

DEPARTMENT OF QUANTITY SURVEYING
FACULTY OF ARCHITECTURE, PLANNING & SURVEYING
UNIVERSITI TEKNOLOGI MARA
PERAK

**PROVISION OF DISABLED FACILITIES IN PUBLIC
TRANSPORT: MRT STATIONS MALAYSIA**

Final Project submitted in partial fulfilment
of the requirement for the award of
Bachelor of Quantity Surveying (Honours)

PREPARED BY:
ROZLEEN BINTI ABDUL RAHIM
2017983395
SEMESTER: SEPTEMBER 2019 – JANUARY 2020

ABSTRACT

The disabled facility is a way to help disabled person for the ease of accessibility. Public transportation in Malaysia is needed to provide the facilities for Person with Disabilities (PWDs) based on the legislation and standard provided by the government. Most of the public transportation in Malaysia reported that the facilities are insufficient and does not follow the outlined that have been provided by the government. This research aims to identify the compliance of disabled facilities provided at MRT station. Research objectives were established to explore the types of disabled facilities to be provided at MRT station, to examine the standard compliance of disabled facilities provided at MRT stations with the Malaysian Standard 2014 and to evaluate the satisfaction level of disabled facilities provided in MRT station. Hence, three from 31 MRT stations has been selected as case study and using mixed method for research methodology. The research has found 13 types of disabled facilities to be provided at public transportation: MRT station which are disabled parking, walkway, ramp and kerb, doorway at the main entrance, guiding block, handrail, special lane for wheelchair user to Platform 2, staircase, prayer room, disabled toilet, signage, elevator and escalator. A checklist is used as a guideline for accessing the compliance of disabled facilities at MRT stations with Malaysia Standard 2014. Most of the facilities are comply Malaysia Standard 2014. The satisfaction level was evaluate with conducting a questionnaire survey to disabled respondents at three selected case study and most of the are not satisfied with prayer room and signage provided at the stations.

Keyword; Disabled Facilities ; Disabled person; Public Transport

ACKNOWLEDGEMENT

With the full gratitude to Allah S.W.T who gave me ideas and physical strength in this final project. I wish to express my gratitude to the individuals and all parties who responded offered their invaluable contribution in carrying out this final project.

I take this opportunity to express my profound gratitude and deep regard to my guide, my supervisor, her exemplary guidance, monitoring and constant encouragement throughout the course of this final project. The blessing, help, and guidance are given by her time to time shall carry me a long way in the journey of life on which I am about to embark.

My gratitude also goes to all those who agree to be as respondent which is formally and informally and gave me the benefit of knowledge, views, and experience. I am also indebted to all my friends for their moral support and encouragement during the preparation of this final project.

Finally, not forgetting my beloved parents and family who's never stop giving me their love support and encouragement in order for me to complete my final dissertation. Thank you for all the support when need it at most.

Thank you.

LIST OF TABLES

	TITLE	PAGE
Table 1.1:	Summary of Research Methodology	6
Table 2.1:	Accessibility for PWDs, the elderly and children in different types of buildings (Malaysia Standard, 2014)	19
Table 4.1:	Types of document used in document analysis	25
Table 4.2:	Name and Location of MRT stations	27
Table 5.1:	Shows the type of disabled facilities to be provided at MRT stations.	36
Table 5.2:	Overall checklist of provision of Disabled Facilities at selected MRT stations	37
Table 5.3.1:	Analysis on the compliances of PWD parking provided at the selected MRT station	39
Table 5.3.2:	Analysis on the compliances walkways provided at selected MRT station.	41
Table 5.3.3:	Analysis of the compliances of ramp and kerb provided at selected MRT stations.	43
Table 5.3.4:	Analysis on the compliances doorway/main entrance provide at all selected MRT stations	45
Table 5.3.5:	Analysis on the guiding block/ tactile provide at all selected MRT stations	47
Table 5.3.6:	Analysis on the compliances handrail provide at all selected MRT stations.	49
Table 5.3.7:	Analysis on the compliances special lane for wheelchair to use to platform 2 provide at all selected MRT stations.	51

CHAPTER 1

INTRODUCTION

This chapter provide the overview and overall structure of the research. It introduces the background of this research. Furthermore, it describes the research process that include research problem, the research statement, aim, objectives of the research and research question would be clearly explain in this chapter. The scope of research being investigated and the methodology adopted.

1.1 Research Background

Public can define as many group of people, open to all people or all people can use. (Kuper, 1995) Public space are a space that can be used to everyone at any time. Public space is managed by local authorities for everyone benefit. (Low, 1992). Public space is divided into two components which are physical and social. Pedestrian zones, streets, garden, forest, and others are examples for physical component.

In order to improve people lifestyle, transportation is one the way to incorporate active lifestyle and can reduce environment pollution. The needed of the transports are important because it is deal to movement in daily life. Public transport is a transport of that use by public to travel, operating by following schedule, route and charge a fee for each trip. City buses, trolleybuses, trams, passenger train, rapid transit and ferries are examples of public transportation. In this study, the research is focusing on Mass Rapid Transit (MRT) stations in Malaysia.