

## INTRODUCTION

Malaysia now has the second lowest road accident rate in ASEAN region, second only to Singapore. In a report published by the Malaysian Ministry of Transport, Malaysia had 5.7 deaths for every 10,000 registered vehicles in the year 2000, a drop from 8.2 deaths per 10,000 registered vehicles in 1996.

This is despite the fact that overall number of accidents had risen from over 189,000 in 1996 to 240,417 last year as the number of registered vehicles had risen from 7.6 million to 10.5 million over the same period.

The Ministry estimates that half the number of road accidents involves youths aged between 16 to 25 years of age. About 60% of all fatal road accidents involve motorcycles. The Malaysian government also estimates that RM 6 billion is lost each year in road accidents through repairs, insurance and medical bills.

### CAUSES OF ACCIDENTS

1. Attitudes
2. Loss of Concentration
3. Physical Being
4. Driving Competency
5. Driving Under the Influence of Alcohol
6. Non – Human Factors

As this study is concern with factor number six (Non – Human Factor), we owe it to ourselves and to our fellow motorists to keep our vehicles in road – worthy condition, therefore regular service maintenance works, ensuring that we have a reliable breaking system and very importantly good tyres.

*MaCTRANS* was commissioned by the Ministry of Domestic Trade and Consumers' Affairs to study the motor vehicles maintenance and service industry with the following objectives:

- i.** To collect and analyze data of the operators' profile of motor vehicle maintenance sector.
- ii.** To identify the weaknesses of existing structure and problems related to the quality of service provided by the operators and issues of price and quality of spare parts.
- iii.** To restructure this sector as to control, monitor and increase service quality.
- iv.** To suggest suitable steps as to increase quality of service for this sector to bring the benefits to the consumers.

## METHODOLOGY

The survey was conducted in nation wide from September 18, 2000 to November 2, 2000. A total of 3000 respondents were surveyed, which include workshop operators, users and the local government agencies/ local authorities, such as City Hall (CH)/ Municipal Council (MC), Town Council (TC) and District Office (DO) (refer *Table 1*), and also 18 franchised workshops.

The respondents are divided into four zones accordingly. The Central zone includes Selangor and Kuala Lumpur, Northern zone includes the states of Perak, Penang and Perlis, Eastern zone includes the states of Kelantan and Terengganu and Southern zone includes the states of Johor, Malacca and Negeri Sembilan.

## FINDINGS

### 1. OPERATORS' PROFILE

- i. Majority of workshops in the Central zone was operators with capital of between RM 50, 001 to RM 200, 000. Shah Alam and Petaling Jaya recorded the highest (80%), and Kuala Lumpur (48.7%). Only 2.6% workshops were operating with more than RM 500, 000 capital.
- ii. In the Northern zone nearly half of the workshops surveyed in Perak were operating with less than RM 50, 000 (47.6%). 60% of the workshops in Penang were operating with a capital of RM 50, 000 to RM 200, 000.
- iii. In the South, Malacca (91.7%) recorded the highest percentage of the workshops were operating with the capital of RM 50, 001 to RM 100, 000, followed by Johor (75%) and Negeri Sembilan (57.2%).
- iv. In the East, Kelantan and Terengganu recorded the highest percentage with 57.1% and 71.4% respectively under the category of capital that less than RM 50, 000, while in Pahang more than half of the workshops operating with the capital of RM 50, 001 to RM 200, 000 (57.1%).

From the survey conducted, it was concluded that this industry comprises of small and medium categories of companies and operating under various local authorities' jurisdictions.

### 2. CUSTOMERS/ USERS

- i. The survey shows that 60% of the customers sent their vehicles for maintenance between once to five times annually.
- ii. More than 90% of the customers satisfied with the services that they received, with half of the respondents were regular customers of the related workshops.
- iii. Most of the customers agreed with the reasonable price that was charged on them by the maintenance service operators. Meaning, the customers of motor vehicle maintenance satisfied with the service results that they received; although there were also some of them considered the price was quite expensive.

