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AN ASSESSTMENT ON BUILDING FACILITIES FOR DISABLED  
PERSON AT MALAYAN RAILWAYS LIMITED (KTM)

Dissertation submitted in partial fulfillment of the requirement  
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## ABSTRACT

As a fast changing nation, advanced technology in services and facilities brought joy to Malaysians. There are many kinds of people in 32 million of population which are rich, medium, poor, healthy and disabled. Disabled person is someone who has any condition that makes him or her more difficult to certain activities or interacting with other people. Disabled people are facing difficulties and challenges while using public transport during travelling due to the poor accessibility at the station. Government do have the initiatives to provide facilities for disabled person including providing facilities that user-friendliness and meet the needs of people with disabilities (PWD). Hence this paper aim to determine the types of disabled facilities provided in Malayan Railways Limited (KTM) and suggests improvement of facilities for disabled person in station Malayan Railways Limited (KTM). This research were conducted via observation method on a total of five stations in Selangor which are Kuala Kubu Bharu's station, Rawang's station, Batang Kali's Station, Kajang's Station and Sungai Buloh's station. The finding shown nine types of building facilities for PWD namely disabled parking, walkway, ramp, doorway at main entrance, handrail, stair, guiding block, disabled toilet and signage and symbol were successfully provided at all five stations and a proper and visible signage received the highest vote to made improvements. These paper conclude that all five station succeed in providing majority of the facilities followed the standard.

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# CHAPTER 1

## **AN ASSESSMENT ON BUILDING FACILITIES FOR DISABLED PERSON AT MALAYAN RAILWAYS LIMITED (KTM)**

### **1.1 INTRODUCTION**

In Malaysia, there are 32 million of populations inclusive of persons with disabilities (PWDs). There are many kinds of people which are rich, medium, poor, healthy and disabled. Whoever they are, they have rights to do anything especially people with disabilities. As a fast changing nation, advanced technology in t services and facilities bought joy Malaysians. According to (Krhan, 2015), there is individual or people who have impairment or disabilities since they are born. Some of them have Down syndrome, Autism and Bipolar Disorder. Besides, disabilities also happen thru damage or injury such as spinal cord, limb loss due to diabetes. Plus, dementia which happens later in life related to people's ages also known as disabilities as they have memories weakness.

In transportation, there is a group of "Public Conveyance" also known as "Public Transport". The word of "public" in the phrase of "Public Transport" means transportation such as train and bus are meant for public use nonetheless to any types of groups. These include providing facilities that user-friendliness and meet the needs of PWDs. Disabled person is someone who has any condition that makes him or her more difficult to certain activities or interacting with other people. Government does have the initiatives to provide facilities for disabled person but it is not much of a help as the facilities are hard to use or find by the groups.