

**PROGRAM OF QUANTITY SURVEYING
DEPARTMENT OF BUILT ENVIRONMENT STUDIES AND
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**FACILITIES MANAGEMENT SATISFACTION FOR
MOSQUE FACILITIES**

Final Project submitted in partial
fulfillment of the requirement for the
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**PREPARED BY:
NURUL FAWADDHA BINTI NOR ALFATAH (2019451914)
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ABSTRACT

Mosques play a vital role in the Islamic community. Basically, mosques have been developed not only as places of worship, but also to function as a center for various aspects of Islamic community development. However, these days, with the increasing number of mosques being built, it has become a big challenge for the mosque authorities to maintain the role of the institution as the center of the Islamic community. Therefore, the aim of the study for this paper is to improve the user's satisfaction level on implementation facilities management in mosque. The objectives for the study were to identify the satisfaction level towards the facilities provided in mosque, to determine the challenges of lack facilities management provided in mosque to users and to suggest the strategies to enhance satisfaction level of users towards mosque facilities. This study used quantitative approach and questionnaire survey as the data collection instrument. The data were collected from worshippers, visitors, facilities management team and organization management team in mosque. Data collected from the survey were evaluate by using SPSS version 260. It is hoped that this study will give benefit and improvement for worshippers toward the facilities provided in mosque.

Keywords: Satisfaction, Facilities, Mosque

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CHAPTER 1

INTRODUCTION

1.1 BACKGROUND OF RESEARCH

Nowadays, there a lot of religious building was built in Malaysia to make it easy for all people with different religion to perform their obligations depend on their ways. Religious building can define as a place of worship that are designated for individuals or a group of groups gather to perform acts of devotion, honor or religious study (Rasdi, 2004). He also stated that religious building that can be found in Malaysia such as mosque, church, temple and gurdawa. The religious building has their own symbolic to express the religious beliefs based on the religion. For example, usually a mosque has own iconographic symbol on the top of the dome such as star and crescent.

Mosque is a vital institution for Muslims to perform their prayers. It is physical and spiritual organization that brings people together and gather to perform their obligation as a Muslims. Instead, it had a significant influence and played a huge role in the various aspects such as management, economy, community, safety, education, expansion of religion and others (Shaikh Ali Mohamad Mokhtar,2003). This is also supported by Mina and Mustafa (2014) that Malaysia has large number of mosques in both urban and rural areas. Mosques are also required to conduct quality programs or excellent activities, in accordance with Islamic values with limited finance from the state and federal governments.

Facilities management in a building has grown into a huge field that need and requires qualified and expertise support to guarantee that a building is successfully maintained and adheres to all appropriate preservation standards. Maintenance in building can include a variety of corrective and conservation procedures in addition to