- iv. The main problem that the customers faced was the long period of maintenance, with more than 50% of the responded to that problem.
- v. Other problems identified from the study include noise and air pollution, waste materials and the mess from workshop, and the customers' vehicles that are parked at those areas, which disturbed the daily activities of the residents in those areas.

### 3. ISSUES AND PROBLEMS

There are several issues and problems have been identified during the study and they can be divided into three, which are related to the industry itself, faced by the customers and the residents and others in the areas:

#### i. **No Special Acts for Motor Vehicle Maintenance Sector**

Without special Acts for motor vehicle maintenance sector, the related authorities are having difficulty to take action, especially if the consumers of motor vehicle maintenance service faced problems from the service that they received.

#### ii. **Customers**

- a. Few workers work in the workshop
- b. Customers have to wait for long period for their vehicles to be service due to limited number of trained workers that employed by most of the workshops or the workshop's owner himself do the maintenance works without other workers or helpers.
- c. Lack of customer service
- d. Most workshops do not provide waiting area with seats for the customers who have to stand while waiting for their vehicles to be service.
- e. Limited car parks
- f. Most customers are having difficulty to park their vehicles due to limited car parks at the workshops that they visited.
- g. High maintenance cost

There are customers that considered that the charged price is quite expensive.

#### iii. **Residents and Others from The Nearby Areas**

##### a. Visual intrusion

Most of the residents and sellers from the nearby areas have to face visual intrusion due to the close distance between their house shops with the workshops. The operators throw waste materials from the workshops at the surrounding areas. Thus, the residents and sellers are not comfortable to do their daily activities.

##### b. Public intrusion

Residents from the nearby areas are disturbed with noise and air pollution from the operation of the workshops. This is due to engine maintenance or use of machines that create noise and intrude the daily activities of the residents there.

**Table 1: Total Sampling under CH/ MC and TC, and DO**

| <b>Zone</b>  | <b>State/ Town</b>       | <b>Under CH/ MC and TC</b> | <b>Under DO</b> | <b>Total</b>  |
|--------------|--------------------------|----------------------------|-----------------|---------------|
| Central      | Kuala Lumpur             | 533                        | -               | 533           |
|              | Shah Alam/ Petaling Jaya | 142                        | -               | 142           |
|              | Klang/ Port Klang        | 89                         | -               | 89            |
|              | Rawang/ Selayang         | 78                         | -               | 78            |
| Northern     | Perak                    | 241                        | 27              | 268           |
|              | Penang                   | 100                        | -               | 100           |
|              | Kedah                    | 293                        | 33              | 326           |
|              | Perlis                   | 126                        | -               | 126           |
| Eastern      | Kelantan                 | 221                        | 25              | 246           |
|              | Pahang                   | 148                        | 16              | 129           |
|              | Terengganu               | 113                        | 13              | 161           |
| Southern     | Johor                    | 153                        | 17              | 170           |
|              | Malacca                  | 275                        | 30              | 306           |
|              | Negri Sembilan           | 293                        | 33              | 326           |
| <b>Total</b> |                          | <b>2, 805</b>              | <b>195</b>      | <b>3, 000</b> |

## ENVIRONMENT

Vehicle maintenance sector is a light industry, which is based on service. The activities done contribute towards solid waste pollution, liquid and sound. According to the Malaysian Environment Act 1974, stated that, *pollution is any direct or indirect changes to physical conditions, heat, chemical, biological or any environment components radioactive which released, produce or generate the wastage that interrupt the usage of such environment components.*

### BUFFER ZONE

Buffer zone is a land situated from the boundary of the industrial estate to the boundary of the nearest residential area, to be conserved/safeguard for the protection of human lives and properties, human health comfort and well-being against pollution, residual pollution or any adverse conditions, which may be encountered in the form of Air pollution, Water pollution, Noise, Odour, Fumes, Fire, Aesthetic, Traffic related risk, and General annoyance.

