

**SMALL BUSINESS RECOVERY IN SELANGOR, MALAYSIA AFFECTED BY  
THE FLOOD DISASTER**

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**A report submitted  
in partial fulfillment of the requirements for the degree of  
Bachelor of Technopreneurship with Honours**



**UNIVERSITI TEKNIKAL MALAYSIA MELAKA**

**2023**

**SMALL BUSINESS RECOVERY IN SELANGOR, MALAYSIA  
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**BACHELOR OF TECHNOPRENEURSHIP WITH HONOURS  
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**2023**

## DECLARATION

I declare that this thesis entitled “SMALL BUSINESS RECOVERY IN SELANGOR, MALAYSIA AFFECTED BY THE FLOOD DISASTER is the result of my own research except as cited in the references. The thesis has not been accepted for any degree and is not concurrently submitted in candidature of any other degree.

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## APPROVAL

I hereby declare that I have checked this report entitled “SMALL BUSINESS RECOVERY IN SELANGOR, MALAYSIA AFFECTED BY THE FLOOD DISASTER” and in my opinion, this thesis it complies the partial fulfillment for awarding the award of the degree of Bachelor of Technopreneurship with Honours

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## DEDICATIONS

I would like to dedicate my study to my family, friends and especially to my supervisor for the guidance and aided me preparing this final year project.



## ACKNOWLEDGEMENTS

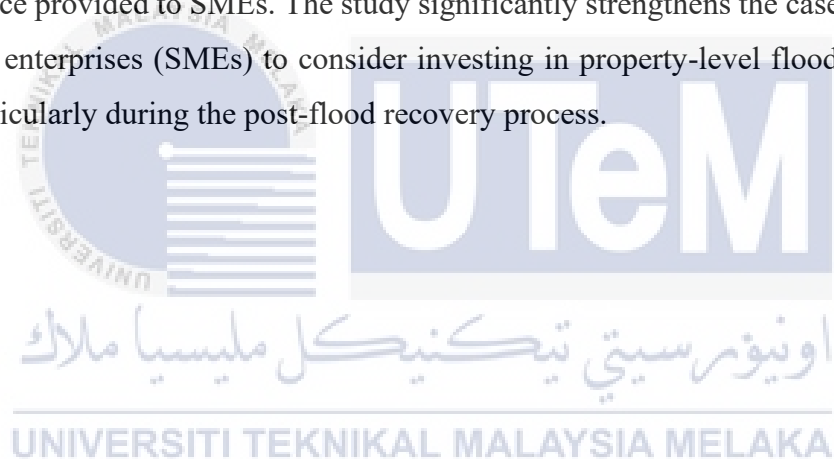
In preparing this report, I was in contact with many people, researchers, academicians and practitioners. They have contributed towards my understanding and thought. In particular, I wish to express my sincere appreciation to my main project supervisor, Madam Hartini Binti Azman, for encouragement, guidance critics and friendship. I am also very thankful to my panel Dr. Nurul Zarirah Binti Nizam for the guidance, advices and motivation. Without their continued support and interest, this project would not have been same as presented here.

I am also indebted to University Technical Malaysia Malacca (UTeM) and special thanks for their assistance in supplying the relevant literatures.

My fellow friends should also be recognised for their support. My sincere appreciation also extends to all my colleagues and others who have provided assistance at various occasions. Their views and tips are useful indeed. Unfortunately, it is not possible to list all of them in this limited space. I am grateful to all my family members.

## ABSTRACT

Small and medium-sized businesses (SMEs) are vital to the economies of a variety of nations, as they considerably contribute to social inclusion, local employment, and innovation. Approximately 97.4 percent of business units in Malaysia are small and medium-sized enterprises (DOSM, 2021). This study investigates the impacts of natural disasters on Malaysia's SME industry in 2021. A survey will be conducted in Selangor, Malaysia's small and medium-sized enterprises to determine how they could recover their losses. In addition, the survey will be used to identify concerns affecting SME disaster preparedness. In this study, the researcher uses the quantitative research method to collect data and information. A purposive sampling technique was used to select the sample size of the research. In this study, 384 samples were used for the purpose of data analysis. The research findings will assist policymakers and professional organisations to make intelligent decisions to enhance the quality of advice provided to SMEs. The study significantly strengthens the case for small and medium-sized enterprises (SMEs) to consider investing in property-level flood risk adaption strategies, particularly during the post-flood recovery process.



