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**USER SATISFACTION TOWARDS
FACILITIES PROVIDED AT RURAL
PUBLIC HOSPITALS**

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ABSTRACT

Rural public hospital is a public hospital that is located at areas that far from the town or city. The facilities' management at rural public hospital are often mismanaged and are not being managed with the appropriately. It is due to the persons in-charge for management are not doing their work with properly. The facilities also should properly manage to prevent the facilities from being in bad condition. The facilities that are provided at rural public hospital are cafeteria, restroom, parking spaces, signage, prayer room, landscapes and facilities for disabled. The facilities provided at rural public hospital are to make users comfortable and make it easier for users. The problem statement for this final year project is lack of basic elements of a safe and clean environment. The aim of this final year project is to identify the user satisfaction towards facilities provided at rural public hospitals. The objectives of this final year project are to determine the level of user satisfaction towards facilities management at rural public hospitals and to determine ways to improve the facilities at rural public hospitals. Moreover, methodology for this study are the preparation the problem statement, aim and objectives of the study carried out, identification of the scope of this research and preparation of literature review. Then, data was collected through questionnaire survey where 100 questionnaires were distributed to respondents that have visited the Hospital. The data was analyzed by used descriptive statistic where the result presented in mean for each variable by using SPSS. The result for this final year project, based on the facilities provided at Hospital is that the respondent is satisfied with the facilities and highest satisfaction are towards rest room and signage facilities. The most suggested way to improve the facilities at rural public hospitals is to raise awareness among the users to use the facilities efficiently. The recommendation for this study is to improve the facilities provided at rural public hospitals to make the users more satisfied with the facilities provided at rural public hospitals.

Keywords: Rural public hospital; Facilities; User satisfaction

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CHAPTER 1

INTRODUCTION

1.0 INTRODUCTION

Nowadays, Malaysia is one of countries that is advancing in the construction sector. There are many types of construction products that are produced such as buildings. Buildings will be divided by several categories such as commercial, educational and others.

In commercial buildings, there are buildings provided by the government such as hospitals. There are two types of hospitals such as hospitals handled by private sector and hospitals handled by the government. Public hospitals are one of the government's initiatives to convenience the public.

The government needs to provide sufficient amount of public hospitals in Malaysia. It is because the population of people in Malaysia is increasing day by day. Naturally, the demand for the building in Malaysia is also highly increasing.

For public hospitals, there is one type of hospitals known as rural public hospital. Rural public hospital is a public hospital located far from town. It has the same function as common public hospitals but location of the hospital is remote.

The government needs to provide rural public hospital enough facilities similar to the public hospitals which are in a good condition. It is to make sure users using facilities at the hospital will be satisfied and comfortable. To make the facilities remain in a good condition, the facility management need to be maintained at the hospital.

The facilities at rural public hospitals also need to be taken care of by the government. It is because, there are some hospitals neglected because of the location of the hospital itself is far from the town. It is also a preferable option for many because there are some people who cannot go to the hospital in town because of certain reason.

The facility management at rural public hospitals is about the facilities and services that they can provide for the public (Anon., 2016). It is because the facilities there are limited compared to the facilities provided at hospitals at urban areas. Rural public hospitals can offer the services to public but not all of services and facilities can be properly provided. Rural hospitals can be defined as when the beds provided at the hospital is below 50 beds as mentioned by (Stephenie L. Loux, n.d.) , (Thomas C Ricketts, 2000) and (Connerton, 2014)