

ACADEMIC PROJECT II (BSS 658)
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Group : AP2296B

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

A STUDY OF USER PERCEPTION ON FACILITIES PROVIDED AT
UITM SHAH ALAM LIBRARIES

AFIQA BINTI AHSAN
(2011106209)

BACHELOR OF BUILDING SURVEYING (HONS)

DECEMBER 2013

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No. Perolehan	
Control Number	518394
Tarikh	17/3/2014
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**AFIQA BINTI AHSAN
(2011106209)**

**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**

DECEMBER 2013

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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”**

Student's Name : Afiqah Binti Ahsan

Signature : 

UITM No. : 2011106209

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ABSTRACT

The facilities management as an industry has emerged as one of the fastest growing over the decade. In FM the current scope is made through in the relationship of the organization through people, place and process. The purpose of this research is to evaluate the user perception and the facilities provided at the UiTM Shah Alam Libraries. The objective of this research are to study the general facilities provided at the library, to evaluate the perception of the users on the facilities provided at the UiTM Shah Alam libraries and to recommend on how to improve the facilities provided at the UiTM Shah Alam libraries. There are chosen the case study for this research which is Tun Abdul Razak Library 1, Tun Abdul Razak Library 2, Tun Abdul Razak Library 3, Tun Abdul Razak Library 4 and Alam Bina Library, FSPU. Lastly, from the result of finding, it can produce the result on the perception of the user on the facilities provided at the UiTM Shah Alam Libraries through the distribution of questionnaire the result and finding can be analyzed.