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# CHAPTER 1

## INTRODUCTION

### 1.1 Introduction

This section provides a framework for future research on the history of the flood disaster's impact on small businesses in Selangor, Malaysia. The next step is to define the problem, formulate research questions and objectives, define study limitations and highlights, and outline the study's significance.

### 1.2 Background of Study

A flood is any large volume of water that overruns the banks of a river, whether those banks are natural or man-made. The water then spreads out over the flood plain and poses a threat to the surrounding community (Ching, Baharruddin, M. Ekhwan, Lee, Maimon.A, Salmijah.A, 2013).

Malaysia Flood 2021–2022 is a flood that occurred in December 2021 in Peninsular Malaysia. This flood occurred because of continuous heavy rains in the majority of Peninsular Malaysia. Floods in the Selangor are the most severe, especially the Klang, Shah Alam and Sepang districts, as the Selangor does not typically experience monsoon flooding, as the East Coast does. This necessitated the evacuation of tens of thousands of civilians.

The unpredictable nature of these floods, particularly in the Selangor, has been described as one of the worst in modern Malaysian history, with the government referring to it as a "hundred-year flood." These floods are frequent in comparison to the 1971 Kuala Lumpur floods and the 2014 Malaysian floods. The floods triggered a massive humanitarian crisis, which was borne by the government and the public. The Chief Statistician (2022), "Selangor was the highest state recorded for business premises losses, amounted RM396.4 million.

Flooding can have a significant impact on a business, whether it is directly or indirectly impacted. The main short-term effects encountered by small enterprises were damaged or lost

product, damage to the building/premises, damaged or lost building equipment, incapacity to conduct business, and inconvenience to employees (Yorkshire) 2008.

Small and medium-sized enterprises (SMEs) are essential to the economies of a number of countries, contributing significantly to social inclusion, local employment, and innovation. Small and medium-sized businesses account for approximately 97.4 percent of business units in Malaysia (DOSM, 2021). This study examines the effects of natural disasters on Malaysia's SME sector in 2021. A survey of SME in Selangor, Malaysia will conduct to ascertain how they could recover their losses. Additionally, the survey will use to identify issues confronting SMEs when it comes to disaster mitigation. Small business data is critical for determining the viability of businesses. In Malaysia Flood Impact Special Report 2021, the overall damage to agriculture, public assets, and infrastructure was determined using data from key government agencies. Data are critical in this research because they help us understand the direct and indirect effects of disasters on small businesses in Selangor, Malaysia. Organizational resilience is widely recognised as a critical asset for the success and sustainability of small business recovery in every sector of the world in the contemporary business environment (Khalique, et al., 2020). There is a critical need for research into the direct and indirect effects of disasters on small businesses and their ability to recover. This study is extremely beneficial to the research community because it allows for the examination of the post-flood impact on small business performance. This study aims to determine the total loss and damage caused by the flood that hit Malaysia at the end of 2021 and early 2022. These losses include the cost of repairing damage to dwellings, vehicles, businesses, and industrial properties.

### **1.3 Problem Statement**

There are several ways in which weather extremes and natural disasters can impact businesses. Metcalf et al. (2010) classify them into six main categories depending on the business sectors they impact: markets, logistics, premises, people, procedures, and finances. Metcalf et al. (2010) categorised risks emerging from weather extremes as reputational, environmental, operational, financial, health and safety, and strategic hazards, emphasising the wide variety of risks connected with weather extremes. Similarly, floods can also result in similar consequences and risks for an enterprise. In addition to disrupting day-to-day business activity, flooding can cause physical and psychological health impacts such as injuries and stress to business owners, employees, and consumers (Tapsell et al., 2002; Few et al., 2004;

Penning-Rowse et al., 2005). Employers are responsible for the health and safety of their employees at work in the United Kingdom (HSE, 2008).

