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**QUALITY OF LIFE IN TAWAU, SABAH, MALAYSIA AND TARAKAN,
NORTH KALIMANTAN, INDONESIA**

Wong Hock Tsen
Dayangku Aslinah Abd Rahim
Faculty of Business, Economics and Accountancy
Universiti Malaysia Sabah
Malaysia

Maxi Sondakh
Sekolah Tinggi Ilmu Ekonomi (STIE)
Tarakan, Kalimantan Utara,
Indonesia

Corresponding Email: asdayang@ums.edu.my

ABSTRACT

Quality of life is associated with how individuals perceive their lives whether it is satisfactory, not satisfactory, good or bad. These individual perceptions are based on judgments made on the satisfaction that is felt from the desire to achieve or dissatisfaction felt desire that failed to achieve. In this study, it focuses on the quality of life of residents of Tawau, Sabah, Malaysia and Tarakan, North Kalimantan, Indonesia. There are neighbouring cities which separated by Sulawesi Sea. This study uses questionnaires to 200 respondents in Tawau and 60 respondents in Tarakan for the purpose of assessing their quality of life based on response profiling. The study found that there are three determinants of quality of life namely as environment, satisfaction and public safety. For both respondents in Tawau and Tarakan, mostly they are satisfied with the environment, they are happy with their life and they feel secured either at home or within their surroundings. In general, the result for Tarakan, Indonesia is moderately below an average compared to Tawau. By focusing on the distribution of household income, Tarakan is more lagging behind compared to Tawau. It involves the problem of low income and the issue of property ownership. To overcome these problems, the policy maker should intervene more for the provision of health care, educational facilities and job creations. Besides, the government should take further action in enhancing and upgrading the quality of life of their own citizens.

Keywords: Quality of Life (QOL), Tawau, Tarakan

1.0 Introduction

Malaysia today shows a continuous development at different levels during almost the past five decades (since 1970), thanks to the country's philosophy for development, which continues to focus growth on the population's prosperity and economic well-being (Malaysia's Economic Planning Unit). The Unit indicates that there is the evident in every policy implemented by Malaysia all throughout these years. Malaysia Master Plan Eleventh (2016 – 2020), which is called "*Anchoring growth on people*" is the closing chapter of the lengthy 2020 Vision Plan launched in the year 1991. The 2020 Vision Plan considers Malaysia a fully developed country in relation to six different aspects: economic, political, social, spiritual, psychological, and cultural. The National Transformation Policy (2011-2020) maintains the focus on people by means of a New Economic Model aimed at a sustainable and inclusive economy of high income.

Normally, a higher income country will lead to higher quality of life compare to middle or lower income countries. Most of the higher income countries have served well their residents with good facilities, public safety and clean environment. Basically, quality of life (QOL) is a broad concept which concerns with the necessary conditions for satisfaction in a given society. Canada, for example, has been ranged as the best country in 2017 (<https://www.usnews.com/news/best-countries>) where its quality of life also placed on the top. It comprises of economically and politically stable, good job market, safe, family friendly and well-developed public education and health system. This shows the importance of stability, security and public utilities in one's country.

According to The People's Welfare Report 2013 (*Indeks Kesejahteraan Rakyat Malaysia*, IKRM in Ahmad & Dorris, 2015), Malaysia has achieved high economic growth and socio-economic development since the last forty years. Malaysian Quality of Life Index (MQLI) was developed in 1999 with some changes in terms of components and indicators. This index has become the guideline to measure national progress beyond the Gross Domestic Product (GDP). MQLI initially consisted of 10 components and 38 indicators and then 11 components and 45 indicators referred to as giving an overview of socio-economic life of the various communities and quality of life more accurately. In line with the progress achieved Malaysia towards a high income economy, MQLI indicators are strengthened in order to be seen as more comprehensive in scope.

Assessment of quality of life is difficult to measure and there is no common definition of what is acceptable. In the past, most researchers only calculate the quality of human life based on one dimension only as a function of the physical, economic or sexual function. However, most researchers are now trying to expand the definition of quality of life. Quality of life in Malaysia is defined encompassing personal advancements, a healthy lifestyle, achievement and freedom to acquire knowledge and enjoy living standards that exceed the basic requirements and individual psychology, reaching the level of social welfare in line with the national aspiration. When a society turned to a life that is generally better, the quality of his life has been increased.

