitative research methods. Interviews, observations and document analysis are part of qualitative data. The researcher used field notes and diaries as the main support to confirm the field work carried out in the qualitative study. Taylor & Bogdan (1984) argue that qualitative data is descriptive, is oral or written words about observed behavior. Patton (1990) argues that qualitative data consists of three: -

- a. Observation results: A detailed description of the behaviors, situations, events and interactions observed by observation in the field.
- b. Conversation results: Gaining information directly from people's statements about their experiences, beliefs, attitudes and thoughts during in-depth interview sessions.
- c. Written material: correspondence, recordings, excerpts or entire historical documents and cases.

The in-depth interview method requires the interviewer to conduct a detailed interview based on the guidelines outlined. Each statement made by the respondent is important data to the study. All relevant and relevant responses will be recorded word for word. Based on this method, the researcher can understand widely and well through a deep understanding of a topic. In-depth interviews can produce data that is unreachable by the respondents due to such a large time limit, especially if it involves the past. In-depth interview methods are open, broad, semi-structured or unstructured and are not necessarily permanent. Repeated direct meetings between the researcher and the study subject are necessary but in certain situations, this repetition is not necessary if the triangulation of data between informants and respondents is complete to answer the objectives of the study.

### **Study area: George Town, Penang**

George Town is the capital city of Penang and is the second largest metropolitan city in Malaysia located in the north of the country after Kuala Lumpur. The development of the city of George Town, has raised the name of the state of Penang which has a population of 1,561,383 people with a high population density of 1,490 km<sup>2</sup>. Penang covers an area of 1,048 km<sup>2</sup>. George Town is located in the northeast of Penang and is under the administration of the Penang Municipal Council (MPPP). George Town is a promontory separated from Seberang Perai on the mainland of Peninsular Malaysia by the North Strait. The total population living in Penang is 1.8 million people (Jabatan Perangkaan Malaysia, 2019).

The capital of the state of Penang, the city of George Town, has an area consisting of various types of land, namely commercial land, private land and waqf land. Although the majority of urban dwellers live in planned housing areas, flats, condominiums and so on, urban dwellers who live in waqf land areas also have their place of residence inherited from previous generations. There is waqf land that has been endowed for the purpose of developing

commercial buildings, residential houses, mosques and fields of land to be used and utilized by Muslims in the future (Siti Fatymah, 2018, Mohd Saiful, 2016).

## RESULTS

The results of in-depth interviews with informants in this study found that urban residents living in waqf land areas face several issues and challenges that have to be faced day by day. Their settlement area is in the middle of the city of George Town which is not only filled with a busy atmosphere but also squeezed by the vibrant development that is being carried out around them. Issues and challenges arising among the population are divided into several themes as in the table: -

NUM.	INFORMANTS	ISSUES AND CHALLENGES ACCORDING TO INFORMANCE	THEMES
1.a.	I8, I1, I4, I6	Impressed with development and feeling squeezed	<b>Impact of Rapid Urban Development</b>
b.	I8, I9, I5	Migration out of population	
2.a.	I9, I6, I7	The environment is getting dirty	<b>Unsustainable Surroundings</b>
b.	I7, I1, I2, I3, I6, I5	Often hit by floods	
3.a.	I8, I4, I7	Tricky planning of certain parties	<b>Proprietary Rights</b>
b.	I1, I4	Intervention and documents transfer beyond the knowledge of the population	
c.	I1, I4	Heir claims of waqf land	
4.a.	I5, I4, I2, I6, I7	Activities together are increasingly forgotten	<b>Population Participation</b>
b.	I2, I7	The role of the village organization association is difficult to achieve	
5.a.	I2, I5	Economic gap	<b>Population Socio-Economic Position</b>
b.	I2, I4	The class differences of the surrounding society are increasingly different	
6.a.	I1, I2	Garbage is not collected regularly	<b>Municipal Services</b>
b.	I9, I7		

	Local authorities (PBT) delayed efforts to improve the area and working with nonchalant behaviour	
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### Impact of Rapid Development of George Town

Based on theme 1, residents have an issue by saying that they are impressed with development and a sense of being squeezed. This is supported by some informants such as I8, I1, I4, I6. The rapid development that has taken place has caused most of the population to feel they are squeezed by development. The village area is also getting narrower. The impact of rapid development in the city of George Town has had a direct impact on the population showing that they are indeed overwhelmed by the development around them. For example in the I8 area, the construction of factories is so vigorously developed that the people who are in the middle of the area can feel that they are increasingly squeezed by the construction and development. Area I1 was also affected due to the development that took place in the city, the residents living in the waqf land area in the city were also affected. Their area is said to be narrower than before. It is even sadder that certain areas that are reserved for field space and the like are now gone for residents to play there. They also face air pollution because they are protected by buildings developed by developers in the area around the informants. The results of the interview with informant 6 also showed that the development that took place also affected them, especially in terms of ventilation. Their emotions were also affected and the development that took place has limited the scenery.