Several regions, including Kelantan, were hit hard by the extreme flooding that occurred in 2014. Widespread, intense, and unpredictable, these floods are responsible for numerous deaths, ruined crops and livestock, wrecked homes, and damaged public buildings (Winstedt, 1927). The country's Director General of Drainage and Irrigation, Hj Ahmad Hussaini, has stated that the country is facing two major water-related challenges: floods and a lack of water (droughts). The floods in Johor in December 2006 and January 2007 were a tragic reminder of the toll that both of these threats can take on a country's standard of living and economic development. Hussaini (2007) says. Therefore, RM1 billion, or roughly \$300 million, in damages is expected to be incurred as a result of the 2014 floods in northern and eastern Malaysia (Berita Harian, 2014). Flood damage in Kelantan in 2014 was over RM200 million, as reported by Datuk Seri Mustapa Mohamed, head of the state's Flood Disaster Operations Committee.

Sultan Sharfuddin Idris Shah, The Sultan of Selangor, has directed the state government to place a greater priority on measures to solve the problem of floods and flash floods, which are becoming more common in the state of Selangor. Plans included river deepening and widening, providing a strong and well-managed drainage system, and installing floodgates at strategic sites that account for rainfall distribution rates and seawater tidal schedules.

Ding Hong Sing (2021), President of the Malaysian SME Association, based on preliminary information, SME businesses in the Klang Valley, Shah Alam, Klang, and Hulu Langat, were the hardest hit by the disaster. Damage to premises, machinery, raw materials, and end products due to flooding, as well as the closure of operations, are all estimated to be part of the total losses.

Aside from the immediate repercussions, flooding presents victims with other obstacles, such as recuperation. According to Whittle et al (2010), people frequently oversee the repair and reinstatement works directly, therefore flood recovery involves new and psychologically difficult tasks for residents. This may be especially tough for SME owners who work from home or reside in the neighbourhood. As a result, some SME owners are likely to be residents, and they are thus affected as both a business owner and a local resident (Runyan, 2006; Tierney, 2007).

While distinguishing between direct and indirect, tangible and intangible, and potential and actual flood losses, Molinary and Handmer (2011) stated that the study of flood impacts is often limited to quantification of only direct tangible impacts. It should be noted, however, that such criticism appears to be pervasive across a range of natural calamities, not just flooding.

The victims experience a nightmare when a severe flood occurs. Thousands of people have been displaced, their property has been damaged, and their jobs have been lost. Many of them are farmers, rubber tappers, and small- and medium-business owners (SMEs). As a result of the severe property damage caused by the floods, the victims are helpless because they are out of money, capital, and property to carry on with daily life and restart previous businesses. As SMEs play an important role in a country's economic condition, this situation has had an impact on the economy and personal hardship in Malaysia (SMECorp, 2015). Many businesses may have intended to close down without any help or proper assistance, forcing them to close their doors and never reopen after the disaster. Referring to a study by Vinet (2008), floods wreak havoc on homes, businesses, and industries. Flood victims frequently face repair costs, and some small businesses do not reopen following the disaster.

Although disaster management has received a lot of attention due to its potential impact on a country's economy, Malaysia is not ready. The latest experience in 2021 has attracted the interest of many parties, particularly NGOs and government agencies, to find the best solutions to ensure better preparation before it happens again. While finding the best solution to deal with the worst floods is critical, special attention should be given to SMEs to ensure they receive adequate assistance.

Several recent surveys and articles on the impact of floods in Malaysia have been published. Some studies looked at the overall impact of floods on other countries, while others looked at the social ramifications of floods and flood debris that followed record-breaking rainfall in the state, but no single study looked at the impact of floods on Selangor's small businesses. The current study will bridge a knowledge gap on the impact of floods on small businesses in Malaysia's Selangor business area.

## 1.4 Research Questions

The research questions proposed in this study are as below:

1. What are the impacts of flooding on small business in Selangor?
2. Which of these attributes significantly impact of the flooding on small business in Selangor?
3. What the strategies do small business owners apply to overcome the effects of flood disasters in Selangor?

