

**YANGON UNIVERSITY OF ECONOMICS
DEPARTMENT OF APPLIED ECONOMICS
MASTER OF PUBLIC ADMINISTRATION PROGRAMME**

**A STUDY ON PERFORMANCE AND SERVICE QUALITY OF
CANTONMENT AREA DEVELOPMENT COMMITTEE
(Case Study in Yangon Command)**

LIN HTUN

EMPA - 34 (17th Batch)

DECEMBER, 2020

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**A thesis submitted as a partial fulfillment towards the requirement for the
degree of Master of Public Administration (MPA)**

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ABSTRACT

The cantonment area development committees are responsible for the civilian developments and administration of area notified as cantonments in the country. The cantonment area development committee members appointed by the Commander-in-Chief of the Defence Services through the Quarter Master General. The cantonment area development committee is providing public services like the township development committee for municipal service delivery and public works within the cantonment area. The study examines service quality and performance of cantonment area development committee in the cantonment area of Yangon Command. The survey covers the six cantonment areas. It is found that the cantonment area development committee is responsible for many services and runs program that related to health, safety and public service within the cantonment area of Yangon Command. The cantonment area development committee collects monthly licence fees and various tax and contributes these fees and tax revenues to the State Budget. Developing the use of local resources such as labor and materials have positive impact on the cantonment area economy within the productive assets created more improvement in the development of cantonment area. And also, this committee is participating and assisting in public service provision to Yangon City Development Committee.

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LIST OF ABBREVIATIONS

QMG	Quartermaster General
NDSC	National Defence and Security Council

CHAPTER I

INTRODUCTION

1.1 Rationale of the Study

The quality of service is essential for customer satisfaction for privately provided services as well as publicly protected services. In this context, the provision of excellent service will be able to fulfill satisfaction of customers or service users as they expected and, thereby enhance the well-being of the service users, especially publicly provided services.

The cantonment is constructed a temporary quarter specially built by the Military units. The word cantonment is derived from the French word canton means an area within the campaign, such as a corner or district and a winter ward. It also refers to the time when military units were able to deploy more than during advances and withdrawals (Srinivasan, 2001).

The history of cantonments started with land administration for quartering the soldiers. Housing is a major concern and land is not limited, but the military officer allocates land for different plots to build houses. The civilians on the battlefield are the first to be licensed, as long as the government owns all the land in these reclaimed lands, which have the right to speak for military users.

The grant is the property of the government and it is to be used by the military needed. The cantonments started as purely military reservations means that land occupied by the troops and their followers and to contain such buildings as were required for Military purposes. The result was that there grew within cantonments, areas containing civilian population which had no direct reference to the troops but which rendered limited supportive services to the garrison.

The institution of cantonment area development committee has been an administrative answer to the municipal needs of such Military stations around which an outsized number of civilian populations came to live and got stable in due course of time. The administration of cantonment has been right from their inception, subject to special laws and regulations.

The cantonment area development committees are responsible for the civilian developments and administration of area notified as cantonments in the country. It is

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said that a correct perspective of Urban development Management of Cantonments would require examining the role of local self-government bodies in two way: (a) developmental role of civilian functions and (b) institutional role of Urban Local Self Government institutions. This would equally be applicable to Cantonment areas.

In Myanmar, the Cantonment means are prescribed as cantonment under this Law of an area where necessary place for the military units in the Republic of the Union of Myanmar (The Cantonment Development Law, 2010).

The cantonment area development committee members are appointed by the Commander-in-Chief of the military through the Quarter Master General (The Cantonment Development Law, 2010). This Committee is subsisting practice financial arrangement with own finance. In addition, the cantonment area development committee receives the necessary funds, such as grants or loans, to carry out the work or to obtain the government positions and services. This committee is collecting only the categories of tax and generates revenue permitted under the prevailing laws, rules, regulations, bye-laws, orders and directives concerning it (The Cantonment Development Law, 2010)

The cantonment area development committee is responsible for municipal service delivery and public works structure like wastewater and sanitation management, garbage collection system, water supply, maintenance of streets and roads, beautiful and cleaning parks and play grounds, maintenance of street lighting, birth and death statistics services, planning and land administration, tax collection, public health and development of cantonment area.

The cantonment area development committee is set up to impose special cleaning rates building or property on lands used for any purpose within a cantonment area. There are nine cantonment area in Myanmar Military units. The

following nine cantonment area are located in Yangon, Mingalardon, Mawbi, Pathein, Mawlamyaine, Pyin Oo Lwin, Bahtoo, Mandalay and Meiktila.

The cantonment area is restricted area for security reasons, where the Military units stationed and the ammunition store located. Therefore, the cantonment development Committee is providing public services like the township development committee for municipal service delivery and public works within the cantonment area.

The study examines service quality and performance of cantonment area development Committee in the cantonment area of Yangon Command.

1.2 Objectives of the Study

The objectives are to study the performance of cantonment area development committee and to assess a service quality of cantonment area development committee of Yangon Command.

1.3 Method of Study

The study is used descriptive method including primary data and secondary data. Primary data is obtained through a survey with self-structured questionnaires which enumerate to military officers, other ranks and households living in the cantonment area.

Secondary data is collected relevant information from the cantonment area development committee of Yangon Command, research papers, libraries and internet website.

1.4 Scope and Limitations of the Study

The study focuses on 180 stakeholders including military officers, other ranks and households living in the Yangon Command between Thanlyin Township and Hmawbi Township. The scope of the study is limited to conduct a Yangon Cantonment area. This study did not cover on management system and performance of all cantonment area development Committees in Myanmar. The secondary data covers the period from 2011 to 2020. The survey was conducted in July, 2020.

1.5 Organization of the Study

This thesis is composed of five chapters. Chapter one is introduction and it includes rationale of the study, objectives of the study, method of study, scope and limitation of the study, and organization of the study. Chapter two provides a literature review which consists of concept and definition of cantonment, the cantonment authorities and cantonment area development committees, duties and functions of cantonment authorities, the benefits of service quality and etc. Chapter three presents the overview of cantonment in Myanmar. Chapter four describes the analysis on service quality of cantonment area development committee. This chapter includes measuring service quality of cantonment area

development committee from the stakeholders' view on the demand side. Finally, chapter five is concluded by summarizing the results. It contains findings, suggestions and conclusion.

CHAPTER 2

LITERATURE REVIEW

2.1 Concept and Definition of Cantonment

The word cantonment is derived from the French word canton. There is a campaign like the winter quarters, where units of military were able to deploy for a long time during their advances and retreats (Srinivasan, 2001).

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The first three cantonments were built during the 17th century. In 1765, two cantonments were constructed in Barrackpore in Bengal and Danapore in Bihar. In 1774, St. Thomas Mount cantonment was built in India (Srinivasan, 2001). The largest cantonment is located in PanoAkil, Pakistan and established in 1864. The opposite cantonments bought large tracts of land from the Military East India Company in the 19th century and were later occupied by British Indian troops. The permanent cantonments are situated in various countries like Afghanistan, Bangladesh, Bhutan, India, Ghana, Nigeria, Pakistan, Singapore, Sri Lanka, United States and Myanmar.

Since its inception, civilian and municipal administrations have closely maintained the colonial system. In the early 19th century, some local government was administered in urban areas in densely populated cities. Civilians continued to be treated as followers of the military and ruled by military authorities.

When enacting the cantonment code, the lease given below was renewed through the other key features of a contemporary lease. The military is responsible for the total ownership of government-owned land in resettlement positions that allow it to speak on behalf of its users. Civilians on the battlefield keep their licenses and this situation continues to this day.

Housing is a major concern and the land is not limited, but the land is distributed to the grants, which are freely transferred by the military officer to a different housing condition. The grants are in today's legal license with an interest in the land. The grants were two perspectives for the land and the property of the Government. It can be restarted for the military when and when needed. The device was operated within Quartermaster General (QMG's) division and funded by the government (Srinivasan, 2001).

The resources of cantonment development committees are limited. This is mostly assets in the cantonment are government-owned and tax-free. The nature of the cantonment was limited to trade and commerce and no industry at all. As a result, the cantonment development committees typically do not have access to resources comparable to any municipality.

Due to the strict nature of the reform of the old land policy, little or no construction work took place on the land. This usually reduces the potential revenue from property taxes, the main source of income for local organizations. Cantonments

are Large neighborhoods are spread out, and the cost of civilian buildings is much higher than in townships areas.

The government provides financial assistance to cantonment development committees in the form of regular grants to balance their budgets. In addition, due to funding in the defense budget, some cantonment development committees have limited resources to cover the capital expenditures of this account, as the cantonment development committees do not have sufficient resources to improve facilities.

2.2 Functions of Cantonment Area Development Committees

The cantonment area development committees have two parts. One part includes officials of the military and nominated members. The opposite part consists elected representatives from the different quarters within the military area. The elected component is voice of the people within the local autonomous body and the nominated members are taking advantages of the military. The law and order of the cantonment is representative of the cantonment development committee within the cantonment area.

The Cantonment Development Committee is a local self-governing body that sets out local development policies within the Cantonments Act and other government regulations (Srinivasan, 2001). The committee usually holds monthly meeting. Elected members play an important role in the development of public services in their respective constituencies. Development work is usually coordinated with the relevant elected members.

The structure is very delicate in the military. There is good and good stability between the government and the people. The Ministry of Defense has not deliberately registered with the group, which acknowledges the ownership of the total amount of land within the cantonment. However, the Ministry of Defense is represented by a senior official who is a politician of the Ministry of Defense, collected from public servants through the Public Service Commission, trained for the special function of local self-government in a stable environment among the civilian. Therefore, the government and the military have always been kept in check.

Major development plans are finalized at a budget meeting held prior to the start of the fiscal year with the consent of all members. The function is similar to the city development committer and cantonment development committee are synonymous in the cantonment area. The members of the committee are officially nominated by the immediate vote of opinion on adult rights. Hold a large number of nominated officers as

members. The station commander, a senior officer, is the chairman of the cantonment area development committee.

2.3 Public Service Quality

Alamsyah (2011) states that public service is any service activity undertaken by government, individuals, organizations, and others in order to respond to the demands of individuals, groups, organizations, and others that divided with the interests of the entire population. Based on the definition, there are four dimensions contained in it, namely: the served, the serving, the source of service legitimacy, and the form of service activity (which contains a series of tasks) itself.

Public service quality not only refers to the service alone, also emphasizes the process of organizing or distributing the service itself to the hands of society as a consumer. Aspects of speed, accuracy, convenience, and fairness serve as a tool for measuring public service quality.

Sinambela, LijanPoltak (2006), theoretically the purpose of public service is basically to satisfy the society. To achieve the satisfaction, it is demanded that the quality of service is reflected from:

(1) Transparent, such as Service which is open, easy and accessible to all parties who need and provided adequately and easily understood,

(2) Accountability, that is Service that can be accounted in accordance with the provisions of legislation,

(3) Conditional, that is Services in accordance with the conditions and the ability of the donor and the recipient of the service by sticking to the principles of efficiency and effectiveness,

(4) Participative, namely Services that can encourage community participation in the implementation of public service with respect to the aspirations, needs and expectations of the community,

(5) Equality of Rights, such as Services that do not discriminate in terms of any aspect, especially tribe, race, religion, class, social status and others,

(6) Balance of Rights and Obligations, namely Services that consider the attitude of authorities between the supporter and the recipient of public service.

2.4 Service Quality Models

There are variety of various definitions on meant by service quality. One of the most commonly used services defines the quality of service to a certain extent according to the needs and expectations of customers (Lewis and Mitchell, 1990). The service quality determines the difference between customer expected service and perceived service. If the expectations are higher than the performance, the visual quality leads to a satisfactory amount and consumer dissatisfaction occurs (Lewis and Mitchell, 1990)

2.4.1 GAP Model

The gap model is defined to achieve the total quality in the management of services proposed by (Parasuraman, Zeithmal and Berry, 1985). It is based on reducing the difference between the expected and perceived service by customers. Customer expectations are influenced by personal needs, communication and the client's experiences.