The *Guidelines for the Siting and Zoning of Industries* issued by Department of Environment categorize the types of industry as light industry types A and B, Medium industry, Heavy industry and Special industry.

- i. Light Industry can be categorize as industry that produce pollution agent beside gas, smoke, or sound production at the minimum level. This type of industry can be situated nearest to the housing or development area. This industry can be divided into 2 types, which are:
  - a. Light Industry Type A  
These industries shall have a minimum buffer zone of 30 meters. Beside that, these industries do not generate excessive noise from compressors, fans, generators and others. The noise level at the factory boundary must generally not exceed 65 – dB (A) Leq.
  - b. Light Industry Type B  
These industries shall have a minimum buffer zone of 50 meters and do not generate excessive noise from the equipment used. The noise level must not exceed 65 – dB (A) Leq. It maybe produce small amount of wastage that can be recycle before dispose.
- ii. Medium Industry are those industries that will produce gaseous emissions, noise, smell, some scheduled wastes and also industrial wastewater upon processing. It also uses raw materials that are classified as toxic and hazardous.
- iii. Heavy Industry are those industries that can be categorize as the industry that used raw material and produce wastage with pollution either in liquid, solid or gas. Hence, it can be considered as industries with high level of risks in terms of fire, explosion, bio-exposure and all other environmental risks and hazards.
- iv. Special industry is those industries that use high technology and raw materials in daily process.

## STRATEGY

The proposed strategy can be divided into four stages, which are:

- a. *Operator and Association*
- b. *Consumer*
- c. *Authorities*
- d. *Environment*

### 1. OPERATORS AND ASSOCIATION

#### i. Terms and Conditions for Operators

The study revealed that there a number of unregistered operator with Local Authorities or Registrar of Business and Registrar of Company (ROB & ROC). Ministry of Domestic Trade and Consumers' Affairs is the body that regulates the licensing procedure and issuance of license. Stated that, Operator must follow rule in PHASE 1 if they want to apply for a license.

#### ii. Operator Must be Registered with Association

Operator must be registered with association, this is to ensure that the *Standard Trading and Conditions* and *Demerit Point* can be achieved. It means that the association is one of the bodies that control operator activities and quality of service. Consumer are advise to use the service provided by operator that registered with association to avoid any inconvenience such as difficulty in making complain and so on. The purposes of this are to:

- To create a *self – regulatory* for association
- To encourage operator practice to fulfill the requirement as in the *self – regulatory* concept.
- To ensure that the operator are operate under guidelines that provide by local authority.

### 2. CONSUMER

Introduction of law and regulations are important to provide the benefits for both consumer and motor vehicles maintenance sector. The proposed acts cover the main aspects for consumer, operator and authorities.

#### i. Motor Vehicles Maintenance Acts

The proposed acts are under Ministry of Domestic Trade and Consumers' Affairs. The act must contain provisions of the consumers, operators and authorities' responsibilities and liabilities.

##### Consumers

- Consumers have right to claim for compensation if not satisfied with the service offered.
- Consumers can ignored for unauthorized work done by the operator.
- Consumers should have a clear view about service offered.
- Have a right to know the maximum and minimum price for any service offered.
- Have a right to know the maximum and minimum price for used spare part.
- Have a right to know the things about vehicle maintenance sector industry.

### Operators

- Operator should registered with local authorities, association, and also ROB & ROC.
- Operator should meet the requirement as in *Standard Trading and Conditions*.
- Responsible to determine the maximum and minimum price for service charge.
- Provide training to their workers.

### Authorities

- Authorities should determine a clear definition for motor – vehicles maintenance industry.
- Provide course and place of training for this industry.
- Authorities must ensure the cleanliness of workshop conditions.
- Always monitor the workshop activities and run a study that may help to improve this sector.
- ❖ Rational:
  - Priority for consumers.
  - Operators followed the workshop terms and conditions especially in terms of cleanliness and operators also responsible to be more frankly especially in terms of spare part price.
  - Always monitor by the Local Authorities.