### Impressed with development and population feel squeezed

The rapid development that has taken place has caused most of the population to feel they are squeezed by development. The village area is also getting narrower. The impact of rapid development in the city of George Town has had a direct impact on the population and their quality of life. This can be seen through the expression of the informant as follows:

“...Makin lama saya tengok daqipada dulu.. sekaqang ni kita dah teqimpit dengan pembangunan lah. Sebagai contoh *you* tengok sebelah ni dah buat kilang 3 tingkat, sebelah ni pun kilang berbentuk 3 tingkat...” (I8)  
Based on the information of informant 8 (I8), it clearly shows that they are indeed squeezed by the development around them. For example in the I8 area, the construction of factories is so vigorously developed that the people who are in the middle of the area can feel that they are increasingly squeezed by the construction and development. Following the development that took place in the city, the people living in the waqf land area in the city were also affected. Their area is said to be narrower than before. It is even sadder that certain areas that are reserved for such field space are no longer available for residents to play there. This can be proven through interviews with informant I1: -

“...kesan yang utamanya dulu *fresh air* la ka. La ni terlindung dengan ni (bangunan / projek), panas tu ada rasa sikit-sikit. Tapi dari segi kepadatan penduduk tu tak dak la berubah 100% pasai orang yang duduk di sini jugak duduk di flat setelah kawasan ni dibangun. Jadi maknanya ada *link* lagi, cuma masalahnya dulu masa mula dulu ada ruang padang, sekarang macam sempit la kan, nak cari tempat yang boleh main apa semua susah sikit la pasai dah tak dak padang kan...” (I1)

Based on informant 1, it is clear that the urban population living in the area is affected by the development around the city as well as the area where the residents live is also narrowing. For example, in area I1, they are facing air pollution because they are sheltered by buildings developed by developers in the area around the informants. At first they had field space but development has caused their area to become narrower so that there is no more field there and it is difficult for the locals to play. Next, I6 also says: -

“...Kalau kita tengok yang ni, ni memanglah kita rasa kesan daripada dia punya suasana tu tak ada dulu belah sini ni daripada angin masuk apa semua tu kita kiralah tak ada dah pokok-pokok tu semua tu ah. Memang pun dari segi *emotional* tu tak nak elakkan lah kan.n Dulu saya duduk atas ndoi (buaian) ni relaks sat. La ni tak boleh tengok apa dah. Tanah waqf kami dah tak mahu pembangunan macam sini tak boleh sini masing-masing dia tengok dia ada dah...” (I6)

The results of the interview with informant 6 showed that the development that took place also affected them, especially in terms of ventilation. Their emotions were also affected and the development that took place has limited their view.

### **Migration out of the population**

Due to the feeling of being squeezed, some residents chose the road to move from this area. This is because they are forced or voluntary because there is no option to continue to stay and settle in this village due to pressure, provocation or subtle expulsion as it happens: -

“...Contohnya kan, dok ada ni ada dua qatuih sepuluh (210) qumah jenih untuk dia (pemaju). Kalau dia mai *offer* saya satu juta, dia mai kat saya dulu satu juta saya tak mau, dia pi qumah sebelah dia *offer* dia tu dua juta. Dua juta, dia tu pun ambik dia tu keluag (berpindah keluar). Habih tu qumah yang kosong yang juai tu dia mai letak segala barang-barang kontraktor dia. Yang tu yang ni tak jadi gaduh ka? Senang ja dia nak hambat (pemaju usir penduduk). Kita dok ho.. qumah kita tak dak *privacy*. Kemudian kita mau, dia *offer* kat kita pulak. Kita pun mau. Lagu tu lah, pandai oqang Cina ni...” (I8)

Based on informant 8, it is clear that the current reality that is happening in the area of waqf land in the city is that the residents are facing pressure and pressure from the housing developers. This caused many residents to move out. The developer mainly using subtle form led to the expulsion of the Malays gradually moved out of the area.

Apart from that, there is no denying that, although many have already moved out, there are still residents who still want to continue to live in waqf land areas in the city. Most of them are the generation of parents or senior citizens who still defend their land and house while making it easier for them to cultivate and so on. The younger generation or their children have mostly migrated out to work and will return to their hometowns to celebrate with their parents:-

“...Kebanyakan orang-orang lama (orang tua-tua) ja lah yang duduk sini, anak-anak semua pakat keluag pi merata. Bila kita dah berkeluarga keadaan rumah dah jadi sempit ada anak-anak, pastu anak-anak ada anak depa, anak kakak, anak adik lagi, anak masing-masing. Tapi rumah ni akan jadi ramai, bila hari raya jadi tempat berimpun lah. ...” (I9).

Therefore, it can be observed that the older generation or parents will continue to defend their land and home even if they are far away from children who go abroad to get a job. This situation is supported by informant 5 who also said the same thing: -

“...orang duk kawasan ni orang tua lama ada lagilah tak banyak lagilah yang muda yang kahwin banyak pindahlah tinggal orang tua-tua ja lah pasal dulu Bila kita kahwin rumah besar rumah kita ada anak lima ke Bila kahwin duduk dengan bapak sekali besar-besar rumah duk sekali Loni dah tak ada dah yang mana dah kahwin pindah tinggal yang tua-tua yang mudah-mudah kurang dah cuma ada pun segelintir yang masih lagi duduk dengan bapak mak bapak...”(I5)

The results of the interview with informant 5 showed that the majority of the population consists of the elderly and the elderly because the majority of the younger generation has migrated abroad for career reasons and are married.