## 1.5 Research Objectives

The research objectives developed in this study are as follow:

1. To investigate the impact of flooding on small business in Selangor.
2. To identify the attributes significantly impact of the flooding on small business in Selangor.
3. To determine the strategies, do small business owners apply to overcome the effects of flood disasters in Selangor.

## 1.6 Scope of Research

The focus of this research is on small businesses affected by the floods in Selangor, Malaysia. The respondents used in this research are important to small traders because to identify the direct and indirect impact of flooding on small business in Selangor. The questionnaire was distributed through Google Forms to small businesses owner that affected by the floods in Selangor, Malaysia. Selangor was affected by heavy floods at the end of 2021, which devastated all districts. However, there had a considerable impact in the districts of Klang, Shah Alam, and Sepang, where there were numerous damages and property losses. Floods halted the economy of Selangor's population at the time, and the majority of the road network was closed to all light vehicles. As a result, this study is confined to assessing the flood effect on small businesses in Selangor, which is a popular location for traders to conduct business. A disaster's loss is sometimes referred to as direct loss, which refers to the losses to physical property and infrastructure caused by flood water (Hammond, Chen, Djordjevic, Butler, & Mark, 2015). Flood damage assessment is a critical topic that needs to be researched in order

to lessen the danger of destruction and loss if the next flood disaster strikes, as well as to improve the degree of flood preparedness among Selangor's traders.

### **1.7 Significant of Study**

This research is crucial for understanding the impact on Selangor Malaysia's small business recovery, either directly and indirectly. In developing economies, the findings of this study can be used to raise the level of entrepreneur awareness of the direct and indirect consequences of boosting small business recovery.

Significant impact on society effects on communities and individuals are caused by floods. Most people are aware that floods immediately cause death and destruction of property as well as the loss of crops and livestock and the spread of waterborne diseases.

In terms of government, the Preliminary Environmental Impact Assessment of Floods (PEIAF) is a crucial tool for developing civil defence plans since it is used to assess, anticipate, and prevent further economic and social harm caused by floods.

Having a disaster recovery plan in place prevents firms from suffering catastrophic data loss. A disaster recovery plan ensures that your data is not only safe from an attack or outage but is also managed securely by specifying tight protocols for data backup and recovery. Having businesses back in operation helps restore normalcy after a disaster and relieves government institutions of some pressure as they address greater problems. Small firms can be extremely vulnerable during disaster recovery, and their access barriers might be much more difficult to overcome.

In addition, the National Flood and Coastal Erosion Risk Management Strategy for England (Defra, 2011) emphasises the significance of coordinating with individuals, communities, and organisations to manage the flood and coastal erosion risk using all available options. "Raising public awareness of the danger that exists and interacting with those at risk to encourage them to take action to manage the hazards they face and make their property more robust" is one of the ways it attempts to manage the risk of flooding (Defra, 2011: 14).

Researchers, academics, students, consultants, policy makers, and practitioners can all benefit from this study's outcomes. Selangor, Malaysia, and other developing countries can benefit from this research on business recovery and resilience in small businesses.