Parasuraman, Zeithmal and Berry (1985) analyzed the size of service quality and constituted a niche model that gives a crucial framework for outlining and measuring service quality (Saat,1999). The GAP Service Quality Model shows the key insights gained through the chief interviews and focus group interviews about the service quality concept. The gaps revealed by the interviews were shown within the supplier side (GAP 1, GAP 2, GAP 3, GAP 4), and therefore the GAP 5 which was formed by the focus group interviews were on the consumer side of the model. The GAP relations and names are shown below:

GAP 1: Customer expectation-management perceptions gap.

GAP 2: Management perception-service quality specifications gap.

GAP 3: Service quality specifications-service delivery gap.

GAP 4: Service delivery-external communications gap.

GAP 5: Expected service-perceived service gap.

The service quality instrument has been the effective method used to measure customer perceptions of service quality. There are five dimensions element as follows (Van Iwaarden, J., Van Der Wiele, T., and Millen, R. (2003):

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(1) **Tangible:** Physical facilities, equipment, personnel and communication materials. The condition of the physical environment is tangible evidence of the care and attention to details provided by the service providers. The customers make inferences about the physical layout and others that surround the service environment because these can have a significant impact on customers' affective responses.

(2) **Reliability:** Ability to perform the promised service dependably and accurately. It also comprises of promises and doing it right sub-dimensions. As the customer, they expect that the services that they are obtaining can be accomplished on time in well manner and without errors. The employees need to provide the accurate services to the customers, so that the customers can satisfied.

(3) **Responsiveness:** Willingness to help customers and provide fast service. The organizations responsiveness is often based by the customer requests the amount of the time taken. The customer requests, questions and complaints by assessing to grievances and their problems. When the organization unable to attend the customers' needs in keep them waiting for long, it can lead to the negative perception of the customers towards the service quality provided by the organization. So, in order to cope up with the situation and to ensure that the negative perception, the organization is recovered the problems quickly, or else, they can lose their customers trustworthiness.

(4) **Assurance:** Employees' knowledge and culture and their ability to build trust and confidence. Courtesy involves respect, politeness, concentration, and helpful of contact personnel including receptionists and telephone operators. In addition, the effective communication with the customer has become the important aspect in delivering the services towards them. The organization need to keep the customers informed in language that they can understand and listening to them. The interaction among the personnel and store customers are important as customers are more loyal to a store if the store is seen as warm, friendly and impulsive. The customers want to make the trust and confidence to the organizations by the external view that they can measure towards the employees in providing the services.

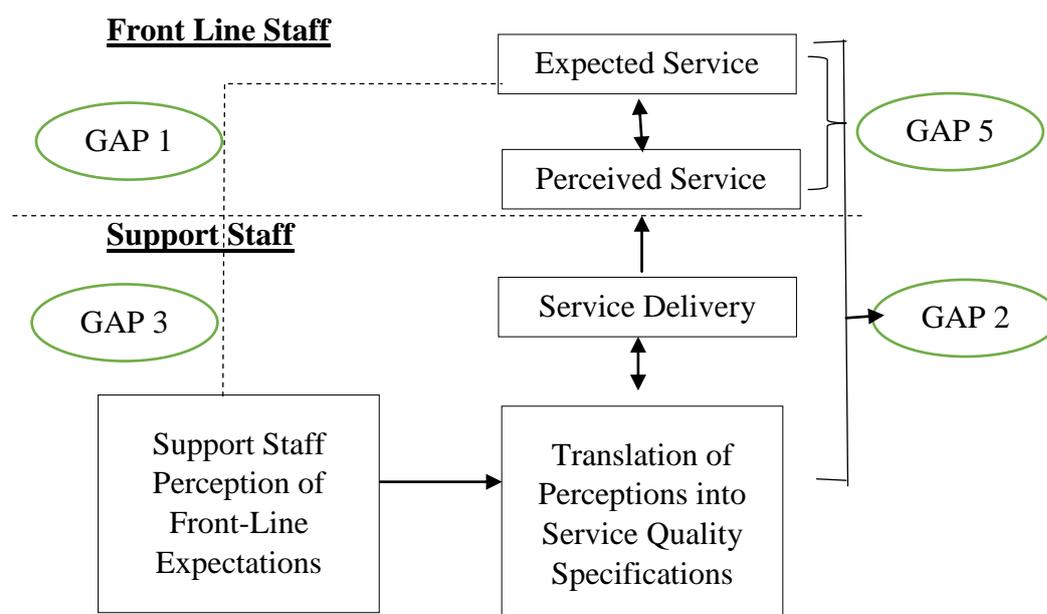
(5) **Empathy:** A caring and individualized organization provides customer support. It also includes access to organization's representatives, communication and understanding the customer. The level of organizations empathy can be seen through the degree of personalized service offered. All the customers want their needs to be addressed and also be understood by the organization. The organization have great empathy level towards their customers indirectly retains their customer and then it also enhances its competitiveness. The customers who are having the problems in receiving their services and it can be the way to improve the overall perceived service quality.

Improving the quality of service is a fundamental goal of many transformation efforts. In most cases, the quality of service depends on management. All depends on how the customer is treated and how fast the service is delivered to the customer.

2.4.2 Internal Service Quality Model

Frost and Kumar (2000) developed an internal service quality model called INTSERVQUAL (Figure 2.1) based on the adaptation of the GAP Model (Parasuraman et al., 1985). The model measures the service quality of internal customers such as front-line staff and support staff in service industry. As a result of the study, it was found that the quality of internal service was affected by the response.

Figure (2.1) Internal Service Quality Model



Source: Frost and Kumar (2000)

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In addition, the quality of service affects the involvement of all employees. Gap 1 is link between front line staff and customer expectation. Gap 2 means that customer expected service and management perception into service quality specifications. Gap 3 presents the support staff perception on front line staff expectation. Gap 5 is link between expected service and perceived service. Internal service quality is defined as the quality of the services provided of frontline employees by receiving from the rest of the organization. If frontline employees are hindered from providing customers with superior quality of service, the entire organization is affected. Therefore, it is important for managers to understand and measure the quality of service in order to increase employee engagement and customer satisfaction and loyalty.

David Garvin (1987) identified eight dimensions of quality such as product performance, features, reliability, durability, conformance to specified standards, serviceability, aesthetics, and perceived quality. Internal service quality requires high performance on all dimensions:

1. Employees understand the needs of other employees within the organization. This means that employees have trained and coached on the working activities of the organization.
2. Employees are relying on services. Individual employees are aware of the importance of providing the expected services. Services are reliable.
3. Employees deliver services on time, as promised. This increases operational efficiency and improves employee satisfaction.
4. Employees perform the services as required by supervisors and colleagues correctly the first time. Employees are clearly instructed on how to perform their duties.
5. Employees plan to provide services and identify barriers before problems occur. All employees are polite and courteous to each other.
6. Employees have sufficient knowledge to answer other employees' questions. Employees readily share their knowledge.
7. Employees with problems receive individual attention. Employees have authority customized their response to employees with problems.

2.4.3 Criticism of SERVQUAL Model

There are a number of issues with usage (Perception – Expectation) gap score. The use of gap scores is automatically attractive and can be theoretically meaningful. In

addition to the information contained in the opinion section of the service quality scale of these scores, other information can be provided (Babakus and Boller, 1992).

Teas (1993) observed that a (Perception – Expectation) gap of magnitude ‘-1’ can be produced in six ways: P = 1, E = 2, P = 2, E = 3, P = 3, E = 4, P = 4, E = 5, P = 5, E = 6, P = 6, E = 7 and these tied gaps cannot be constructed as implying equal perceived service quality shortfalls.

The higher perception minus expectation score, the higher is perceived to be the level of service quality. The equation from as follows:

$$SQ_i = \sum_{j=1}^k (P_{ij} - E_{ij})$$

Where: SQ_i = perceived service quality in individual ‘i’

k = number of items or attributes

P = perception of individual ‘i’ with respect service on attribute ‘j’

E = service quality expectation for relevant attribute ‘j’ and ‘i’
standard of the individual

This extensive application, the SERVQUAL scale is criticized on various conceptual and operational grounds. Major objections against the scale related to use of (Perception – Expectation) gap scores, predictive power of the instrument and validity of the five dimensions structure (Banakus and Boller, 1992).

Parasuraman, Zeithaml and Berry’s (1988) 22-item SERVQUAL instrument was employed for collecting the information regarding the respondents’ expectations, perceptions and importance weights of varied service attributes.

Cronin and Taylor (1992) have a similar scheme used to assess the legitimacy of multi-item service quality scales. Behavioral intentions were measured with the help of a 3-item scales as suggested by Zeithmal and Parasuraman (1996).

2.4.4 SERVPERF Model

Cronin and Taylor (1992) proposed what mentioned because the SERVPERF scale. A variant of the SERVQUAL scale, consisting of only one physical component and consisting of only 22 components. A better perceived performance implies higher service quality. In equation form, it can be expressed as:

$$SQ_i = \sum_{j=1}^k P_{ij}$$

Where: SQ_i = perceived service quality in individual ‘i’

k = number of items or attributes

P = perception of individual 'i' with respect service on attribute 'j'

Seeing its superiority, even Zeithaml and Bitner (2001) results in compatible with both the one-dimensional view of expectations and the gap formation for service quality. Instead that perceived quality is directly influenced only by perception (Boulding, Kalra, Stalein and Zeithaml (1993). This admittance cogently lends a sworn statement to the prevalence of the SERVPERF scale.

The significance of varied quality attributes utilized in the service quality scales can considerably differ across differing types of services and repair customers. Security might be a prime determinant of quality of bank customers but may not mean much to customers of a beauty parlor. It is recommended that service quality be considered on the scale of service quality measurement, as it is not expected to be equally important in the service industry (Cronin and Taylor, 1992). During the unweighted measures of the SERVQUAL and the SERVPERE scales have been described above equations, the weighted versions of the SERVQUAL and the SERVPERF scales as proposed by Cronin and Taylor (1992) are as follows:

$$SQ_i = \sum_{j=1}^k (P_{ij} - E_{ij})$$

$$SQ_i = \sum_{j=1}^k I_{ij} (P_{ij})$$

Where: I_{ij} is the weighting factor, i.e., importance of attribute 'j' to an individual 'i'.

Though, on theoretical grounds, addition of weights makes sense (Bolton and Drew, 1991), there has not been much improvement in the measurement capabilities of any scale after adding significant weights. Between versions of the two scales, the weighed SERVPERF scale exceeds the theoretically weighed SERVQUAL scale. (Bolton and Drew, 1991).

2.5 Determinants of Public Satisfaction with Municipal Services

Public satisfaction determines the level of activities of local cantonment area development committees' services. Creation of activities and expansion of same lead local council to raised place for residents. Local government service delivery process goes beyond simple activities, determinants of the services are associated with the area and the people living within the local area (Weilenmann and Seidi, 2017).

But potential determinants are carefully chosen and grounded on extensive literature review from four categories: economic, social, demographic, and natural (Zhang, 2016). To expedite economic development of cities are needed to build infrastructure and infrastructure. Investing in the development of attractive spaces for new buildings and businesses is being forced to attract investors and innovation (Dollery and Johnson, 2005).

Furthermore, the most recognized resolution differs with cosmopolitans, but some present the same. Economic growth, industrial development, and economic structural transformation are the key economic decisions. Population and labor growth, population urbanization, and population structure act as essential demographic determinants (Ramian, 2016).

Primary social determinants include infrastructure construction, energy consumption, and land development, while dominant natural determinants are the quantity and topology of obtainable land (Newell, 2017). In many cases, public satisfaction seems to be to the satisfaction of local rulers. They contribute to racial and ethnic segregation by being able to express their intimacy with the local people (Pitchay, Thurasamy, Alfarraj, Alalwan2016).

The determinants for public satisfactions were local government sincerity, municipal awareness, facilities maintenance and time of service provision (Oscar and Elizabeth, 2014). Self-esteem, optimism and innovation are successful decisions from the management perspective of a development service provider. Policy awareness and community involvement are key to satisfaction with development services (Wong, Musa, Taha, 2017).

