

UNIVERSITI TEKNOLOGI MARA

**THE ASSESSMENT OF USERS'
SATISFACTION TOWARDS THE
INTERIOR DESIGN QUALITY OF
INPATIENT UNITS AT PUBLIC
TERTIARY HOSPITALS IN
MALAYSIA: A MIXED-METHODS
STUDY**

SHARIFFAH SYAFIQAH ALJUNID

MSc

December 2021

AUTHOR'S DECLARATION

I declare that the work in this thesis 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 thesis 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 Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.


Name of Student : Shariffah Syafiqah Aljunid

Student I.D. No. : 2016619606

Programme : Master of Science (Built Environment) - AP781

Faculty : Architecture, Planning & Surveying

Thesis Title : The Assessment of Users' Satisfaction towards the Interior Design Quality of Inpatient Units at Public Tertiary Hospitals in Malaysia: A Mixed-Methods Study

Signature of Student : 

Date : December 2021

ABSTRACT

The physical environment of healthcare facilities has a significant impact on the health and wellbeing of the users. A pleasant and positive environment is proven to support recovery process, reduce stress and most importantly, improve satisfaction. A hospital building is designed and built primarily to meet the needs and desires of its users, especially those of the inpatient units, which takes up the majority of the hospital area and are where patients spend the most time to recover. This research aims to determine the users' satisfaction level towards the interior design quality of the inpatient units in Malaysian public hospitals within the Klang Valley region. A total of 1,373 respondents comprised of 473 patients, 399 staff and 501 visitors from 17 inpatient units of Obstetrics and Gynaecology specialist department participated in the questionnaire surveys to measure the users' satisfaction level and identify the influencing factors. Then, as a follow up to the questionnaire survey, the current physical condition of the inpatient units was assessed as case studies by conducting semi-structured interviews with 29 patients, 27 staff and 17 visitors and on-site observations based on the variables that were found to be significant to the users' satisfaction level as themes. At the end of the analysis, data triangulation was performed to trace any discrepancies between the two methodologies. The findings from the questionnaire survey revealed patients as the most satisfied group (mean=3.82) on overall interior design quality, followed by visitors (mean=3.73) and staff (mean=3.61). The research further revealed that space planning, materials and finishes, air quality and privacy have a significant influence on the users' satisfaction, in addition to the users' type, education level, and visit frequency. The case study findings provided evidence that successfully described the inpatient units' existing physical state as satisfactory, validating the grounds for the questionnaire survey results. In summary, this research represents an attempt to support the importance of the physical environment in fostering hospital users' satisfaction. It demonstrates significant progress in understanding the current situation of the country's healthcare facilities, especially in the light of quality in interior design, while providing information that will hopefully inspire professionals to design better inpatient units in the future.

ACKNOWLEDGEMENT

Alhamdulillah, all praise to Allah the Almighty, the Most Merciful and compassionate for providing me the courage, strength and patience to complete this thesis. The opportunity to experience this long, educational path has taught me not just academically, but also in other aspects of life. My humblest gratitude goes to the holy Prophet Muhammad (PBUH), whose way of life has been a continuous guidance for me.

First and foremost, this journey would not have been possible without the support of my family. It is my utmost pleasure to dedicate this work to my dear parents. I would like to thank my dear father, a role model to us all, Prof. Dato' Dr. Syed Mohamed Aljunid for encouraging me in all of my pursuits and inspiring me to follow my dreams. Thank you for all your support, guidance and for offering your expertise throughout this process. To my dear mother, Datin Rukiah Hashim, I am truly grateful for your unconditional love and support. Thank you for granting me the gift of unwavering belief in my ability to accomplish this goal. It is with your prayers; I stand against this world. I would like to thank my beautiful sister, Shariffah Syazwana Aljunid, who has been with me through the ups and downs of my life, and for that, she will always have a special place in my heart. I also want to extend my heartfelt appreciation to both of my brothers, Dr. Syed Muhammad Syafiq Aljunid and Syed Muhammad Syazwan Aljunid; my sister-in-law, Nuurul Izzah; and my lovely nieces, Shariffah Nur Alisya Aljunid and Shariffah Nur Aliya Aljunid.

My deepest gratitude goes to my supervisor, Prof. Madya IDr Dr. Zafrullah Mohd Taib, and my co-supervisor, Dr. Zanariah Abu Samah, for their leadership, understanding and most importantly, their positive encouragement and warm support to write this thesis. I will be forever grateful for their continuous effort to push me towards success. It has been a great pleasure and honour to have them both as my supervisors.

My friends have been a wonderful source of support throughout my research journey. I would like to sincerely thank my best friend, Dr. Nurul Nabilah for always being there for me, Dr. Alyaa Afifah and Wan Hazwatiamani, for their never ending moral and emotional support. In addition, I would like to extend my appreciation to the previous researchers before me who have taken interest in developing this field of study to inspire others to discover new things. Special credits should also go to my faculty members, Faculty of Architecture, Planning and Surveying, and Universiti Teknologi MARA (UiTM) for the opportunity to participate in my tertiary education in this prestigious institution.

Finally, I would like to thank everyone who has contributed directly or indirectly in the makings of my thesis, whose names I may not have mentioned, but have an impact on the outcome of my research. May Allah SWT shower His countless blessings and repay all of their kindness with success and honour in their lives.

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