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**USER'S LEVEL OF SATISFACTION ON SURAU
FACILITIES AT SHOPPING MALL IN KLANG VALLEY**

Final Project submitted in partial fulfilment
of the requirement for the award of
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ABSTRACT

Today, the number of people go to shopping malls are increased. Shopping malls have become significant meeting places, especially for young people. Nowadays, this country moving towards a rapid urbanization in order to give the comfort of the center such as safety, cleanliness, beautiful, décor and attempt to create an attractive environment for the shoppers. Prayer room is one of the types of facilities that should be provided in shopping malls. Islam is the official religious in Malaysia and need suitable prayer room or prayer room with complete facilities is the top priority among Muslim especially in Shopping Complex. Therefore prayer room should be provided with adequate facilities to make sure every Muslim can worship in peace and tranquility. This research aims to identify the facilities provided in prayer room within shopping mall and to investigate the level of user satisfaction on prayer room within shopping malls. This research is focus on well known shopping malls in klang valley area. Data were collected from the questionnaires were distributed to user of prayer room within shopping mall. From this research also, it can be concluded that the level of customer satisfaction on the facilities provided in the prayer room have not reached the satisfied level yet overall.

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CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION

This chapter will clarify a brief background on what this study about. This part clarifies a holistic view of the research that consists of elaboration on the background of the research, problem statement, aim and objectives of the study, scope of research, research methodology and a summary for overall chapter.

1.2 OVERVIEW OF THE TITLE

Shopping is an activity that uncovers financial, social, and especially cultural conditions and structures. Nonetheless, from the start obtaining areas were arranged only to meet the economic needs as a direct arrangement and the placement of the individual components of the shops around linear or curved paths, however gradually the possibility that shopping centres should be expanded to include usages that respond to the other needs became central idea in architecture of the economic centres.

According to Sebastian and Purwanegara (2014), the shopping centre is a group of retail businesses arranged, developed, owned, and managed as a unit. A shopping mall can likewise be characterized as a building that contains many units of shops but it is managed as a single property. In shopping centres industry, effectiveness, judgment and sensitivity to people and their needs are essential qualities in successful management and operation. The nature of its administration is one of the most significant which can influence the achievement or disappointment of a shopping centre. The structure-activity and support the executives of a shopping mall are urgent to its prosperity. It is the job of the FM division to arrange and