### **Unsustainable Environment**

Urban residents living in waqf land areas also face environmental issues. The environment in their area is seen to be getting dirty due to the rapid development has shown an increase in the number of vehicles and construction projects in the waqf land area. This situation makes the environment in the waqf land area increasingly dirty and polluted. Some informants such as I9, I8 and I7 also admitted that indeed the environment of their area was affected. In addition, the residents also face the problem of floods that often hit their area and this disaster occurs every year in most areas of waqf land such as in areas I7, I1, I2, I3, I6, and I5.

#### **a) The dirty environment**

Rapid development has attracted hundreds of vehicles and construction projects in waqf land areas. This situation makes the environment in the waqf land area increasingly dirty and polluted. This complaint is as voiced by the informant: -

“...Tapi bila bukap pembangunan baru *especially* di Air Hitam dulu bukap bangunan baru jadi ayaq-ayaq daripada Air Hitam semua masuk kawasan sungai ni jadi sungai ni tak leh pakai (tidak boleh diguna penduduk). Jadi kita nampak di situ kesan bila naik pembangunan baru paling kurang pun kita tengok kalau kita fokus dekat saluran sungai, ayaq-ayaq tak diselenggara dengan elok, kawasan sungai jadi rosak disebabkan mungkin permintaan keadaan, kesan tu memang berlaku salah satunya saluran ni lah...” (I9)

Based on information from I9, there are developmental effects that occur and have affected the environment of their area. Rivers in their area have been severely affected especially damaged river drainage, clogged water and poorly maintained. What is even sadder is that the river can no longer be used by the residents for their use. Next, informant 6 said that their environment is slightly polluted due to the mentality and attitude of the residents: -

“...belah kanan tu dekat dia denda RM500 jangan buang sampah tapi dekat situ yang depa nak buang. Ha tu mentaliti dia. Orang kurangnya bungkus tapi dia lempar macam tu ja. Anjing kencing pa semua menjadi berselerak. Tong sampah pun semua ada depa nak buang juga dalam sungai tapi tak tahulah pihak saluran pengairan nak kata sungai tu matikan pun tak tahu la. Ayaq pun dah tak dak. La ni dah tak boleh, kalau waktu saya kecil dulu dulu ni, ada ikan lah pa semua. Orang boleh terjun berenang, mandi, seronok pun semua orang boleh tengok...” (I6)

The results of the interview with informant 6, clearly show that the environment in their area is dirty and slightly polluted due to the attitude and mentality of the residents themselves who like to throw garbage everywhere including being dumped into the river. Informant 7 also said: -

“...Masa saya umoq belasan tahun, kalau saya tuqun sungai ni, sungai tu kotoq sikit (Sungai Jelutong). Di sini Sungai Jelutong, belah sini Sungai Pinang. Ok, Sungai Pinang ayaq beqsih, masa saya kecil – kecil ayaq beqsih boleh mandi. Kalau saya tuqun masa saya tingkatan empat tingkatan lima, ketinggian saya dengan sekaqang tak beza banyak. Kan. Ok. Paqaih dada. Sekaqang kalau tuqun ataih sikit pada betih kata tak sampai lutut. Ha cetek, disebabkan hakisan la...” (I7)

The results of the interview with informant 7 clearly show that the condition of the river in the nearby area has been polluted since I7 was a teenager and now the river water level is getting shallower due to erosion. This has been illustrated by I7 that during the teenage years the river water was at chest level while today the water was at calf level. Thus, sudden environmental changes have invited pollution in the area.

## **b) Frequently hit by floods**

Natural disasters such as flash floods and the like are among the issues and problems that have to be faced by the villagers in the waqf land area. The results of the interviews with the informants clearly prove that they are plagued by flash floods that occur: -

“...lepaih tu pada tahun 1986. 31 Ogos 1986 jalan ni dituqak kepada Jalan P. Ramlee. Ok, sejak tu kawasan ni boleh dikatakan kawasan banjir. Sejak saya lahir sampai ke hari ni bila hujan melebihi dua jam, air akan melimpah...” (I7)

Based on informant 7, it clearly shows that the issue of flash floods is not a new thing and is no stranger because it has already happened since he was born until today. This phenomenon seems to have no end and no end. Furthermore, informant 1 also admitted that they also had to face the problem of floods every year due to the development that took place around the urban environment: -

“...Penduduk penduduk memang memang kita.. sejak daqipada dulu sampai sekaqang, banjir, biasa. Banjir memang kita kena sebab belakang tepi tu sungai, sungai. Bila sungai di belakang aa.. air sungai pun melimpah. Kena lah. Qumah pengerusi kita pun kena jugak. Yang yang paling ketara banjir besaq baqu ni. Itu semua kena boleh kata kampung.. yang kampung ni yang tinggi pun kena jugak kan. Itu masalah pembangunan, bila oqang tinggi kita qendah la (tambunan tanah). Jadi lagu tu. Ha jadi yang tu yang paling ketara sekali...” (I1)

The effect of the development meant by I1 is that their location is now low due to development in the surrounding area. The land that has been developed is piled up to be higher although their location is among the highest previously. The low location factor has caused water to overflow from the highlands to the lowlands thus causing flash floods to never end long ago. This is because every new development in the surrounding area will accumulate land to be higher while the location of the villagers will continue to be low and have to face floods. The same issue also occurred in the area of informant 2 which is their area which became low due to the surrounding development. Land continues to be piled up, thus affecting the population: -

“...Memang beqi kesan daqi segi sebagai contoh apabila terdiqi nya arhhhh... Buat tambun tanah dia (pemaju) tambun tinggi jadi di bawah kempaq perkampungan Melayu yang lama ni rendah, bila berlakunya hujan terjadinya banjir jadi itu atau atas perkara lagilah yang tak terkawal yang menyebabkan orang Melayu dah macam tak selesa...” (I2)

As a result of the interview with informant 2, it turned out that they were indeed victims of floods caused by the attitude of the developers who piled up the land to a higher level in the population area. Therefore, when it rains, water from high areas will flow and overflow to area I2 which is much lower and cause floods and cause discomfort among the population.