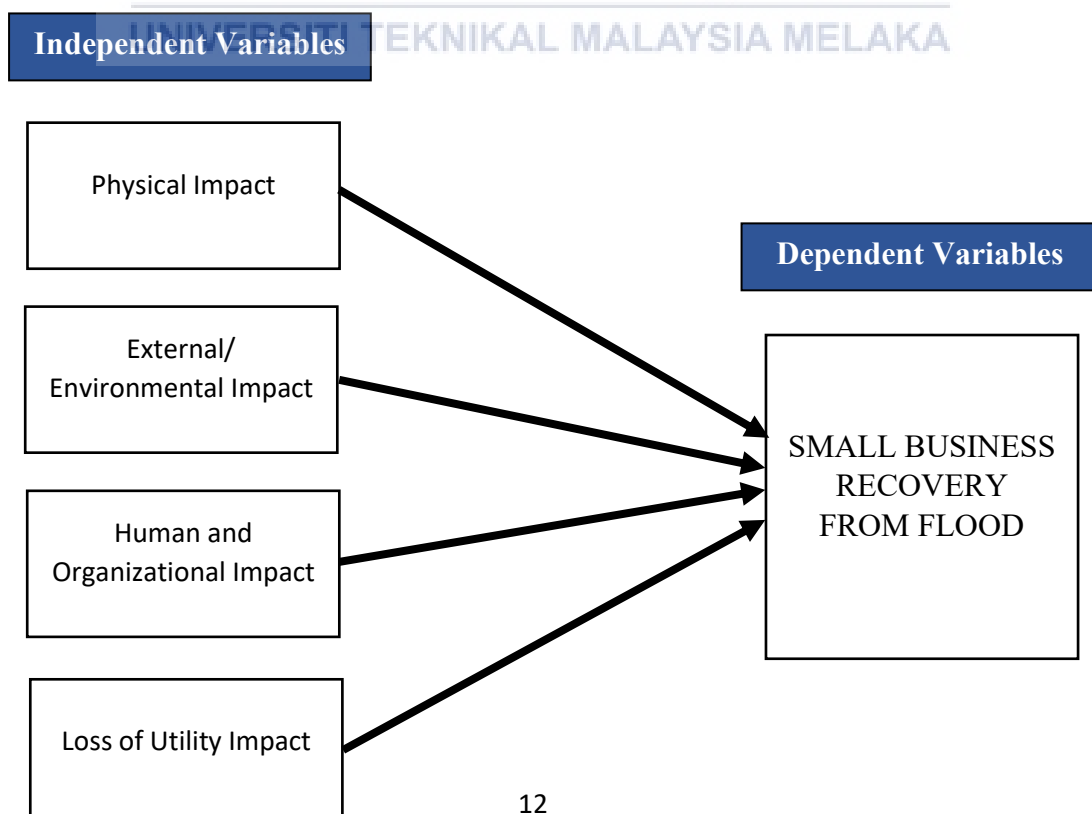
## CHAPTER 2

### LITERATURE REVIEW

#### 2.1 Theoretical Framework

A structure that supports or holds a research study's theory might be referred to as the theoretical framework. Theoretical explanations for why the research problem is still being investigated are presented in the theoretical framework (Alshamary, 2017). In addition, the theoretical framework directs the researcher's study by defining the variables the researcher will measure and the statistical associations the researcher will search for (Davison, 1959). Independent and dependent variables make up the theoretical framework. The dependent variable is the variable in an experiment that is being evaluated and measured and depends on the independent variable. The independent variable is the variable that the experimenter influences or modifies and is thought to have a direct influence on the dependent variable. The researcher will find the association between the two variables with the aid of this framework.

#### 2.2 Proposed Conceptual Framework





Based on the theoretical framework above, there are four independent variables and one dependent variable that the researcher gets from the study. Based on the previous research, there are some factors small businesses recovery from flood in Selangor. The first factor is based on the physical impact. For example, the damage to the structure as a result of the flood as well as loss of inventory, valuable documents, data stored on water damaged computer drives, damage to valuable machinery or company. Another factor is based on the external/environmental impact. For example, damage to roads and bridges affect small businesses recovery from flood in Selangor. Besides that, the factor based on human and organizational impact. The type of human and organizational also plays an important role in small businesses recovery from flood. The last factor that affecting small businesses recovery from flood in Selangor is the factor based on loss of utility impact.

### **2.2.1 Flood Disaster in Malaysia**

According to Majlis Keselamatan Negara (2014), a catastrophe is "an incident that occurs suddenly, is complex in character, and results in the loss of lives, damage to property and the environment, and disruption of normal operations in the local community." Flood has been the most catastrophic natural disaster in Malaysia during the past few years. A flood is defined as any high-water flow that dominates the natural or man-made banks of any portion of a river system. When a riverbank is breached, water overflows the floodplain and often poses a threat to society (Ching et al, 2013). There are a total of 189 river basins in Malaysia, including 89 in Peninsula Malaysia, 78 in Sabah, and 22 in Sarawak; the majority of these drain into the South China Sea, and 85 are prone to frequent flooding, according to a 2009 assessment by the Department of Irrigation and Drainage Malaysia (DID). An estimated 29.800 km<sup>2</sup>, or 9% of Malaysia's total land area, is at risk of floods, putting over 4.8 million people, or 22% of the country's total population, at risk (DID, 2009). Since the 1920s, several states in Malaysia have been hit by devastating floods, but 2014's flood in Kelantan was the worst in the country (Malaysia's National Security Council (NSC), 2015).

