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**ACCESSIBILITY OF PERSON WITH DISABILITIES FACILITY AT PUBLIC TRANSIT  
TERMINAL.**

**Dissertation submitted in partial fulfilment of the requirement for the award of Bachelor  
of Quantity Surveying (Honours)**

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## ABSTRACT

Person with Disabilities (PwD) in Malaysia usually have less self-confidence to use public transportation terminals. In order to encourage PwDs to use public transportation terminals, the government takes into account the design of public transportation terminals to make sure that their facilities are accessible for all. Therefore, the available facilities at the public transportation terminals need to be improved in terms of the accessibility for PwDs so that it will be more convenient for all users as well as to increase ridership. The objectives of this study are (i) to identify the deficiency of public facilities provided at public transportation terminals for Person with Disabilities (PwD) (ii) to determine public facilities at public transportation terminals that are user-friendly for Person with Disabilities (PwD) (iii) to recommend further improvements of public facilities provided at the public transportation terminals for Person with Disabilities (PwD). The research focuses on public facilities at the public transportation terminals located at Sungai Buloh KTM Station, Batu Gajah KTM station and Tapah KTM Station. Mixed data collection methods which are qualitative data (observations) and quantitative data (questionnaire survey) have been used as the research instruments to get primary data.

### **Keywords:**

*Person with Disabilities (PwD), public transportation terminals, public facilities*

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# CHAPTER 1

## 1.0. INTRODUCTION

### 1.1 INTRODUCTION / BACKGROUND OF RESEARCH

Person with Disabilities (PWD) can be found all over the world, not just in Kuala Lumpur and urban areas. A disabled person is described by the Disability Discrimination Act (DDA) as someone who has a physical or mental impairment that has a significant and long-term negative impact on his or her ability to carry out regular day-to-day activities. In (Ibrahim et al., 2022), according to the World Health Organization (WHO, 2020), over 1 billion individuals worldwide suffer from various disabilities, with 80 percent of these people living in poor nations. With 190 million (3.8 percent) persons aged 15 and up, this amount represents 15% of the global population. There are 7 types of disabilities which are learning, mental, physical, multiple disabilities, visual impairment, hearing impairment and speech impairment.

PwDs are commonly accepted to have less resources and a poorer standard of life than non-disabled people (Seyed Hassan Khalifeh Soltania, 2012). Department of Social Welfare reported that the registered PwDs in 2017 were 453,258 people. (Shalini a/p Sanmargaraja, 2011) revealed that the increase in population among PwDs resulted the demand provision of facilities in and outside of the building.

Furthermore, public transportation is an important element in enabling disabled people to socialize and live independently. As a result, public facilities should be accessible everywhere at the public transportation terminals in order to boost the disabled community's trust in using public transportation. (Bret Hesla and Mary Kay Kennedy, 2008) supported that PwDs have not been treated as equals. The government's efforts to ensure that all segments of society gain from