2.6 Empowering and Strengthening in Cantonments

The general view of the people within the cantonments is that the individuals support the existence of the cantonment and respect the popular spirit. Governments did not have time to take responsibility for influencing the responsibilities and interests of local self-government in the administrative areas interest of the health, welfare and discipline require the oversight role of the Station Commander (Srinivasan, 2001). Although limited in scope, cantonment development committees are local organizations in various senses.

The main sources of income of a cantonment area development committee are local taxes such as property tax, conservancy tax, water tax, lighting tax, trade tax. Expenditure is

mostly on establishment and contingencies connected with rendering civic services including maintenance of streets and roads, lamp-post, play grounds, parks and schools.

The resources of the cantonment area development committees are still limited. This is because the limited assets are government-owned and cannot be taxed. The cantonment nature means that there is no industry, only trade and business restrictions. Therefore, cantonment development committees usually do not have sufficient resources comparable to any other township development committees. Due to the strictive nature of the reform of old land policy and the old properties there has been a little or no building activity within the cantonments. It reduces the potential revenue from property taxes and is often the main source of revenue for local organizations.

The central government provides financial assistance to cantonment area development committees in the form of regular grants to balance their budgets. In addition, due to funding in the defence budget, some cantonment development committees have limited resources to meet the capital expenditures of this account as the committees do not have sufficient resources to promote public welfare. Therefore, planning for economic and social development includes urban forest and environmental protection. Promoting of ecological perspectives to protect the interests of slums development of vulnerable sections and development of urban poverty alleviation, etc. could not be undertaken in the cantonment areas (Srinivasan, 2001).

The cantonments are under the Ministry of Defence have suffered in the income tax service process. non-agricultural assessment taxes; entertainment tax; sales taxes; transfer tax is not subject to municipal property. The Cantonments depends on their own development taxes. The cantonment development committees are not entitled to the large amount of government funding available for development purposes. There is no provision for cantonment development committees to allocate tax revenue for development from their budget. This committee relies heavily on fees and is relatively low compared to state governments.

2.7 Reviews on Previous Studies

Win Myint Aung (2015) studied to investigate the satisfaction of households on the public services of Yangon City Development Committee in Ahlone Township. In the study, the respondents indicated that water supply systems most efficient satisfied with the service and the respondent's satisfaction on solid waste management.

Ma Sein (2018) studied to examine the customer perception on the service quality of the Ayeyarwady Bank Ltd. (AYA Bank) and the Co-operative Bank Ltd (CB Bank) in Myanmar. This study found that bank commitments are important, as customers may save a large sum of money in banks. And also, the employees who show understanding of customer needs and are knowledgeable to solve customer problems are success factors for the service industry.

CHAPTER III

AN OVERVIEW OF CANTONMENT IN MYANMAR

3.1 Structure of Myanmar Military

The modern Myanmar Military known as the Armed Forces (Tatmadaw) consisted the Military, the Navy and the Air force. Within the policy, the role of the Armed Forces (Tatmadaw) was defined as a 'modern, strong and highly capable fighting force'. There are three main duties of Myanmar Military are; (1) To defend the State, (2) To Train, and (3) To carry out activities serving the interest of the people. Myanmar Military is headed by the Commander-in-Chief of Defence Services. According to the 2008 Constitution of Myanmar, the Myanmar Military directly reports to the National Defence and Security Council (NDSC) led by the President of Myanmar. This council is responsible for security and defence issues in Myanmar. It is the highest authority within the Government.

Since Myanmar's independence, the Armed Forces (Tatmadaw) is involved in increasing and maintaining internal security and suppressing insurgency. In the background, the Armed Forces (Tatmadaw) multifaceted defence policy was formulated and its military regulation and strategy might be defined as in-depth protection. It was importance for geography, culture, country economy and sense of threats (Selth, 2002).

The Armed Forces (Tatmadaw) has developed an active defence strategy supported the limited capacity of the guerrilla warfare, designed to affect intense intensity conflicts from external and internal enemies, which threatens the security of the country. This

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strategy, outlined within the joint services exercises are predicated on the system of total human, where the main line of defence of the military and the training and leadership of the nation within the matter of national defence (Selth, 2002).

The Myanmar Military is administered by the Ministry of Defence. It is consisting of the Army, the Navy and the Ari Force. Overall command of Myanmar Military reposed with the country's highest-ranking military officer who performance concurrently as Minister of Defence and Chief of Staff of Defence Services. The Minister of Defence cum Chief-of-Staff of Defence Services exercised day-to-day control of the Armed Forces and assistance by three Vice-Chiefs of Staff, one each for the Military, navy and air force. These officers were performance as Deputy Ministers of Defence and commanders of their respective Services. The Joint Staff within the Ministry of Defence consists of three major divisions, each assigned to the Military, Navy and Air Force, along with a number of independent departments. The organization structure of Myanmar Military is shown in Appendix.

Myanmar Military is the largest branch of the Myanmar Military and it had been founded in 1945. The Myanmar Military is the primary responsibility of conducting ground-based operation. The highest rank position in the Myanmar Military is Senior General. This position is equivalent to Field Marshal position in Western Armies.

The military has released a draft for all citizens; “all males between the age of 18 to 35 and all females between the age of 18 and 27 can all be conscripted into military service for up to two years as military personnel for national emergencies” (Myanmar Army - Wikipedia). The average ages for professionals are “up to 45 of males and 35 of females for three years working service as commissioned officer and non-commissioned officer” (Myanmar Army - Wikipedia).

The organization structure of Myanmar Military was supported on the regimental system is the basic combat unit battalion. This constitutes a headquarters unit; five rifle companies each; medical units; transportation units; the administration units with a logistics and signaling system; heavy weapons including machine guns and reusable guns. Each battalion commanded by Lieutenant Colonel with a Major as 2IC (Second in Command), with a fully complete establishment strength of “27 officers and 723 other ranks” (Myanmar Army - Wikipedia).

There are about 500 battalions of Light Infantry Regiment within the Myanmar Military. This often leads to misrepresentation of these units identified by the observers and reporters as under strength infantry battalions. Significantly increased human resources,

weaponry and mobility, today's Myanmar Military is now a powerful traditional military defence force for the Union of Myanmar.

Myanmar Air Force is founded in December 15, 1947 and the aerial branch of the Myanmar Military. The main responsibilities of the Myanmar Air Force inception are being transportation, and provide close air support to the Myanmar Air Force in logistics and counter-insurgency operations.

Myanmar Navy was established in December 24, 1947 and the naval warfare branch of the Myanmar Military. The Myanmar Navy role is counter-insurgency operations and smaller than the Myanmar Military and the Myanmar Air Force. Although, the navy has been expanded to require on a more active role in Defence of Myanmar's territorial waters.

Myanmar Navy SEALs established in early 2010 and this organizations are particularly trained for special operation missions include Hostage Rescue, Counter-terrorism and Counter Narcotic Operations.

3.2 Cantonment in Myanmar

Cantonments in Myanmar is prescribed as cantonment under the cantonment development law (The Cantonment Development Law, 2010). It is a place where the armed forces stationed and used military units within the Union of Myanmar.

There are nine cantonments in Myanmar include Yangon, Mingalardon, Mawbi, Pathein, Mawlamyaine, Pyin Oo Lwin, Bahtoo, Mandalay and Meiktila. These cantonments are under the control of Ministry of Defence and Government of Myanmar.

Yangon Cantonment, Mingaladon Cantonment, Mandalay Cantonment and Meiktila Cantonment were established in 1928 by the Cantonment Act and the Cantonments (House Accommodation) Act, 1924. Pyin Oo Lwin Cantonment was established in 1951 and Hmawbi Cantonment was formed in 1960.

Ba Htoo Cantonment was opened in 1961 for cantonment authority office by the Cantonment Act and the Cantonments (House Accommodation) Act, 1924. Mawlamyine Cantonment Development Committee was organized in 1970. In 2010, the State Peace and Development Council prescribed the Cantonment Development Law (No. 32/2010) and cancellation to the Cantonment Act 1924. Table (3.1) shows total area of nine cantonments in Myanmar.

Table (3.1) Total Area of Nine Cantonments

No.	Cantonment Name	Total Area (Acre)
1	Yangon	2565.75
2	Mingaladon	3700.58
3	Hmawbi	2840.35
4	Patheingyi	3225.50
5	Mawlamyine	2958.72
6	Bahmaw	4225.38
7	Mandalay	2110.85
8	Pyin Oo Lwin	4320.82
9	Meiktila	3115.18

Source: Cantonment Area Development Committee, Yangon, 2020

The government demarcates the demarcation of the armed forces and determine the area required by the military. In addition, it is different from the Cantonment. The government declare that it intends to demarcate the villages that border the cantonment area within the country.

3.3 Cantonment Area Development Committee in Myanmar

All cantonments are founded by the cantonment area development committee and it has been administered by obtaining the approval of the Commander-in-Chief of the Defence Services through the Quarter Master General (The Cantonment Development Law, 2010). The cantonment area development committee means a committee is formed to manage the affairs under the cantonment development law (The Cantonment Development Law, 2010).

The cantonment area development committee is performing the following activities:

- (a) “Management the cantonment lands according with the existing cantonment development law:
- (b) Coordinating activities, decision making and implementation the works to be administered under cantonment development law:
- (c) Annual budget approval:
- (d) Coordinate to allow tax collection and set tax rates in the cantonment area:
- (e) Review of income growth on a regular basis:

- (f) Carrying out mutual benefit issues in collaboration with other local organizations:
- (g) Manage and maintain trust assets to the cantonment area development committee in accordance with the regulation issued under the cantonment development law:
- (h) Establishing the necessary arrangements for the construction of new roads within the land for the construction of buildings and related buildings there to:
 - (i) Carrying out construction and maintenance the parks, playgrounds, offices, live-stock breeding, drinking water, well, lakes and other works to be useful for the public:
 - (j) Taking rectification wards that are not in health positions:
 - (k) Carrying out other duties and activities contained in the cantonment development law for the cantonment development”.

Source: The Cantonment Development Law (2010).

The cantonment area development committee is is funded by its own finance and operates its financial programs. This committee have been collected only the categories of tax and revenue permitted under the cantonment development laws, rules, regulations, bye-laws, order and directive relating to it (The Cantonment Development Law, 2010).

The cantonment area development committee is obtained the necessary money as grant or fund to perform the work or to invest and carry out with the permission of the Government (The Cantonment Development Law, 2010). The following assets are managed or maintained or confiscated in the cantonment owned by the cantonment area development committee. This property is under the direction, management and control of the cantonment area development committee:

- (a) “Markets, slaughter-houses, manure depots, sewage and buildings:
- (b) Water storage or supply works for the public:
- (c) Bridges, building, machineries and instruments relating to them:
- (d) Sewers pipes, drains, culverts, water-courses, works, materials and instruments concerning them:
- (e) Dust, dirt, ashes, dung, refuse from animals etc., have a collection of the cantonment area development committee
- (f) Streets, building and plants grown within the cantonment:
- (g) Land and other property transferred to the cantonment development committee by the Government”.

Source: The Cantonment Development Law (2010)

3.4 Members of Cantonment Area Development Committee

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The list of members of cantonment area development committee is prepared by the relevant commander of a Military Region and submitted to the Commander-in-Chief of the Defence Service through the Quarter Master General (The Cantonment Development Law, 2010).

The Commander-in-Chief approved the formation, re-formation and termination of the members list of the cantonment area development committee to the Quarter Master General (The Cantonment Development Law, 2010). The cantonment area development committee members are appointed by the Quarter Master General with the permission of the Commander-in-Chief.

The following five persons are Cantonment Development Committee members;

- | | |
|--|-----------|
| (1) “Station Commander | Chairman |
| (2) Officer from the Defence Services
(Military, Navy, Air Force) within the cantonment | Member |
| (3) Medical Officer from Military Medical Unit | Member |
| (4) Engineer from Military Engineering Unit | Member |
| (5) A person who is selected by the Commander
of a Military Region” | Secretary |

Source: The Cantonment Development Law (2010)

The Chairman, the secretary, the health officer or the staff assigned duty in writing by the Chairman of cantonment area development committee for the function and the purpose of inspection includes market building, shop, stall and other places within the cantonment.