### **2.2.2 Small Medium and Enterprises (SMEs)**

In terms of cost manufacturing, a small to medium-sized enterprise (SME) is defined as having a sales turnover of less than RM50 million or 200 full-time employees; in terms of the service or other sector, the threshold is RM20 million or 75 full-time employees. SMEs are crucial to the growth of the Malaysian economy and are very important (Omar et al., 2009). SMEs are thought to be the backbone of Malaysia's industrial development and play a significant role in the country's economy (Saleh & Ndubisi, 2006; Radam et al., 2008).

The growth of SMEs appears to be crucial for Malaysia's future development, and they are essential to achieving Vision 2020, which calls for the country to be fully developed and industrialised by the year 2020. Malaysia will grow to become an industrialised country by 2020 by using its advantages and addressing its deficiencies with the help of SMEs (Omar et al., 2009). Disasters like the most recent floods in 2015, however, frequently force small enterprises to relocate or temporarily discontinue operation, which may cause serious economic and human suffering. After a disaster, many businesses are compelled to close and never reopen. In other words, when affected business owners are unable to secure sufficient funding to restart their operations, floods may result in their desire to quit.

### **2.2.3 Impact of Floods to SMEs**

The SMEs of Malaysia are often regarded as the country's economic lifeblood (Radam et al., 2008). The floods have a greater impact on small and medium-sized firms (SMEs) because of their limited access to operating capital, assets, and skilled labour. Reconstruction costs for some sectors may surpass total losses because of the necessity to rebuild to higher standards to lessen vulnerability (for example, housing) or because current construction or environmental standards are higher than when original systems were created (for example, sanitation) (e.g. health, education). Cancellation of fishing, farming, and tourism operations all have secondary expenses that cannot be recouped. Damaged equipment and stocks will need to be repaired or replaced, which will make it difficult for small and medium-sized firms to meet their loan payback commitments.

Government of Malaysia has established a variety of policies, action plans, and programmes to aid them during difficult times (Char et al., 2010). Similar to other nations, Malaysia experienced the effects of recession during difficult times, as businesses slowed, and the unemployment rate rose. Similarly, floods resulted in the loss of employment because some SMBs were compelled to halt operations. Therefore, establishing jobs and restoring livelihoods

are essential aspects of the reconstruction process in order to jumpstart the economy of the afflicted area, re-establish a sense of normalcy, and promote the social and economic inclusion of the displaced populations. For this assistance to be effective, it must be swift, and the reconstruction operations must involve the afflicted people directly.

Further difficulties, such as rebuilding, are posed to flood victims beyond the initial damage. Flood recovery, as addressed by Whittle et al. (2010), requires people to take on novel and mentally demanding tasks, such as supervising the repair and reestablishment work themselves. Owners of small, locally owned businesses may find this particularly challenging. This means that some small business owners are probably locals who will feel the effects in both of these roles (Runyan, 2006; Tierney, 2007). Flood damage, repair and restoration processes, insurance claims, and so on can all cause a great deal of emotional and mental strain on victims. Most of the time, the emotional effects of floods are much more severe than the physiological ones (Tapsell et al, 2002).

