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**THE APPLICABILITY OF DISABLED ACCESS AND FACILITIES AT  
BUS TERMINALS IN KLANG VALLEY**

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**Academic Project submitted in partial fulfillment of the requirements  
for the degree of  
Bachelor of Building Surveying (Hons)  
Centre of Studies in Building Surveying  
Faculty of Architecture, Planning & Surveying**

**JAN 2015**

## **ABSTRACT**

Applicability of disabled access and facilities is crucial to serve disabled people at best. The applicability of these facilities refers to how useful they are in providing their service in situation when the users are disabled people. The applicability of disabled access and facilities means the usefulness of disabled access and facilities to offer their functions to disabled users. The first objective of the research is to understand the design requirements of disabled access and facilities in according to Malaysian Standard (MS). There are two MS to be referred i.e Malaysian Standard Code of Practice on Access for Disabled Persons to Public Buildings MS 1184 : 2002 and Malaysian Standard Code of Practice for Access of Disabled Persons Outside Buildings MS 1331 : 2003. The second objective of the research is to compare and analyse the difference among the disabled facilities in the bus terminals within Klang Valley areas. A checklist was used to collect data whether the facilities provided complied with both MS or not. The third objective of the research is to identify the applicability of the facilities provisions for persons with disabilities in bus terminals. In order to gain this data, interviews were conducted with the users. The respondent of the interviews is focused on disabled people including wheelchair user, ambulant people, visually impaired person or hearing impaired person. The results show the difference between the case studies regarding the disabled facilities and the users. The conclusion then drawn the applicability of disabled facilities provision. The major finding of the research is vast majority of the disabled facilities provided in bus terminals are complied with most design requirements as stipulated in both Malaysian Standards. However, to highlight the terminal with best applicability, Terminal Bersepadu Selatan is the best out of four bus terminals. Some of recommendations is the guiding blocks are vital in order to guide them to correct route as well as to warn if any hazard in front of them especially in public building and public transportation system. Plus, the facilities that already provided should be kept under supervision so that they are always in good condition.

## **ACKNOWLEDGEMENT**

This research paper is made possible through the help and support from everyone including parent, lecturers, friends and any sentient beings. Allow me to dedicate my sincere gratitude and deep regard towards the following supervisor and contributors.

First and foremost, I would like to acknowledge my supervisor, Sr Hikmah binti Kamarudin for her guidance and continuous encouragement for the past year of my pursuit for Bachelor of Building Surveying (Hons.). Those were an immense help to me. Being supervised by her was a knowledgeable experience.

With great respect, I would like to acknowledge my parent for their great love, support and encouragement. I would also like to express sincere thanks to others for their comments, suggestions and ideas which really help in enhance this research. Their selfless supports have been exemplary.

Most of all, I would like to acknowledge a number of people who filled in the survey and interviews. This research would not have been able to complete without their help. Hopefully that the research will enhance the understanding related to disabled people.

## **CHAPTER ONE**

### **INTRODUCTION**

#### **1 INTRODUCTION**

##### **1.1 INTRODUCTION**

American National Standards Institute has differentiated between disabled and handicapped. A disabled people is defined as someone who experienced any limitation or loss physical, mental or sensory or function of the body while handicapped defined as someone with salient limitations using specific parts of the environment (ANSI, 1980). A large sum of disabled people have multiple disabilities which most of them are aged 55 years and above. The amount is expected to increase by 2025 (James, 1996).

In current scenario in Malaysia, generally handicapped people are well treated, only some discrimination occurred due to the ignorance or prejudice towards those handicapped people. Facilities such as parking bays and toilets special for disabled people sometimes use by normal people during peak hours commonly occurred. As the result, the lack of access for disable people making them often cannot enjoy the same opportunities as normal people (Singh, 2011).

Whereas, the government and of public facilities, amenities, services and buildings have been ordered to perform any necessary measures and consideration in order to make sure that the items mentioned earlier and their improvement fulfill the universal design in attempt to ease the disabled people (Act 685). Law of Malaysia Act 685 has enforced that any private sector and non-governmental organization responsible to take steps, measures or actions relating to the disabled people as stipulated in any other written law. All the national policy and national plan regarding disabled people also need to be considered.

Meanwhile; Malaysian Standard Code of Practice on Access for Disabled Persons to Public Buildings is provided by the Department of

Malaysian Standards as a guideline to public sector to enhance the industrial efficiency and development, benefitting the public's health and safety, protecting the consumer, facilitating domestic and international in relation to standards and standardization (MS1184 : 2002).

The consideration on the access and egress to the building is really important to enable disabled people to move around in a building either in normal circumstances or in an emergency (Blank, 1992).

## **1.2 STUDY BACKGROUND**

Every human being has a basic need in life. The need also goes to the disabled people. They possess right to enjoy their daily live as normal way as other peoples at particular time and places. Those rights are including education, leisure, medical treatment, training, etc (Bank-Mikkelsen, 1971).

When the disabled people are integrating into the public community, the design of building will be affected. Thus, the physical environment should be designed to meet a wide variety of individuals' needs in the community. The considerations will lead to the new design in order to balance the materials, structure, technology and mechanics of the building (Bank-Mikkelsen, 1971). Building completed with such needs inside and outside will build confidence in disable people to move around freely.

Health, education and social services are not as conveniently categorized as existing planning solutions which have caused a sum of peoples with problems of ill health to be segregated from their peers for education, work and sometimes for life (Bank-Mikkelsen, 1971). On equal to the able people, the disabled people shall not be exempted from general education system on the basis of disabilities only. The general education system that mentioned including vocational training and lifelong learning (Act 685).

All these show that disabled people deserve to enjoy the rights just like able people. However, they can only be enjoyed by disabled people