Understanding the quality of life is important, especially in health care, where the financial capacity is ignored. Quality of life is the degree of well-being felt by an individual or group of people. It consists of two components, the first of the physical aspects such as health, diet, protection from disease and pain. The second component is a psychological nature. These aspects include stress, anxiety, satisfaction and emotional state of a negative or positive. Norizan (2003) in her study divides it into two well-being quality categories, namely the quality of life as an objective and well-being as a subjective. She stated that the quality of life objective means of subsistence that can be enjoyed by individuals and can be seen externally as income, housing, health and education.

To continue, the subjective quality of life which is well-being is the satisfaction and enjoyment of life is felt by individuals as delighted and grateful to have a job well, children are successful and have a happy family (Norizan, 2003). Renwick (2006) stated that well-being is something that causes a person to feel fun, happy and felt his life is not meaningless. According to Siti Fatimah (2006), she explains the concept of the welfare of living or quality of life are not solely measured by material values such as home ownership, vehicles, high standard of education but it also includes aspects of an amorphous material such as love, affection, compassion between people and always forgive.

2.0 Tawau, Sabah, Malaysia and Tarakan, North Kalimantan, Indonesia as neighbouring traders

This chapter focuses on the quality of life of residents of Tawau, Sabah, Malaysia and Tarakan, North Kalimantan, Indonesia. They are neighbours mainly because of near location even though they are situated in different countries. Tawau District covers an area of 6,196.99 square km or 619.699 hectares or acres 1531309.58. It shares borders with Indonesia (part of Borneo) to the south (Sulawesi Sea) and surrounded Sulu Sea in the East and North Sea to the north. The population of Tawau is 392, 906 people (2000 Population Census). 80% of the population in Tawau consists of Bumiputera while 20% is Non Bumiputera (Tawau Municipal Council, 2013). While for Tarakan, it is located in North Kalimantan and the largest city in Indonesia and yet developing well in progress. Covering an area of 250.80 km² (CBS, 2013), Tarakan houses a total of 220,200 (CBS, 2013) population.

Tarakan is a strategic location for the North West Province where it is a gateway and transit center of trade between the islands in the northern province of Kalimantan and also between countries in the Indonesia-Malaysia-Philippines. Thus, because of its strategic location neighbouring Tawau, both Tarakan and Tawau have become partners in many kind of trades and tradition including food and seafood, local produce, cultural goods and clothing, household products as well as exchanging human resource and expertise. In this case, both Tawau and Tarakan create themselves as hub for trade, services, industry, fisheries and tourism, supported by human resources and infrastructure reliability and environmentally friendly.

Tawau is basically an agricultural area and for that reason many people give title to Tawau as "Earth Farmers". It is estimated that more than 159, 328 hectares of land in this area was found to be suitable for agricultural purposes. In addition, the position of cocoa Research Station, Bukit Quoin Tawau as the leading station seed producers of high quality cocoa and the best in the State of Sabah and Malaysia in general reinforces this fact. Company farmer's giants such as Golden Hope, Taiko Plantation and Sime Darby each had a farm in the district of Tawau. Since year 2000, more than 123.725 hectares of land with potential for agriculture in this area were developed with a wide range of crops. Thus Tawau boasts as one of the Sabah's producers of the main oil palm, cocoa, rubber and oil.

Based on the 2000 base year, in the period 2001 to 2004, an economic growth Kota Tarakan (without Migas) are respectively 10.72%, 8.65%, 12.71%, 7.87%, so over the period of 4 years, the town of Tarakan growth economy has an average of 8.98% annually. The economic structure of the town of Tarakan based on the value of GDP based on the prices prevailing in 2004 was still dominated by trade, hotels and restaurants (42.16%), and manufacturing (15.59%) while the contribution of other sectors in a row came from transportation and communication sector (8.73%), finance, leasing, corporate services and fisheries (9.77%), construction (5.27%), mining and quarrying (5, 98%). From the structure of the economy, it is evident that the town of Tarakan is a city service.