Apart from that, informant 3 also voiced the same thing that their area was also not spared from flooding. In fact, their area is also known as one of the worst flood areas in the state of Penang: -

“...Aih.. memang ni kawasan banjir lah.. ni kawasan banjir lah, salah satu kawasan banjir yang terteruk di Penang yang ni ah, ni oqang panggil kawasan Kebun Lama sini, tu jalan P. Ramlee depan, Kampung Dodoi, Kampung Makam semua an.. kiqa kami Kebun Lama ni memang tequk ah.....” (I3)

Based on the interview with informant 3, it turns out that the residents living in the area are indeed facing the problem of floods that have affected their homes. Informant 6 also said: -

“...dia memanglah macam saya pun banyak kali dok bawa kepada PBT masalah banjir. Jadi, kalau banjir ni memang tak boleh nak elak lah tambah-tambah belah kampung ni Jalan 1 Jalan 2 yang teruk jadi depa duk bagi aduan dan sebagainya...”(I6)

The results of the interview with informant 6 also showed complaints and complaints about the flood problem. This problem is one of the problems that are always faced by the residents even though I6 itself has many times brought this issue to the local authority. In addition, informant 5 also complained about the same thing: -

“...ada kalau hujan lebat lebat dalam sejam dua jam memang banjir naik kadang-kadang biasalah dia naik paras paras masjid punya tu kerana apa ayaq daripada bukit atas mai turun mai memang tengah lah jadi dia dia tak boleh nak menanggung ayaq camtu parit kecil jadi dia tak boleh menampung air hujan tanah di sini rendah tu naik naik lah mungkin sampai paras paras lutul kalau ukuq tu...”(I5)

The results of the interview with informant 5 showed that floods always happen, especially if the heavy rain lasts more than an hour or two. This is due to the water from the nearby hill areas down to the residents and the condition of small ditches or drains that can not accommodate a lot of water has caused the water to rise sharply and there will definitely be floods.

### **Proprietary Rights**

Urban residents living in waqf land areas are also faced with some issues related to ownership rights. Residents living in waqf land are faced with several issues such as the issue of efforts by certain parties to seize land, transfer without the knowledge of the heirs and so on. Among the issues that arose was the plot of certain parties to the residents. The results of the interviews with the informants also proved that those who live in the area also seem to have no guarantee for permanent ownership as happened in areas I8, I4 and I7. Next, the residents are also faced with the issue of interference and transfer beyond the knowledge of the residents. The results of interviews with informants I1 and I4 have found a shocking revelation on cases of intervention and transfer of land ownership change without the knowledge of the heirs. This issue occurs in most areas of waqf and private land in Penang. They never signed any owner's name change document instead the local authority (PBT) kept coming to give

notice to demolish and ask residents to evacuate. This is due to the cunning of certain officials who are willing to falsify transfer documents belonging to the names of the heirs and landowners. Regarding the claim of the original heirs of the waqf land, the urban residents living in the waqf land area are the legal heirs and they do not agree if the developer wants to do development in their village.

#### a) Planning the tricks of certain parties to the residents

Residents living in waqf land are faced with several issues such as the issue of efforts by certain parties to seize land, transfer without the knowledge of the heirs and so on. The results of interviews with informants also prove that those who live in the area also seem to have no guarantee for permanent ownership: -

“...*Agreement* yang kita ada tu kita ada lagi lebih kuqang dalam tiga.. 99 taun.. baqu padam.. lebih kuqang dalam 40 taun lebih lagi. Tu pun kalau depa tak kotak katik la. Kalau depa kotak katik?. Masih ok masih kebimbangan la macam kita contoh buat yang tu kan, kita ada teqima suqat-suqat kan. Penyewa penyewa ni.. depa nak letak qumah sebelah sana, sana dengan taraf PRT. Kita tak mau la kan. Kita asai oqang kampung ni...” (18)

The results of the interview with informant 8 clearly show that they have no guarantee to stay in the area even though there is an agreement to stay for 99 years. This is because the situation today shows that they have received a letter from a certain party who wants to move the residents who are originally from the village to another area. If the people do not fight hard, the 99-year agreement can be manipulated by certain parties. The fate of the next generation is also in question because if the maturity period of 99 years is enough, where is their direction and place of residence because based on the agreement, there is still 40 years left for them to stay there. In addition, informant 4 said that they are facing problems: -