The Chairman of cantonment area development committee is direct demolition or repair of building as suitable if the building was built on the public sewage, leaks, and water-pipe in the cantonment.

The Chairman of cantonment area development committee is direct to completely clear any tree for the private room in the cantonment that is dangerous to the public or disrupts the enjoyment of the cantonment on certain days.

The following officers are submitting a report to the Chairman of cantonment area development committee together with the advice for the health and sanitation of the specified area within the cantonment:

- (a) “Relevant the station commander or officer of the cantonment area for the lands and building used by the Defence Services,
- (b) Civil services department-in-charge for the lands transferred to the Government civil services department from the Cantonment Development Committee and lands and building build on such land,
- (c) Office from the Defence Service Medical Unit assigned duty for the health and sanitation of the Cantonment”.

Source: The Cantonment Development Law, (2010)

3.5 Departments of Cantonment Area Development Committee

There are three departments under the control of cantonment area development committee. These are management department, tax department and development department as shown in Table (3.2).

Table (3.2) Position in Departments

Name of Department	Position	Salary
Management Department	Secretary	195000-2000-205000
	Head Officer	165000-2000-175000
	Assistant Clerk	150000-2000-160000
	Typewriter Clerk	150000-2000-160000
	Office Assistant	120000-2000-130000
	Office Security	120000-2000-130000
Tax Department	Tax Supervisor	165000-2000-175000
	Tax Collector	150000-2000-160000
	Tax Office Assistant	120000-2000-130000
Name of Department	Position	Salary
Development Department	Health Officer	165000-2000-175000
	Cleaning Inspector	150000-2000-160000
	Craft of Blacksmithing	150000-2000-160000
	Carpenter	150000-2000-160000
	Mechanist	150000-2000-160000

	Driver	135000-2000-145000
	Sewage Labor	150000-2000-160000
	Cleaner	120000-2000-130000
	Park Administer	135000-2000-145000
	Market Supervisor	150000-2000-160000

Source: Cantonment Area Development Committee, Yangon, 2020

The management department consists of secretary, head of office, accountant, assistant clerk, typewriter clerk, office assistant and office security. The development department consists of health officer, cleaning inspector, craft of blacksmithing, carpenter, mechanist, driver, sewage labor, cleaner, park administer and market supervisor. The tax department consists of tax supervisor, tax collector and tax office assistant.

The Chairman is entitled to examine and carry out in accord with the existing labor laws if the sanitary workers who is appointed by the cantonment area development committee to clean the filth and garbage, resign from the job without sufficient reason or without informing one month in advance or omits or refuses to perform his duty or any part of his duty (The Cantonment Development Law, 2010).

Table (3.3) shows the human resource of (9) cantonment area development committee in Myanmar.

**Table (3.3) Human Resource of Cantonment Development Committees
(2019-2020)**

No.	Cantonment Area	Permanent Employee	Daily Wages Employee
1	Yangon	41	45
2	Mingaladon	68	78
3	Hmawbi	28	20
4	Pathein	20	16
5	Mawlamyine	20	17

6	Ba Htoo	25	24
7	Mandalay	28	27
8	PyinOo Lwin	30	32
9	Meiktila	16	24

Source: Cantonment Area Development Committee, Yangon, 2020

3.6 Services of Cantonment Area Development Committee

The Chairman of cantonment area development committee direct the employers who have more five employees or administrators of the market, school, cinema or public place within the cantonment to stay necessary latrine, urinal and to appoint workers in unison with the prescribed number for their cleanliness (The Cantonment Development Law, 2010).

The Medical Officer submits that the well, reservoir, water tank etc. within the private compound within the cantonment places where mosquitoes breed or risk of public health. The Chairman provides the relevant person to refill, cover and drain off water from well, reservoir etc. within a specified period.

The Medical Officer or the person assigned duty by the cantonment area development committee will cause to spray and clean with insecticide the entire or a part of the building where the contagion disease occurs so as not to spread the contagious disease.

The medical officer assigned to the cantonment development committee decides to take any person who has not yet resided in the cantonment with a contagious disease to a hospital. A patient is discharged from the hospital only with the permission of the medical officer.

The building, well, tank, lake, pool, bank and tree etc. during a ruinous state which may cause annoyance or danger to the lifetime of the people within the cantonment, the Chairman of Cantonment Development direct the owner in writing to repair or remove it immediately (The Cantonment Development Law, 2010). Additionally, if it is deemed to be an imminent danger, individuals from that danger will be dealt with immediately.

The following Table (3.4) presents the services of cantonment area development committee in the cantonment area.

Table (3.4) Services of Cantonment Area Development Committees

Name of Service	Working Time
Garbage Collection	Once a day
Improve Wastewater/Sanitation System	Once a month

Clearing Stray Dogs	Once a month
Mosquitoes Repellent Spraying	Once two weeks
Maintenance of Streetlight	Once every three weeks
Birth Certificate and Death Certificate	Daily

Source: Cantonment Area Development Committee, Yangon, 2020

In the cantonment area the sale or display of livestock and livestock on land area property may not be permitted without the approval of the cantonment area development committee. If the person violating the animals or articles displayed for sale may be removed from such place by the officer or the staff assigned duty by the Chairman of cantonment area development committee (The Cantonment Development Law, 2010).

The Chairman will assign duty to any person by ordinary or special order to carry out the following matters:

(i) “inspecting wells, drains, latrines, pool, water pipe lines, water course in any building and land plot within the cantonment and, if it is necessary, excavating the land to prevent or remove the disturbances caused from them.

(ii) causing to examine the works being constructed within the cantonment, measuring elevation of land or movement testing, examining and renewing of the measuring instruments”.

Source: The Cantonment Development Law, (2010)

3.7 Revenue of Cantonment Area Development Committee

The cantonment area development committee is issued the appropriate bye-laws for the imposition system, collecting system, relief of tax rate, exemption and appeal against the imposition of tax and revenue including licence fee (The Cantonment Development Law, 2010).

The following categories of tax are determined to be imposed and collected in the cantonment area development committee; “(a) property tax, (b) water tax, (c) lighting tax, (d) sanitation tax, (e) market stall tax and rents of shop, (f) slaughter licence fees, (g) commercial licence fees, (h) wheel taxes, (i) sanitation tax carried out under a special plan, (j) the licence fees of exhibition, opera, film, video, karaoke, internet café etc” (The Cantonment Development Law, 2010).

The accounts of the cantonment area development committee audited by the relevant Township Accounts Office. Table (3.5) shows the revenue of the cantonment area development committee, Yangon (2019-2020).

**Table (3.5) Revenue of Cantonment Area Development Committee, Yangon
(2019-2020)**

Particular	Annual Revenue (Kyat)
Restaurant or Industry (Heavy) Rental Fees	762000
Restaurant or Industry (Small) and Tea Shop Rental Fees	1000000
Grocery Store Rental Fees	967000
Betting Shop Rental Fees	22000
Rent Shop	8070000
Market Toilet Licence Fees	5428000
Market Stall Tax	3372000
Land Rental Fees	11285900
Cleanup Tax	808000
Other Licence Fees	1000000
Total	32714900

Source: Cantonment Area Development Committee, Yangon, 2020

The cantonment area development committee arranged to carry out by fixing a special rate the sanitation work of any factory, workshop, lodging house, guest house, building or lands used for any purpose in the cantonment (Cantonment Development Law, 2010).

The cantonment area development committee performances freed from charge for the sanitation work for garbage, plastic, sewage and refusing in building used for educational purposes, public libraries, playgrounds, specific places for public worship, hospitals and dispensaries opened and maintained by donations, burial grounds, buildings and lands belonging to the cantonment area development committee, buildings and lands belonging to the Government and used for the public interest (Cantonment Development Law, 2010).

3.8 Activities of Cantonment Area Development Committee

The Chairman of cantonment area development committee is going to be arranged and administered the subsequent the following working activities;

- (a) “studying the law, rules and procedures to be implemented by the cantonment area development committee personally and by the members;

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- (b) carrying out to obtain electricity within the public assembly places and public streets;
- (c) determining disciplines to be obeyed in completing commercial businesses that cause harm to the health and danger to the public;
- (d) making secure and removing the undesirable obstacles on the road and publicly places, dangerous buildings and places so as to not endanger the public;
- (e) acquisition of land for cemetery, alteration of such land and determining discipline;
- (f) construction and maintenance of roads, overhead bridges, markets, slaughter-houses, toilets, drains, refuse pipes, etc;
- (g) growing and maintenance of plants on left and right side of road and publicly places;
- (h) carrying out in order to get safe drinking water for the people, protecting and preventing so as to not pollute the drinking water and preventing the utilization of unsafe water;
- (i) registration of births and deaths;
- (j) extinguishing if fire breaks out and protecting the life, shelter and property;
- (k) maintaining and keeping systematically property entrusted to the Cantonment Development Committee;
- (l) land surveying and inspecting for the cantonment;
- (m) giving necessary assistance if an epidemic disease occurs;
- (n) carrying out with more effective means for the health, safety and welfare of the general public who are living within the cantonment;
- (o) causing to work out suitable places to dispose of the garbage and causing the garbage to be brought and disposed of at such prescribed place;
- (p) carrying out the special works concerning to cantonment development permitted by the Ministry of Defence;
- (q) submitting report on the situation of fund owned by cantonment area development committee to the relevant Divisional Military Headquarters once in every four months and annual budget once a year, submitting to inspection of the accounts and lists of property by the relevant superior officers;
- (r) performing duties assigned under the Cantonment Development Law or other existing law”.

Source: Cantonment Development Law, (2010)

CHATPER IV

SURVEY ANALYSIS

4.1 Survey Profile and Design

The primary data is obtained from the based on the service quality issues and constraints related to the cantonment area development committee in Yangon Cantonment Area. The survey questionnaires used to observe the process of cantonment area development committee through interview with the person who are living in the cantonment area. This questionnaire includes multiple choice questions in which the researcher provided a choice of answers and respondents were asked to select one or more of the alternatives and dichotomous questions that had only two response alternatives, Yes or No. And also, used five points 'Likert Scale' (Very Inadequate Service = 1, Inadequate Service = 2, Fair = 3, Good Service = 4, and Excellent Service = 5).

The survey area covers six location includes Bayint Naung Interrogation and Accommodation Camp, Ziwaka Quarter, Nursing Quarter, Taw Win Housing, Mingalardon Cantonment Market and Pha Sa Pa La Cantonment Market under the control of Cantonment development committee in Yangon Command. The Bayint Naung Interrogation and Accommodation Camp is 63.48-acre area and 132 apartments within the Hlaing Township.

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Ziwaka Quarter is 5.26-acre area and 264 apartments in the Dagon Township. And also, Nursing Quarter is 0.767-acre area and 32 apartments in the Dagon Township. Taw Win Housing is 18.93-acre area and 204 apartments in South Okkalapa Township. Mingalardon Cantonment Market is 9.239-acre area and 2314 apartments within Mingalardon Township. Pha Sa Pa La Cantonment Market is located in Mingalar Taung Nyunt Township and this area is 1.963-acre with 438 apartments.

The study was ethically conducted and received approval from Yangon Command. And also, before conducting the survey, the data collection team explained thoroughly about the objectives of study, confirmed strictly treated their particular information as confidential and took the consent with respondents.

A total of 180 respondents were involved in the survey, 30 respondents from Bayint Naung Interrogation and Accommodation Camp, 30 respondents from Ziwaka Quarter, 30 respondents from Nursing Quarter, 30 respondents from Taw Win Housing, 30 respondents from Mingalardon Cantonment Market and 30 respondents from Pha Sa Pa La Cantonment Market as shown in Table (4.1).