Figure 2.0: Map of Tawau and Tarakan

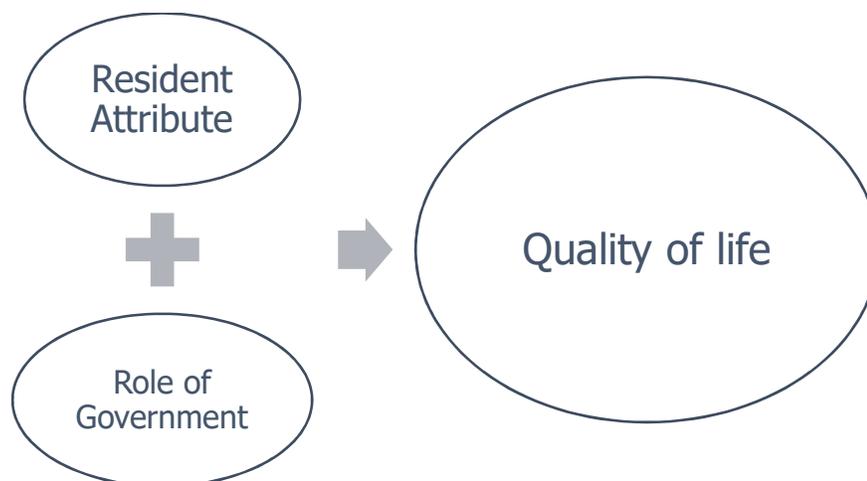
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3.0 Methodology of Study in the Quality of Life in Tawau and Tarakan

Quality of life is associated with how individuals perceive their lives whether it is satisfactory, not satisfactory, good, bad or otherwise. These individual perceptions are based on judgments made on the satisfaction that is felt from the desire to achieve or dissatisfaction felt desire that failed to achieve. Quality of life is a multidimensional evaluation that can be evaluated from the external (objective, normative-social) or from internal (subjective, intrapersonal). According to the United Nation (1994), quality of life is a subjective view of various aspects of welfare, including conditions of life suffered, satisfaction of needs and desires, physical, material and non-material and human freedom. Measuring quality of life in general refers to the satisfaction and joy that can be measured through the satisfaction with health, housing and family life (Michalos, 1983).

The definition of quality of life includes individual progress, a healthy lifestyle, the freedom to obtain and follow the science, and a standard of living that meets the basic requirements to achieve a good state socialism in line with the national goal (Economic Planning Unit, 1999). World Health Organization (WHO, 1993) defined quality of life as the individual's perception of their position in life in the context of the culture and system in which it is closely linked with the goals, expectations, and load levels. Generally, there are two types of indicators in measuring the quality of life of objective and subjective indicators. Objective indicators describe the state of the environment in which people live, involving issues relating to facilities and housing. In other words, it is usually based on statistical data collected. The opinions expressed by Azahan et al., (2008) where the objective indicators are more involved with more data and made simple, concise and hard to deny. While subjective indicators, they describe the outlook, or rating of a person's life.

Based on works by Norizan, 2003 and Renwick, 2006; this study developing the conceptual framework as in figure 3.1.



Referring to the above conceptual framework of the study, the researchers produced the following hypothesis of quality of life influenced by the residents in Tarakan, Indonesia and Tawau, Malaysia and the role of the government. The hypotheses are: I) The more positive number in resident attribute, the more perceived increased (positive) of quality of life. II) The more positive involvement of role of government, the more perceived increased (positive) quality of life. Resident attribute includes such things as estimated monthly income, education level, type of occupation, home ownership, vehicles, facilities inside the house while the role of government is made up of infrastructure, awareness of environment, public safety.

In this study, a questionnaire was distributed among 60 respondents in Tarakan, Indonesia and 200 respondents in Tawau. In the questionnaire, there are six section which namely as section A, B, C, D, E and F. Section A is a demographic questions of the respondent. Section B is a profile respondent based on income and house facilities. Section C is a distance of facilities from respondent house. Section D is the environment awareness. Section E is public safety and section F is a satisfaction questions based on respondent feel. The main purpose of this research is to identify the determinants of quality of life of society of Tarakan, Indonesia and Tawau, Malaysia. The findings will be presented by using descriptive analysis.

4.0 Results and Discussion of Quality of Life in Tawau and Tarakan

Table 4.1 below describes the respondents' profiles in Tawau and Tarakan by their genders, age, race, religion, marital status and nationality. Most respondents in Tawau are Male, between 21 and 30 years old, Chinese Buddhist, Married and almost all of them are Malaysian while in Tarakan, most respondents are also male, aged between 31 and 40 years old, Muslim Indonesian and married.

