

**UNIVERSITI TEKNOLOGI MARA**

**THE AMBIENCE ASPECTS IN OUTPATIENT  
CLINIC WAITING AREA IN MALAYSIAN  
PUBLIC HOSPITAL**

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Thesis submitted in fulfilment  
of the requirements for the degree of  
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**(Hons.)**

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## AUTHOR'S DECLARATION

I certify that the dissertation work was completed in compliance with rules and regulations of Universiti Teknologi MARA. Unless otherwise stated or acknowledged as referenced work, it is original and result of my own efforts. This dissertation has not been submitted to any other academic institution for the purpose of obtaining a degree or qualification.

I, hereby, acknowledged 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 aim of the research is to investigate the ambience aspects in outpatient clinic waiting area that can have an impact on and is part of the important mandate in the patient's quality of life. The objectives of the study are to identify the user's feedback towards ambience elements and to investigate the elements of interior surrounding factors in the outpatient clinic waiting area. This research was conducted at Hospital Malaysia that is located at Serdang, Selangor, Malaysia. The research uses a set of questionnaire form to identify the user's feedback towards ambience elements in the outpatient clinic waiting area. This research reveals the user's feedback on ambience elements and the ambience elements provided at the clinic space itself. The ambience elements of the outpatient space are also lacking in execution for specific purposes. Throughout this study, the researcher would be able to identify the best solutions and techniques in the hospice outpatient's clinic waiting area to facilitate the application of ambience elements into the space.

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