Table (4.1) Sample of the Study

Particular	No. of Respondents	Percentage
Bayint Naung Interrogation and Accommodation Camp	30	16.6
Ziwaka Quarter	30	16.6
Nursing Quarter	30	16.6
Taw Win Housing	30	16.6
Mingalardon Cantonment Market	30	16.6
Pha Sa Pa La Cantonment Market	30	16.6
Total	180	100

Source: Survey data, 2020

4.2 Survey Findings

The survey findings from the analysis of collected data are presented in this section. The first part shows the characteristics of respondents. The second part was living style of cantonment area. Third part has examined the service of cantonment development committee. The last part was respondent opinion to service of cantonment development committee.

4.2.1 Characteristics of the Respondents

The characteristics of respondents include gender, age level, educational qualification, occupation, position, working experience, nationality, religion, marital status and number of family members. Table (4.2) shows the characteristics of respondents.

Table (4.2) Characteristics of the Respondents

Particular	No. of Respondents	Percentage
Gender		
Male	129	71.7
Female	51	28.3
Total	180	100
Age Group (Years)		
Between 21 to 30	17	9.4
Between 31 to 40	67	37.2
Between 41 to 50	58	32.2
51 and Over	38	21.1
Total	180	100
Educational qualification		
Middle School	22	12.2
High School	42	23.3
Undergraduate	18	10.0
Graduate	73	40.6
Postgraduate	25	13.9
Total	180	100
Religion		
Buddhist	174	96.7
Christian	2	1.1
Islam	4	2.2
Total	180	100
Marital Status		
Single	22	12.2

Married	158	87.8
Total	180	100
Number of Family Members		
Under 5 members	108	71.8
Over 5 members	72	28.2
Total	180	100

Source: Survey Data, 2020

Above from Table (4.2), 129 respondents (71.7%) were male and 51 respondents (28.3%) were female, 17 respondents (9.4%) were between 21 years to 30 years, 67 respondents (37.2%) were between 31 years to 40 years, 58 respondents (32.2%) were between 41 years to 50 years and 38 respondents (21.1%) have 51 years and over.

Regarding 180 respondent's educational qualification; 22 respondents (12.2%) were middle school level, 42 respondents (23.3%) were high school level, 18 respondents (10%) were undergraduate level, 73 respondents (40.6%) have graduated and 25 respondents (13.9%) have post graduated. The Buddhist religion was 174 respondents (96.7%), the Christian religion was 2 respondents (1.1%) and the Islam religion was 4 respondents (2.2%).

The marital status of 180 respondents, 22 respondents (12.2%) were single and 158 respondents (87.8%) were married. The majority of respondents were under five family member and the rest was over five family members.

The majority of respondents were Myanmar nationality followed by Rakhine, Mon, Kayin, Other, Shan, Kayah and Chin.

Table (4.3) Race and Place of Birth

Particular	No. of Respondents	Percentage
Race		
Myanmar	146	81.1
Chin	1	0.6
Kayah	1	0.6
Kayin	6	3.3
Mon	7	3.9
Rakhine	10	5.6

Shan	4	2.2
Other	5	2.8
Total	180	100
Place of Birth		
Kayah State	3	1.7
Kayin State	3	1.7
Kachin State	1	0.6
Chin State	1	0.6
Mon State	6	3.3
Rakhine State	6	3.3
Shan State	9	5.0
Ayeyarwady Region	17	9.4
Bago Region	22	12.2
Magway Region	12	6.7
Mandalay Region	18	10.0
Sagaing Region	9	5.0
Thanintharyi Region	3	1.7
Yangon Region	76	42.2
Total	180	100

Source: Survey data, 2020

From Table (4.3), the study of 180 respondents place of birth, 76 respondents (42.2%) were Yangon Region, 22 respondents (12.2%) were Bago Region, 18 respondents (10%) were Mandalay Region, 17 respondents (9.4%) were Ayeyarwady Region, 9 respondents (5%) were Sagaing Region, 3 respondents (1.7%) were Thanintharyi Region, 9 respondents (5%) were Shan State, 6 respondents (3.3%) were Rakhine State, 6 respondents (3.3%) were Mon State, 3 respondents (1.7%) were Kayah State, 3 respondents (1.7%) were Kayah State, 1 respondent (0.6%) was Kachin State and 1 respondent (0.6%) was Chin State respectively.

The following Table (4.4) shows the occupation status of 180 respondents.

Table (4.4) Respondents Occupation

Name	No. of Respondents	Percentage
Military Service	107	59.4
Employee of Government	4	2.2

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Employee of Private Organization	26	14.4
Dependent	12	6.7
Other	31	17.2
Total	180	100

Source: Survey data, 2020

According to result of 180 respondents, 107 respondents (59.4%) were working in military, 4 respondents (2.2%) were working in government office, 26 respondents (14.4%) are working at private organization, 12 respondents (6.7%) were dependent and 31 respondents (17.2%) were working other job.

Table (4.5) Position

Particular	No. of Respondents	Percentage
Lance Corporal	5	2.8
Corporal	6	3.3
Sergeant (Retired)	1	0.6
Sergeant	18	10.0
Sergeant Clerk	10	5.6
Warrant-Officer II	3	1.7
Warrant-Officer I	4	2.2
Lieutenant	4	2.2
Captain	40	22.2
Major	10	5.6
Assistant Manager	2	1.1
Manager	5	2.8
General Manager	1	0.6
Director	1	0.6
Chief Accountant	1	0.6
Cashiers	4	2.2
Civilian Staff	2	1.1
Private Company Employee	1	0.6
Sale Staff	11	6.1
Seamstress	4	2.2
Senior Assistant Teacher	1	0.6
Senior Physiotherapist	1	0.6

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Nurse	2	1.1
Mechanic	1	0.6
Merchant	28	15.6
No job (Dependent)	12	7.3
Total	180	100

From Table (4.5), the position of 180 respondents, Lance Corporal position was 5 respondents (2.8%), Corporal position was (3.3%), Sergeant (Retired) was 1 respondent (0.6%), Sergeant position was 18 respondents (10%), Sergeant Clerk position was 10 respondents (5.6%), Warrant-Officer II position was 3 respondents (1.7%), Warrant-Officer I position was 4 respondents (2.2%), Lieutenant position was 4 respondents (2.2%), Captain position was 40 respondents (22.2%), Major position was 10 respondents (5.6%), Assistant Manager position was 2 respondents (1.1%), Manager position was 5 respondents (2.8%), General Manager position was 1 respondent (0.6%), Director position was 1 respondent (0.6%), Chief Accountant position was 1 respondent (0.6%), 4 respondents (2.2%) were cashiers, 2 respondents (1.1%) were civilian staff, 11 respondents (6.1%) were sale staff, 4 respondents (2.2%) were seamstress, Senior Assistant Teacher position was 1 respondent (0.6%), Senior Physiotherapist position was 1 respondent (0.6%), 2 respondents (1.1%) were nurse, 1 respondent (0.6%) was mechanic, 28 respondents (15.6%) were merchant and 12 respondents (7.3%) do not have job.

Work experience of respondents is presented in Table (4.6).

Table (4.6) Working Experience

Particular	No. of Respondents	Percentage
1 year to 5 years	10	5.6
5 years to 10 years	18	10.0
10 years to 15 years	37	20.6
15 years to 20 years	46	25.6
Above 20 years	56	31.1
Nil	13	7.3
Total	180	100

Source: Survey data, 2020

Within the 180 respondents, the majority of respondents 56 respondents (31.1%) have above 20 years working experience, 46 respondents (25.6%) were between 15 years to

20 years, 37 respondents (20.6%) were 10 years to 15 years, 18 respondents (10%) were 5 years to 10 years and 10 respondents (5.6%) were 1 year to 5 years in their work.

4.2.2 Housing Condition in Cantonment Area

The housing conditions of the residential houses in the survey area of Yangon Command expressed through such factors as type of house, number of rooms in the house, bathroom and toilet condition, distance of shops and military training grounds in this section. Table (4.7) presents housing condition of respondents in which they are residing in the survey area of Yangon Command.

Table (4.7) Housing Condition by Cantonment Area

Particular	No. of Respondents	Percentage
Apartment	112	62.2
Brick Noggin	11	6.1
One Story Building	9	5.0
Two Story Building	40	22.2
Wooden House	8	4.4
Total	180	100

Source: Survey data, 2020

Regarding housing condition of respondents, 112 respondents (62.2%) live in the apartment units, 11 respondents (6.1%) have stayed in the brick noggin, 9 respondents (5%) were living in the one-story building, 40 respondents (22.2%) said that they lived two story building and 8 respondents (4.4%) live in the wooden house.

Table (4.8) Number of Room

Particular	No. of Respondents	Percentage
Nil	70	38.9
1 to 2	39	21.7
3 to 4	30	16.6
5 to 6	17	9.5
7 to 8	24	13.3
Total	180	100

Source: Survey data, 2020

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Above from Table (4.8), the most of respondents (70 respondents or 38.9%) said that the house was no room but bathroom and toilet attached, 39 respondents (21.7%) answered that one to two rooms in the house, 30 respondents (16.6%) answered that three to four rooms in the house, 17 respondents (9.5%) said that five to six rooms in the house and 24 respondents (13.3%) answered that seven to eight rooms.

The following Table (4.9) is bathroom and toilet condition in the house of 180 respondents.

Table (4.9) Bathroom and Toilet Condition

Particular	No. of Respondents	Percentage
Bathroom Separately		
Yes	145	80.6
No	35	19.4
Total	180	100
Toilet Separately		
Yes	149	82.8
No	31	17.2
Total	180	100

Source: Survey data, 2020

Regarding from Table (4.9), the most of respondents answered that bathroom and toilet were separately in their house. Table (4.10) shows the distance between home and shops in the survey area.

Table (4.10) Distance between Home and Shops

Particular	No. of Respondents	Percentage
Be Close	126	70.0
Far	54	30.0
Total	180	100

Source: Survey data, 2020

According to respondents, 126 respondents (70.0%) live near shops. They said about fifteen minutes by walking distance between their house and shops. However, the houses of 54 respondents (30%) are far from shops.

Table (4.11) Distance between Home and Military Training Ground

Particular	No. of Respondents	Percentage
Be Close	92	51.1
Far	88	48.9
Total	180	100

Source: Survey data, 2020

Above from Table (4.11), 92 respondents (51.1%) answered that distance between home and military training ground close to each other. But 88 respondents (48.9%) have very far from their house and military training ground about one mile.

4.2.3 Services of Cantonment Area Development Committee

This section presents the services of cantonment area development committee in the cantonment area of Yangon Command. The cantonment development committee services were garbage collection, improve of wastewater/sanitation system, cleaning drainage water, improve of drinking water supply program, clean and systematically of shops and bazaar at cantonment area, clearing stray dogs and mosquitoes repellent spraying at the house, clearing not required plants and shrub in the cantonment area etc.

Table (4.12) Garbage Collection by Cantonment Area

Particular	No. of Respondents	Percentage
(1) Time per week	70	38.9
(2) Times per week	41	22.8
(3) Times per week	16	8.9
(4) Times per week	3	1.7
(5) Times per week	19	10.6
(6) Times per week	2	1.1
Daily	25	13.9
Informing to the committee	4	2.2
Total	180	100

Source: Survey data, 2020

Regarding the garbage collection system, 70 respondents (38.9%) said that the garbage collection of cantonment development committee staff was (1) time per week, 41 respondents (22.8%) said (2) times per week, 16 respondents (8.9%) answered (3) times per

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week, 3 respondents (1.7%) said (4) times per week, 19 respondents (10.6%) told (5) times per week, 2 respondents (1.1%) answered (6) times per week and 25 respondents (13.9%) answered daily garbage collected from cantonment development committee. A little respondent (4 respondents or 2.2%) have submitted to cantonment development committee for garbage collection of their living area.

Table (4.13) shows the 180 respondents' opinion on the service improvement of wastewater/sanitation system of the cantonment development committee in the survey area. The wastewater/sanitation system was created a health problem. Therefore, the cantonment development committee is working for improvement of wastewater/sanitation system.