“...*So far* belum mai jumpa saya la. Waima majlis bersidang nak buat pun, tak pernah jumpa saya tapi depa ada tubuh syarikat. Em em em... Ni pun saya report polis juga berkenaan syarikat haram, syarikat *director director*. Saya sebagai pengerusi saya *report*, depa lantik saya, depa *interrupt* saya sebagai pengerusi kariah, habih apa pun tentang pelantikan dan pertubuhan, depa punya, syarikat depa. Tak bagitau. Tak bagitau tentu ada muslihat dia...” (14)

Based on the interview with informant 4 shows that I4 has been appointed as the village head but has never been invited or invited to participate in meetings organized by local authorities or district councils. In fact, even more surprising I4 is that the local authority or district council has created an illegal company composed of their fellow members by involving the positions of several directors which is indeed suspicious. A police report was lodged by I4 against the establishment of the illegal company which was seen to have certain tricks that could affect I4 and the residents. In addition, informant 7 also said: -

“...Penempatan penduduk la ni kebanyakan.. sini *freehold*, tanah banyak *freehold* hah. *Freehold* jadi.. macam saya lah. Kalau saya nak juai tanah saya kalau si Ahmad *offer* saya sekaki seqatuih (100) qinggit, si Ah Chong *offer* saya sekaki dua qatuih (200) qinggit, saya nak juai kat sapa? *You you* paham, saya tak perlu kupaih panjang lagi...” (17)

Based on interviews with informant 7, clearly demonstrate that the reality today is a land property rights of the Malays so easy to sell to other people, because most of the land in Penang freehold (freehold). Land is sold according to the price offered that is the higher the price offered the higher the chances of the buyer to get it. This is indeed a concern among the population and future generations.

#### b) Intervention and transfer beyond the knowledge of the population

The results of interviews with informants have found a shocking revelation of cases of interference and transfer of landowners without the knowledge of the heirs. This issue occurs in most areas of waqf and private land in Penang. They never signed any owner's name change document instead the local authority (PBT) kept coming to give notice to demolish and ask residents to evacuate. This is due to the cunning of certain officials who are willing to falsify transfer documents belonging to the names of heirs and landowners: -

“...Jadi Majlis Agama Islam ni cuba nak *topper*, dia macam seolah-olah macam dia diwaqf, oo..dia punya. Ha jadi kebanyakan di situ yang berlaku di.. di.. Pulau Pinang ni. Masalah di Pulau Pinang berlaku kerana tukar nama, tukar nama tapi di kawasan kita ni tak tukaq nama lagi tapi tempat lain dia..bukan sukarela

waqih, ataih gunakan pegawai-pegawai kerajaan di pejabat el apa ni.. tanah, untuk buat nama. Banyak. Kalau *you* tengok tu boleh *check* la bukti-bukti di Pejabat Tanah tu, saya rasa ratusan dah. Ini qeja qeja diorang. Sampai ke haqi ni. Banyak, termasuk tanah sedara saya pun di BM (Bukit Mertajam)...” (I1)

Based on the results of the interview with informant 1, it clearly shows that the Islamic Religious Council is seen wanting to take over the waqf land belonging to the heirs by promising development and declaring the land to be theirs and they are the ones who developed it while the land was legally inherited by the heirs . Most waqf land areas in Penang have been transferred by government employees or officials working in land and district offices. They acted by changing the name of the original heir to the land. In addition, informant 4 also mentioned the problem: -

“...Semua saya ada...yang ni... Ni nampak? Nombor beqapa? (informan menunjukkan maklumat tanah waqf di dalam dokumen rasmi Pejabat Agama Islam yang telah diubahsuai sendiri oleh pihak majlis agama). Tujuh hingga empat belas (nombor 7 hingga 14 telah dipadam rekod) mana pi?. Mana pi? itu lah nampak depa punya penyamun .. Ya ni penyamun besaq pula. Haa.... Daripada majlis agama la...” (I4)

The results of the interview with informant 4 showed that the Islamic Religious Council has abused their power because they have deleted some records of waqf land owned by Muslims in Penang thus denying the rights of the heirs of waqf land. The actions of the religious council are very worrying for the residents because they act at will without the knowledge of the heirs.

### c) Claim of original heirs

Based on the results of interviews with informants, it is clear that the urban residents living in the waqf land area are the original heirs and the legitimate generation to live in the area:-

“...Ok, selaku.. selalunya di kawasan aa.. tanah waqf ni dia akan rujuk kepada Majlis Agama Islam kan, kerajaan negeri nak buat pun.. (bunyi motosikal lalu) dia akan rujuk dengan Majlis Agama Islam, dan Majlis Agama Islam pulak, dia pi cari *developer* jadi depa-depa tu datang untuk *negotiate* dengan penduduk. Jadi, macam kami di sini kita tak setuju sebab kita ada pewaris. Pewaris sejak daqipada dulu sejak tahun 1980 dulu sehingga sekarang masih ada pentadbir dia...” (I1)

Based on I1, it is clear that the urban residents living in the waqf land area are legal heirs and they do not agree if the developer wants to do development in their village. The same thing was stated by other informant:

“...Tanah-tanah kut sini satu kaki persegi, berapa ratus ribu? Duit kita. Tanah, tanah waqf. Kita pula waris. Bukanlah waris nak tuntutan, waris penduduk daripada asal usul. Tanah waqf ni, betul-betul Hj Kasim dah bagi. Bahkan Hj Kasim sendiri pada tahun 18..., dia sendiri yang cangkui soqang-soqang dan dia teqoka, tapi tok nenek kami yang teqoka, buka tanah ni bagi lot. Kami teqoka, kami buat sendiri. Hj.Kasim dapat bukan dia beli ka apa, dia dari dulu sebagai ketua kampung, sebagai pendakwah. Jadi, kami membangun sendirilah...” (I4)

Informant 4 says that they are the legal heirs because the waqf land they live in now is land that has been inherited from time immemorial. They have also developed the waqf land on their own. Such is the spirit and identity of urban residents living in waqf land areas who do not want their waqf land to change status or transfer ownership to the developer or others.