Molinary and Handmer (2011) noted that while it is important to distinguish between the direct, indirect, tangible, and intangible impacts of flooding, it is common practise to only evaluate the direct, tangible impacts when conducting an evaluation of flood impacts. This is because it is more challenging to quantify indirect effects than direct ones. It's worth noting, though, that this line of reasoning isn't unique to debates over flooding; it can crop up in discussions on a wide range of natural hazards. After conducting a desktop study, Ciavola et al. (2011) found that end-users typically only analysed the direct costs incurred as a result of storms. Wedawatta et al. (2011) noted that SMEs in the construction industry often fail to account for the broader, systemic effects of weather extremes, such as those relating to their supplier chains. From a business standpoint, this was proven. The benefits of flood protection, or the benefits of avoiding such damages, may be more apparent to small and medium-sized businesses if their understanding of the potential implications of flooding is improved. Consequently, this may increase the use of flood protection measures, especially during the rebuilding process.

#### **2.2.4 Physical Impact**

As identified by previous studies, the physical impacts of flooding to small business can include damage to roads and bridges, non-structural damage, damage to inventory or stock, difficulty accessing IT data, office equipment loss or damage and machinery loss or damage (Azmi, S. et al.,) 2021. The loss caused by a disaster is stated as direct loss which referred to the damages of physical property and infrastructure affected by flood water (Hammond, Chen, Djordjevic, Butler, & Mark, 2015). Floods can result in substantial losses, including inventory and valuables. Inventory, vehicles, fixtures and fittings, and important machinery can sustain irreparable damage. Businesses that lack the resources to promptly replace these things will incur significant financial losses as they will be unable to operate and serve their consumers.

#### **2.2.5 External/ Environmental Impact**

The external/ environmental impacts of flooding to small business can include damage to local neighbourhood, difficulty accessing premises/site, damage to the ground surface and damage to or closure of adjacent organizations of buildings. (Nicholls, 2015) A flood is potential of wreaking damage on the environment. Most of the flood water is polluted with diseases and possibly chemicals that might affect the environment's soil quality. Floodwaters can pollute a region's water supply, leading to diseases and epidemics. Continually flooded locations will experience a decline in real estate value because of the effects of floods on property value. There will be regions more susceptible to flooding hazards. The flood concerns in these regions worsen their already deteriorated ecosystem. The impact of flooding is considerable, especially in urban areas. People may be forced to spend hours stranded during the commute. The devastation caused by floods in urban areas disrupts business, commerce, and tourism. The causes and effects of flooding have far-reaching repercussions. There are seasons of the year when storms and typhoons are more likely to cause flooding.

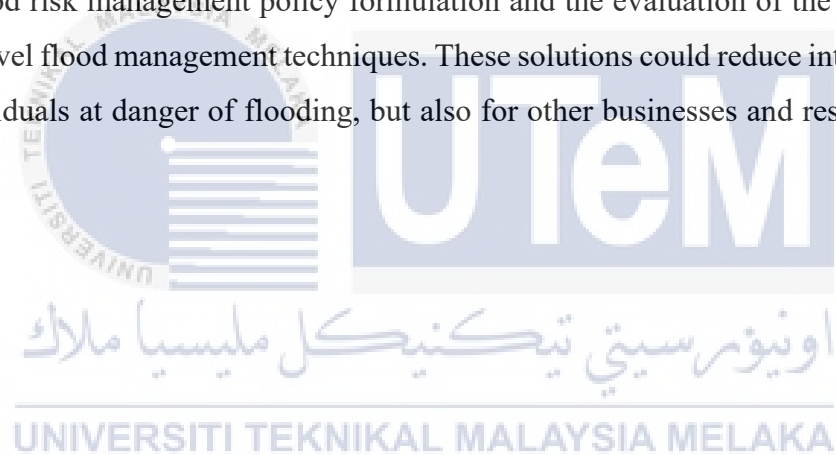
#### **2.2.6 Human and Organizational Impact**

The human and organizational impact of flooding to small business can include customer issues, changes in staff wellbeing, perceptions of building safety, health and safety issues of staff, supplier issues and availability of staff. (Samantha, 2017) Human resources are the most valuable asset for every firm, even small and medium-sized enterprises (SMEs), which often have a small workforce. Employees of these companies may be among the disaster's immediate victims, including fatalities and injuries. Injuries and stress may also affect the physical and psychological health of the labour force. Employees may be susceptible to the myriad health risks that persist weeks or even months after a flood. Diarrhea and cholera are the most

prevalent waterborne diseases that can spread after a storm. Employees who may be adversely affected are also experiencing financial hardship. Therefore, the availability of manpower is vital, and businesses must consider manpower reinforcement and assist impacted employees in resuming their jobs as soon as possible, allowing them to fulfil targets, respond to demand spikes, and resume operations in the shortest period possible.