Table (4.13) Service to Improve Wastewater/Sanitation System

Particular	No. of Respondents	Percentage
Once a week	26	14.4
Once a month	91	50.6
Once a year	41	22.8
Informing to the committee	22	12.2
Total	180	100

Source: Survey data, 2020

Regarding wastewater/sanitation system, 26 respondents (14.4%) said that the cantonment development committee was improving service for the wastewater/sanitation system once a week in the living area, 91 respondents (50.6%) said service improvement on the wastewater/sanitation system once a month, 41 respondents (22.8%) said service improvement on the wastewater/sanitation system once a year and 22 respondents (12.2%) were submitting the situation on service of the wastewater/sanitation system to the cantonment development committee.

The following Table (4.14) shows service to improve drainage water of the cantonment area development committee in the survey area.

Table (4.14) Service to Improve Drainage Water

Particular	No. of Respondents	Percentage
Once a week	35	19.4

Once a month	81	45.0
Once a year	39	21.7
Informing to the committee	25	13.9
Total	180	100

Source: Survey data, 2020

According to Table (4.14), 35 respondents (19.4%) out of total 180 respondents said that the cantonment development committee worked once a week for improve drainage water system, 81 respondents (45%) said once a month, 39 respondents (21.7%) answered once a year. However, 25 respondents (13.9%) revealed that they need to submit the letter of request to the cantonment development committee for improving the drainage water in the living area.

In the survey area, the source of water is mainly from water pipe distribution system. The water usage pattern is cooking, drinking, flushing, washing and batching. So, the cantonment development committee always maintains water pipe system for household in the survey area.

Table (4.15) Service to Improve Drinking of Water

Particular	No. of Respondents	Percentage
Once a week	62	34.4
Once a month	83	46.1
Once a year	16	8.9
Informing to the committee	19	10.6
Total	180	100

Source: Survey data, 2020

According to Table (4.15), 62 respondents (34.4%) said the cantonment development committee is doing once a week for improvement of drinking water, 83 respondents (46.1%) answered once a month and 16 respondents (8.9%) answered once a year. However, 19 respondents (10.6%) out of total 180 respondents have submitted to the cantonment development committee for the maintenance of water supply system in their living area.

Dirt, food waste and other debris can be a potential source of microbiological and physical hazards and attractive pests that can contaminate the shop/bazaar environment. Effective cleaning on a regular basis is essential to remove dirt and debris from the food

premises. Effective disinfection of clean food contact surfaces is necessary to reduce bacteria to an acceptable level.

The cantonment development committee staff need to establish effective cleaning and disinfection routines. Cleaning schedules demonstrate when and how cleaning is to be carried out. Table (4.16) shows the cleaning schedules of shops in the survey area.

Table (4.16) Cleaning Schedule of Shops

Particular	No. of Respondents	Percentage
Once a week	67	37.2
Once a month	59	32.8
Once a year	34	18.9
Informing to the committee	20	11.1
Total	180	100

Source: Survey data, 2020

According to Table (4.16), 67 respondents (37.2%) said the cantonment development committee was cleaned up for shops/bazaar once time within the week, 59 respondents (32.8%) answered once a month cleaned up for shops/bazaar and 34 respondents (18.9%) told once a year. But 20 respondents (11.1%) submitted to the cantonment development committee for cleaning of shops/bazaar.

The cantonment area development committee authority is responsible for many services and programs that related to health, safety and public good within their jurisdiction. The stray dogs are infested with lice and one kind of skin infection or the other and thus they are very disgusting that no health-conscious person would like to get in contact with time. Mostly people agreed that the stray dogs are nuisances, even if they are not rabid or do not bit anyone. Therefore, the cantonment development committee is helping with Yangon City Development Committee staff on cleared stray dogs from the household living area, streets, shops and bazaar at the cantonment area in Yangon Command as shown in Table (4.17).

Table (4.17) Clearing Stray Dogs in Cantonment Area

Particular	No. of Respondents	Percentage
Once a week	9	5.0

Once a month	36	20.0
Once a year	62	34.4
Informing to the committee	73	40.6
Total	180	100

Source: Survey data, 2020

In the study of 180 respondents, mostly respondents (73 respondents or 40.6%) answered that they submitted to the cantonment development committee for clearing of stray dogs in their living area as the stray dogs give grave dangers to public especially children. According to (5%) of respondents there is a once a week clearing stray dogs. Once a month clearing stray dogs answered by 36 respondents (20%). Once a year clearing stray dogs responded by 62 respondents (34.4%).

The following Table (4.18) shows mosquitoes repellent spraying service of the cantonment area in Yangon Command.

Table (4.18) Mosquitoes Repellent Spraying in Cantonment Area

Particular	No. of Respondents	Percentage
Once a week	41	22.8
Once a month	43	23.9
Once a year	55	30.6
Informing to the committee	41	22.8
Total	180	100

Source: Survey data, 2020

Mosquito repellents can be an effective method for personal protection against mosquito bites that are nuisance and carry the risk of transmission of mosquito-borne pathogens like plasmodia, dengue virus, chikungunya virus and zika virus.

According to respondents, 41 respondents (22.8%) said that the cantonment development committee was doing Once a week mosquitoes repellent spraying in their living area, 43 respondents (23.9%) answered Once a month mosquitoes repellent spraying program and 55 respondents (30.6%) told Once a year mosquitoes repellent spraying. But 41 respondents (22.8%) have submitted to the cantonment development committee for mosquito repellent spraying in the living area.

Table (4.19) Clearing Plants and Shrubs

Particular	No. of Respondents	Percentage
Once a week	43	23.9
Once a month	50	27.8
Once a year	51	28.3
Informing to the committee	36	20.0
Total	180	100

Source: Survey data, 2020

Table (4.19) shows that the cantonment area development committee authority was clearing not required plants and shrubs for clean and beautiful of the cantonment area. Once a week clearing not required plants and shrubs answered by 43 respondents (23.9%). Once a moth clearing plants and shrubs answered by 50 respondents (27.8%) and 51 respondents (28.3%) said Once a year. According to 36 respondents (20%) out of total 180 respondents, they need to inform the cantonment area development committee for clearing plants and shrubs in their living area.

The most of respondents answered the bill collection time was once a month as shown in Table (4.20).

Table (4.20) Bill Collection Time

Particular	No. of Respondents	Percentage
Once a month	168	93.3
Once a year	12	6.7
Total	180	100

Source: Survey data, 2020

Table (4.21) shows the respondents opinion on satisfaction level of cantonment development committee services such as garbage collection, cleaning service of wastewater/sanitation, service of drainage water system, service of drinking water supply, shops cleaning service, service of improve streets and clearing stray dogs and mosquitoes repellent spraying for household of cantonment area in Yangon Command.

Table (4.21) Respondents Opinion on Satisfaction Level of Cantonment Area Development Committee Services

Particular	Excellent Service	Good Service	Fair	Inadequate Service	Very Inadequate

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					Service
Garbage Collection	4 (2.2%)	115 (63.9%)	12 (6.7%)	47 (26.1%)	2 (1.1%)
Cleaning Wastewater	2 (1.1%)	97 (53.9%)	23 (12.8%)	57 (31.7%)	1 (0.6%)
Service to Drainage Water	2 (1.1%)	111 (61.7%)	14 (7.8%)	47 (26.1%)	6 (3.3%)
Service to Drinking Water	3 (1.7%)	112 (62.2%)	13 (7.2%)	49 (27.2%)	3 (1.7%)
Service to Shops Cleaning	2 (1.1%)	96 (53.3%)	16 (8.9%)	62 (34.4%)	4 (2.2%)
Service to Improve Streets	4 (2.2%)	126 (70.0%)	5 (2.8%)	44 (24.4%)	1 (0.6%)
Service to Clearing Stray Dogs and Mosquitoes Repellent Spraying	1 (0.6%)	78 (43.3%)	23 (12.8%)	71 (39.4%)	7 (3.9%)
Service Performance of Beautiful and Cleaning Park	0 (0.0%)	3 (1.7%)	15 (8.3%)	157 (87.2%)	5 (2.8%)

Source: Survey data, 2020

From Table (4.21), the study of 180 respondents' opinion on satisfaction level of cantonment area development committee services, the most of respondents have satisfied level on garbage collection time, cleaning service for wastewater/sanitation, service program of drainage water, supply of water pipe system, shops cleaning service, service to improve streets, clearing stray dogs and mosquitoes repellent spraying programs at the living area in cantonment area. Therefore, the cantonment area development committee was good service quality on their working condition in the cantonment area.

Table (4.22) Descriptive Statistics for Garbage Collection of Cantonment Area Development Committee

Particular	Value
Mean	3.59
Median	4.00

Mode	4.00
Standard Deviation	0.699
First Quartile	3.00
Third Quartile	4.00
Interquartile Range	1.00

Source: Survey data, 2020

According to Table (4.22), the interquartile range is small, there is no polarization for and against of the statement. Thus, median shows the opinion of average people. In this case, garbage collection service in cantonment area is said to be good. The mean value is less than median value, the data is skewed to the left. This means that most people among respondents have satisfaction higher than average (3.59). The mode value (4.00) means that good service for garbage collection of cantonment area development committee in the survey area.

The interquartile range is small, there is no polarization for and against of the statement. Thus, median shows the opinion of average people. In this case, cleaning waste water service in cantonment area is said to be good. The mean value is less than median value, the data is skewed to the left. This means that most people among respondents have satisfaction higher than average (3.42). The mode value (4.00) means that good service for cleaning wastewater of cantonment area development committee in the survey area as shown in Table (4.23).

Table (4.23) Descriptive Statistics for Cleaning Wastewater of Cantonment Area Development Committee

Particular	Value
Mean	3.42
Median	4.00
Mode	4.00
Standard Deviation	0.747
First Quartile	3.00
Third Quartile	4.00
Interquartile Range	1.00

Source: Survey data, 2020

Table (4.24) Descriptive Statistics for Service to Drainage Water of Cantonment Area Development Committee

Particular	Value
Mean	3.49
Median	4.00
Mode	4.00
Standard Deviation	0.795
First Quartile	3.00
Third Quartile	4.00
Interquartile Range	1.00

Source: Survey data, 2020

In the result of Table (4.24), the interquartile range is small, there is no polarization for and against of the statement. Thus, median shows the opinion of average people. In this case, drainage water service in cantonment area is said to be good. The mean value is less than median value, the data is skewed to the left. This means that most people among respondents have satisfaction higher than average (3.49). The mode value (4.00) means that good service for drainage water of cantonment area development committee in the survey area.

Table (4.25) Descriptive Statistics for Service to Drinking Water of Cantonment Area Development Committee

Particular	Value
Mean	3.55
Median	4.00
Mode	4.00
Standard Deviation	0.727
First Quartile	3.00
Third Quartile	4.00
Interquartile Range	1.00

Source: Survey data, 2020

Above from Table (4.25), the interquartile range is small, there is no polarization for and against of the statement. Thus, median shows the opinion of average people. In this case, drinking water service in cantonment area is said to be good. The mean value is less

than median value, the data is skewed to the left. This means that most people among respondents have satisfaction higher than average (3.55). The mode value (4.00) means that good service for drinking water of cantonment area development committee in the survey area.

Table (4.26) Descriptive Statistics for Service to Shops Cleaning of Cantonment Area Development Committee

Particular	Value
Mean	3.42
Median	4.00
Mode	4.00
Standard Deviation	0.762
First Quartile	3.00
Third Quartile	4.00
Interquartile Range	1.00

Source: Survey data, 2020

From Table (4.26), the interquartile range is small, there is no polarization for and against of the statement. Thus, median shows the opinion of average people. In this case, shop cleaning service in cantonment area is said to be good. The mean value is less than median value, the data is skewed to the left. This means that most people among respondents have satisfaction higher than average (3.42). The mode value (4.00) means that good service for shop cleaning of cantonment area development committee in the survey area.