### Population Participation

Urban residents living in waqf land areas also face the issue of population participation. This is closely related to the participation or involvement of residents in an event or activity organized in their area. The results of in-depth interviews found that most of the population admitted that the increasingly forgotten joint activities were a challenge to themselves. The majority of urban residents living in waqf land areas have less to do activities together such as gotong-royong for a ceremony such as a wedding ceremony and this is acknowledged by some informants such as I5, I4, I2, I6, and I7. In addition, the results of interviews with informants, clearly show that urban residents living in waqf land areas play less role in associational and organizational activities as recognized by I2 and I7.

**a) Activities together are increasingly forgotten**

As a result of interviews with informants, it was found that the majority of urban residents living in waqf land areas began to do less activities together such as gotong-royong (communal work) for a ceremony such as a wedding ceremony such as: -

“...Dulu masyarakat dulu ada kebanyakannya gotong-royong apa-apa kerja pun memang pun ada kekuatan bagi depa bantu-membantu antara satu sama lain kalau ada apa-apa keperluan. Tapi hari ini perbezaan jauh, perbezaan dia jauh dah, masing-masing aaa ... apa pun orang kata masing-masing tu dia...menjaga hal diri masing-masing saja...” (I5)

The results of the interview with informant 5 showed that gotong-royong activities among the population of today's generation are far different from the previous generation. Gotong-royong activities are still practiced in the past compared to the current generation who are no longer interested due to the busyness and economic demands. Informant 4 also said the same thing: -

“...Macam dulu ada, gotong-royong buat. La ni kemudahan ada haa.. apa tu depa sewa dewan apa tu dewan-dewan apa. Mana ada macam dulu dah. Dulu saya mai jemput, saya kata tuan, saya mai jemput, anak saya kenduri pada hari ini. Makna kata pada hari ni hingga hari kejadian, Makna kata pi gotong-royong la. Sekarang tak ada, moden dah semua pakai apa tu.. tukang masak.. catering...” (I4)

The results of the interview with informant 4 also showed the same thing that gotong-royong activities are no longer practiced due to the residents using services from the catering and the ceremony was held in the hall. Indirectly, the culture or practice of gotong-royong among the population is increasingly forgotten and abandoned. Informant 2 also agreed by saying: -

“...Di sini gotong royong untuk kenduri dah dah tak ada lagi dah semua dia orang buat catering. Gotong-royong untuk penduduk kampung semua dah tak ada dah...” (I2)

Hasil temu bual bersama-sama informan 2 mendapati bahawa aktiviti gotong-royong sudah tiada lagi disebabkan para penduduk sudah tidak lagi mahu bergotong-royong sebaliknya menggunakan perkhidmatan daripada pihak catering. Selain itu, I7 turut mengatakan hal yang sama:-

“...kata macam kampung, nak kata gotong – royong dak, *no no no* tak dak. Emm.. tak dak dah la. Tak dak. *No more, no more* tak dak dah. Semua catering termasuk diqi saya pun. Walaupun saya pengerusi rukun tetangga, saya tak panggil jawatankuasa saya mai tolong apa pun. Catering ja. Masing – masing ada tanggungjawab. Macam yang.. ni.. jawatankuasa saya, nak tengok cucu lah. Ha. Nak tengok anak lah nak pi sekolah, nak tunggu anak balik sekolah lah, depa tak boleh nak mai *commit*. Masing – masing sibuk dengan qeja masing – masing ha...” (I7)

The results of the interview with informant 7 found that gotong-royong activities are no longer among the residents. Informant 7 also did not do gotong-royong activities for weddings instead using services from catering. This happens because they have the commitment and work of each other so that they do not have time to be together to work together.

**b) The role of associations and village organizations is difficult to achieve**

Based on the results of interviews with informants, it is clear that urban residents living in waqf land areas play less role in association and organizational activities. This is difficult to achieve among them: -

“...mungkin disebabkan apa itu satuan orang kampung ni dah kurang sikit orang Melayu dah berpecah dan tinggal pun dah tak berapa rumah lagi dan kat kawasan ni pun dah tak banyak dah ni tengok kat tepi ni ada tanah kosong banyak banyak yang dah pindah berapa puluh rumah dah...I2”

Based on informant 2, the residents in the area are less involved in association activities or joint involvement as the villagers have decreased and divided. This is because many of them have already moved out of the area. Next, informant 7 also admitted the same thing: -

“...Ha, macam gotong-royong masjid tu, tuqun la ada la empat lima oqang.. jawatankuasa pun mai tak habih. Tapi jawatan mau. Tang.. mintak.. *sorry to say* lah ah...” (I7)

Based on the interview with informant 7, it was found that although they have a specific committee but the committee members involved do not attend the event or event organized when they want the position. This has shown that the role of the organization in the I7 area is difficult to implement.

