

**CENTRE OF STUDIES BUILDING SURVEYING  
FACULTY OF ARCHITECTURE, PLANNING AND  
SURVEYING  
UNIVERSITI TEKNOLOGI MARA**

**TO STUDY ON THE LEVEL OF SATISFACTION OF COMFORT  
LEVEL WHICH INFLUENCED THE SPACE MANAGEMENT IN  
SHOPPING MALLS IN SHAH ALAM**

**EVEANA CRYSTLE ANAK PENG GUAN  
(2011727827)**

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for the degree of  
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**TO STUDY ON THE LEVEL OF SATISFACTION OF COMFORT LEVEL  
WHICH INFLUENCED THE SPACE MANAGEMENT IN SHOPPING MALLS  
IN SHAH ALAM**

**“I hereby declare that this academic project is the result of my own  
research except for the quotation and summary which have been  
acknowledged”**

**Student's Name : Eveana Crystle Anak Peng Guan**

**Signature :**



**UiTM No : 2011727827**

**Date : January 27th 2014**

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**ACADEMIC PROJECT  
BSB 658**

**CONFIRMATION OF ACADEMIC PROJECT AMENDMENTS**

**This is to confirm that the student has amended his/her  
academic project as directed and therefore allowed to compile**

Marks	Grade
55	C <sup>+</sup>

**Student's Name : Eveana Crystle Anak Peng Guan**

**UITM No. : 2011727827**

**Title : To Study On The Level Of Satisfaction Of  
Comfort Level Which Influenced The Space  
Management In Shopping Malls In Shah  
Alam**

**Supervisor's Name : Dr Norsalisma Ismail**

**Signature :**

**Date : January 27<sup>th</sup> 2014**

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## **ABSTRACT**

As we all know in today's era, the construction of the shopping mall has rapidly increasing as the shopping mall is one of the factors that could boost the economic growth in the country.

This rapid growth is because of the intention in providing the needs and demand from the people surrounds. Therefore, a good shopping mall could attract publics to enter the building and with this, the management needs to be particular on the comfort level of the people and its employee. Each individual will varies in having the level of comfortness and also this is influenced by the space provided. A good space management needs to be balance with a proper comfort level maintenance as this will gives a satisfactory feeling towards the people.