Table (4.27) Descriptive Statistics for Service to Improve Streets of Cantonment Area Development Committee

Particular	Value
Mean	3.71
Median	4.00
Mode	4.00
Standard Deviation	0.586
First Quartile	3.00
Third Quartile	4.00
Interquartile Range	1.00

Source: Survey data, 2020

From Table (4.27), the interquartile range is small, there is no polarization for and against of the statement. Thus, median shows the opinion of average people. In this case, improve streets service in cantonment area is said to be good. The mean value is less than median value, the data is skewed to the left. This means that most people among respondents have satisfaction higher than average (3.71). The mode value (4.00) means that good service for improving streets of cantonment area development committee in the survey area.

The interquartile range is small, there is no polarization for and against of the statement. Thus, median shows the opinion of average people. In this case, garbage collection service in cantonment area is said to be good. The mean value is less than median value, the data is skewed to the left. This means that most people among respondents have satisfaction higher than average (3.24). The mode value (4.00) means is said to be good for clearing stray dogs and mosquitoes repellent spraying of cantonment area development committee in the survey area as shown in Table (4.28).

Table (4.28) Descriptive Statistics for Service to Clearing Stray Dogs and Mosquitoes Repellent Spraying of Cantonment Area Development Committee

Particular	Value
Mean	3.24
Median	4.00
Mode	4.00
Standard Deviation	0.828
First Quartile	3.00
Third Quartile	4.00
Interquartile Range	1.00

Source: Survey data, 2020

Table (4.29) Descriptive Statistics for Service Performance of Beautiful and Cleaning Park of Cantonment Area Development Committee

Particular	Value
Mean	3.91
Median	4.00

Mode	4.00
Standard Deviation	0.413
First Quartile	3.00
Third Quartile	4.00
Interquartile Range	1.00

Source: Survey data, 2020

From Table (4.29), the interquartile range is small, there is no polarization for and against of the statement. Thus, median shows the opinion of average people. In this case, beautiful and cleaning park service in cantonment area is said to be good. The mean value is less than median value, the data is skewed to the left. This means that most people among respondents have satisfaction higher than average (3.91). The mode value (4.00) means that good service performance of beautiful and cleaning park of cantonment area development committee in the survey area.

The following Table (4.30) is respondents' perception on service performance of cantonment area development committee.

Table (4.30) Respondents Perception on Service Performance of Cantonment Area Development Committee

Particular	High Performance	Fair	Low Performance
Cleaning Service			
1. Garbage Collection	119 (66.1%)	47 (26.1%)	14 (7.8%)
2. Bazaar	103 (57.2%)	57 (31.7%)	20 (11.1%)
Water and Sanitation Service			
1. Waste/Sanitation	106 (58.9%)	47 (26.1%)	14 (7.8%)
2. Drainage Water	112 (62.2%)	46 (25.6%)	23 (12.8%)
3. Drinking Water	116 (64.4%)	48 (26.7%)	16 (8.9%)
Residential Streets Service	130 (72.2%)	44 (24.4%)	6 (3.3%)
Clearing Stray Dogs	79 (43.9%)	71 (39.4%)	30 (16.7%)
Mosquitoes Repellent Spraying Service	162 (90.0%)	15 (8.3%)	3 (1.7%)

Source: Survey data, 2020

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According Table (4.30) shows that cleaning service including garbage collection and cleaning bazaar is highly performance according to most of the respondents (66.1% of total respondents) and (57.2%) respectively. Water and sanitation service including waste/sanitation, drainage water and drinking water is highly performance according to most of the respondents (64.4% of total respondents), (62.2%) and (58.9%) respectively. Residential streets service is highly performance according to most of the respondents (72.2% of total respondents).

For the clearing stray dogs service (43.9%) of respondents view as it is highly performed and (39.4%) of respondents consider as it is a fair service. For mosquitoes repellent spraying service (90.0%) of respondents view as it is highly performed.

Table (4.31) shows the reliability testing for the respondents' perception on service performance of the cantonment area development committee.

Table (4.31) Reliability of Respondents Perception Items

Dimension	Cronbach's Alpha for Dimensions
Tangible	0.609
Reliability	0.613
Responsiveness	0.625
Assurance	0.618
Empathy	0.621

Source: Survey data, 2020

Above form Table (4.31). the reliability coefficient of five dimensions were in the desirable frame of alpha is greater than 0.6 such as tangible (0.609), reliability (0.613), responsiveness (0.625), assurance (0.618) and empathy (0.621).

4.2.4 Key Informant Interview

In order to perfect picture of the study, key informant interview (KII) was made. There are fifteen officials participate in this interview. They are five officials from Yangon Cantonment, five officials form Mingalardon Cantonment and five officials from Hmawbi Cantonment.

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According to the officials from the cantonment area development committee in Yangon Command, the cantonment area development committee is providing service to 24 cantonment areas, serving about 4000 households. The cantonment development committee services are garbage collection, cleaning service for wastewater/sanitation, maintenance and service for drainage water system and good drinking water system, cleaning shops and clearing stray dogs and mosquitoes within the cantonment area. And also, maintenance and service to lamp-post, buildings, roads and parks in the cantonment area.

The cantonment area development committee is not fully completed their service to households within the cantonment area because this committee is not sufficient of human resources and service equipment. The main reason is inadequate of the cantonment area development committee.

The cantonment area development committee obtains the development fund from its revenue generating activities and it is allowed to use these funds for the development of the cantonment area with the approved budget limit by the government. If it can generate fund in excess of approved budget, the excess fund shall be contributed to the State budget.

The cantonment area development committee could not provide well the training for staff development and service equipment capacity building because of limited budget. Another reason for inadequate service provides in some areas is that there is some difficulties in contacting and negotiating with relevant departments for clearing stray dogs and mosquitoes repellent spraying in the cantonment area.

Generally, the cantonment area development committee service provision is changing in the relation of people expectation, changes in the technology and availability of resources.

The cantonment area development committee officials said that households want to get more education and health service for their children within the cantonment area.

The cantonment area development committee will improve service delivery within the cantonment area. The cantonment area development committee is creating a local resource-based infrastructure works which generate income that within the cantonment area. The operation and maintenance of infrastructure sustains the benefits of the investments and provides long term employment. Developing the use of local resources such as labor and materials have positive impact on the cantonment area economy during the productive assets created more improvement in the development of cantonment area.

The major strategies that can be improved service delivery in the cantonment development committee includes: (a) Increasing household involvement in the affairs of the local authority and partnership with the public in service delivery, (b) Prompt response to service user complaints, (c) Offering value for charges and service users pay their bills on time, and (d) Partnering with relevant departments and outsourcing services.

CHAPTER V

CONCLUSION

5.1 Findings

The survey data conducted on 180 respondents from Bayint Naung Interrogation and Accommodation Camp, Ziwaka Quarter, Nursing Quarter, Taw Win Housing, Mingalardon Cantonment Market and Pha Sa Pa Lar Cantonment Market under the control of cantonment area development committee in Yangon Command.

Mostly respondents were male and the majority respondent age level have between 31 years to 40 years. In the study of educational qualification; 22 respondents (12.2%) were middle school level, 42 respondents (23.3%) were high school level, 18 respondents (10%) were undergraduate level, 73 respondents (40.6%) P graduated and 25 respondents (13.9%) have post graduated.

The most of respondents have Buddhist religion and married. Within 180 respondents, 107 respondents (59.4%) were working in military, 4 respondents (2.2%) were working in government office, 26 respondents (14.4%) have private employee, 12 respondents (6.7%) were dependent and 31 respondents (17.2%) were working other job. The highest respondent percentage was Captain followed by Merchant, Sergeant, Major and

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Sale Staff in the survey area. The majority of respondent have above 20 years working experience.

Regarding from 180 respondents, 112 respondents (62.2%) were living in the apartment units, 11 respondents (6.1%) have stayed in the brick noggin, 9 respondents (5%) were living in the one-story building, 40 respondents (22.2%) said that they stayed in two story building and 8 respondents (4.4%) were living in the wooden house. Mostly respondent said that that the house was no room but bathroom and toilet attached.

Mostly respondent said that it may take fifteen minutes from their house to military training ground. Furthermore, they said that it may take about fifteen minutes away from their house to clinics, playground, shops and bazaar at cantonment area. The various religious building in the cantonment area such as pagoda, monastery, community religious hall and mosque.

According to most respondents, garbage collection time was (1) time per week, improving service for the wastewater/sanitation system once a month in the survey area, once a month for cleaning service drainage water system, once a month for improvement of water pipe supply program, and cleaning shops/bazaar one time within a week.

The cantonment area development committee is responsible for many services and programs that related to health, safety and public good within the cantonment area in Yangon Command. The clearing stray dogs and mosquitoes repellent spraying services are important services of the cantonment development committee.

Therefore, the cantonment area development committee is working with Yangon City Development Committee staff and Military Medical Officer on cleared stray dogs and mosquitoes repellent spraying services of Once a year at the cantonment area in Yangon Command.

Moreover, the cantonment area development committee was clearing not required plants and shrubs for cleanliness and beautiful of the cantonment area. Therefore, the cantonment development committee was good service quality on their working condition in the cantonment area.

The cantonment area development committee is difficult to appropriate income generating activities, mainly because it is not allowed to do activities like a private business in the cantonment area. The cantonment area development committee officials said that households want to get more education and health service provision for their children within the cantonment area.

Respondents perception on the service performance of cantonment area development committee mentioned that this committee highly performance service quality in the cantonment area. Developing the use of protective asset such as creative more improvement in the development of cantonment area.

5.2 Suggestion

The cantonment area development committee was formed to carry out development work in the Military area because the Yangon City Development Committee could not enter the restricted area such as weapons and ammunition store warehouse and weapons factories.

For the security of the Military area, it is suggested that the cantonment area development committee employee is appointed separately under the control of Military.

In the budget set by the Government, the cantonment area development committee seeks revenue and pays salaries to its employees. The Government is supported by the budget from the Office of Quarter Master General under the Ministry of Defence and various collection tax and rental fees.

In addition to being able to provide beautification services to the Military areas in each town. The cantonment area development committee can also lease for the development of the capital in each region by imposing low rate of taxes and this committee can support the Government by paying separate tax. The cantonment area development committee is collected monthly to the State Budget from toilet licence fees, daily shops collection tax, taxes collected from license shops, land rental tax and cleaning tax.

The cantonment area development committee is supporting the Yangon City Development Committee (YCDC) by leasing the Bayintnaung Warehouse area to the YCDC at very low rental rate. The cantonment area development committee is successfully providing services in accordance with the rules and regulations. This committee is supporting to the State budget with the fund generated by provision of their services.

The study is assisting in recognition by the cantonment area development committee that it must prepare for and not react to increasingly change in the environment. And also, the study is helping in the managing of increased complexity because of the growth in size,

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diversity of services and increasing demands of the broad range of households in the cantonment area impacted by services.

There are needs for the cantonment area development committee to be strategies to makes the more prosperous service delivery for enhancing the lives of people and to promote good relationship between the management and local people in the cantonment area. The household participation in terms of presenting their complaints should be upgraded to enable the local communities contributes toward development of their living cantonment area.

Therefore, the cantonment area development committee needs to make strong discussions of the local communities for their needs and wants. And also, the cantonment area development committee should be delivered after appropriately discussion with the local communities in the cantonment area.

Finally, it is suggested that service quality be assessed on an annual basis. The initial assessment provides a baseline for comparison with future assessments. This comparison is essential for monitoring the effectiveness of service quality improvement efforts and identification of service quality trends as they emerge.

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SURVEY QUESTIONNAIRE

I would like you to offer your valuable time to participate in my survey questionnaire from which collected data will be reflected in my thesis for Master of Public Administration at Yangon University of Economics.

I have designed the following survey questionnaire for “**A Study on Performance and Service Quality of Cantonment Area Development Committee (Case Study in Yangon Command)**” which requires for my thesis work as an integral part of the study to complete the Master Program. Please be answered that your responses will be strictly confidential. Please make (□) a box for each question.