### **Population Socio-Economic Position**

Urban residents living in waqf land areas have challenges and issues from a socio-economic point of view in this regard because of the significant economic gap differences. The amount of income earned by the population depends on the type of job chosen. Most of the urban dwellers living in the waqf land area are those who have a career. Despite their careers, in terms of economic gap, they are much lower than the elite or those who live in the city but have a greater amount of income. Informants 2 and I5 acknowledged that there was indeed a significant gap between them and other urban residents living in luxury condominiums and so on. In fact, in terms of financial expenditure is also different when compared to the present with a much cheaper and affordable past. In addition, due to the rapid development in the area around the population, it has caused the issue of social class differences among the population in their area. This can be proven through I2 and I4 which say that differences in educational background, differences in career, income and career have created significant class differences and as if there is two degrees between the rich and the rich and the poor.

#### **a) Economic gap**

The amount of income earned by the population depends on the type of job chosen. Most of the urban dwellers living in the waqf land area are career-minded. Despite their careers, in terms of economic gap, they are much lower than the elite or those who live in the city but have a greater amount of income: -

“...daripada segi ekonomi tu kita rasa macam tertinggalah sebabkan.. sebabkan ekonomi dengan kita yang duk bawah ni berlaku jurang perbezaan...” (I2)

Informant 2 explained that the high economic disparity gap has caused the people living in the waqf land area to feel that they have lagged behind economically compared to those living in the luxury houses and condominiums around their residential areas. In addition, informant 5 also said: -

“...pak cik dulu umur 20 tahun lebih gaji RM300 lebih sebulan boleh hidup boleh simpan duit besar boleh beli, la ni (hari ini) gaji RM3000 kalau anak 2, 3 langsung tak boleh. La ni kalau RM3000, mi saja RM5, laksa pun dah RM5. Tak ada dah bawah pada tu pun la ni bawah RM5. Kira kalau kita ikut kadar kenaikan gaji dengan kenaikan makanan, peratus kenaikan makanan tu lebih tinggi dengan gaji. Hah, dulu kita gaji, kita gaji 300 lebih, sepatutnya mi masa tu mi sekupang sepinggan. La ni naik RM5 berapa ratus peratus naik? Gaji berapa saja naik, habis macam mana nak nak *survive* kan keadaan dia la?...” (I5)

The results of the interviews with informant 5 show that there are significant differences in terms of income and expenditure now and in the past. This has led to a huge economic gap for the population and they need to have a high standard of living to continue living in the city

#### **b) The class differences of the surrounding society are increasingly different**

Following the rapid development in the area around the informants, it has led to the issue of community class differences among the residents in their area: -

“...Disebabkan pembangunan pembangunan tu mula rasa kurang selesa lah sikit disebabkan dia jadi macam ha satu keadaan yang mana orang yang *dominant dominant* tu rasa macam dia ada kualiti sikit *high class* sikit, orang kampung ni macam orang yang *low class* sikit rasa macam ada perbezaan. Memanglah, dari segi pendapatan pun tinggi, kemudahan banyak, orang kampung ni tak ada apa-apa kemudahan pun, tak ada, keadaan rumah pun daif jadi dia rasa macam rendah diri lah sikit...” (I2)

It is clear that there is indeed a community class for the residents in the area of informant 2 because for them, they belong to the lower class when compared to those who live in luxury condominiums around their area. Furthermore, with the condition of the houses of some residents who are poor and do not have complete facilities such as the upper class living in luxury condominiums, it certainly creates a sense of inferiority as between two degrees in the community class. Next, informant 4 also said: -

“...Biasa la.. Ada yang kaya, kaya betul. Ada yang miskin, miskin betul... biasa. Mana2 mcm tu. Kita satu famili, ada yang pendapatan lebih. Ada yang tak kerja pun ada... Itu satu famili. Ini satu kampung. Biasa la yang bukan luar biasa... Yang kurang upaya akan dibantu dengan zakatnya..Semua zakat-zakat ada... Fakir miskin tahun ni ada 30 orang ada. .... Satu kampung satu famili pun pendapatan tak sama.

Biasa... Rumah batu pun ada, rumah banglo pun ada.. Haaa.... Ha...Yang *division* A, ramai yang dok luaq....tinggal ada yang kerja kilang-kilang, banyak tu ada yang *engineering*,Ir, doktor, *lawyer* pun ada tapi dok luar..asal daripada kampung ni” (I4)

According to I4, residents in their area have different living standards due to the type of employment and health condition of a person affected such as people with disabilities and so on. Different living standards because there are rich and poor. However, the poor can still breathe a sigh of relief because they get zakat assistance.

