

**RESIDENT'S PERCEPTION ON PUBLIC FACILITIES PROVIDED IN BUKIT
BANDARAYA, SHAH ALAM**

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This Planning Project Paper is prepared

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Title

**Resident's Perception On Public Facilities Provided In Bukit Bandaraya, Shah
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ABSTRACT

This study focuses on residents' perception on the public facilities provided in Bukit Bandaraya, Shah Alam. There are a few public facilities provided in Bukit Bandaraya that are taken into account in surveying the residents' perception such as public hall, playground, football field, surau and bus stops. The method used in this study is by observation and quantitative method which is questionnaire survey is used in order to survey the residents' perception at once the residents' level of satisfaction. The questionnaire also takes in residents' comments and suggestions on the facilities provided. The questionnaire responds totalled up to 30 respondents which the respondents involved are residents or community of Bukit Bandaraya, Shah Alam. The survey on residents' perception of the public facilities provided is evaluated by several aspects. The aspects are; condition including cleanliness and maintenance, allocation, size, safety and distance. The result of the survey is analysed using the Statistical Package for the Social Science (SPSS) software and generated into different kind of graphs and tables. The findings shows that majority of the respondents are not satisfied with the provision of public facilities in Bukit Bandaraya, Shah Alam with different reasons of dissatisfaction. This explicitly proves the quality of life and neighbourhood quality of the area. However, the satisfaction of the respondents also varies according to the aspects listed of the public facilities.

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