Part (I) Socioeconomic Characteristics of Respondent

(1) Gender

(a) ale

(b) Female

(2) Age Level

(a) Between 21 to 30

(b) Between 31 to 40

(c) etween 41 to 50

(d) 51 and Over

(3) Educational Qualification

(a) ead/Write

(b) Primary School

(c) iddle School

(d) High School

(e) Undergraduate

(f) Graduated

(g) Master/Ph.D

(4) Occupation

- (a) Military
- (b) Government Employee
- (c) Private Employee
- (d) Other
- (e) Dependent

(5) Position _____**(6) Work Experience**

- (a) Less than 1 year
- (b) 1 year to 5 years
- (c) 5 years to 10 years
- (d) 10 years to 15 years
- (e) 15 years to 20 years
- (f) Above 20 years

(7) Nationality

- (a) Achin
- (b) Kayah
- (c) Ayin
- (d) Chin

(e) on

(f) amar

(f) akhine

(g) Shan

(h) Other

(8) Religion

(a) uddhist

(b) Christian

(c) Hindu

(d) Islam

(e) Other

(9) Place of Birth

(a) achin State

(b) Kayah State

(c) ayin State

(d) Chin State

(e) on State

(f) akhine State

(g) Shan State

(h) Yangon Region

(i) Ayeyarwady Region

(j) Bago Region

(k) Sagaing Region

(l) Magway Region

(m) Mandalay Region

(o) Tanintharyi Region

(p) Naypyidaw Union Territory

(10) Marital Status

(a) married

(b) Single

**(11) Number of Family
Member**

(a) Adult () No.

(b) Child () No.

(c) Total () No.

Part (II) Housing Conditions in Cantonment Area

(1) Type of Housing

(a) One Story Building

(b) Two Story Building

(c) Apartment

(d) Brick Nogging

(e) Wooden House

(2) Total Number of Room ()

(3) Bathroom Separately

(a) es

(b) No

(4) Toilet Separately

(a) es

(b) No

(5) Electricity

(a) es

(b) No

(6) Distance between Home and Shops

(a) e Close

(b) Far

(7) Distance between Home and Military Training Grounds

(a) e Close

(b) Far

(8) Clinics at Cantonment
Area

(a) es

(b) No

(9) Shops and Bazaar at Cantonment Area

(a) es

(b) No

(10) Playgrounds for Children at Cantonment Area

(a) es

(b) No

(11) Religious Buildings at Cantonment Area

(a) es

(b) No

(12) Please indicate if there are religious buildings at cantonment area.

Part (III) Services of Cantonment Development Committee

(1) Garbage Collection Time

(a) One Day () Time

(b) One Week () Time

(c) Informing to the committee

(i) If necessary, come and provide service

(ii) Regular service but urgent come and provide service

(2) Improve Wastewater/Sanitation System

(a) Once a week

(b) Once a month

(c) Once a year

(d) Informing to the committee

(i) If necessary, come and provide service

(ii) Regular service but urgent come and provide service

(3) Improve Drainage Water System

(a) Once a week

(b) Once a month

(c) Once a year

(d) Informing to the committee

(i) If necessary, come and provide service

(ii) Regular service but urgent come and provide service

(4) Improve Drinking Water Supply System

(a) Once a week

(b) Once a month

(c) Once a year

(d) Informing to the committee

(i) If necessary, come and provide service

(ii) Regular service but urgent come and provide service

(5) Improve Clean and Systematically of Shops and Bazaar

(a) Once a week

(b) Once a month

(c) Once a year

(d) Informing to the committee

(i) If necessary, come and provide service

(ii) Regular service but urgent come and provide service

(6) Improve Residential Streets and Roads

(a) Once a week

(b) Once a month

(c) Once a year

(d) Informing to the committee

(i) If necessary, come and provide service

(ii) Regular service but urgent come and provide service

(7) Clearing Stray Dogs

(a) Once a week

(b) Once a month

(c) Once a year

(d) Informing to the committee

(i) If necessary, come and provide service

(ii) Regular service but urgent come and provide service

(8) Mosquitoes Repellent Spraying

(a) Once a week

(b) Once a month

(c) Once a year

(d) Informing to the committee

(i) If necessary, come and provide service

(ii) Regular service but urgent come and provide service

(9) Clearing Not Required Plants and Shrubs

(a) Once a week

(b) Once a month

(c) Once a year

(d) Informing to the committee

(i) If necessary, come and provide service

(ii) Regular service but urgent come and provide service

(10) Systematically Collecting Water Bill, Electricity Bill and Shop Bill

(a) Once a month

(b) Once time six months

(c) Once a year

Part (IV) Respondent Opinion on Service of Cantonment Development Committee

By ticking only one appropriate box on the right side of each statement, please shows your opinion on the performance of service provided by Cantonment Development Committee where (1 = Very Inadequate Service, 2 = Inadequate Service, 3 = Fair, 4 = Good Service, 5 = Excellent Service)

No.	Particular	1	2	3	4	5
1.	Garbage Collection					
2.	Cleaning Service for Wastewater/Sanitation System					
3.	Maintenance and Service of Drainage Water System					
4.	Service Performance of Good Drinking Water System					
5.	Service to Cleaning Bazaar					
6.	Service Performance of Residential Streets and Roads					
7.	Service Performance to Clearing Stray Dogs					
8.	Service Performance to Mosquitoes Repellent Spraying					
9.	Service Performance of Beautiful and Cleaning Park					
10.	Service Performance of Water Bill, Electricity Bill and Shop Bill					

Particular	Low Performance	Fair	High Performance
Cleaning Service 1. Garbage Collection 2. Wastewater/Sanitation System 3. Bazaar			
Maintenance and Service Performance 1. Drainage Water System 2. Drinking Water System 3. Residential Streets and Roads 4. Park 5. Water Bill, Electricity Bill, Shop Bill			

Health Service 1. Clearing Stray Dogs 2. Mosquitoes Repellent Spraying			
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Part (V) Revenue of Cantonment Development Committee (One Month)

(1) Shop Tax	Kyat
(2) Water Tax	Kyat
(3) Garbage Collection Tax	Kyat
(4) Cleaning Wastewater/Sanitation Tax	Kyat
(5) Other	Kyat

Thank you for your participation.

SURVEY QUESTIONNAIRE

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- (12) Gender
- (a) Male
 - (b) Female
- (13) Age Level
- (a) Between 21 to 30
 - (b) Between 31 to 40
 - (c) Between 41 to 50
 - (d) 51 and Over
- (14) Educational Qualification
- (a) Read/Write
 - (b) Primary School
 - (c) Middle School
 - (d) High School
 - (e) Undergraduate
 - (f) Graduated
 - (g) Master/Ph.D

(15) Occupation

- (a) Military
- (b) Government Employee
- (c) Private Employee
- (d) Other
- (e) Dependent

(16) Position __

(17) Work Experience

- (a) Less than 1 year
- (b) 1 year to 5 years
- (c) 5 years to 10 years
- (d) 10 years to 15 years
- (e) 15 years to 20 years
- (f) Above 20 years

(18) Nationality

- (a) Achin
- (b) Kayah
- (c) Ayin
- (d) Chin

(e) on

(f) amar

(i) akhine

(j) Shan

(k) Other

(19) Religion

(a) uddhist

(b) Christian

(c) Hindu

(d) Islam

(e) Other

(20) Place of Birth

(a) achin State

(b) Kayah State

(c) ayin State

(d) Chin State

(e) on State

(f) akhine State

(g) Shan State

(h) Yangon Region

(i) Ayeyarwady Region

(j) Bago Region

(k) Sagaing Region

(l) Magway Region

(m) Mandalay Region

(q) Tanintharyi Region

(r) Naypyidaw Union Territory

(21) Marital Status

(a) married

(b) Single

**(22) Number of Family
Member**

(a) Adult () No.

(b) Child () No.

(c) Total () No.

Part (II) Housing Conditions in Cantonment Area**(13) Type of Housing**

(a) One Story Building

(b) Two Story Building

(c) Apartment

(d) Brick Nogging

(e) Wooden House

(14) Total Number of Room ()**(15) Bathroom Separately**

(a) es

(b) No

(16) Toilet Separately

(a) es

(b) No

(17) Electricity

(a) es

(b) No

(18) Distance between Home and Shops

(a) e Close

(b) Far

(19) Distance between Home and Military Training Grounds

(a) e Close

(b) Far

(20) Clinics at
Cantonment Area

(a) es

(b) No

(21) Shops and Bazaar at Cantonment Area

(a) es

(b) No

(22) Playgrounds for Children at Cantonment Area

(a) es

(b) No

(23) Religious Buildings at Cantonment Area

(a) es

(b) No

(24) Please indicate if there are religious buildings at cantonment area.

Part (III) Services of Cantonment Development Committee

(11) Garbage Collection Time

(a) One Day () Time

(b) One Week () Time

(c) Informing to the committee

(i) If necessary, come and provide service

(ii) Regular service but urgent come and provide service

(12) Improve Wastewater/Sanitation System

(a) Once a week

(b) Once a month

(c) Once a year

(d) Informing to the committee

(i) If necessary, come and provide service

(ii) Regular service but urgent come and provide service

(13) Improve Drainage Water System

(a) Once a week

(b) Once a month

(c) Once a year

(d) Informing to the committee

(i) If necessary, come and provide service

(ii) Regular service but urgent come and provide service

(14) Improve Drinking Water Supply System

(a) Once a week

(b) Once a month

(c) Once a year

(d) Informing to the committee

(i) If necessary, come and provide service

(ii) Regular service but urgent come and provide service

(15) Improve Clean and Systematically of Shops and Bazaar

(a) Once a week

(b) Once a month

(c) Once a year

(d) Informing to the committee

(i) If necessary, come and provide service

(ii) Regular service but urgent come and provide service

(16) Improve Residential Streets and Roads

(a) Once a week

(b) Once a month

(c) Once a year

(d) Informing to the committee

(i) If necessary, come and provide service

(ii) Regular service but urgent come and provide service

(17) Clearing Stray Dogs

(a) Once a week

(b) Once a month

(c) Once a year

(d) Informing to the committee

(i) If necessary, come and provide service

(ii) Regular service but urgent come and provide service

(18) Mosquitoes Repellent Spraying

(a) Once a week

(b) Once a month

(c) Once a year

(d) Informing to the committee

(i) If necessary, come and provide service

(ii) Regular service but urgent come and provide service

(19) Clearing Not Required Plants and Shrubs

(a) Once a week

(b) Once a month

(c) Once a year

(d) Informing to the committee

(i) If necessary, come and provide service

(ii) Regular service but urgent come and provide service

(20) Systematically Collecting Water Bill, Electricity Bill and Shop Bill

(a) Once a month

(b) Once time six months

(c) Once a year

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By ticking only one appropriate box on the right side of each statement, please shows your opinion on the performance of service provided by Cantonment Development Committee where (1 = Very Inadequate Service, 2 = Inadequate Service, 3 = Fair, 4 = Good Service, 5 = Excellent Service)

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4.	Service Performance of Good Drinking Water System					
5.	Service to Cleaning Bazaar					
6.	Service Performance of Residential Streets and Roads					
7.	Service Performance to Clearing Stray Dogs					
8.	Service Performance to Mosquitoes Repellent Spraying					
9.	Service Performance of Beautiful and Cleaning Park					
10.	Service Performance of Water Bill, Electricity Bill and Shop Bill					

Particular	Low Performance	Fair	High Performance
Cleaning Service 4. Garbage Collection 5. Wastewater/Sanitation System 6. Bazaar			
Maintenance and Service Performance 6. Drainage Water System 7. Drinking Water System 8. Residential Streets and Roads 9. Park 10. Water Bill, Electricity Bill, Shop Bill			

Health Service			
3. Clearing Stray Dogs			
4. Mosquitoes Repellent Spraying			

Part (V) Revenue of Cantonment Development Committee (One Month)

(1) Shop Tax	Kyat
(2) Water Tax	Kyat
(3) Garbage Collection Tax	Kyat
(4) Cleaning Wastewater/Sanitation Tax	Kyat
(5) Other	Kyat

Thank you for your participation.