### **Municipal Services**

Urban residents living in waqf land areas are also facing the issue of municipal services. This is due to the fact that in some areas, garbage is not collected regularly and outside of normal hours and there is also the issue of the relevant parties not providing many bins to the residents instead only a large bin is placed at the main entrance to accommodate the entire waste their area (Samsurijan et. al. 2018). This can be proven through in-depth interviews with informants 1 and informant 2. Next, they also face attitudes or actions from local authorities (PBT) that slow down improvement efforts in the area and even do work casually. Local authorities make plans to develop a river in the informant area. However, until now no implementation has been made otherwise the houses of the residents near the river have been demolished and the residents had to move on the grounds of wanting to enlarge the river when the project has not been done. Apart from that, I9 also said that even though the local authority has made some improvement efforts, it is like removing the shell on the stairs. I7 also said that the party concerned was doing useless and repetitive work because the issue was endless. In addition, the erosion of the river has caused repeated floods without being able to resolve it properly. Finally, the victims of the situation are the residents in the area

#### **a) Garbage is not collected regularly**

Residents living in the city are already accustomed to the method of garbage collection operated by local authorities. However, it is different for the urban residents who live in the waqf land area because based on the results of interviews with informants, it clearly shows that garbage collection in their area is unsatisfactory because garbage trucks enter their area at inappropriate times:-

“...Pungutan sampah dia tak menentu, kadang-kadang depa mai ambik, kadang-kadang depa tak ambik kan, tapi selalunya depa kumpui banyak teruih macam dia mai seminggu sekali ka. Kalau depa mai pagi selalu sampah tak banyak, jadi dia tunggu malam lewat sikit dia mai kutip. Tapi mengganggu la jugak sebab dia mai 2 pagi 3 pagi bunyi dia bising jugak, jadi terpaksa kita bangun terjaga terjegey (terkejut dari tidur) la bising kan...” (I1)

Informant 1 clearly said that they were woken up from sleep when the garbage truck arrived at 2 or 3 am because naturally, at that time it was time for bed and rest. Irregular garbage collection is the main factor that causes garbage trucks to come to pick up garbage outside of the proper time. Informant 2 also said: -

“...Dalam kawasan kampung tak ada dia kan kampung macam di sebelah sana ada tempat yang disediakan oleh masjid. Kampung ada rumah kampung ada tong yang disediakan. Dalam kampung ni tak ada lah kemudahan kemudahan untuk penduduk kampung ni diklasifikasikan buang sampah...” (I2)

The results of the interview with informant 2 showed that the municipality did not provide garbage bins in the area of the residents' houses but only provided a bins outside at the entrance to the village which is solely to accommodate the entire waste of the residents.

#### **b) Local authorities (PBT) delayed efforts to improve the area and working with nonchalant behaviour**

The results of interviews with informant 9 show that local authorities make plans to develop rivers in the informant area. However, until now no implementation has been made otherwise the houses of the residents near the river have been demolished and the residents had to move on the grounds of wanting to enlarge the river when the project has not been done. Apart from that, I9 also said that although the local authority has made some efforts to improve, it is like nonchalant as follows: -

“...Sungai belakang tu lah tapi sampai ke la (sekarang) tak jalan projek apa, rumah tepi-tepi tu banyak yang kena reban dah kena pindah pasai depa nak buat sungai, sampai ke la tak dak apa. Kalau buat pun kira macam lepas batok di tangga. Contoh dia lebih kurang korek benda tu buh tepi pastu hujan turun balik, ayaq masuk balik. Tapi bila jadi ja banjir orang *complaint*, korek pasiaq (pasir), bubuh di ataih, hujan turun balik...”(I9)

The results of the interview with informant 9 showed that the project promised for the improvement of the river in the area of the residents until today has not been carried out even though the residents have been ordered to evacuate and their houses have been demolished. If anything, it is just the work of digging the river and the waste is placed on the river bank. When it rains, the dredged waste continues to overflow into the river while increasing the river water level. In addition, informant 7 also said: -

“...*Erosion* kan. Jadi, pihak JPS ni, pengurusan baik kerajaan baqu ka kerajaan lama ka sama. Habih tinggi diaoqang mai *drash dragging* hah koqek sungai tu ha.. buang tepi, buang tepi lepaih dua tiga haqi hujan, buat qeja pak pandiaq (perbuatan sia – sia atau dianggap bodoh) la...” (I7)

The information told by I9 is that the same matter or issue arises also raised by I7. I7 also said that the party concerned was doing useless and repetitive work because the issue was endless. In addition, the erosion of the river has caused repeated floods without being able to resolve it properly. Finally, the victims of the situation are the residents in the area.

## CONCLUSION

The study of issues and challenges for urban residents living in waqf land areas can explore and highlight the current issues, challenges and realities they face. This can help the authorities, especially the planning unit in understanding and taking care of the existence of a group of urban residents living in waqf land in any planning made while not excluding this community from the current development. Therefore, more proactive planning can be designed and implemented by providing the maximum benefits to the entire urban population including urban residents living in waqf land areas. Based on the findings of the study obtained from the results of interviews with informants, many important inputs and information obtained are very useful and helpful in this study. It is clear that all the information given by the informant is true and unexpected because after the interview session, a lot of information that was not disclosed by the relevant parties is now known and shocking.

Through the results of the study that has been obtained from in-depth interviews, it can provide an overview and real situation of what is happening and facing the urban residents living in the area of waqf land around the city of George Town, Penang. This study also highlights the quality of life of urban residents in waqf land areas through the strength of assessment of the environment and urban population. It is important to understand issues or matters involving the quality of life of urban residents in the area of waqf land as a whole, especially through the assessment. Understanding these factors allows the planning of urban planners to focus more on specific issues or matters and even makes it easier for them to plan more systematically and proactively.

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