### **2.2.7 Loss of Utility Impact**

The loss of utility impact of flooding to small business can include electricity, water, transportation, internet, communications and roads, and gas. Loss of essential "lifeline services" like water, electricity, and telephones could also hinder their ability to function. Tierney (1994b; 1994a) found that the loss of key lifeline services was a significant reason for the closure of businesses during a flood event, as the loss of utilities can affect a substantially larger number of businesses than those that were actually affected. This information can be utilised in flood risk management policy formulation and the evaluation of the advantages of community-level flood management techniques. These solutions could reduce interruptions not only for individuals at danger of flooding, but also for other businesses and residences in the area.



## 2.3 Hypothesis

The hypothesis is an accurate and testable statement of the researcher's prediction regarding the study's outcome. Typically, this entails proposing a potential relationship between the independent variable and the dependent variable. There is a norm in research for writing hypotheses in two forms: null hypotheses and alternative hypotheses. The null hypothesis asserts that there is no association between the two studied variables and that the outcome is attributable to random chance and does not significantly support the investigated concept. The alternative hypothesis asserts that there is a relationship between the two researched variables, that the findings are not due to chance, and that this relationship is relevant for supporting the investigated theory. In the literature review, four hypotheses have been derived from prior research to examine the link between the variables.

### Hypothesis 1:

H0: There is no significant relationship between the physical impact affecting small businesses recovery from flood.

H1: There is a significant relationship between the physical impact affecting small businesses recovery from flood.

### Hypothesis 2:

H0: There is no significant relationship between the external/ environmental impact affecting small businesses recovery from flood.

H1: There is a significant relationship between the external/ environmental impact affecting small businesses recovery from flood.

### Hypothesis 3:

H0: There is no significant relationship between the human and organizational impact affecting small businesses recovery from flood.

H1: There is a significant relationship between the human and organizational impact affecting small businesses recovery from flood.

#### **Hypothesis 4:**

H0: There is no significant relationship between the loss of utility impact affecting small businesses recovery from flood.

H1: There is a significant relationship between the loss of utility impact affecting small businesses recovery from flood.

#### **Summary**

This chapter provides a detailed explanation of the title of the study. Other than that, there are also descriptions about the introduction, theoretical framework overview, hypothesis, and relationship of independent variables toward dependent variable.



## CHAPTER 3

### METHODOLOGY

#### 3.1 Introduction

This chapter will explain about research methodology used to identify the factors small businesses recovery from flood in Selangor. To answer the research question, appropriate research procedures must be followed and calculated in this chapter. This chapter also consists of research design, methodological choices, sources of data, research strategies, sampling design, and statistical tools. Last but not least, this chapter will be ended with the discussion related to data analysis which includes data validity and reliability.

#### 3.2 Research Design

A researcher's research design is the collection of techniques and methods they'll employ to conduct their study. The structure enables researchers to centre their attention on sound research practises and provide solid foundations for their inquiries. A research design can be thought of as the blueprint for a study or the overarching structure within which the research will be conducted. The "glue" that keeps a research endeavour together is its design (Akhtar, 2014).

The four different types of research designs are exploratory or formulative research, descriptive or statistical research, explanatory research, and experimental or analytical research, according to Akhtar (2014). The research design, according to Akhtar (2014), is essential because it facilitates the efficient management of the various research procedures, resulting in the most professional research possible and delivering the greatest amount of data with the least amount of effort, time, and financial investment.

The decision to be made about the research method, according to Sileyew (2019), is a crucial one in the research design process since it defines how pertinent data can be gathered for a study. However, the research design process contains multiple interrelated decisions. Descriptive research was used for this study because it focuses on describing the current condition of events (Salkind, 2012). As a result, this research design enables researchers to get information from a variety of respondents on Selangor's small company recovery as a result of the floods.