Abstract

This dissertation aims to identify the planning and development activities taken by the government that affect residents in a local area, and evaluate the effectiveness of measures taken to ameliorate the impacts and to improve the residents’ quality of life. The Woodlands Town Centre is used as a case study.

Questionnaire surveys have been used to substantiate the observation found in the study. The results from the survey revealed that traffic congestion is a key concern and posted a problem affecting quality of life. Key factors on how to improve quality of life and resolve the traffic congestion problem were identified in the study.