Table 4.1: The distribution of respondent by their profile

Research area	Tawau		Tarakan	
	Num. of respondents	Percentage (%)	Num. of respondents	Percentage (%)
	Gender		Gender	
Men	107	53.5	39	65.0
Women	93	46.5	21	35.0
Total	200	100.0	60	100.0
	Age		Age	

20 years old and below	21	10.5	8	13.3
21- 30 years old	78	39.0	19	31.7
31 – 40 years old	33	16.5	25	41.7
41 – 50 years old	36	18.0	6	10.0
51 – 60 years old	18	9.0	2	3.3
61 years old and above	14	7.0	0	0
Total	200	100.0	60	100.0
	Race		Race	
Malays / Bumiputera	65	32.5	-	-
Chinese	132	66.5	-	-
Indian	1	0.5	-	-
Others	2	1.0	-	-
Indonesia	-	-	38	63.3
Bugis	-	-	5	8.3
Tidung	-	-	5	8.3
Bajau	-	-	1	1.7
Jawa	-	-	8	13.3
Banjar	-	-	1	1.7
Dayak Lundayeh	-	-	1	1.7
Total	200	100.0	60	100.0
	Religion		Religion	
Islam	61	30.5	56	93.3
Christian	36	18.0	4	6.7
Buddha	103	51.5	0	0
Total	200	100.0	60	100.0
	Marital status		Marital status	
Single	91	45.5	20	33.3
Married	109	54.5	39	65.0
Divorced	0	0	1	1.7
Total	200	100.0	60	100.0
	Nationality		Nationality	
Malaysian	198	99.0	-	-
Non Malaysian	2	1.0	-	-
Indonesian	-	-	60	100.0
Non Indonesian	-	-	0	0
Total	200	100.0	60	100.0

In term of education level, most respondents in Tawau have an SPM or lower (60%) and this is also similar to Tarakan, where 41.7% of the respondents have SMP or lower. Based on the finding as well, in Tawau, mostly the respondents are non-workers (43.5%) such as students, housewives or unemployed, and for those who are working, they work in operating sector. Similar case to Tarakan, however, for those who are working, most of the respondents work in administration and management sector followed by agriculture and fisheries.

In addition, most respondents in Tawau either have a household income of more than RM5000 (26.5%) or less than RM800 (25.5%). This shows a huge gap of household income between the respondents in Tawau while in Tarakan, most respondents (40.5%) earn a household income less than RM500 ((around IDR 1,602,289.67). Household size mostly for the respondents in both cities ranged between four to six persons.

From the Table 4.2, most respondents in Tawau and Tarakan own their house and own transportation, ranged from motorcycles to cars. Most of them also live in such a good conditioned house with basic facilities such as water supply and electricity. This shows that they can live comfortably with no worry of darkness and unhealthy water.

Table 4.2: The distribution of respondent by condition of house and facilities

Research area	Tawau		Tarakan	
Item	Num. of respondents	Percentage (%)	Num. of respondents	Percentage (%)
	Status of house		Status of house	
Own	191	95.5	46	76.7
Rent	9	4.5	12	20.0
Others	0	0	2	3.3
Total	200	100.0	60	100.0
	Type of house		Type of house	
Wooden/single storey/on land	3	1.5	8	13.3
Wooden/ double storey/on land	29	14.5	3	5.0
Wooden/ single storey/ on watery	-	-	1	1.7
Terrace /single storey/ on land	17	8.5	44	73.3
Terrace/ double storey/ on land	150	75.0	4	6.7
Apartment/ flat	1	0.5	0	0
Total	200	100.0	60	100.0
	Basic Facilities		Basic Facilities	
Water supply Electricity Television Refrigerator Fan	39	19.5	38	63.3
Water supply Electricity Television Refrigerator Fan Air conditioning	161	80.5	16	26.7
Water supply Electricity Television Refrigerator	-	-	4	6.7
Water supply Electricity Fan	-	-	2	3.3
Total	200	100.0	60	100.0

	Own transportation		Own transportation	
No transportation	30	15.0	16	16.7
1 car	68	34.0	3	5.0
1 car 1 motorcycle	5	2.5	3	5.0
1 car 2 motorcycles	-	-	2	3.3
2 cars	60	30.0	1	1.7
2 cars 2 motorcycles	2	1.0	-	-
3 cars	22	11.0	-	-
4 cars	7	3.5	-	-
5 cars	1	0.5	-	-
1 motorcycle 1 boat	-	-	1	1.7
1 motorcycle	5	2.5	28	46.7
2 motorcycles	-	-	11	18.3
3 motorcycles	-	-	1	1.7
Total	200	100.0	60	100.0

The respondents of Tawau and Tarakan were also asked in term of public facilities such as convenient shops, market, bank, school, recreational park, post office, government office, bus stop, police station, fireman station, clinics and prayer place. In Tawau and Tarakan, all facilities exist as far as 9km from their home, with the exception of no bus stop within that range in Tarakan. Based on this result, it can be concluded that such public facilities and services by each government (state or federal) have been provided and available to both residents in Tawau and Tarakan.

