INTRODUCTION

In Malaysia, disaster is defined as an event that occurs suddenly and complex, resulting the loss of life, the destruction of properties or the environment as well as detriment of activity of local communities [1]. Flood disaster is being utilized as the synthesis of this study as the frequency of flood in Malaysia where the flood prone areas in Malaysia are estimated about 29,800 square miles or 9% of the state in Terengganu. Flood usually occurs in the monsoon season due to prolonged rainfalls in the states of Johor, Pahang, Terengganu, Sabah and Sarawak. Japan International Cooperation Agency (JICA) estimates the annual average potential destruction caused by flooding in Peninsular Malaysia is RM72 million in 1982 or about RM92 million per year. Malaysia under the National Security Council (NSC) at Prime Minister has developed MNSC 20 that provides the basic disaster relief management that became mechanism in order to determine the roles and responsibilities of the relevant agencies to deal with the disaster event. In disaster management, protection concept is one of the steps involved in disaster response phase [2]. In this context, the protection is related to the disaster relief centres. In disaster response phase, disaster relief centres such as school, halls and mosque is a common area for disaster relief centres [3]. Nevertheless, due to the poor maintenance of existing disaster relief centres had caused the emotional stress to the flood victims. Eventually, he flood victims had to face the destructions of their home, crops and livestock [4]. Previous study shows that the government's failure in disaster management in Malaysia had caused the slow rate in post-disaster recovery process [5]. Based on the scenario, community centres used to provide protection seen in the phase of disaster response failed on behalf of the victims. Yet, the usage of these community centres by the relevant agencies is questionable.

Objectives. The study embarks on the following objectives:

a) To identify the implementation of the relevant agencies based on Standard Operational
Procedure at disaster relief centre.

b) To identify the suitability of the community centre for disaster relief centre.

Methodology:

This study adopt qualitative approach which adapted from the previous disaster management studies. Qualitative technique is also supported by the lack of data from the previous empirical research studies that required for the studies about the practicality of existing disaster relief centres [6]. This proficiency is also indicated in the research field that is yet immature in terms of theory and practice [7]. This study is chosen to conduct research related to disaster at the district level. Flood in Hulu Terengganu were used as a synthesis due to the high frequency of flood, that affecting 975 populations from 28 residential areas annually[8]. In order to find a unit of analysis, phenomenological approach was being applied. Phenomenological research is the subject of the life narrative that explains the significance of the phenomenon based on experience. The number of respondents interviewed was reduced to allow deeper understanding about the phenomenon. Snowball sampling technique was used to find the respondents in this study. Eighteen (18) respondents from ten (10) agencies were interviewed. This figure is judged as the enough figures based on the saturated pattern of responses among the respondents. Evaluation for the number of sampling for qualitative approaches based on the saturation and the same pattern of responses [9]. The respondents are as follows:
1. National Security Council
2. District Office
3. Social Welfare Department
4. RELA
5. BOMBA
6. Civil Defense Department
7. Department of Health
8. Hospital Department
9. Drainage and Irrigation Department
10. The Headman/JKKK

The main instrument for this study is semi-structured interview technique that were categorized into two (2) themes which are Standard Operational Procedure and the perception of the relevant agencies about the usage of community centres as a disaster relief centres. The principle of Positionality, Power Relation and Reflexivity Critical are used to conduct the interview to increase the reliability, validity and decrease the bias.

RESULTS AND DISCUSSION

(i) Implementation by Various Agencies in Disaster Relief Centre:

Disaster management especially flood in Hulu Terengganu involved many agencies that are responsible towards flood victims. Due to various responsibility and scope of work, these agencies collaborate and coordinate among each other to ensure victim’s welfare are taken care of. The results of this study shows that collaboration among agencies is being implemented in all stages; national, state and district. Coordination among committee is performed by the National Security Council and the District Office. The Headman/JKKK act as the Chairman that responsible for the sub-committee of flood victims.

Secondly, coordination between agencies to select the community centre to allocate flood victims were done by three (3) agencies; Headman/JKKK, Social Welfare Department and the Department of Health. Selected community centres will be reported to the National Security Council. Meanwhile, Department of Irrigation and Drainage acts as an advisor about the location in order to ward off the risk of a disaster relief centre to be selected under mean water.

Transferring the victims involves four (4) agencies which are the Social Welfare Department, the Headman/JKKK, BOMBA and Civil Defense Department. This is because the equipments owned by the agency such as boats for evacuation. The third activity was security related activities involving the BOMBA and RELA. Then, it is followed by food and non food supply distribution activity that conduct by the Headman and the Social Welfare Department. These supplies include food and non-food distribution. Community Service activities performed by three (3) agencies which are the Social Welfare Department, RELA and Civil Defense Department, particularly in food preparation at the disaster relief centre.

The Department of Health is responsible in ensuring the cleanliness of disaster relief centres before disasters and emergencies. Before the disaster, the Health Department with the Social Welfare Department will collaborate in selecting the community centre as a disaster relief centre to ensure the sanitation of disaster relief centre (i.e cooking level from the floor to secure food hygiene). The next activity is associated with health managed by the Department of Health and Hospital Department who managed in term of medical facilities. But these activities are not as active as the flood situation in Hulu Terengganu, held in a short time.
(ii) Disaster Management:
Generally, there are three (3) levels of disaster management which are planning before, during and after a disaster. The results showed that all agencies have plans of planning before, during and after. Nevertheless, they are more emphasis is on planning for before the disaster. Overall planning before, during and after being a good level of coordination through meetings by all agency. This is supported by a good understanding of the flood profile in Hulu Terengganu by all agencies.

(iii) Suitability Of Community Centre as a Disaster Relief Centre:
Out of the ten (10) agencies involved, four (4) of the respondents responded that community centres are suitable as a disaster relief centre, while six (6) of the respondents gave inconsistent answers. The appropriate justification provided by the implementing agency stating that the suitability of the community centre as disaster relief centres depends on the type of facility used. Community centres is the only a practical resource that can be used during the emergency phase and school is the best place to be disaster relief centre. Simply because not all areas have a school that requires the agencies to find another safe spot such as a mosque and halls that will act as a disaster relief centres. Some improvement needs to be done in term of separation of gender and the number of toilets that require initiatives from flood victims because the flood victims know better their conditions during the disaster.

Summary:
In conclusion, there are 8 activities that involve at disaster relief centre which are coordination, security, transferring the victims, food and non-food supplies, community services, health, sanitation and medical specialty. Coordination is the most important activities in disaster management in the disaster relief centres. Activities in disaster relief centres have a relationship with the planning before with an excellent usage of system of committee. Coordination performed as early as possible to clarify the scope of work of each agency for the disaster relief centre and supported by good understanding of the flood profile in Hulu Terengganu. Community centres are suitable for use as a disaster relief centre because of its availability and practicality during the emergency phase. Schools is the best facility that could acts as disaster relief centres. However, it does not cover all flood prone area. Thus, public halls and mosques had to be used. These community centres is not ideal but practical in terms of security and space requirement. However, some improvements related to the toilets and the separation of men and women need to be done. This study suggests the school/building with hostel to be utilized as a disaster relief centre as a solution.

REFERENCES