

**UNIVERSITI TEKNOLOGI MARA**

**DISPLAY METHODS IN HERITAGE  
MUSEUMS**

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Dissertation submitted in fulfillment of the  
requirements for degree of  
**Bachelor Interior Architecture (Hons.)**

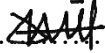
**Faculty of Architecture, Planning and Surveying**

**February 2021**

## AUTHOR'S DECLARATION

I declare that the work in this dissertation was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This dissertation has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Undergraduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

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## ABSTRACT

The museum and exhibition gallery's successful design depends on many aspects, particularly on the display method. The display method gives an impact on the decisions of the design. However, this study explores the method of display in the heritage museum and how it affects a visitor's experience. Malaysia's museums lack imagination and innovation in display methods. The display methods used are not appropriate corresponding to the current modern and technology era and only emphasize passive traditional display methods. Throughout the study, the questions arose were the methods and techniques used for the display, visitor's visit experience, and their most preferred type of display. Hence, the study was conducted to identify the types of display methods and investigate visitors' experience towards display methods in the Heritage Museum. In doing so, an on-site observation was held to identify the display's methods and technique on the selected Heritage Museum as a case study. Furthermore, the questionnaire was distributed to the past visitors of the case study museums, a total of one hundred and twenty-five respondents has completed the survey. Moreover, the respondents' data provided further evidence that the display methods affect a visitor's experience. Hopefully, this paper will give the client a better and more cost-effective financial planning, giving visitors the most explicit exhibition display methods, ambience, exploration, and wayfinding experience. Next, this paper might help students get some data for their academic purpose and last but not least as a partial guideline towards better planning museum design and consideration on display methods.

**Keywords:** *Museum, Heritage Museum, Museum Display, Display Methods, Museum Visitors, Visitor Experience*

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