#### ii. Strengthening the Consumers' Affairs Department at Ministry of Domestic Trade and Consumers' Affairs

Ministry of Domestic Trade and Consumers' Affairs should provide an integrated on – line system between Consumers Affairs Department and Consumers Compensation Tribunal to manage the complaint receives wisely.

- ❖ Rational:
  - Consumer's perception this ministry as a complaints counter.
  - Launched the consumer's complaints services rules so the consumers can know which department is responsible to receive the complaints.
  - Updated the information system.

### 3. LOCAL AUTHORITIES

The Local Authorities strategies includes monitor and responsible for whole vehicle maintenance sector.

#### i. Ministry of Domestic Trade and Consumers' Affairs responsible to this vehicle maintenance sector.

Ministry of Domestic Trade and Consumers' Affairs will do the implementation of all policies. Ministry of Domestic Trade and Consumers' Affairs controls and monitor the motor vehicles maintenance sector. The proposed method of control and monitor are to organize meeting with parties that involve in this sector. They includes;

- a) Department of Environment
- b) Department of Works.
- c) Fire & Rescue Department.

- d) Local Authorities Department.
- e) District Office.

*With this strategy, information system for operator can be upgraded. It is also easy to monitor and enforcement of any regulation to this sector.*

- ii. *There should be a clear definition for motor vehicles maintenance industry.*

Local Authorities that involve in this sector should give a clear definition for this sector. The parties are Ministry of Domestic Trade and Consumers' Affairs, Local Authorities, Department of Environment, Fire & Rescue Department, Department of works and district office. The proposed the definition of workshop industry is 'motor vehicles maintenance industry'. Therefore the service offered to the consumer will more efficient as this sector are control by Local Authorities.

#### 4. ENVIRONMENT

The proposed strategy that recommended to the environment is to ensure that the workshop surrounding meet the standard that required by the Department of Environment. The strategy includes;

- i. *Zoning system for workshop/ vehicle maintenance sector.*

The zone system are divided into three main zone that are, residential, commercial and industrial zone.

- ii. *Complains and licensing procedure.*

Complains and licensing procedure are divided into three stages which are phase 1, 2 and 3.

#### STANDARDISATION OF MOTOR VEHICLES MAINTENANCE INDUSTRY

Introduction of zoning system is one way to increase the quality of motor vehicles maintenance sector.

The purpose of this system (Zoning system) is to ensure that the environment are not threaten and to ensure that easy monitoring by the Local Authorities. According to the new standard, this sector can be divide into two categories;

