

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

**ASSESSING THE LEVEL OF CUSTOMERS' PERCEPTION WITH
THE SECURITY AND SAFETY OF CAR PARK AT SHOPPING MALLS**

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

June 14

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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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ABSTRACT

Safety and security at shopping mall car park is important to ensure the visitors comfortable and safe at the car park. The facilities that provided at the car park should be functional, safe and easily used for the people. The aim of this study focused on develop a factor that can enhance the level of security and safety at shopping mall car park. To achieve three (3) objectives has been set which is to study the concept of the at shopping mall car park, to identify the security and safety system at shopping mall car park and to identify the effectiveness of the security and safety system. Many cases that involve of public occurred at the shopping mall centre which are focus at the basement, outdoor car park and in the shopping mall. The cases that reported are car has been vandalism, visitors being followed by someone at the car park, car had being stolen and others. Therefore, this research has been taken at three (3) shopping malls which are Alamanda, Putrajaya, Jaya Jusco Bukit Raja and Subang Parade as a case study and the research methods cover through observation, semi-structure interview and questionnaire survey. The semi structure interview focused on the general information like types of parking at the case study, cases that has been reported, numbers of parking and others. Meanwhile, the questionnaire has seven (7) parts that answered by the respondents include respondents background, experience, satisfaction, agreement and recommendation should be done at the three of case study. The sample of questionnaire has been distributed 30 sets at each of the case study. The data obtained was analyzed by using SPSS version 20 and Microsoft Excel. The data collection was represented in form of table and pie chart. The result from the survey indicates that visitors satisfied with the safety and security at the shopping mall car park. From this research, the recommendation was obtained for three (3) parties which are policy maker, shopping mall management and end user.

ACKNOWLEDGMENT

I would like to express my appreciation to my supervisor Sr. Dr Nor Rima bt Mohd Ariff and others lecturer of Building Surveying Department in Universiti Teknologi MARA (UiTM), Shah Alam who has given me valuable suggestion and advice from time to time. With her dedication, commitment, experience, knowledge, encouragement, and help throughout the completion of my dissertation. Without her advice, guidance, and constructive ideas this dissertation will not complete as much as needed.

On the other hand, I am indeed thankful to all respondents from the three selected shopping mall who have spent their time and taking effort in answering the questionnaire.

Finally I also take this opportunity to express my greatest and appreciation for those who agreed to share their knowledge, view, and experience and those who were directly or indirectly involved in making this dissertation became success.

THANK YOU.

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