Table 4.3 below show the distribution of respondents' self-perception based on three categories, namely: environmental consequences, safety and security, and happiness and satisfaction. It can be concluded that both in Tawau and Tarakan, with the results of all means are more than 3.00, they disagree for negative environmental consequences, they feel safe at home and outside and they are generally happy with their life as well as satisfy with the public facilities.

Table 4.3: Means by Factors: Environment, Satisfaction and Public Safety

Factor	Items	Tawau Means	Tarakan Means
1. Environment	(S1) Neighborhood: Litter*	3.89	3.77
	(S2) Neighborhood: Garbage in ditches / drains*	3.87	3.77
	(S3) Neighborhood: Noise*	3.82	3.40
	(S4) Neighborhood: Impaired odor*	3.88	3.77
	(S5) Neighborhood: Flies*	3.83	3.40
	(S6) Neighborhood: Smoke pollution*	3.88	3.95
	(S7) Neighborhood: Garbage in river*	3.93	4.07
	(S8) Do you feel safe outside the home and the surrounding?***	4.07	3.97
	(S9) Do you feel safe in your home?***	4.27	4.57
	(S10) Are you satisfied with the facilities provided by the government?***	3.59	3.67
2. Satisfaction	(S11) Are you satisfied with your life?***	4.30	4.15
	(S12) Are you happy with your life?***	4.26	4.28
	(S13) Do you feel content with your life?***	4.30	4.30

3. Public safety	(S14) Do you feel safe being away from home as it is in the city?***	3.93	3.60
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* Higher means indicated toward higher level of being disagreed

** Higher means indicated toward higher level of being agreed

5.0 Conclusion and Recommendations

In conclusion, from this study, there are three determinants of quality of life based from the questionnaire and selected literature review. The determinants are namely as environment, satisfaction and public safety. For both respondents in Tawau and Tarakan, mostly they are satisfied with the environment, they are happy with their life and they feel secured either at home or within their surroundings. In general, the result for Tarakan, Indonesia is moderately below an average compared to Tawau. Maybe due to small number of respondents compared to Tawau, Sabah, Malaysia, the analysis might be low in accuracy. By focusing on the distribution of household income, Tarakan is more lagging behind compared to Tawau. It involves the problem of low income and the issue of property ownership. To overcome these problems, the policy maker should intervene more for the provision of health care, educational facilities and job creations. Besides, the government should take further action in upgrading the quality of life of their own citizens and voters.

From the above results and discussion, the study proposes several recommendations:

➤ Developing more job opportunities

The government should provide the opportunity to develop skills in areas relevant to the industry. By creating employment hub to match the needs of labor with a suitable candidate. By provision of more programs related to industry and employment in companies that received major contracts, concessions and government incentives. By provide more support to entrepreneurs who own businesses, training, funding and key equipment for integrated.

➤ Improving infrastructure

By improve the construction of paved roads that would benefit people. Provide better quality and continuous of water supply. Provide electric facilities extended to include connectivity to supply homes in Tarakan as well as Tawau. Improved the efficiency of the public transport system through the establishment of the Land Public Transport Commission (SPAD) to provide safe public transportation.

➤ Attracting more foreign investment

Advanced technology is one of the contributions of foreign investments into Tawau and Tarakan. This is because foreign investment allows the transfer of modern technology to the country. Tawau and Tarakan still lack the financial resources to fund projects to achieve the training and research of modern technologies. This issue was a barrier blocking the progress of the industrial sector. Foreign investors will bring together technology and modern management system as well as professionals who specialize and productive. They will also implement various programs to train local workers in order to develop specialist knowledge to local workers can be absorbed into their investment projects.

➤ Improving security

This is to ensure that the crime rate is within the control. Government must provide more than sufficient patrol in any 'hot spot'. By doing many measures to prevent crimes in public places will attract more tourists and outsiders to visit and spending money in Tawau and Tarakan.

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