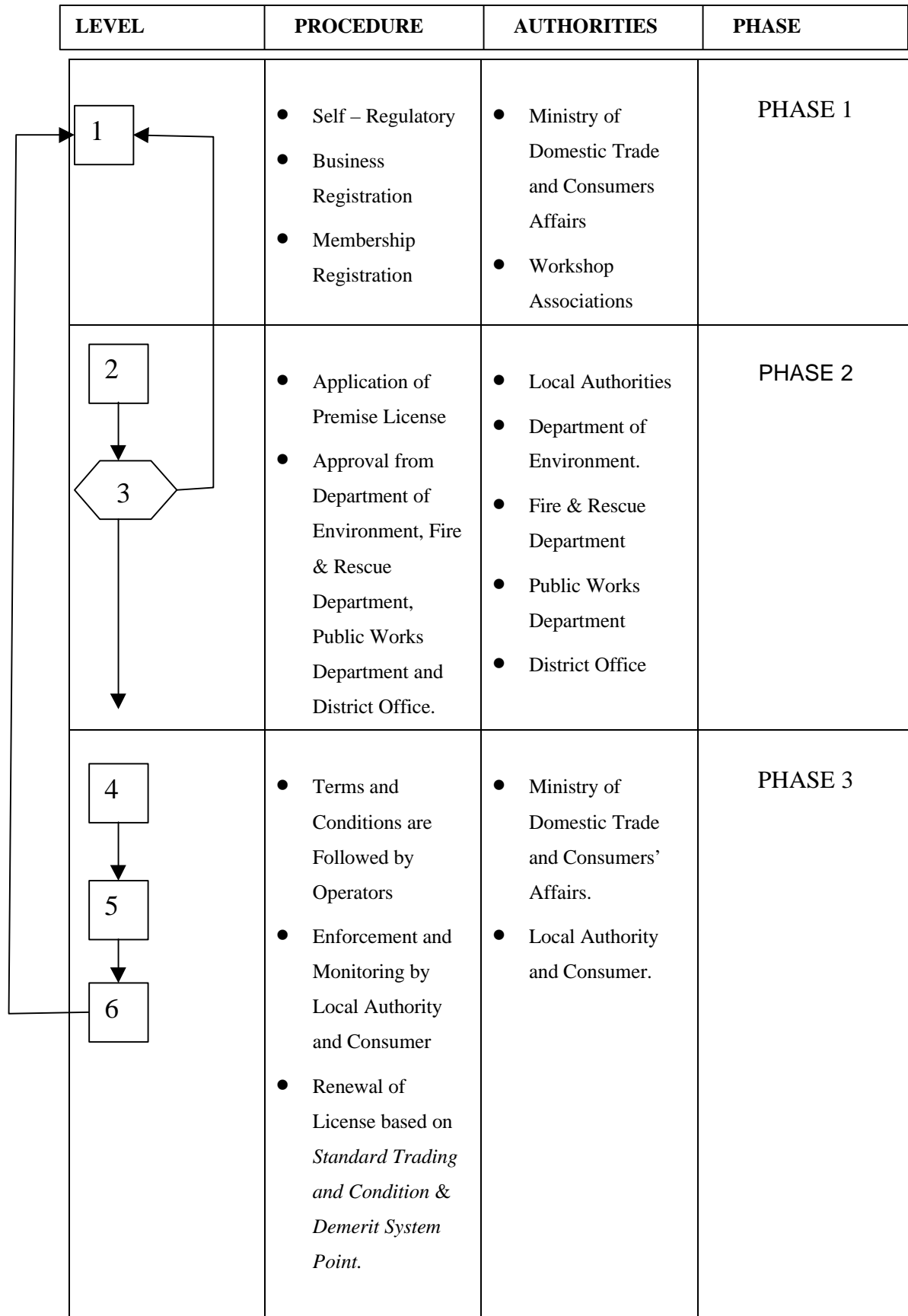
- 1. *Residential zone.*

Only motor vehicles maintenance service that produce the minimum waste material, wastage and noise are permitted to operate at this zone. The types of service that allow are such as, light maintenance, tyre alignment, battery maintenance, wiring and air – condition maintenance. No heavy vehicles maintenance are permitted at this zone.

- 2. *Commercial zone.*

The permitted activities at commercial zone should not produce any waste material, solid waste and noise at maximum level. The permitted level of noise at this zone are 45 db (A) Leq at night. Permitted Service maintenance at this zone are same as at residential zone. The maintenance of heavy vehicles at this zone also not permitted as at residential are.

### Procedure of Complains and Licensing Chart



## CONCLUSION

It can be concluded that there are several issues and problems in vehicle maintenance sector which involve , consumers, authorities, operators and environment. In consumer aspect, there is no any action taken by them eventhough they are not satisfied with the service offered by operator. Authorities normally have problems on monitoring the vehicle maintenance sector because of improper location of workshop. The wastage produce by vehicle maintenance sector will threaten environment because of no systematic management for disposal of wastage and substances that produce by this sector. There is a need of *Standard Trading Conditions* in order to ensure the quality of service provided by the operators to the consumers.