

**CENTRE OF STUDIES FOR BUILDING SURVEYING
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING
UNIVERSITI TEKNOLOGI MARA**

**A STUDY ON USER SATISFACTION TOWARDS LIFT FACILITIES IN
UNIVERSITI TEKNOLOGI MARA (UiTM)**

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**“I hereby declare that this academic project is the result of my own research
except for the quotation and summary which have been acknowledged”**

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Signature :

Handwritten signature in black ink, appearing to read 'Suliza' with a date '7/2015' written below it.

UITM No. : 2011974399

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"In the name of Allah, Most Gracious, Most Merciful"

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ABSTRACT

Nowadays, many of the buildings built in the higher education institution comprise of high-rise building. This is to accommodate the growing number of students from year to year. The design of the high building must provide lift facilities as vertical transportation for users to reach the level of their own. The lift provided must be maintained properly to avoid any accidents and ensure the safety of the user during use. This study is made to identify the user satisfaction toward lift facilities in UiTM. The methodology for conducting the study involved a literature review, data collection and analysis of results using the Average Index Method. The process of data collection involved obtaining primary data from the respondents by conducting questionnaire surveys at the selected building case studies, from the author's observation and from the interview to gather more information about the maintenance management and the problem arises. From this study, it was found not all users are satisfied to the lift and it depends on the circumstances, smoothness of operation, design and maintenance of the facilities lift building.

CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION

Nowadays a total number of populations in UiTM such as students and staffs are getting higher. To accommodate the increasing number of students that further their study at UiTM, high-rise buildings were build up at most of UiTM campus. The high-rise building is suitable to accommodate the increasing number of students in UiTM and as a place of learning in UiTM. Most of the students at UiTM need to take a lift to go to their classes. The importance of lift facilities is needed to enable them to reach the desired level and save their time and energy.

However, the lift facilities available in UiTM sometimes are not very satisfying especially during peak hour. Users have to wait for a long time to take the lift because of this problem and sometimes users cannot reach destination with on time. Other than that, lift cannot be used at times because of breakdown and need to be repaired immediately. If this happen, users have to use the stairs as another alternative to reach destination.

This dissertation is purposely to study on user satisfaction either they are satisfied or not satisfied towards lift facilities that are provided in UiTM.